



Mid Florida Community Services, Inc.

ANNUAL REPORT  
Fiscal Year 2022-2023

MID FLORIDA  
COMMUNITY SERVICES, INC.

Helping People. Changing Lives  
**community Action**  
PARTNERSHIP  
AMERICA'S POVERTY FIGHTING NETWORK

# A Letter from the Chief Executive Officer

Dear valued Community Members,

I'm excited to present to you the Mid Florida Community Services 2022-23 annual report. This past year has been filled with both challenges and opportunities. Ongoing inflation and significant increases in wages across various industries has made it much more difficult to stay competitive in the labor market. We have especially faced challenges with filling teaching positions in our Early Learning Programs, which is becoming the trend on a national level. Additionally, federal and state funded grants do not afford the flexibility to adjust wages to market rates.

However, as you can see throughout the annual report, our impact has still been felt across communities served. It's always a blessing to witness our services recipients improve the overall quality of their lives, to become self-sufficient, and to improve their ability to thrive. Thankfully, we are able to help people reach these goals through our diverse collection of programs.

While all of our programs are important and fulfill a need throughout communities, I'm very excited to see our House to Home program begin to take shape. Affordable housing addresses a critical need illustrated in our most recent comprehensive Community Assessment. One family was blessed with a beautiful home this past year, with three additional homes currently in the build process. We are anticipating the potential of larger affordable housing projects in the future. Additionally, we were presented with an opportunity to expand our Weatherization program into Hillsborough County. This will allow us to ensure more homes have improved energy efficiency, which results in an overall reduction of costs for the consumer.

In my last letter, you may remember me mentioning there was much to get excited about heading into the following year. Well... organizational rebirth is on the horizon! Mid Florida Community Services is currently undergoing a face lift...with a new name, logo, and mission. The future is bright and I can't wait to share it with you. However, you'll have to stay tuned to our social media page and website for the big reveal in the very near future!

In closing, I would like to thank all Mid Florida Community Services staff, Board of Directors, and Head Start/Early Head Start Policy Council members for their ongoing commitment to children, families, and communities served. I would also like to express my appreciation to our funders, partners, and sponsors. Our success has been and will always be dependent upon collective effort. Let's continue to work together to strengthen our impact!



*Mat Kline, CCAP*

Chief Executive Officer



# AGENCY IMPACT AT-A-GLANCE

- From October 1, 2022, through September 30, 2023, MFCS served over **15,000 men, women, children, and seniors**, facing their own individual struggles.
- Through partnerships with Feeding Tampa Bay and Farm Share, MFCS hosted 12 community food distributions and disbursed over **50,000 pounds of food** to Hernando County households in need.
- Volunteers provided more than **17,000 hours** of service to MFCS programs, which is valued at over **\$340,000!**
- Partner agencies continue to give MFCS a **100% strong partnership rating.**
- The overall **agency client satisfaction rate** is 96%.



# Mid Florida Community Services, Inc., programs create solutions that improve people's lives, homes, and communities.

## Service Area Needs

More than  
**330,000**  
people live in  
poverty.



Affordable housing is  
a critical need.

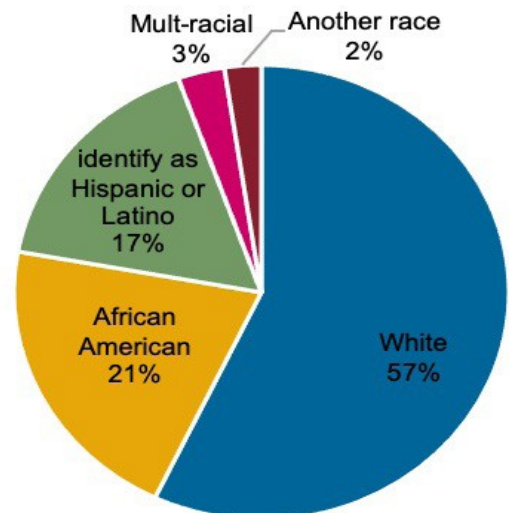
More than  
**90,000**  
children are  
experiencing  
food insecurity.

### MFCS Reach

- Hernando
- Sumter
- Citrus
- Lake
- Pasco
- Volusia
- Polk
- Hillsborough

9,500 square mile service area with a  
population of approximately  
4.2 million residents.

### Individuals who benefitted from MFCS programs



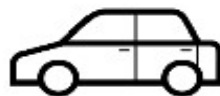
## Other Service Area Needs



Basic needs/  
crisis prevention



Food  
insecurity



Transportation



Information regarding  
community resources



# Our Programs

Serving: Citrus, Hernando, Lake,  
Pasco, Polk, Sumter,  
Hillsborough and Volusia  
Counties



Children's Advocacy Center  
of Hernando County

Community Services

Head Start  
Early Head Start

House to Home

Senior Services

Transportation Services

Weatherization Assistance



# CLIENT SUCCESS STORIES



I feel very much at home every time I ride. I have met so many nice people through these years. I love going to the congregate meal site 4 times a week. I'm always on time for my medical appointments. My son Eric feels the same way when he rides. He looks forward to his trips too. I hope your service continues for years to come.  
-Nancy W.

