



**Lee County Continuum of Care (CoC)
Governing Board Meeting Minutes**
Lee County Human & Veteran Services



Wednesday, March 11, 2026, at 11 am

Members Present: Caitlyn Roberts – Human & Veteran Services
Erin Dallacosta – Lee County School District
Keila Santiago – United Way
Terry Baah-Acheamfour – The Salvation Army
Lois Healy – Affordable Home Ownership
Michael Overway – Lee County Homeless Coalition
Stephanie Neurock – Congressman Byron Donalds
Christie Walthall – SVDP
Jessica Tursi – Goodwill Industries SWFL
Officer Schilling – FMPD
Therese Everly – CASL
Heather Cross - CPE
Joseph Rea – Centerstone
Blossom Kapper – Veteran Affairs
Carolyn Johnson -Community Advocate
Bridget Vary in for Alex Olivares – Catholic Charities
Jessica Turner – Community Advocate
Diana Giraldo - City of Ft Myers
Marcia Davis – Housing Authority of the City of Fort Myers

Human & Veterans Services Staff Present:

Kayla Towle
Joan Hoxter
Lisa Moisan
Amber Robinson
Clara Sanchez
Mackenzie Brown
Ana Estrada
Carolina Alcantara
Juan Albino
Matthew Wallace
Annette Gies

Others Present: Joey Sylla
Fabian Flores
Ethan Frizzell
Rae Marshall
Thais Kuoman
Heather Singleton



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I. Call to Order – Roll Call – Prior to roll call, the new recording and AI use disclaimer was explained.

Jessica Turner, Chair, and Joan Hoxter, HVS

A. Attendance

1. Members Absent with excuse
 - Carl Baxter – BCW Enterprises and Consulting
2. Members absent without excuse
 - Daniel Kruse – Providence Family Life Center
 - John Tanner – Endeavors
 - Rae Nicely – Lehigh Community Services
 - Jennifer Nelson Lastra – Cape Coral City Councilwoman
 - Office Kuhn – CCPD

*** Established Quorum**

B. Approval of minutes February 11, 2026

ACTION: Diana Giraldo motioned, and Therese Everly seconded the motion to approve the meeting minutes for February 11, 2026.

II. New Business

Jessica Turner, Chair

*A. *Approval of New/Alternative Board Members*

- Stephanie Neurock - Office of Congressman Byron Donalds

ACTION: Therese Everly motioned, Diana Giraldo seconded the motion to approve Stephanie Neurock as a new board member.

- Christie Walthall – SVDP

ACTION: Joseph Rea motioned, Heather Cross seconded the motion to approve Christie Walthall as a new board member.

- Lois Healy – Affordable Home Ownership

ACTION: Michael Overway motioned, Diana Giraldo seconded the motion to approve Lois Healy as a new board member.

- Carolyn Johnson – Community Advocate



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ACTION: Therese Everly motioned, Diana Giraldo seconded the motion to approve Carolyn Johnson as a new board member.

- Bridget Vary – CCDOV Alternate

ACTION: Erin Dallacosta motioned, Heather Cross seconded the motion to approve Bridget Vary as an alternate board member for CCDOV.

- Jazmine Crittenden – HACFM Alternate

ACTION: Therese Everly motioned, Michael Overway seconded the motion to approve Jazmine Crittenden as an alternate board member for HACFM.

B. Juan Albino – Data Committee Update

- Juan Albino discussed the system performance measures and reviewed the various outreach efforts and programs. He also presented data from 2024 and 2025, emphasizing the importance of ensuring the data accurately reflects the percentages of growth. It is essential that the information being reported is accurate so that the data correctly represents program performance. The team reviewed data from the last four fiscal years and examined the timeframes between entering coordinated entry and becoming housed. Juan Albino also went over the median range for different household types and discussed the percentages of growth within each category.

*C. * Board Meeting Schedule: Discussion and vote to return to an every-other-month Governing Board meeting scheduled for 1.5 hrs. We also discussed the possibility of changing the day because one of our elected officials has a conflict on Wednesdays. It was discussed to do a poll on the best day of the week. An alternative elected official was suggested. Our next meeting will be in May, and the day and time will be TBD. We need to have three elected officials per HUD guidelines.*

ACTION: Marcia Davis motioned, Diana Giraldo seconded the motion to approve the Governing Board meeting to be held every other month.

D. Updates to the Governance Charter

- *See E Committee Chair Meeting, this is where Joan discussed updating the Governance Charter*

E. Committee Chair Meeting

- Joan Hoxter advised that we will have our first CoC committee chair meeting on March 17, 2026, at Hearts and Homes for Veterans from 2:30 pm to 3:30 pm. Since there are several new chairs, we will review the committee's mission and objectives, brainstorm, and provide a



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standard format for the chairs to utilize to update the committee information at their next committee meeting. Updates will be added to the governance charter. We will provide all updates on the charter at the next meeting to be voted on.

F. Update on FY2025 HUD NOFO

- Joan Hoxter advised the NOFO was retracted due to a lawsuit, which has paused the process. Currently, Congress is working to protect funding for various programs. Regarding the FY2025 renewal application, there has not yet been any update since we submitted the e-mail indicating that we wanted to renew all of our FY2024 projects for FY2025. As soon as additional information becomes available, an update will be provided. In the meantime, the team is diligently moving forward and continuing to prepare for the FY2026 application process.

G. Mapping of the CoC Services

- Jessica Turner reviewed the mapping of the different partner agencies and the services they provide and advised that she will meet with Michelle Smith from Coordinated Entry (CE) to ensure accuracy and gather additional information.

H. Client Journey Mapping Workshop

- Jessica Turner discussed the Client Journey Mapping process that will take place at the General CoC meeting next week on March 19, 2026, at the school district. The mapping process includes eight different personas which will be used to better understand the clients being served. During the workshops groups of approximately 8 will be completing the journey map, which outlines the different phases clients experience, including their actions and feelings throughout the process. The goal is to identify any gaps, touchpoints, or duplications within the system and to better understand how the clients we serve move through the system so improvements can be made.

III. Public Comment/Adjournment

Jessica Turner, Chair

- Bridget Vary asked to be added to the Calendar invites. Joan explained she will be updating the invites to reflect the meetings moving to every other month and she will add Bridget as well as all of the other new members/alternates.
- Jessica Turner Adjourned the meeting.