WE DID IT! We achieved ZERO single audit findings, despite a very, very intensive audit. This is the equivalent to an A+ report card. And when I say we, I mean ALL OF US, working together. In tireless partnership.

Our team recognizes creating partnership relationships takes time and effort from all, and we have set this as a foundational focus for several years. The good news is our partners have responded in kind! Scott Burgess, CEO, David Lawrence Center wrote that “It is truly an honor to serve in partnership with you.”

We simply cannot be successful in carrying out our programs without this mindset as well as actions to back it up. Some actions we have included are the training programs designed to educate our partners on regulations, protocols, and procedures in order to assure their success in carrying out the highly regulated programs. We implemented an electronic application system with clear guidance to eliminate the burden of paper applications on our partners, and we include an opportunity to meet with us on all project ideas prior to application. We work with community partners to help seniors in need get assistance such as a hospital bed or a ramp constructed. We jointly make the investment to have quarterly face to face partnership meetings with the leadership of every subrecipient/partner that is carrying out a program or grant project. Just to name a few.

How do we know the investment has been worth it? These partnerships have resulted in prioritizing and meeting unmet needs in our community to the tune of well over $50 Million over the last few years.

Let me say it again. $50 Million dollars. And, now, with an A+ report card.

Could not have done it alone, that’s for sure. To echo Scott’s comments, on behalf of all of us at CHS, it is truly our honor to serve alongside with all of you, our partners.

Kim Grant, Director, Community and Human Services
January 2018 marks my five year anniversary working at Youth Haven. Since starting in 2013, I have seen a remarkable transformation at Youth Haven, including several CDBG funded projects that have vastly improved the infrastructure and lead to a gorgeous campus on our roughly 25 acres of unspoiled property.

During this time, I have also seen a similar transformation at CHS. My first experience at CHS was with a delightful, knowledgeable and extremely patient and helpful Grants Coordinator, who has since moved on to new opportunities. I must admit managing the CDBG project was a very scary proposition for me, but with her steady assistance, we managed to complete the project with minimal issues for Youth Haven or CHS. Since that time, Youth Haven has received three additional HUD CDBG grants that have improved campus security and safety for the vulnerable Youth Haven residents and assisted with building a new world class dwelling, “Rob’s Cottage” for homeless teens.

Since my first experience and initiation into the HUD/CDBG compliance “world” the process has greatly improved due to increased communications, education, and the CHS leadership structure. The quarterly partnership meetings have improved the communications significantly along with the mandatory project meetings with contractors, particularly as it relates to Davis-Bacon, and other federal HUD requirements. Training and education have also improved with pertinent classes on various portions of the grant process and HUD requirements. Also, the manuals, attachments, and other materials distributed at various meetings and via e-mail are helpful in meeting the requirements, which are ever changing.

The staff at CHS has changed during these five years but with each change I have witnessed improvement in the overall structure of the department. The process is now more efficient and streamlined with each member of the CHS staff having a specific task including finance, grants coordinators, compliance staff, all the way to the department managers. All have been very helpful and have assisted and “gone to bat” for Youth Haven on numerous occasions.

Collier County CHS has assisted Youth Haven immeasurably in fulfilling its mission “to protect and empower children and strengthen families in Southwest Florida through comprehensive care and community collaboration” and to continue to provide an unmet need to the area’s most vulnerable citizens. I can’t say there haven’t been challenges during these five years, but, the CHS department and the partnership with Youth Haven have ultimately been positive; I am looking forward to a continued partnership with Collier County CHS as they bring a much-needed benefit to Youth Haven and to the Collier County non-profit community as a whole!

**Article contributed by Joyce Zirkle, Director of Finance & Operations, Youth Haven**

### Lets Talk

Call us old fashioned, but there is still nothing like face to face meetings to build relationships. Partnership meetings started at CHS in 2013 to foster and promote relationships and a shared commitment between our subrecipients and the County. Every subrecipient that enters into an agreement with CHS is scheduled to meet on a regular basis.

