

**LEE COUNTY
COMMUNITY ACTION AGENCY/NEIGHBORHOOD DISTRICT COMMITTEE
QUARTERLY MEETING**

**October 24th, 2023
Virtual Meeting 4:00 p.m.
Microsoft Teams Meeting ID: 241 405 572 207
Passcode: cqMgJR
or call
1-321-414-2159
Phone Conference ID: 655 594 719#**

I. Call To Order – Roll Call - *Establish Quorum

A. Members Present

1. Members Absent/With Excuse

B. Approval of September 19th Minutes *

II. Program Reports

- A. Community Service Block Grant (CSBG)**
B. Client Satisfaction Survey Report –
C. LIHEAP Budget –

**Kim Hustad
Kim Hustad
Kim Hustad**

III. New Business

- A. New Homeless Impact Manager, Jason Coleman –**
B. Community Needs Assessment –
C. Seating of New Members – Amy Early, Vacharee Howard-
D. Election of Board Secretary*
E. Employment Services in Lee County

**Kim Hustad
Clare Molloy
Maricela
Maricela
General Discussion**

IV. Adjournment

***Item Needing Action**

In accordance with the Americans with Disabilities Act, Lee County will not discriminate against qualified individuals with disabilities in its services, programs, or activities. To request an auxiliary aid or service for effective communication or a reasonable modification to participate, contact Joan LaGuardia, (239) 533-2314, ADArequests@leegov.com or Florida Relay Service, 711. Accommodation will be provided at no cost to the requestor. Requests should be made at least five business days in advance. For additional information, please contact: John Wiggins, Lee County Human and Veteran Services at 533-7934.

**LEE COUNTY
COMMUNITY ACTION AGENCY/NEIGHBORHOOD DISTRICT COMMITTEE
QUARTERLY MEETING**

**September 19th, 2023
Virtual Meeting 4:00 p.m.
Microsoft Teams Meeting ID: 224 731 953 569
Passcode: jMkUZc
or call
1-321-414-2159
Phone Conference ID: 438 535 046#**

I. Call To Order – Roll Call - *Establish Quorum

A. Members Present:

Gary Willoughby
Carl Baxter
Maricela Morado
Amanda Brunson
Katelyn Bradford Witmer
Robert Hill
Julian Ramirez
Gwynetta Gittens

1. Members Absent/With Excuse

Carolyn Johnson
Aimee McLaughlin
Timothy Hennessey
Carmen Henry

2. Members Absent/Without Excuse:

Dawn Belamarich

3. Staff Present:

Kim Hustad
Kim Usa
Clare Molloy
Amanda Patton
Carla Platter
Amanda Patton
Melanie Arias

The meeting was called to order at 4:04 PM. Roll was taken by Melanie Arias and a quorum was established.

B. Approval of May 25th Minutes *

Maricela Morado called for the approval of May 25th, 2023, meeting minutes. Amanda Brunson made a motion to approve the May 25th meeting minutes, Gary Willoughby seconded the motion. The motion carried and the minutes were approved.

II. Program Reports

A. Housing Overview

Kim Usa discussed updates within Lee County Human and Veteran Services. She stated that Disaster Recovery Funds will be coming into the county but that is separate from this office. She also stated that they continue to operate with owner occupied rehab which is getting more complicated because there is a lot of hurricane damage and due to that, there are many still in progress and many still waiting. They are also working with down payment assistance throughout Lee County. There is currently a project called “Tolls Garden” that will potentially be getting their certificate of occupancy in January or February, so they are expecting to help make those more affordable by providing down payment assistance. Kim Usa stated the department has been speaking with Tolls Garden, but they are not at the stage where they have applicants yet, but it is to be expected. She also stated there are some affordable multi-units and single-family units in progress in Cape Coral and Fort Myers. Gwynetta Gittens asked for clarification on if the department deals with the housing situation based on Hurricane Ian. Kim Usa stated that the department is doing down payment assistance and owner-occupied rehab, which is an application for families that are income eligible and if there was any hurricane damage to the property, they would have to get that fixed first before the department go in and see what is remaining. She also stated that there is a separate department that received the disaster recovery funds. Gwynetta Gittens inquired about grants for affordable housing in the eastern part of the county. Kim Usa stated that it is solely up to the developers and agencies to apply for funding, in this moment Central Fort Myers is in progress but she is unaware of anything going on in East or Lehigh Acres. She stated that the Department of Community Development is accepting application for additional funding and that sometimes they have larger developers. Amanda Brunson inquired about the website for the down payment assistance request. Kim Usa directed her to this website <https://www.leegov.com/dhs/assistance>.

