



ANNUAL report

one voice for volusia

connecting our community www.onevoiceforvolusia.org

our MISSION

Through collaboration One Voice for Volusia mobilizes all sectors of the community by strengthening our organized capacity to meet human needs.

message from the **PRESIDENT, BOARD OF DIRECTORS**

I look forward to this letter every year because it provides the opportunity to reflect on what was accomplished through the collaborative work of One Voice for Volusia.

One Voice for Volusia's diverse leadership and organization integrates and aligns community resources as needed and appropriate. The shift into addressing major subsets of the community has added respected value to its work and One Voice for Volusia continues to mature in its leadership role to serve as a neutral convener and facilitator of broad community issues.

The major sectors of our community are represented within the coalition membership as the monthly meetings continue to attract an average of 78 individuals with networking exercises incorporated into timely discussions and presentations, all driven by member interest. Over the past year the Board of Directors was engaged in a visioning exercise that will continue as needs are identified and even funding streams change. We are flexible in our evolution as demonstrated in the "Milestones" account of the agency developed during the summer which can be found on a redesigned website at www.ovfv.org/history-milestones.htm. I encourage you to take a moment to navigate through the entire site. The resources are intended to connect our community.

As we enter our fifth year of the Community Agenda, we are still feeling great pride and accomplishment. There is reason to celebrate as 2009 brought us an expanded online use of the Snapshot report as well as an engaging data review process that resulted in the identification of 15 Critical Community Indicators. The community engagement process continues as One Voice for Volusia, through the Community Agenda efforts, facilitated a roundtable discussion among area executive directors intended to open dialogue and build collaboration in 2010.

Finally, the companion study to the Community Agenda, *thrive by five: ensuring hope, health and happiness in early childhood*, showed us the issues affecting the prenatal through age five population and the families and community who support them was a starting point for advocacy for improved conditions of this population. Since March a Steering Committee comprised of a key stakeholders representing 20 agencies adopted values to collaborate, not compete, begin with prevention, not treatment and support the system. These efforts, and what you will read in this annual report, are what One Voice for Volusia is all about and we are getting there!

Here's to all of you who make it happen every day. We are connecting better, working smarter, planning more strategically, spending more wisely, reducing duplication and implementing more efficiently. Our community will continue to reap the benefits of this collaboration.



Ray Salazar
President, Board of Directors, One Voice for Volusia

our **METHODOLOGY**

Convene for the purpose of educating and providing networking opportunities among health and human services

Facilitate impartial and progressive methodologies to positively affect systemic change

Monitor community trends affecting quality of life issues

Encourage open dialogue about key community issues

Advocate for the efficient and effective use of community resources

Foster diverse partnerships among all sectors of the community

Mobilize the community to support measurable outcomes and an effective evaluation of all health and human services programming

Engage leaders and citizens by developing and implementing community improvement strategies through priority-setting and consensus building

Collect, analyze, interpret, and share indicator data with the community

Support other coalitions locally and throughout the state to further the field of work

WHO we are

One Voice for Volusia is a coalition that connects non-profit, governmental and community-based organizations along with local businesses to promote system and community involvement for the benefit of youth and families in Volusia County. Through research, consensus building and the coordination of resources, One Voice for Volusia takes a leadership role in improving the lives of children and families.

our **HISTORY**

The One Voice for Volusia coalition began in 1997 as a juvenile justice initiative to bring together multiple sectors of the community to implement strategies to reduce juvenile delinquency. As the coalition grew in membership, the focus also expanded. Utilizing the Community that Care® community mobilization model, One Voice members developed and implemented strategies across many sectors to decrease community risk factors and increase protective factors. During this expansion of mission, the coalition formed its own non-profit corporation to support the work of the group in April, 2001.

One Voice for Volusia grows and reacts to the needs of the community. In doing so, its mission has broadened and continued to evolve. As a leader of research and the premier source of community data, its evolution has directed the coalition to not only mentor other neighboring initiatives and groups, but study the process of local funding and planning decisions. By examining best practices and models from throughout the country, One Voice for Volusia progressively spearheads the establishment of a shared vision for local health and human services.

the agency and its **LEADERSHIP**

One Voice for Volusia has been governed by a Board of Directors since its non-profit designation in 2001. The Board is comprised of key community leaders committed to meeting the needs of children and families in Volusia County. In addition to overseeing the work of the Coalition and other agency initiatives, the Board of Directors is fiscally responsible for One Voice for Volusia and provides direction ensuring agency sustainability. The Board of Directors meets semi-annually and in 2009, the Board met on January 21st and July 9th.