A healthy partnership promotes an atmosphere of learning. This may involve monitoring and evaluation aimed at improving subrecipients’ performance. Investing in partner skills, knowledge, and
Lets Talk, Cont’d

Partnership meetings aim to keep subrecipients aware of key information. “Legal Aid truly appreciates and values the approach that Collier County’s Housing & Human Services staff uses to make the grant administration and reporting process seamless and user friendly. At our meetings, the partnership approach underscores that the County is truly as invested in the success of our project as we are, and they provide the support, tools and guidance needed to achieve our goals. Through the leadership of the County, and CHS staff, the regular meetings help keep us on track, and provide the cushion of time to adapt as needed to remain in full compliance with the terms of the grant. Legal Aid owes a debt of gratitude to the County and CHS staff for the success of the Legal Services to Victims project funded through a Community Development Block Grant, which has delivered more than 700 domestic violence victims to safety here, in Collier County, over the last four years.” -Carol O’Callaghan, Managing Attorney, Legal Aid Service of Collier County

Our partnership meetings offer everyone the opportunity to talk and facilitate a partnership that leads to success and future opportunities.

Rosa Munoz, Grant Coordinator

Catholic Charities Changing Lives in Collier Through Partnerships

Catholic Charities, DOV, Inc., dba Catholic Charities of Collier County is a grateful recipient of CDBG funds, given to us through Collier County, to renovate our Judy Sullivan Family Resource Center, located on the East Trail, across from the Government Center.

The application process, while daunting, didn’t stop us from applying not once, but twice. The second time was the charm, as we were approved! Thus, began our rewarding relationship with the Community and Human Services Division of Collier County. We gratefully attended the training classes, and quarterly partnership meetings, to not only ask questions, but to answer questions. We are proud to say that we met the paperwork challenge head on, and it paid off for us as we enjoyed an excellent site visit, and had the good fortune of not having any of our pay requests returned. We received all but our retainage fee before the project was completed.
As we get ready to move back into the Judy Sullivan Family Resource Center, we realize how lucky we are to have been awarded CDBG monies, and how much we have accomplished and learned through this process. 2018 marks our 50th Anniversary of Changing Lives in Collier County. A great woman named Judy Sullivan started Catholic Charities in Collier County in 1968. It’s only fitting that this important family resource center, bearing her name, would open in the first quarter of our 50th Anniversary year.

We invite all of you to come see your HUD dollars at work! Stop by the Judy Sullivan Family Resource Center at 3174 Tamiami Tr. E, and see how Catholic Charities of Collier County is helping the poor and working poor every day!

Article contributed by Mary Shaughnessy, Catholic Charities.

**Investing in Partnerships**

When a subrecipient accepts an award to fund a project the work begins for the subrecipient and the Community & Human Services staff. Together, we work to ensure that the project management process stays on task and within approved timelines. One of the tools that have made projects successful are the quarterly partnership meetings where key staff members can interact and discuss the progress of the approved project. The accounting staff is given the opportunity to outline the financial picture of the project and provide financial updates on payments. The subrecipients can discuss any financial issues or concerns. The benefits of discussing the fiscal component allows the accountant to interact face to face with the key staff members administering the project, and allows them to answer any questions the subrecipient may have. Discussing the financial components of the project determines whether projected financial targets will be met.

“Subrecipient Partnership Meetings are very helpful because with the thorough summary provided by the assigned accountant all parties are then on the same page with where we are at with the project and how that aligns with expectations, says Jean Marron, CFO, Children’s Advocacy Center of Collier County. By summarizing the status it also helps identify if any emails to or from the accountant or grant manager were not delivered properly. The meetings also provide the personal touch of knowing the people on the team which enhances the working relationship.”

Accountants involved in the partnership meetings allow them to see more than the figures and numbers that go into making a project successful. They can hear and see how families, children and the community is improving quality of life and sustainability within our community. While much of the work of the fiscal staff is behind the scenes, accountants play a supporting role to the grant coordinator in providing any support subrecipients need to stay timely and ensure minimal delays in the delivery of program benefits to the community.

For many of the accountants within the CHS staff, Partnership meetings are an opportunity to brainstorm on potential issues, develop solutions and contribute to the success of the project. Partnership meetings create an atmosphere where our subrecipients can see how important it is to our team that they are given all the necessary fiscal and programmatic support necessary to guarantee their success.

Maggie Lopez, Accounting Supervisor
Joining Technology and Senior Services

Our world has been transformed by digital technology. Devices such as smart phones and tablets, along with web based applications and other tools, have significantly impacted the way we communicate and do business. However, the use of such technology in the field of human services has been slower to catch on, and often frowned upon by many who fear it would take the “human” element out of “human services”. Today, electronic records are used throughout health care fields, and human service agencies are making considerable progress towards this advancement.