B. Client Satisfaction Survey Report

Kim Hustad discussed the Client Satisfaction Survey Report for Lee County Human and Veteran Services programs. She explained that whenever LIHEAP, the Homelessness Prevention Program, Housing, and Rapid Re-housing serves a client, staff encourage the clients to go into their website and complete the client satisfaction survey, the surveys are anonymous. The areas that are covered on the survey are if the facility was accessible, was the client comfortable asking questions, were they treated with respect, and were they satisfied with the service. According to the Survey Report, most clients were satisfied except for one client, and if a client isn't satisfied, staff generally follow up with that client to see if there is anything else that can be done for them. Maricela Morado inquired about the total number of clients that were surveyed in this quarter. Kim Hustad stated that there was a total of 66 clients surveyed this quarter. Maricela Morado also inquired if this was the average amount of surveys received in a quarter. Kim Hustad stated that this is the average amount of surveys received in a quarter and that most of the respondents come through the LIHEAP program and a few through Youth Services and Rapid Re-housing.

C. LIHEAP Budget

Kim Hustad stated that Lee County Human and Veteran Services is going into a different era with LIHEAP because with COVID and Hurricane Ian, the department was awarded a large funding of 4-5 million dollars for LIHEAP, but the department is now going back to normal because they are now being awarded the normal pre-crisis funding. She stated that the new LIHEAP allocation that has just begun, is \$2,253,000 and of that amount, \$1,770,000 is going to direct services. What this means is that by contract with the Department of Commerce, the department must make the funding last throughout 12 months. Kim Hustad explained that the money cannot be spent in the first and second quarter, the department must make it last the entire 12 months. She stated that this will require the department to manage the applications coming in per day, and this can be done in a couple of ways. The first way is the department can state that they are only going to accept 20 applications per day and then cut it off after the 20 applications are received for that day. Another way would be to serve only Federal Priority Groups, which are households that have a household member that is of the age 62 or older, households with someone who has a disability, and households with children 5 and under. Kim Hustad stated that she made the recommendation to the department's director, Roger Mercado, to hold off on implementing measures until the middle of October because the drastic heat has made it hard for low income

households to pay their electricity bills. So, the recommendation was to hold off on implementing any measures until the middle of October to see if they would get caught up with the electric bills. Kim Hustad stated that they are asking the State to go back to the pre-crisis regulations, where the client will be eligible one home energy assistance every 12 months and two crisis benefits, one in the heating season and one in the cooling season. Maricela Morado asked about the likelihood of the State approving that recommendation. Kim Hustad stated that the State would have a hard time not approving it because they have gotten information from other providers where they have approved that recommendation. Gwynetta Gittens asked for clarification on the state funding. Kim Hustad stated that there is Federal allocation that is given to the State of Florida Commerce (Previously know as the Florida Department of Economic Opportunity), and then all the counties in Florida are given an allocation based on their Federal Poverty percentage, because of Covid the federal government allocated more money than before and now they are going back to pre-covid allocations. Gwynetta Gittens inquired if they local electricity companies will essentially be willing to assist and give clients a break. Kim Hustad stated that the department has a good working relationship with LCEC and FPL, and they are willing to work with customers to the best of their abilities with things like repayment plans but ultimately, they are still a business and have bills to pay. Kim Hustad informed that as of September 15th, 2023, the Low-Income Home Water Assistance Program (LIHWAP) is no longer accepting applications because that was a one-time appropriation from congress in response to COVID and there isn't anything on the horizons that any additional dollars will be appropriated, and the program officially ends on September 30th, 2023. Gwynetta Gittens inquired if there is any lobbying being done to back these programs and these numbers that are being cut short in order to show that there is a need. Kim Hustad stated that there is continuous lobbying, and the powerful lobbyist are the utilities companies, also that the National Association for Community Action is lobbying, the Our Florida Association of Community Action is lobbying, and the next time that notification is received to send letters to your congressman, Kim Hustad will be sending that out so the members of the committee and their clients can send letters.