The Executive Committee, which generally meets on a quarterly basis, serves in an advisory capacity to the Executive Director on matters such as finances, programming, evaluation, etc. The individuals who served on the Executive Committee in 2008 were:

President:	Ray Salazar, The United Way of Volusia/Flagler Counties
Vice President:	Toni Barrett, Stewart-Marchman-Act Behavioral Healthcare
Secretary/Treasurer:	Reggie Williams, The Department of Children and Families
At-Large Officer:	Rick Fraser, Center for Business Excellence
Coalition Co-Chairs:	Edward L. Jasper, County of Volusia (outgoing co-chair through June, 2009) Barry Pollack, UCP of East Central Florida Teresa Rogers, Volusia/Flagler Family YMCA (incoming co-chair beginning July, 2008)

board of **DIRECTORS, 2009**

Ms. Toni Barrett, Stewart-Marchman-Act Behavioral Healthcare
Mr. Vince Baumstark, Volusia County Schools
Ms. Mary Bruno, Volusia County Schools
Ms. Gail Camputaro, Council on Aging
Mr. Jessie Clark, Community Advocate
Dr. Thomas Coleman, Volusia County Health Department
Mr. Randy Croy, Serenity House
Ms. Dona DeMarsh, Volusia County Council designee
Rev. John Ferro, DUNAMIS Community & Outreach Ministries
Mr. Rick Fraser, Center for Business Excellence
Mr. Bill Griffin, Halifax Health
Mr. Bill Holland, Department of Juvenile Justice
Mr. Joe Jaynes, Community Advocate
Sheriff Ben Johnson, Volusia County Sheriff's Office
Ms. Donna Marietta, Remax All Pro Realty
Ms. Lois Moltane, SEDnet

Ms. Dixie Morgese, Healthy Start Coalition of Flagler/Volusia
Ms. Teresa Rogers, Volusia/Flagler Family YMCA
Mr. Dan Roll, American Red Cross
Mr. Ray Salazar, The United Way of Volusia/Flagler
Mr. Steve Sally, The House Next Door
Mr. Tony Schefstad, Volusia/Flagler Coalition for the Homeless
Ms. Rose Schuhmacher, Chamber of Commerce Alliance
Mr. Robert Sterner, Volusia County Court Administration
Mr. Joe Sullivan, Boys & Girls Clubs of Volusia/Flagler Counties
Mr. Daryl Tol, Florida Hospital DeLand
Mr. Reggie Williams, Department of Children and Families
Mr. Brandon Young, Embry-Riddle Aeronautical University
Mr. Ron Zychowski, Community Partnership for Children

Ex-officio: Ms. Senta Goudy, Florida Department of Children and Families

monthly **COALITION** meetings

The coalition meets monthly for the purpose of networking and sharing valuable information on timely and varied topics. With an average of 78 members attending each month, the challenge to feature topics of interest is ongoing.

One Voice for Volusia regularly updates useful resources and tools to benefit its membership. The website, www.onevoiceforvolusia.org, is a major component of the coalition's community education efforts. This resource provides timely data, coalition and other initiative updates as well as all of the One Voice publications and resources. A new design of the website was launched in 2009.

“90% of the people that showed up [to our event] said they received the information through the Community Connector, either directly or through a contact. We had listings in several periodicals and the News-Journal but they all said Community Connector! Isn't that fabulous?”

Dana Anderson, Center Director, Learning Rx

One Voice for Volusia has continued to use the **Community Connector** e-communication system to effectively communicate with community members and connect various groups in Volusia County. More than 1,000 subscribers received 460 messages in 2009. Survey results regarding the Community Connector showed that 93% of those surveyed indicated that they have shared with others information regarding the Community Connector resource and/or a specific Connector message.