Knowing that I don't have to worry how we are going to afford food for each day gives me piece of mind. I now can go for a walk with my wife using my scooter. I am able to fully her conversations now as I was able to get hearing aids through this program!  
-Lawrence J.

Courtney Sampson, A client of our Self Sufficiency program, came to MFCS in June of 2022 with a goal in becoming a Certified Phlebotomist. Courtney received tuition assistance along with Basic Life Support Certificate assistance, Background check, books and uniforms to support Courtney through the financial burdens of higher education. In December 2022, she completed her phlebotomy course at Paco-Hernando State College.



Breanna, a busy mother of three, visited the Chisholm Center of our MidFlorida Community Services, Inc. Head Start/Early Head Start for assistance. Overwhelmed with worry and wanting to get on her feet, this is what Breanna had to say about how this program helped her and her family: "I saw this as my first step and what I received in return was so much more. My children began thriving as they started school, bringing new skills and ideas home every day with a confidence I have never seen them before. After a few weeks, we set up goals for my children, and us as a family, which helped contribute to me finding an amazing job opportunity in the career I was striving to be in. Not only did the Family Advocate tell me about this job, she took me there to get an application and helped with my youngest son while I interviewed. I'm so thankful and honestly couldn't have done it without Head Start and all of their staff.

They continue to check on us every day and do their best at Chisholm to help the families and children enrolled there - not just at school, but at home, too. With the tools the school has taught me and the kids I can only see success in our future! Thank you for being there for us."



# Children's Advocacy Center of Hernando



The Children's Advocacy Center of Hernando County (CAC) provides a child-friendly, safe, supportive environment for assisting abused and neglected children and the non-offending family members. The CAC brings together the Department of Children and Families, the Hernando County Sheriff's Office, the State Attorney's Office, the University of Florida Child Protection Team, mental health providers, and victim advocates. Together, through these partnerships, the CAC coordinates the investigations and services of this multidisciplinary team.

The CAC also provides free trauma-focused therapy to child victims who have been sexually or physically abused. Therapists are committed to helping these victims heal and to restore lost childhoods.

## Community Impact

During the year October 1, 2022 and September 30, 2023, the Children's Advocacy Center of Hernando County (CAC) provided 10,142 services to 801 child victims of abuse and their non-offending family members.

These services included, trauma focused therapy, victim rights information, forensic interviews, medicals, criminal justice advocacy, assistance with victim compensation, assistance with school, housing, transportation, crisis intervention, supervised visits, information in the criminal justice process, Individual advocacy, multi-disciplinary team staffing's, and referrals.



Florida Office of the Attorney General

# Community Services Program

The Community Services program assists low-income individuals and families by assisting with education, training, testing, energy payments, and rent/mortgage assistance through our:

- Community Services Block Grant (CSBG);
- Family Self-Sufficiency Program, Emergency Services, Employment Support;
- Low-Income Home Energy Assistance Program (LIHEAP);
- Emergency Home Energy Assistance for the Elderly Program (EHEAEP); and,
- Low-Income Household Water Assistance Program (LIHWAP).

## Community Impact

From October 1, 2022, through September 30, 2023:

- **5,164 households** received energy assistance to restore or prevent their electricity from being disconnected;
- **247 households** received emergency assistance for rent/mortgage, car repairs, temporary shelter, or tuition assistance; and,
- **424 households** received water/wastewater assistance to either restore or prevent their utilities from being disconnected.





# Head Start and Early Head Start



Head Start/Early Head Start provides multiple services to infants, toddlers, pre-school-aged children, pregnant women, and their families including:

- Giving quality, early childhood education to children ages 0-5 in family-friendly centers;
- Working with families to encourage school readiness and self-sufficiency; and,
- Providing Head Start/Early Head Start children and their families with health education.

## Community Impact

From October 1, 2022, through September 30, 2023:

- **179 children with disabilities** received program services;
- **224 four year olds** demonstrated skills for school readiness;
- **Over 912 free medical and behavioral screenings** were provided to enrolled children; and,
- **More than 160,000 free meals** (including breakfast, lunch, and snacks) were provided to enrolled children.



# Senior Services Program

The Senior Services program offers a wide array of services designed to support seniors in their efforts to continue to live in their own homes thereby improving their ability to function and, thus, avoiding costly placement in long-term care facilities.