III. Old Business

A. Whistleblower Policy

Kim Hustad discussed the updates regarding the Whistleblower Policy. She stated that the Department of Commerce requires that the Community Action Advisory Board be covered by a Whistleblower Policy, which is more geared towards private non-profits that have more governance authority over the provider. This Community Action Agency Board and Lee County Human and Veteran Services is what's called a public community action agency under the auspices of the Lee County Board of County Commissioners. She explained that it was difficult coming up with a Whistleblower Policy to protect the members of the committee because a lot of things they were looking for, this committee doesn't really have authority over. For instance, if it had anything to do with personnel this Board wouldn't have authority over it because our County Administration and Human Resources does. She also explained that the County Attorney established that there will not be a Whistleblowers Policy as Florida Commerce wants it, so this Community Action Advisory Board will be protected under Lee County Policy 214 Whistleblowing Policy. So, if there is anything a member would like to report, they would report to the Department's Director and the Director would take it to County Administration or the appropriate department in County Administration including Risk Management, Procurement, Human Resources, and County Attorney's Office.

B. Meeting Schedule

- **August 29th, 2023, at 4:00 PM**
- **October 24th, 2023, at 4:00 PM**
- **December 19th, 2023, at 4:00 PM**

Marcela Morado discussed the above schedule and confirmed the dates and time for the next two upcoming meetings. The August 29th, 2023, meeting was cancelled in response to Hurricane Idalia and was rescheduled to September 19th, 2023, at 4:00 PM.

IV. New Business

A. Review CSBG Workplan and Budget

Kim Hustad discussed the CSBG Workplan and Budget. She stated that the Annual Budget Summary shows that she allocated the new Community Services Block Grant Budget, which is \$489,233, \$70,304 of that budget is for administrative and the remaining \$418,929 goes into direct services, which includes Homelessness Prevention activities, which are direct payments to landlords or mortgage companies for people who are at risk of losing their housing. She explained that with that money, they have projected to serve 50 households to obtain safe and affordable housing and 75 households to avoid evictions and mortgage foreclosures. Maricela Morado inquired what the administrative cost are going to specifically. Kim Hustad explained that the administrative cost goes to Fiscal and any kind of Administrative cost. She stated that we are using \$33,280 for staff salaries and \$385,649 for direct vendor payments.

B. Community Needs Assessment

Clare Molloy discussed the Community Needs Assessment. She explained that for purposes of some grants and because it's a good thing to do, the Community Needs Assessments is done at least every 3 years. Lee County Human and Veteran Services does a lot of different assessments on a regular basis, of our community that look like a variety of different formats like Gaps Analysis, Con Plans, Annual Plans, and they also look at a lot of different data on regular basis to see what the needs of the community are, but the official Community Needs Assessment is done every 3 years. She explained that the department is in the process of hiring a vendor to complete that assessment and they are currently in the negotiations phase. She explained that department is hoping that the turn around time for that assessment will be about 3 months and that will consist of the vendor coming in with a large amount of staff and doing surveys, different outreach activities with a lot of interaction with people in the community, looking at some national and local data to evaluate the needs of the community on quantitative and qualitative level, and then provide an outline of what their findings are. Kim Hustad stated that the Department is required by CSBG to do that Community Needs Assessment because the intent is to do the assessment to understand the emerging needs of the community and then the Advisory Board would work with staff to determine how to spend that funding, then Kim Hustad will develop the workplan and budgets and then the department would report on outcomes.

C. Resignation

Kim Hustad announced that Katelyn Bradford Witmer is officially resigning from the Communication Action Agency Advisory Board. Katelyn Bradford has announced that she has started a new job and will be starting to do more volunteer work so this will be her last meeting.

D. Recruitment of New Members

Kim Hustad discussed the recruitment of new members. She announced that the last two available spots were the consumer representative spots and there are three new members who will be joining the next meeting, which are Amy from the Salvation Army, a representative from NAMI Lee, and a representative from Beacon of Hope.

E. Seating of New Members – Gwynetta Gittens*

Kim Hustad discussed the seating of new members. She stated that by regulation, even though the Lee County Board of County Commissioner officially appoints the Board Members to their position, the Community Action Advisory Board must accept those appointments. She also stated that the Board must vote to accept or not accept the appointment of Gwynetta Gittens, Carolyn Johnson as a reappointment, Carl Baxter as a reappointment, and Aimee McLaughlin as a reappointment.