MEMBERSHIP survey

One Voice conducts its annual membership survey to evaluate its work from the previous year and plan for the upcoming year. The full report can be requested by contacting One Voice for Volusia staff. The survey is conducted at a coalition meeting (August, 2009), available on the website for download and return, and via the e-polling tool, Survey Monkey. Approximately 31% of the total membership completed the survey, resulting in 70 individual responses. Overall, the percentage of members “satisfied” or “very satisfied” are:

- *Monthly Meetings*, 91%
- *Coalition Website*, 91%
- *Planning Process/Strategic Updates*, 89%
- *Increase, expand/improve services*, 80%
- *Networking/Learning Opportunities*, 89%
- *Community Agenda initiative*, 90%
- *Community Connector*, 93%

2009 meeting TOPICS

- *Update on two local mergers (Stewart-Marchman-Act Behavioral Healthcare and Volusia/Flagler Family YMCA)*
- *Put the FUN back into Fundraising!*
- *Early Childhood Development Panel*
- *Connecting to the Business Community and Social Services Networking Exercise*
- *Law Enforcement Panel*
- *Sensory Impairments Panel*
- *Business Continuity*
- *Substance Abuse Prevention, Recovery, Trends and Impact*
- *Sensational Customer Service & Swine Flu Update*
- *2010 Strategic Planning*
- *Efficiency in the Workplace*

2009 MEMBERSHIP

One Voice for Volusia intentionally works to build a diverse membership, representing all sectors of the community. While there are a few sectors which remain challenging to engage, staff and leadership actively work to build representation of our entire community. During 2009, there were approximately 264 individual members of the coalition, representing over 137 organizations. Membership is identified by either active or supportive. Active members have a demonstrated commitment to One Voice for Volusia’s mission; attend at least 50% of the coalition meetings and/or participate on a standing committee of the coalition; will be identified on website and all One Voice materials (annual report, table tent, etc.) with links to respective website; and, will receive an invitation to join the e-communication system resource, the Community Connector. Supportive members must complete an online application; will be identified on the website as a supportive member; and, will receive an invitation to join the Community Connector. Once a supportive member has attended six coalition meetings, their status moves up to the active level.

ACTIVE members

- | | | |
|---|--|---|
| American Red Cross | disability Solutions for Independent Living | Neighbor to Family |
| BeginAgain Children’s Grief Center | Division of Blind Services | PACE Center for Girls |
| Big Brothers Big Sisters of Volusia/Flagler | Domestic Abuse Council | Presbyterian Counseling Center |
| Boys & Girls Clubs of Volusia/Flagler | DUNAMIS Community and Outreach Ministries | Re/MAX All Pro Realty |
| Campaign for Working Families | E.S.P. Case Management | Rocky's Roost |
| Center for Business Excellence | Early Learning Coalition of Flagler/Volusia | Serenity House |
| Center for the Visually Impaired | Easter Seals of Volusia/Flagler | Seventh Judicial Court |
| Children’s Advocacy Center | Embry Riddle Aeronautical University | Stewart-Marchman-Act Behavioral Healthcare |
| Children’s Home Society | Florida Capital Bank | The Arc of Volusia |
| Children’s Medical Services | Florida Health Care Plans | The Box Project |
| Community Foundation of East Central Florida | Florida Hospital DeLand | The deMange Agency |
| Community Legal Services of Mid-Florida | Florida Hospital Fish Memorial Foundation | The House Next Door |
| Community Members | Florida Hospital Hospice Care | The United Way of Volusia/Flagler |
| Community Partnership for Children | Florida Hospital Oceanside Center for Senior | UCP East Central Florida |
| Consumer Credit Counseling Service of Central Florida | Florida Powersports Safety Council | University of Central Florida - Daytona Beach |
| Council on Aging | Guardian Ad Litem Program | University of Florida/Volusia County Coop Extension |
| County of Volusia | Health Planning Council of Northeast Florida | Very Special Arts Volusia |
| Daytona Beach Police Department | Healthy Communities | Visual Innovations & Solutions |
| Daytona State College | Healthy Start Coalition of Flagler/Volusia | Vocational Rehabilitation |
| Department of Children and Families | Hospice of Volusia/Flagler | Volusia County Department of Corrections |
| Department of Juvenile Justice | Kingdom Restoration Ministries | Volusia County Health Department |
| | Lions Club | Volusia County Schools/ SED Network |
| | Magellan Health Service | Volusia/Flagler Coalition for the Homeless |
| | Mental Health Association of Volusia County | Volusia/Flagler Family YMCA |
| | Mid Florida Community Service Head Start | Votran |

2009 health and human services SUMMIT

“The Volusia County Juvenile Justice Council, in realizing the benefit that the Summit would provide, coordinated the participation of nine (9) of our Juvenile Justice partners (including our Probation and Detention branches) at this event.

