



Making Our Community Stronger;  
One life, one home, one project at a time.



# Community and Human Services Quarterly

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## Director's Note



On Jan. 1, many of us made resolutions about our health, time management, habits or relationships. While these all have value, allow me to suggest another idea – resolve to measure your success this year.

Measuring our success at Community and Human Services comes in several ways; how are doing with our internal partners and external customers, what are we doing to make a difference in our community and what changes are we making to improve the lives of those vulnerable residents we serve every day. So our moto for 2020 is IMPACT,

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IMPACT, IMPACT!

### How are we making an impact in the lives of our Collier County residents?

The building blocks for the future reside in the projects we administer and the people we serve. Key factors like healthy seniors, consistent physical, mental health and substance abuse care, and high-quality community projects make all the difference. We live in a beautiful place, but it also needs to be tended to and supported.

**So, how can we be part of the solution in 2020?** We see ourselves as a part of this community, we are your neighbors. Each project we take on will impact everyone.

**What can we do in 2020 to ensure a solid foundation for future success?** We are looking for all opportunities to preserve our existing programs while making strides through innovative and creative funding streams. This year we are looking to enhance and encourage development within the community.

### So what is CHS doing in 2020?

**Community projects:** Continued implementation of our housing plan remains a priority, we have awarded our Community Land Trust to HELP, Inc. and steps are underway to establishing the board of directors and preparing the bylaws. We are embarking on an affordable housing campaign through outreach and marketing efforts. We will continue to support our community through awarding funds, and we are excited about the potential new slate of community improvement projects focusing on those low to moderate income residents. Also, we are working on the continued implementation of operational support and will continue to refine our role and relationship with our internal Divisional partners in the Public Services Department to facilitate new community projects for museums, domestic animal services and parks, to name a few.

**Customer Service Enhancements:** We will continue to offer our medical and prescription programs and provide ease of access to all members of the community by serving Immokalee 2 days per week. Making payments easier for all who need to make payments through a web portal so there is no longer a need to mail a check, we accept electronic payments and credit/debit cards. Developing both a senior and affordable housing website to make locating services easier for everyone. Evaluating our survey data to make us better and provide better service to our neighbors.

As you can see, we are not in this alone! Each day, Collier County CHS' success will be measured by the well-being of its most vulnerable residents, its seniors and low to moderate income residents. Let's resolve to make this vision a reality continuing in 2020.

Enjoy the first edition of our newsletter for 2020.

**Kristi Sonntag, Director**

## Now Accepting Electronic Payment!



To continuously strive to provide more convenient options to our clients, CHS is proud to offer electronic payment! CHS accepts electronic payment in the form of credit, debit, mobile payment and e-check. The addition of e-check enables a payment to be directly drawn from a client's bank account, eliminating the hassle of writing a check and mailing it in. E-check can be particularly convenient for caregivers taking care of financial obligations for their family members receiving services from CHS. Also, clients who come into our office no longer need to make sure they have exact change before their visit. By accepting electronic payments, deposit processing time is reduced,

and the overall security is improved. Staying current and on top of emerging technologies allows CHS to work more efficiently and effectively on multiple levels. Clients can make electronic payments through our website at: <https://www.colliercountyfl.gov/your-government/divisions-a-e/community-and-human-services/services-for-seniors-program>

**Akiko Woods, Accountant**

## Staying Healthy in 2020

Last year, CHS helped over 480 adults with medical assistance for life threatening issues and conditions who otherwise could not afford private insurance and do not qualify for Medicaid. Assistance is available for testing, x-rays, day surgery and treatment. Prescription assistance is also provided to eligible patients who have physician prescription orders. In 2019, 114 clients received prescription assistance. Pharmacies are located in Naples and Immokalee to allow ease of access to our customers.

To qualify for our medical or prescription program, one of our case managers will review eligibility and medical necessity. Once a person is determined eligible for referral services, a co-payment of \$10 is assessed for each medical procedure and \$5 for each prescription.

Eligibility criteria:

- Adult 19-64 years of age
- Proof of Collier County residency
- Proof of legal status
- No other medical insurance
- Medicaid denial paperwork
- Must meet 150% of the Federal Poverty Guidelines

Case managers are available 5 days per week at the Community and Human Services office located in Building H of the Government Complex and two days per week in Immokalee.

CHS partners with Healthcare Network of SW FL, Cancer Alliance and The Neighborhood Health Clinic.