Gary Willoughby made a motion to accept the appointment of Gwynetta Gittens, Carolyn Johnson as a reappointment, Carl Baxter as a reappointment, and Aimee McLaughlin as a reappointment. Amanda Brunson seconded the motion. Motion carried and the appointments and reappointments were approved.

F. Audit - <https://www.leeclerk.org/Home/ShowDocument?id=10387>

Kim Hustad discussed the Audit information. She explained that the Department of Commerce requires the department to make sure the Board knows where the Audit can be found. She also stated that there were no findings or concerns in that Audit and attached the link to the Audit above.

V. Adjournment

Robert Hill made a motion to adjourn the meeting. Gary Willoughby seconded the motion. Motion carried and the meeting adjourned.

***Item Needing Action**

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**COMMUNITY SERVICES BLOCK GRANT
FY 2022 - 2023 QUARTERLY FINANCIAL REPORT**

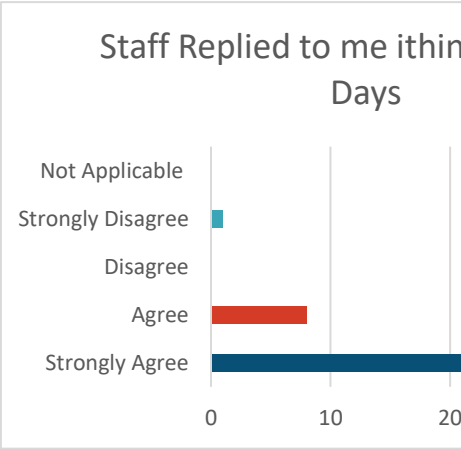
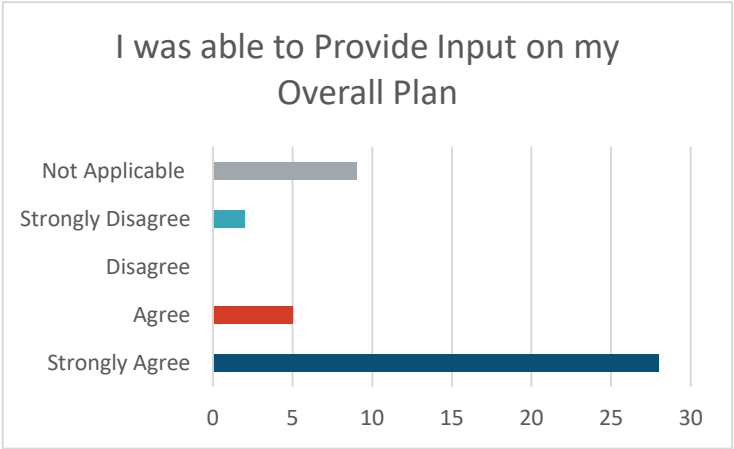
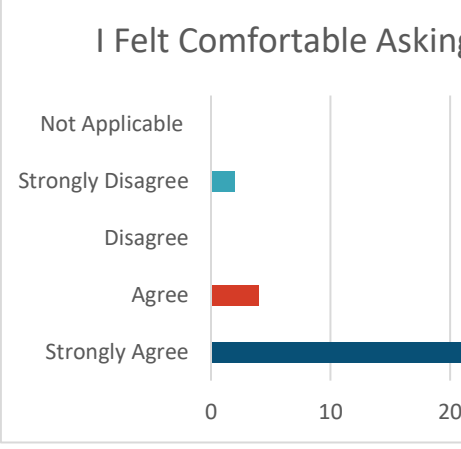
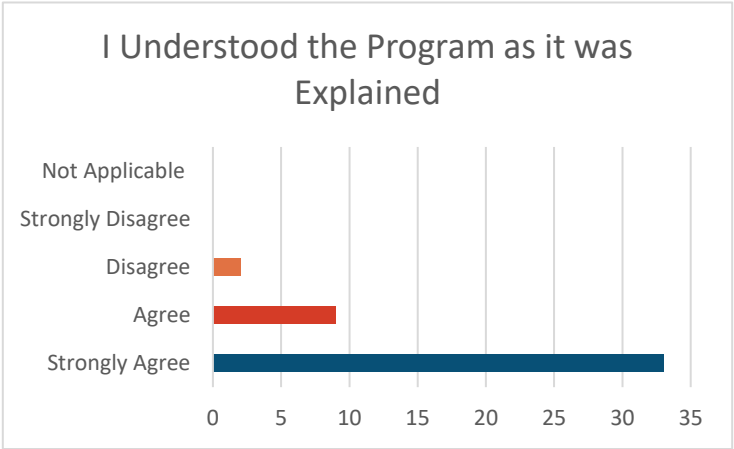
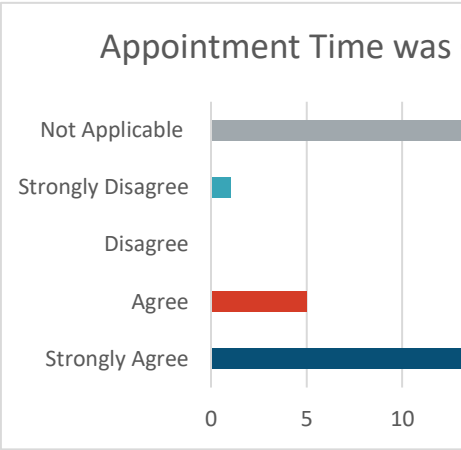
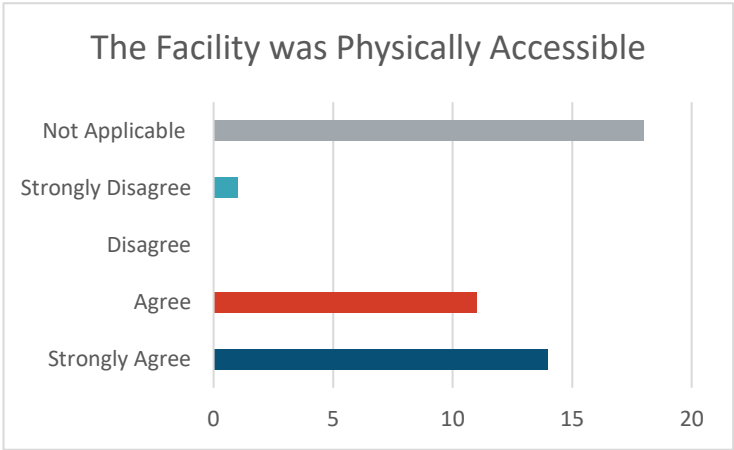
RECIPIENT: LEE COUNTY BOARD OF COUNTY COMMISSIONERS
CONTRACT NUMBER: E2008