Our staff who were directly involved in manning the tables as well as all the staff who attended the event were extremely pleased and impressed with the information shared and the opportunity to meet fellow professionals in the Health and Human Services field. Thanks again for the outstanding service you offer our community by hosting this event. “

*W. David Kerr
Chief Probation Officer, Circuit 7
Probation & Community Intervention*

A Family Church
Agency for Persons with Disabilities
American Lung Association
Anthropos Mental Health & Family Therapy Center
Bishop’s Glen
Brown and Brown of Florida
Capacity Building Associates
Central Florida Community Development Corporation
City of Deltona
Clear Channel Communications
College and University Disaster Assessment & Research Center
Community Members
Community Outreach Services
Daytona Beach Goodwill
Daytona Beach Housing Authority
Daytona Outreach
Evidence Based Associates
Family Life Center
Family Renew Community
First Christian Church
Florida Department of Revenue
Florida Lions Conklin Center for the Blind

General Vice Agency Corporation
Great Kids Explorer Club
Handicapped Adults of Volusia County
Heart of Volusia
Junior Achievement of Volusia and Flagler Counties
My Angel with Paws, Inc.
NAMI
Neighborhood Center
Outreach Community Care
Palmer College of Chiropractic
Port Orange Police Department
R & R Ministries
Second Harvest Food Bank
Seville Village Improvement Association
Southwest Volusia Habitat for Humanity
Special Olympics Area 5
St. Ann’s Catholic Church
Teco/Peoples Gas
The Callan Group
The Chiles Academy
The Front Porch Counseling Center
The Salvation Army
The Star Family Center
Ticket to Work
Trinity United Methodist Church of Seville
USDA Rural Development
Van Go Mobile Museum
Veterans Affairs
Vince Carter Sanctuary
West Volusia Habitat for Humanity
West Volusia Police Athletic League
Westminster Retirement Communities Foundation

SUPPORTIVE members

2009 strategic plan **IMPLEMENTED**

Strategic planning has been conducted at the coalition level annually for the last decade. The 2009 Coalition Action Plan, much like the two previous years was centered on Community Education and Systems & Data. The three year goals:

- To develop data-driven and prevention-oriented awareness campaigns through the coordination of educational and marketing techniques/tools for health and human services within Volusia County.
- To develop an up-to-date assessment outlining community strengths, needs and barriers specific to health and human services/resources within Volusia County. The updated assessment would serve as the framework to build a service delivery/strategic plan infrastructure for health and human services. To develop a user-friendly vehicle to enable a data/resource-sharing warehouse for health and human services within Volusia County.

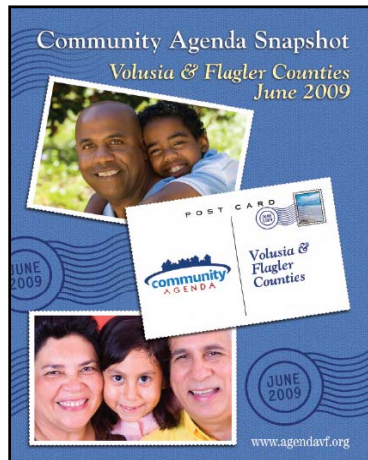
objectives **SUCCESSFULLY** completed in 2009