To schedule an appointment, please call 239-252-252-CARE (2273)

**Louise Pelletier, Senior and Social Services Programs Manager**



*Marco Chouinard, Case Manager assists a client with medical assistance*

## Collier Meal Site Yields Zero Findings



Lunch at the Goodlette Arms Meal Site

On October 29, 2019, The Area Agency on Aging of SWFL conducted a meal site monitoring at the Goodlette Arms location.

The site visit was a welcomed opportunity for our grantor agency to see our nutrition program in action. During the visit they conducted a routine inspection of our food preparation areas and the dining room, as well as a review of our staff's food handling procedures and food service training. We were thrilled with the feedback we received from the visit and think that our meal site participants enjoyed the opportunity to share their favorite and not so favorite menu items, spaghetti and meatballs is a favorite.



### The following comments were made during the meal site monitoring by our reviewers:

*"Food Programs Supervisor Danielle Mordaunt and Meal Site Coordinator Nouchely Jeanlys were very nice and helpful."*

*"The dining room was very clean, and the tables were set with tablecloths and a vase of fall flowers. Men's and women's bathrooms were nice and clean and so was the kitchen."*

*"The clients at the meal site were very friendly and happy to myself, Danielle and Nouchely. I had the pleasure of meeting one of the very 1<sup>st</sup> meal site attendees."*

There were no findings or recommendations as a result of this monitoring. Congratulations to our entire Nutrition Staff: Danielle Mordaunt, Nouchely Jeanlys, Janette Jean-Louis, Hilda Aguilar, Anita Silva, Glenda Suter and Cincy Curry.

**Danielle Mordaunt, Food Programs Supervisor**

## Our Community Makes the Holidays Better

Community and Human Services, Services for Seniors Program staff would like to express a heartfelt thank you to our community partners for their generosity and kindness this 2019 holiday season! Together, our partners provided clients in our community with a total of 160 wrapped presents and 62 gift cards totaling over \$1,500.

A special thank you to the following persons who made a difference this holiday season:

**Heather Sweet**, Collier County Public Utilities Department-Financial Operations & Support

**Debby Thornton**, Collier County Tax Collector's Office

**Shirley Calhoun**, East Naples Civic Association

**Tarie Curtiss**, Longshore Lakes Women's Club, Longshore Lakes Community

Your thoughtfulness truly ensured our clients had a special holiday!

**Louise Pelletier, Senior and Social Services Program Manager**



Clients receiving holiday gifts

## What Our Customers Are Saying

Self-correcting and self-evaluating are two values that Community & Human Services take seriously. Surveys from internal and external partners were first implemented during April 2018, using survey links attached to CHS staff members outgoing e-mails and through a kiosk located in the front lobby of our office. Survey results assist in identifying the public's concerns in the areas where we serve. For example, there has been significant feedback on the need for more Affordable Housing options within the county. Comments like these are used as tools so that we can highlight the community's input in how we shape our strategic planning in areas we serve.

Recent data collected shows that there is high overall satisfaction in the RSVP program as well as customer service in the SHIP program. These results allow us to report on operational performance to executive management, the Board of County Commissioners and other community stakeholders. So, next time you see one of our survey links, let us know how we are doing and let us know what we can do better!

## And the survey says...

*"I would like to thank Debbi Maxon for her professional, kind and efficient work as case manager for my mother. My mother and I are thankful for how the services are supporting my mother's health and wellbeing. Thank you."*

*"Debbi is perfect! Been on service for many years, but still learn more about benefits available to me."*

*"Rosa Munoz is so wonderful to work with. She never hesitates to help and offer advice. I personally bother her with so many questions and she is always unbelievably patient and kind."*

**Maggie Lopez, Financial and Operational Support Manager**

## Mo' Money



The Collier County Community and Human Services Division opened the FY 2020-2021 grant application cycle, at midnight on January 3, 2020. During the FY 2020-2021, Collier County is scheduled to receive federal funds from the U.S. Department of Housing and Urban Development (HUD) Community Development Block Grant (CDBG) funds, HOME Investment Partnership Program (HOME) funds and Emergency Solutions Grant (ESG) funds. In addition, Collier County will receive an annual allocation of State Housing Initiative Partnership (SHIP) funds. Local funds from the Housing Trust Fund will also be made available.