Our Services for Seniors program is committed to the goal of using available technology to transform how we provide Case Management services to our senior clientele. In pursuit of this goal, Services for Seniors acquired Surface Pro tablets in March 2017 to replace desktop computers, allowing our work to be completed electronically and remotely in the homes of our seniors.

Using the tablets, along with Wi-Fi hotspots, staff can enter client assessments, along with other related critical data, directly into the Department of Elder Affairs web based application (CIRTS) while in the client’s home; whereas, in the past, assessments were completed manually and upon return to the office by a data entry employee. Case Managers can review old records for reference, complete and submit service authorizations, and order medical/consumable supplies all with the client present and participating. Clients can now sign their names directly on the tablet which can then be applied to as many as ten documents requiring their signature. This alone is a significant advantage as many seniors have difficulty signing their name because of poor eyesight or because of fine motor skill deficits.

Prior to employing tablets, staff would bring up to 40 pages of assessments and forms to the client’s home to be completed by hand. The presentation of these government documents was often overwhelming and intimidating to a frail and/or unwell senior. With the use of the tablet and electronic records, the senior is no longer subjected to this daunting display which helps to lessen their apprehension and anxiety, making the assessment process easier for both client and staff.

Maintaining electronic files results in a collaborative process by making all client information centrally located, readily available and accessible to essential staff. Processes have become faster, more convenient, standardized and streamlined. Utilizing available technology has increased staff productivity, efficiency, organization, and accuracy while ensuring compliance with all DOEA grant requirements.

"Since the Surface Pro system has been implemented by the CHS case management team to complete the assessments, the AAA fourth quarter file review of five files exhibited zero file errors.” - Louise Pelletier, Manager, Senior Programs & Social Services

Completing records electronically have decreased and, in some instances, eliminated other documentation errors all together.

More and more seniors are becoming familiar and comfortable with the technology used in their care. Without question, information technology is at the heart of modern life and Services for Seniors will continue to work towards modernizing our Case Management practices and processes which will benefit both the client and the program moving forward.

Debbi Maxon, Case Manager II
Senior Centers Partner to Provide More Than Just a Hot Meal

“For many of the seniors that we serve, the Collier County lunch program is a life line. Thanks to this wonderful program, Golden Gate Senior Center members can rely on a hot lunch every week day and they no longer face loneliness because the congregate meals allows them to socialize and fellowship with their friends. This program is a staple at the Senior Center and helps us in our mission to better serve seniors in our community.” – Tatiana Fortune, Senior Center Director

Qualifying seniors must be registered with the Senior Nutrition Program by completing a Florida Department of Elder Affairs Congregate Meal Assessment with a Collier County nutrition staff member.

The Senior Nutrition Program partners with four congregate meal sites across Collier County. Meals are delivered and provided Monday-Friday.

Program Operations

Menus are developed by a Licensed Dietician and are analyzed to ensure they meet the Department of Elder Affairs guidelines.

All meal site staff are trained in food safety and must be under the supervision of a Certified Food Protection manager. Meal temperatures are documented twice daily, at delivery and before serving.

Feedback and Success

To ensure we are meeting the needs of our seniors, surveys are administered annually. This past July, 33 responses were received. The survey included nine questions. Examples of these questions include: “did participation help the client feel less isolated”, “was the staff friendly and helpful” and “was the client satisfied with the selection, quality and taste of the food.” The total score reflected a 4.30/5 satisfaction rating.

More Than Just a Hot Meal

While at the site, attendees also participate in activities planned by staff to ease the isolation and loneliness that can occurs with aging. Debbie Rahlf, Property Manager at Goodlette Arms says “Our residents are happy that Collier County provides a daily meal for them. Most of our residents are in a one-person household. Many find it difficult to cook for one person and some just aren’t able to cook anymore at all. This service provides a hot meal for them. It also provides an opportunity for them to get out of their apartment and enjoy socializing with their neighbors.”

Danielle Mordaunt, Food Programs Supervisor

Site Locations:

<table>
<thead>
<tr>
<th>Site Location</th>
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<th>Hours</th>
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<td>East Naples Community Park</td>
<td>3500 Thomason Drive, Naples, FL 34112</td>
<td>11:00 AM to 1:00 PM</td>
</tr>
<tr>
<td>Goodwill -Roberts Center</td>
<td>905 Roberts Avenue, Immokalee, FL 34142</td>
<td>8:30 AM to 1:00 PM</td>
</tr>
<tr>
<td>Golden Gate Community Ctr</td>
<td>4898 Coronado Pkwy, Naples, FL 34112</td>
<td>11:00 AM to 1:00 PM</td>
</tr>
<tr>
<td>Goodlette Arms</td>
<td>950 Goodlette Road North, Naples, FL 34102-5447</td>
<td>11:00 AM to 12:00 PM</td>
</tr>
</tbody>
</table>
RSVP’s Red Carpet Event

On March 21, 2018 the Retired Senior Volunteer Program (RSVP) had its annual volunteer recognition luncheon at the Naples Hilton. The theme was “Red Carpet” with plenty of awards to go around.