QUARTERLY REPORTING
JUL - SEP 2023

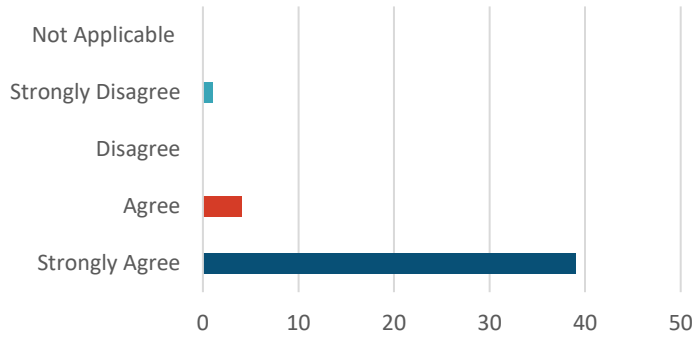
EXPENSE CATEGORIES	FY23 BUDGET			TOTAL EXPENDITURES							
	Beginning Balance FY22	Additional Allocation	Total Allocated	1ST Quarter	2ND Quarter	3RD Quarter	4th Quarter	Year-to Date	Unexpended Balance	Percent	
CSBG COVID GRANT FUNDS NAF#39018	\$1,750.00	\$0.00	\$1,750.00	\$1,750.00	\$0.00	\$0.00	\$0.00	\$1,750.00	\$0.00	100%	
CSBG GRANT FUNDS NFA#039972	\$19,312.32	(\$8,152.18)	\$11,160.14	\$11,160.14	\$0.00	\$0.00	\$0.00	\$11,160.14	\$0.00	100%	
CSBG GRANT FUND NFA# 041191	\$411,553.43	\$48,194.94	\$459,748.37	\$68,109.06	\$89,113.68	\$73,193.67	\$60,470.41	\$290,886.82	\$168,861.55	63%	
STORM GRANT FUNDS NFA#041316	\$265,692.09	(\$41,569.05)	\$224,123.04	\$74,123.04	\$64,083.05	\$76,482.01	\$9,434.94	\$224,123.04	\$0.00	100%	
CSBG GRANT FUND NFA #042714	\$489,233.00	\$0.00	\$489,233.00	\$0.00	\$0.00	\$0.00	\$48,652.14	\$48,652.14	\$440,580.86	10%	
TOTAL FUNDS	\$1,187,540.84	(\$1,526.29)	\$1,186,014.55	\$155,142.24	\$153,196.73	\$149,675.68	\$118,557.49	\$527,920.00	\$658,094.55	44%	