The application submission period for local, State and Federal grant funds closes on Monday, February 10, 2020. All applications must be consistent with Collier County's Consolidated Plan and/or SHIP Local Housing Assistance Plan (LHAP).

The U.S. Department of Housing and Urban Development (HUD) supports projects that meet one or more of the three national objectives:

- Benefits low and moderate-income persons or households who earn at or below 80% of the median income
- Aids in the prevention or elimination of slums or blight
- Qualifies as a certified urgent need

SHIP strategies that may be funded include:

- Purchase Assistance
- Housing Rehabilitation
- Demolition and Replacement



## Mo' Money, Cont'd

Federal CDBG, HOME and ESG funding totaling approximately \$3,000,000 may be available. State SHIP funds are estimated to be approximately \$700,000. Funding amounts are subject to change based on actual amounts awarded from grantor agencies and availability of funds. All applicants are required to participate in a one-on-one technical assistance meeting in order to submit an application. No applications will be accepted unless a one-on-one technical assistance meeting has occurred. CHS staff will review all applications received to assure they meet all fatal requirements. Those that qualify will be given to the Review and Ranking Committee, which will be appointed by the County Manager, to critique and score the applications. Based on application presentations and total scores the Review and Ranking Committee will make funding award recommendations to the Board of County Commissioners at the June 23<sup>rd</sup> BCC meeting.

**Hilary Halford, Senior Grant and Housing Coordinator**  
**Cormac Giblin, Housing and Grant Development Manager**

## Community Land Trust Takes Shape



Photo credit: Radical Partners

On October 22, 2019 the Board of County Commissioners approved moving forward with the Collier County Land Trust, another step closer toward achieving our goals outlined in the County's Housing Plan. Housing Development Corporation of SW Florida, Inc. d/b/a H.E.L.P. filed the articles of incorporation for the new entity named the "Collier County Community Land Trust" (CCCLT) on October 24, 2019.

On December 11, 2019, the CCLT held its first Board recruitment training webinar in collaboration with the Florida Housing Coalition.

There were 6 potential board members who participated in the training. The proposed initial members include: Steven Hruby, David Ellis, Mary Jo Diegel, Todd Sabin, Jenna Buzzacco-Foerster, and Mike Pioletti. The group has a diverse background including commercial development, commercial real estate, law, government relations and wealth management.

The initial Board of Directors meeting has been set for January 2020. Preliminary By-Laws have been drafted in collaboration with Legal Aid Services and the Florida Housing Coalition and the initial board meeting will review and discuss these proposed by-laws. The CCLT is on its way to effecting great change in the area of affordable and attainable housing.

**Tomas Calderon, Grant Coordinator**  
**Hilary Halford, Senior Grant and Housing Coordinator**

## Knowledge is Power!

Community and Human Services has embarked on our long-awaited marketing and outreach campaign. Our vendor, Quest will be first developing our new website.

The website will offer a variety of tools for individuals in search of housing that is affordable, developers interested in incentives to produce housing that is affordable and information for the general public. The website will also offer resources on what is meant by affordable housing, why it's important, and how the lack of affordable housing can be a detriment for everyone in a community.

In the coming months CHS will work with Quest to develop public service announcements, organize 'Lunch & Learns' and develop written materials for distribution.

So, stay-tuned! And watch for our new HOUSING Website!

**Hilary Halford, Senior Grant and Housing Coordinator**



## Operational Support– The Wheels on the Bus– Public Transit and Neighborhood Enhancement



In October, Community and Human Services (CHS) embarked on a new journey to provide operational support to other Divisions within the Public Services Department. This change is an opportunity for forming partnerships with the other Divisions and involves new grants, new regulations, and ultimately, new prospects for the Department. One of those partners is the Public Transit and Neighborhood Enhancement (PTNE) Division.

As anyone knows, public transit in a county like Collier County, is a vital resource for those who live and work here to get from point A to point B. Through this partnership, CHS will have the opportunity to share our structure with PTNE and utilize our expertise to support them as they continue to administer their programs and deliver valuable transportation services to the residents of Collier County. This approach will provide for more consistency in grant administration, fiscal support, enhance our transparency and accountability and ensure compliance with internal controls, contracts and regulatory requirements. Together we will work to ensure that the residents of Collier County travel the same stretch of road safely every day.