Commissioner Taylor welcomed everyone and gave a recap of what is happening in Collier County. Lunch was served and guests were given a choice of Roasted Key Lime Tilapia or Panko Crusted Chicken Breast. Our guest speaker for the event was Steven Sanderson, President and CEO of United Way of Collier County. Mr. Sanderson spoke about the services of United Way, Collier 211 information and referral helpline, and the recent launch of the Volunteer Collier Community engagement initiative. He also spoke about the value of volunteering and how to redefine your purpose once you retire. Music was performed by Stephen Milo. Mr. Milo traveled with Ray Charles for two years as his opening act.

After lunch, volunteers were presented our Presidential Award for outstanding volunteerism. Larry Kaufmann was presented the Silver Presidential Award for having the most hours for 2017, having volunteered 302 hours as a Veteran driver. Not far behind was Carolyn Grant, who was also presented the Silver Presidential Award for volunteering 301 hours at Panira Health Care Center. Other Presidential winners were presented to Norman Jwied, Charles Kardos, John Kelly, Linda Ratcliff, Claudia Sullivan, Stephen “Bear” Terstegge, Sheila Zasoba, Rudy Zupanc, Leonard Nacht and Jean Nacht. Each awardee received a signed letter from President Trump, a certificate and commemorative pin and medal, as well as Fort Myers Miracles baseball tickets.

Following the awards, the annual volunteer appreciation raffles were drawn, which is always a big hit with our volunteers. Local area businesses donated gift certificates to AWE Marina, Long Nails, Pure Florida, Naples Princess, Naples Botanical Garden and the Fort Myers Miracles. Daniel Christenbury photographed the entire event and presented a video of previous RSVP events. Thank you to all who were involved in this fantastic event!

Dawn Whelan, RSVP Project Director
Expect the Unexpected—Decision Driving

**Collier County Community and Human Services is focused on all aspects of safety. Each month our team is educated on a new safety topic by Risk Management. We would like to pay it forward.**

A decision driver is someone who can recognize real and potential hazards while knowing how to respond and react in time to avoid an accident. Season is defined as November-May each year and during this time, traffic in Naples is extremely busy. Year-long residents share the road with snowbirds and tourists, many of whom are unfamiliar with our streets and roads. According to the National Safety Council, someone dies in a motor vehicle accident every 12 minutes, with more than 41,000 people losing their lives per year. Annually, 91,000 work days are lost due to vehicle related injuries.

Expert driving depends on knowledge, skill and decision. A decision driver, among a lot of things, recognizes hazards, avoids distractions and adapts to environmental changes. There are five principles of decision driving:

- **Expand your “look ahead” capacity; keep your eyes on other drivers & expect the unexpected.** Try to anticipate what other drivers are going to do.
- **Size up the whole scene; scan your surroundings for developing traffic situations such as construction zones, congested intersections, erratic drivers, pedestrians, cyclists, changing road conditions, etc.**
- **Signal your intentions early; let other drivers know your intentions in advance, use your horn, lights & signals.**
- **Plan an escape route; think ahead, plan a way out and always be prepared to yield.**
- **Take decisive action; don’t hesitate, have confidence in your ability.**

You cant go wrong if you are always courteous and have a great attitude.

### Employee Corner

**On February 19th, Marco Chouinard** celebrated five years of service to the citizens of Collier County. Marco is a Case Manager in the Social Services Program and assists Collier residents that do not have medical insurance who qualify for our program according to Federal Poverty Income Guidelines with medical testing, consultations with specialists, as well as outpatient surgery. “I enjoy what I do as it brings to me a sense of well being to know that I am making a positive impact on the clients that I serve, and to our community.” Congratulations on five years, Marco!