OCT - DEC JAN - MAR APR - JUN JUL - SEP

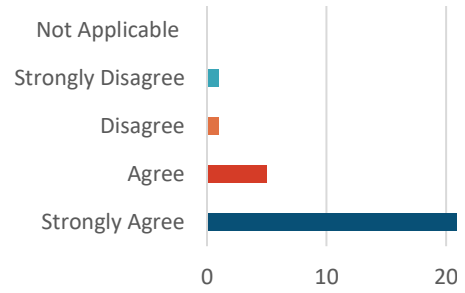
Human and Veteran Services Customer Satisfaction Survey June - August 2023



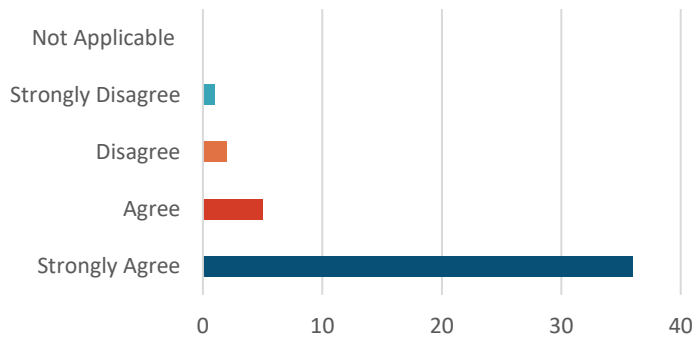
Staff treated me with respect



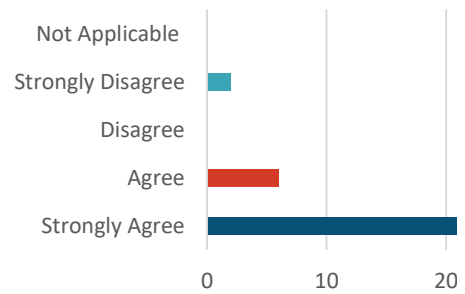
My program eligibility w fairly



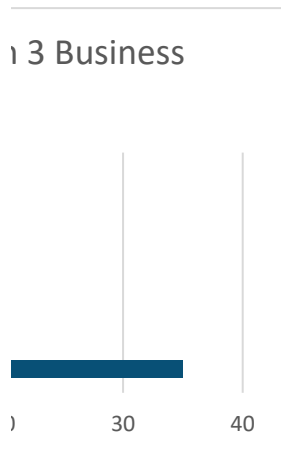
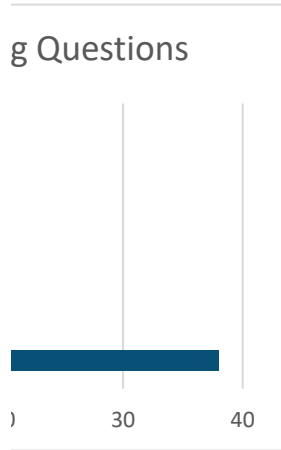
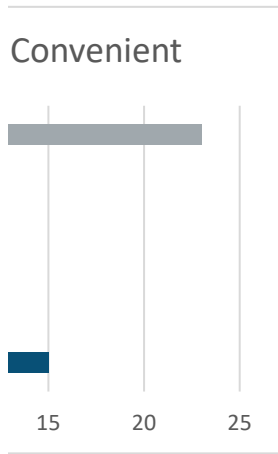
The program met my needs



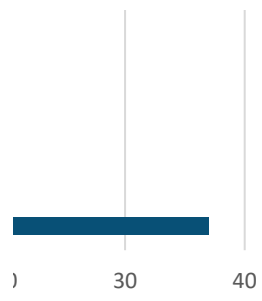
I am satisfied with the outcome



urvey



was assessed



program