- The **Speakers Resource Directory** was updated, available online and marketed to area civic groups for distribution. There are 15-20 online hits monthly for this Directory.
 - The number of subscribers of the **Community Connector Campaign** increased by 43% (from 700 in January to 1,001 in December, 2009).
 - The **Health and Human Services Summit** was held on Friday, October 30th, attracting approximately 450 attendees and showcasing 90 vendors.
 - **Coalition membership** was enhanced through the coordination of timely monthly topics and an average of 9 new members each meeting. The annual coalition membership survey was conducted in August, 2009. 89% of members renewed their membership in the annual membership drive.
 - Efforts continued in working with **faith-based agencies** to explore ways to better communicate and work together. A survey to assess faith-based social services was created and largely distributed. This group remains active.
- All action steps were successfully implemented for the **SARG/Deltona Prevention Project** and funding was secured for the last six months of the project, ending May, 2010.
 - **Expanded One Voice for Volusia's websites** (www.ovfv.org and www.agendavf.org) to ensure user-friendly navigation and utmost efficiency. A Deltona-targeted website, www.deltonaFORyou.org, was also developed. There has been an average of 4,291 hits to the One Voice website; 1,630 hits to the Community Agenda website and 762 hits to the Deltona website.
 - Served as a **community resource** for position papers, community needs assessment and other funding/agency/services mapping as needed and/or as identified (i.e. Community Agenda for Seminole County).
 - **Served in a facilitating role** to multi-agency efforts (i.e. thrive by five and Infant Mental Health Chapter of Volusia/Flagler).
 - Continued to build on the **Community Agenda** initiative by publishing an annual report.

the **COMMUNITY** agenda

Each year data is updated and the Community Agenda is moved forward through a variety of community engagement strategies.

In early 2009, community leaders were engaged in an indicator review process that identified 15 Critical Community Indicators in need of attention, advocacy or action. In the Fall, a series of community events were held to harvest the wisdom of considered thoughts and opinions of members of the Boards of Directors of local nonprofit health and human services organizations. In conjunction with those meetings, the Community Agenda hosted an Executive Director Roundtable to give the leadership of those same organizations and opportunity to discuss an array of topics in an open forum. Each of these gatherings was an opportunity to identify the strengths, weaknesses, threats and opportunities facing the nonprofit organizations in our community. At the request of the Executive Directors a second Roundtable was held in December to explore collaboration opportunities and a third is scheduled for 2010.



“Our vision of a community process to understand our health status and to prioritize initiatives has come to fruition through the efforts of One Voice for Volusia through the Community Agenda.”

Dr. Bonita Sorensen, Director, Volusia County Health Department

More information can be found online at www.agendavf.org.

Engage the community by examining data and establishing priorities to improve local health and human services.

STEERING committee

Co-Chair: Samuel A. Willett, Bank of America

Co-Chair: Patrick Johnson, RN-C, MPA, Flagler County Health Department

Bill Babiez, Community Partnership for Children

Mary Bruno, Volusia County Schools

Susan H. Perry, Caplan Management Group

Thomas Coleman, MD, MS, Volusia County Health Department *(outgoing)*

Edwin DeBardeleben, Agency for Persons with Disabilities

Dona DeMarsh, County of Volusia

Bob Elkin, Palm Coast Data

Rev. John Ferro, DUNAMIS Community & Outreach Ministries

Rick Fraser, Center for Business Excellence

Lara Glaser, Early Learning Coalition of Flagler & Volusia

Edward L. Jasper, County of Volusia *(outgoing)*

David Kerr, Department of Juvenile Justice

Linda Levin, ElderSource

Lynda Linke, County of Flagler

Dixie Morgese, Healthy Start Coalition of Flagler & Volusia

Ray Salazar, United Way of Volusia-Flagler

Bonnie Sorensen, MD, MBA, Volusia County Health Department

Katrina Townsend, Flagler County Schools

Chantell Waters, Focus on Flagler Youth

Reginald Williams, Department of Children and Families

Ron Zychowski, Community Partnership for Children *(outgoing)*

thrive by five



thrive by five, a collaborative aimed to work collaboratively so that children are prepared to enter school ready to learn, and that children are emotionally and physically healthy, met monthly starting in April after the release of the ***thrive by five: ensuring hope, health and happiness in early childhood*** report in the onset of the year. The review of literature and summary of data on the issues affecting the prenatal through age five population and their families and community who support them spearheaded a collaborative working vigorously toward achieving optimal early childhood outcomes.