## Community Impact

From October 1, 2022, through September 30, 2023:

- **5,088** telephone reassurance calls were made to current clients to assess additional unmet needs;
- Over **14,661** emergency alerts were managed thereby helping to dispatch life-saving or life-sustaining services to the senior in need;
- Over **374,444 free meals** were served to support nutritional needs of hungry, low-income seniors;
- Over **51,784 hours** of in-home services were provided further supporting the senior in their efforts to live independently in their home;
- Over **153** clients facing financial hardship received free specialized medical equipment and supplies; and,
- Over **2,642 hours** of adult day care services were provided to support senior socialization and provide respite for their in-home caregiver(s).





# Transportation Services

Trans Hernando is Hernando County's designated Community Transportation Coordinator. Trans Hernando provides safe, efficient, cost-effective, quality transportation services to veterans, and transportation disadvantaged citizens of Hernando County.

Trans Hernando is a shared-ride system that provides door- to-door transportation services, primarily to meet medical and nutritional needs.

## Community Impact

From October 1, 2022, through September 30, 2023:

**Medical trips** continue to be the **primary need** of Trans Hernando riders. Nearly **13,000 life-sustaining trips** were provided to riders in need improving their overall health and well-being.



As a result of the *Veterans Ride Program*, Trans Hernando has provided almost **3,500 trips** for veteran riders and saved them over **\$11,000** in fare box fees!

This program has an approximate 99% on-time performance rate.



# Weatherization Assistance Program

The Weatherization Assistance Program services are designed to reduce energy costs by improving the energy efficiency in the home, while also addressing the health and safety conditions. Services are provided to eligible low-income homeowners, with priority given to those who are 60 years or older, families with disabilities, and/or families with children 12 years and younger.

## Community Impact

From October 1, 2022- September 30, 2023:

**124 homes were weatherized** in the following counties:

-Hernando: 15	- Polk: 12
-Pasco: 26	- Hillsborough:15
-Sumter: 4	- Citrus: 17
-Volusia: 35	

Households that have been weatherized enjoy reduced heating and cooling costs, and can save at least \$283 per year. **Cumulatively, these 124 homes can save at least \$35,000 per year in energy costs.**



# House to Home

House to Home is a program designed to create budget-friendly homeownership opportunities where we build....you create! This homeownership program seeks applicants in Hernando County, with a demonstrated need for housing and the financial ability to own a home, even if they would not qualify for a traditional mortgage. Additionally, the program operates a local thrift store.

## Community Impact

From October 1, 2022, through September 30, 2023:

- 1 home completed and provided to a new homeowner
- 3 new homes built in identified needed areas
- Over 14,000 donations to the thrift store
- Over 142,000 pounds of clothing recycled





# FINANCIAL INFORMATION

Mid Florida Community Services, Inc.

## Statement of Activities

For the Twelve Months Ending September 30, 2023

### Revenues:

Grants	\$34,104,60
Interest Income	58,776
Revenue Fees	2,308,246
Local	802,919
Program Income	41,261
Inkind	4,228,758
<b>Total Income</b>	<b>\$41,613,582</b>

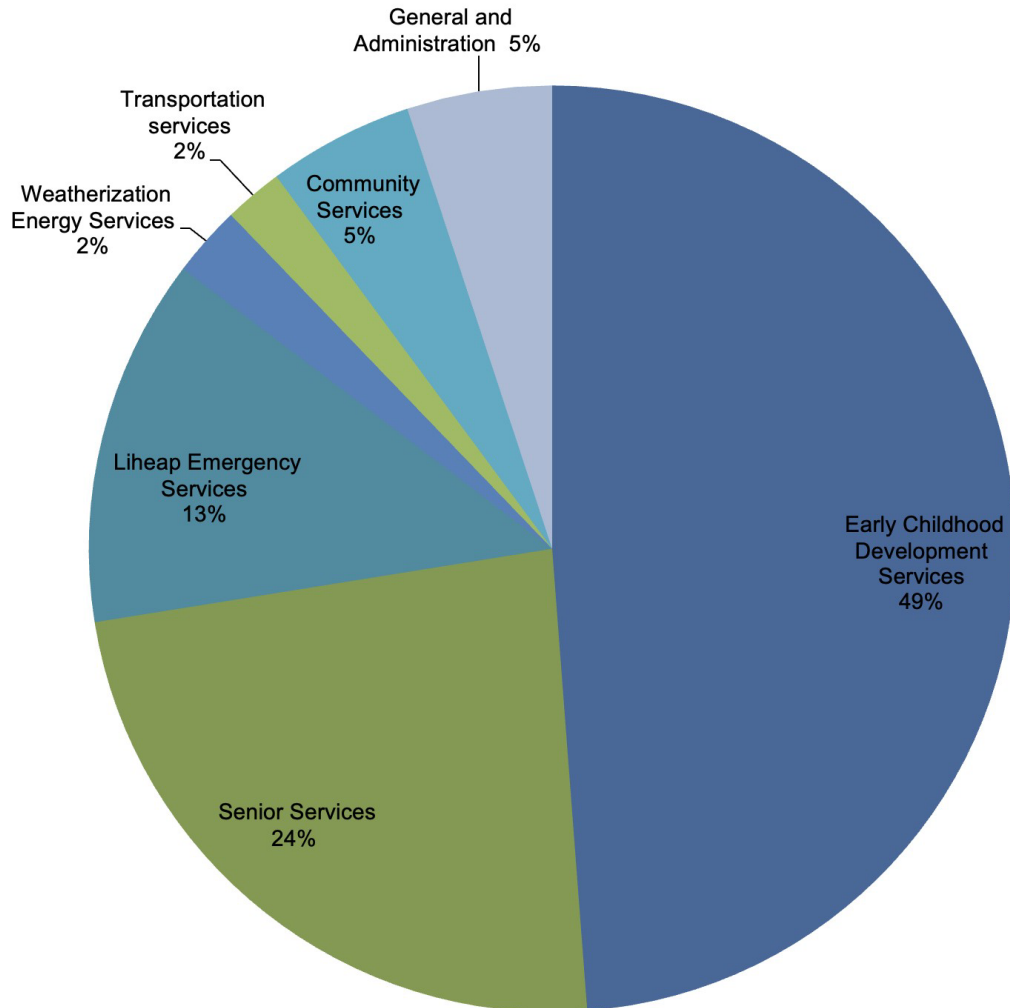
### Expenses:

Childhood Services	\$20,555,336
Senior Services	9,971,014
LIHEAP/Emergency	5,421,077
Weatherization/Energy	1,042,704
Transportation Services	862,553
Community Services	2,131,838
General & Administrative	2,131,838
<b>Total Expenses and Losses</b>	<b>\$42,126,865</b>

<b>Increase (Decrease) In Net Assets</b>	<b>\$ 417,698</b>
<b>Net Assets Beginning of Year</b>	<b>\$ 5,997,269</b>
<b>Net Assets September 30, 2023</b>	<b>\$ 6,414,967</b>

# SERVICE AREA PERCENTAGES

Service Area Percentages



**Total Program Costs: \$37,210,424**

**69% federal funding | 7% state funding | 24% local sources**

# DID YOU KNOW?



Low-income households typically spend **13.9%** of their total annual income on energy costs, compared to **3.0%** for other households.

In January, the Children's Advocacy Center partnered with the Mel Greene Foundation and Warrior321 and held the inaugural Light Up The Night event. This event brought together human trafficking resources, survivors and a candlelight vigil and helped raise awareness in the community.

Our Head Start Program had the opportunity to be a sponsor for the Daytona Beach Juneteenth Event which included a banquet and festival. This was an event that gave us the opportunity to bring awareness to our program on the East Side of Volusia County. Along with that, we've had opportunities to speak at local community charity meetings such as the Rotary Club of DeLand Florida and attend Chamber of Commerce events. With these profound public relationships, we've had multiple businesses reach out and want to help the children in our programs.

Community Action is the largest network in America with a poverty driven mission. The Community Action Agency was created as a result of the 1964 Economic Opportunity Act, along with many other programs geared towards addressing challenges faced by the low-income. However, the Community Action concept was not the first of its kind. It was modeled after the Ford Foundation's "Gray Areas" project, an early 1960's program which sought institutional reform and better coordination of services to increase opportunities for inner city low-income youth.



# LEADERSHIP TEAM

## **Mat Kline, CCAP**

Chief Executive Officer

## **Kris J. Bates, CPA, CGMA**

Chief Finance Officer

## **Steve Homan, CCAP** Chief

Compliance Officer

## **Lisa Becker, MBA, ARM**

Chief of Human Resources Officer

## **Serrena Serrano, NCRT**

Community Services Director

## **Tanya Stanton**

Early Learning Programs Director

## **Melanie Harrison**

Senior Services Director

## **Karen Schulz, NCRT**

Weatherization Program Director

## **Janine Kell, RN, S.A.N.E.**

Children's Advocacy Center Director

## **Alison Whiting**

Public Relations Specialist

## **Richard Sanvenero Sr .**

House to Home Director

## **Miranda Maldonado**

Transportation Director

## **Chad Jonhston**

IT Director

## **David Grant**

Facilities Director

## **Clarence Lovelace**

Facilities Director

# GOVERNING BOARD

## **Private Sector**

Jennene Norman-Vacha, Board Chair

Tracey Ramirez

Doug Childers

George Wanberg

Aaron Lyon

## **Public Sector**

Steve Champion, Vice-Chair

Phil Lakin

Adele Hembree

James Morris

Josiah Colòn

## **Low-Income Sector**

Brenda Mobley, Secretary/Treasurer

Christina Sowers

Evonne Jackson

Donna Maas