***Tami Bailey, Federal and State Grant Manager***

## RSVP Volunteer of the Quarter

The Retired Senior Volunteer Program would like to honor Daniel Daoust as Volunteer of the Quarter! Since 2012, Daniel has volunteered over 1,300 hours driving veterans to the VA Medical Centers located in Cape Coral, Bay Pines and Miami. Originally from Lawrence MA, Daniel joined the Marines in 1963 for four years, and returned in 1971 to 1989. Following his service, he worked as a Diplomatic Secretary for 10 years. Daniel loves volunteering with the veterans and says it is a very humbling experience. He loves the comradery of the other veterans and it reminds him of when he was in the Corp. Once a Marine, always a Marine. Congratulations, Daniel for being the RSVP Volunteer of the Quarter!



***Dawn Whelan, RSVP Project Director***

## Subrecipient Corner– Collier County Housing Authority

The Collier County Housing Authority (CCHA) was created in 1966 by the State Legislature with the sole purpose of providing housing for low-income families, including the elderly and persons with disabilities. CCHA is governed by a five-member Board of Commissioners appointed by the Governor, and currently owns and manages four public housing developments consisting of 813 units. The units are in Immokalee's Farm Worker Village, a low-income housing development, a farm labor housing development and Horizon Village which is a dormitory facility. CCHA also administers the HUD, HOME, TBRA Section 8 Family Self Sufficiency Programs to low, elderly, disabled and homeless persons, serving approximately 3,100 persons that live in Collier County.

## Subrecipient Corner, Cont'd



Farm Worker Village, Immokalee

The Tenant Based Rental Assistance Program (TBRA) is a rental subsidy that may be used to help individual households afford housing costs by paying all, or a portion of a families rent and security deposits. It may also assist tenants with utility deposits. The Collier County Housing Authority re-established their commitment to the TBRA program by applying for, and being awarded, HOME funds in 2017 which will carry them through 2021.

Angela Edison, Director of Housing says *“Our mission is to provide choices for families to have decent, safe and affordable housing with opportunities for education and guidance in achieving economic upward mobility.*

*We are super grateful for the partnership with CHS, for the commitment and dedication to our community to make life changing improvements to the quality of life for the residents we serve.”*

We are grateful for CCHA’s continued partnership and successful administration of this program in Immokalee and Naples to assist those most in need. If you or someone you know could benefit from rental assistance through the TBRA program please call Angela Edison at the Collier County Housing Authority 239-657-3649.

**Carolyn Noble, Grant Coordinator**

## Employee Corner

We find ourselves simultaneously congratulating Margo Castorena for her 15 years of service, at Collier County, and wishing her well as she prepares to retire, on January 30<sup>th</sup>. Margo has worked at CHS, since 2008, with her last six years spent as a valued member of the Grants Compliance Unit, where she participated in onsite monitoring activities, presented annual subrecipient training and drafted policies & procedures. When asked about her retirement plans, Margo responded, “I plan on sleeping late and when I wake up, I’ll be planning my next trip.” Her first trip is a visit to Japan, this fall. Congratulations Margo! Best Wishes on a long and happy retirement!!



Louise Pelletier has completed 15 years of service with Collier County. Louise is the Manager for the Seniors and Social Services Programs, providing daily oversight to our medical, prescription, seniors and nutrition programs. Louise is also the designated Collier County Senior Liaison and serves as a member of LCA, and the Chronic Disease Management Steering Committee. Congratulations, Louise and CHEERS to many more years to come.



## Employee Corner, Cont'd



Lisa Koller is the new Grant Support Specialist under the Service's for Seniors program. Lisa recently moved from Colorado to be closer to family and is settling nicely in the area. She brings with her experience in case management and experience in providing community support services. Welcome, Lisa!

Lisa Weinmann is the new CDBG Grant accountant. Lisa has over twenty years in Accounting and Human Resource management experience. We are happy to make her part of our fiscal team and bringing her experience to our HUD programs.



## Props to the Peeps!

Scott Burgess, President/CEO, David Lawrence Center recognized the CHS team for the work being done in our community ***"Way to go Kristi and your amazing team!! So much to celebrate!! Its an honor to serve with you in helping our community!!! Congratulations on all these, and many more, accomplishments!!"***

**Cormac Giblin, Housing, Grant Development, and Operations Manager**, received a thank you letter on behalf of the Greater Naples Leadership thanking him for his contribution to the Greater Naples Leadership Education Day.

***"Thanks to your excellent presentation, the day was a resounding success. We received very high ratings from the class participants, they loved the session on affordable housing!"***