“The leaders in Volusia and Flagler Counties realize that an investment in early childhood is critical to the quality of life in a community. In their commitment to achieving measurable results for kids, the thrive by five effort facilitated by One Voice for Volusia illustrates the kind of cross-system collaboration that can really make the difference for children, today and tomorrow.”

*Loranne Ausley, Senior Advisor to
Lawton Chiles Foundation*

deltona PREVENTION project

One Voice for Volusia has concentrated prevention efforts since its inception on underage drinking prevention. Aimed to build capacity in youth-serving organizations, surveys were conducted among the partners that resulted in the coordination of a monthly Training Schedule featuring such topics as Organizational Capacity, Teen Sexuality and Gangs and Bullying.



Family Online Resource

Listen. Talk. Ask. In addition to the monthly meetings, the distribution of mini-grants to partners working to build capacity, the outcomes of parent focus groups in Deltona led to the development and launch of a local online resource, www.deltonaFORyou.org. This Family Online Resource features messages geared to parents, youth and the faith community and in 2010 will be enhanced and expanded to partner and community-driven contents and topics.

other agency & coalition **INITIATIVES**

“Carrie Baird has been instrumental in the development of our Community Coalition Alliance.

Under her leadership and strong facilitation skills, various regional coalitions have been able to come together and begin sharing their knowledge and expertise, increasing capacity and creating the synergy necessary for community change. “

*Anixa E. DePalma, MACP
Clay Action Coalition*

One Voice staff is regularly requested to assist and/or convene meetings in order to address local issues requiring improvement through collaboration. In 2009:

- One Voice for Volusia maintained its partnership with The United Way’s First Call for Help to provide the 2-1-1 information and referral resource online and provided financial assistance to improve the online resource.
- One Voice for Volusia served as a facilitator for the Infant Mental Health Chapter of Volusia/Flagler Counties and assisted the Tobacco Free Partnership of Volusia County by managing the SWAT coordinator contracts during the year. As resources allow, efforts will continue in 2010 to assist multi-agency collaborations.

One Voice for Volusia is also a leader, driving visionary efforts behind the collective work of other community coalitions throughout the State. One Voice for Volusia directly spearheads a regional alliance, the Community Coalition Alliance, to serve as the collective voice of community coalitions in Florida while valuing the unique identity of each member and serves in an advisory capacity to the development of a Florida Coalition Alliance. This group met quarterly in 2009.

professional & **EVALUATION** services

One Voice for Volusia has positioned itself within the health and human services field as a program evaluator and other professional services. One Voice for Volusia completed its mentoring role for neighboring Seminole Prevention Coalition, assisting in the development of their infrastructure, ultimately leading to their establishment as an independent non-profit corporation.

One Voice for Volusia continues to evaluate the federally funded Prevention the Move project for Stewart-Marchman-Act Behavioral Healthcare. An additional evaluation contract was executed this year with Serenity House to evaluate their new Correction Treatment Diversion Program and a new evaluation contract is anticipated to begin in 2010 with the Boys and Girls Clubs of Volusia and Flagler Counties.

2008-2009 **FINANCIAL** report (july 1, 2008 – june 30, 2009)

INCOME

Grants	\$208,776
Professional fees	\$92,777
Community Agenda	\$44,675
Contributions	\$2,000
<i>Income passing through to others (OVV as fiscal agent)</i>	
Seminole Prevention Coalition	\$106,640
Community Coalition Alliance	\$1,600
	\$456,468

EXPENSES

Wages/Payroll Taxes/Employee Benefits	\$237,949
Special Projects Expense	\$47,245
Professional Fees	\$34,874
Rent	\$18,824
Supplies	\$11,921
Communications	\$5,958
Depreciation	\$5,828
Travel	\$5,049
Insurance	\$3,393
Meeting Costs	\$2,557
Dues, fees, subscriptions	\$1,475
Training & Registration Fees	\$925
Printing and Reproduction	\$129
<i>Expenses of others (OVV as fiscal agent)</i>	
Seminole Prevention Coalition	\$106,640
Community Coalition Alliance	\$301
	\$483,067

Net assets, End of year **\$49,687**

more **INFORMATION**

386-947-8301

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www.onevoiceforvolusia.org