**Hilary Halford** is our new Senior Grant and Housing Coordinator. Hilary is originally from Southwest Georgia. She holds 4 degrees: Bachelors of Art, Masters in Sociology, a Post-bachelor’s in Non-profit Management and an Associate’s Degree in Radiologic Technology. Previously she worked for the Salisbury, North Carolina Housing Authority and held several positions including Special Programs Manager, Property Manager, and Director of Development. Welcome, Hilary!
Akiko Woods joins CHS as a Grant Accountant. She moved to the area 12 years ago from Port St. Lucie. Akiko has a bachelor’s degree in accounting from FAU and worked in the trade show industry and information technology prior to joining CHS. She has been married to her husband Ray of 20 years and has a 12 year old daughter. Welcome, Akiko!

Lisa Oien was hired by the County 10 years ago to specifically manage Disaster Recovery funds. For the past few years she has coordinated CDBG projects and looks forward to coordinating the anticipated Disaster Recovery Funds for Hurricane Irma. Lisa was recently promoted to Senior Grant Coordinator. Before working for the County Lisa worked in the construction industry, was a supervisor at the US Postal Service, and a Realtor for 5 years. Congratulations, Lisa on your promotion!

Props to the Peeps!

Danielle Mordaunt received an e-mail from Louise Pelletier showing her appreciation for a job well done. “Danielle, I want to thank you for doing such a great job as the Nutrition Supervisor. I was so thankful and proud of our senior nutrition program monitoring comments during the DOEA Monitoring Exit. AAA specifically told me that “they wished they could clone Danielle” to work at the other nutrition program sites. Thank you again.”

Claudine Auclair, Collier County Business Center Manager, wrote an e-mail thanking Collier employees for their teamwork. “I would like to take a moment to extend my sincere appreciation of coworkers across different county divisions and departments who have demonstrated their willingness to go above and beyond this week. They proved that with great teamwork it is possible to accomplish what appears to be impossible. With their collaboration we were able to issue a Certificate of Occupancy to a family that had been waiting for a new home for a very long time.”

Danielle Mordaunt, Food Programs Supervisor was recently recognized as Collier County’s Employee of the Month. Danielle was instrumental in implementing the new registration forms at the senior meal sites to ensure eligible seniors receive a meal and are registered properly. During our annual AAA monitoring, AAA stated that they wished every County senior nutrition program had “a Danielle Mordaunt”. She always send her reports in a timely manner and often it is early and works well with all vendors. She is willing to go above and beyond to complete extra assigned tasks and exhibits a positive attitude who is always flexible with staff and clients. Congratulations, Danielle!!
Props to the Peeps!, Cont’d

Dawn Whelan, RSVP Project Director received several notes of thanks and appreciation for the luncheon:

“I just wanted to take a moment to thank you and all your colleagues for all the hard work and dedication in organizing the luncheon! It was amazing! It was so nice! The food was delicious! I had the chicken and it was awesome! The staff at the hotel were very nice and courteous and respectful! I really enjoyed the guest speaker and the entertainment... I’m very honored and proud to be part of such a great organization! Thank you for all that you do for the RSVP program as the program director/grants coordinator!” - Rhonda Hatten

“Outstanding job by the entire RSVP group and the Hilton staff. Great planning on the luncheon agenda. As I looked around our table and even the room, I could see everyone paying close attention to the scheduled activities. Thank you for the fine effort” - Dixon Yun

“Very nice luncheon. I love volunteering because it helps me and it helps others.” - Rosa Marroquin

Recent Team Accomplishments

The County made its first year with no audit findings for federal and state grant programs. Seven major grant programs, managed by CHS, were under single audit review this year. Congratulations on ZERO single-audit findings!

The Seniors Program is monitored annually every November. The entire program including nutrition, is reviewed. This past November, we had 0 findings and received accolades for having documentation submitted prior to due dates, working well with the community and being the lead in the Collier County for serving seniors. Congratulations to all of our Seniors Program staff!

CHS recently closed out Legacy Lakes, CASL Rental Rehab, Shelter for Abused Women and Children and Boys and Girls Club totaling over $2.3million.

Cormac Giblin, and the housing team recently had six items approved by the BCC for advancement of the Community Housing Plan to address housing needs.

The CHS Monitoring Team recently completed a Subrecipient Training Series which also included an interactive session on interviewing. Additionally, Florida Housing Corporation provided a one day income certification training.

During the 2017 holiday season, the Collier County Seniors Program received numerous gifts from the Collier County Tax Collector’s Office, and from the Naples Longshore Lakes Women’s Club. The generosity and kindness that was shown to our seniors was truly amazing.