

Volunteer Florida FOUNDATION

My Safe Florida Home Nonprofit Program Progress Report *Submitted by Volunteer Florida Foundation*

Reporting Period: October 2007 – December 2007

In accordance with Section 215.5586(2)(j), Florida Statutes, Volunteer Florida Foundation (VFF) submits this report of progress on activities and use of funds for the quarter ending December 31, 2007.

Through the My Safe Florida Home Nonprofit program, Florida homeowners may sign up for services through a local nonprofit organization rather than receiving assistance directly from the Department of Financial Services (DFS). This nonprofit program is managed by Volunteer Florida Foundation, chosen because of its long relationships in working with nonprofits in hurricane recovery.

Through this program, nonprofit organizations are chosen through a competitive RFP process. Nonprofit partners leverage the value of mitigation to homes through discounted services and volunteer labor, helping make mitigation dollars stretch.

To date we have enrolled 4,716 homeowners representing 58% of our goal, as the program and partner base continues to expand. Volunteers have been engaged in outreach, enrollment, education, preparation and mitigating homes. Volunteer hours exceeded 6,500, representing a contribution of more than \$122,000 to the state. One nonprofit has identified over \$100,000 in savings through discounts by licensed contractors. More details follow.

How it Works

The local nonprofit organization certifies the homeowner meets income qualifications (less than 80% AMI). The nonprofit is seen as the manager for this homeowner through the entire process. The nonprofit provides the enrollment information required by DFS, explains the inspection report to the homeowners and completes the procurement process. At no point is the homeowner required to pay for the services provided, nor does money change hands between the homeowner and the nonprofit.

The nonprofit organization advocates for the low-income homeowners and address issues as they arise with solicitors, inspectors and insurance companies. The nonprofit often completes the necessary paperwork to pull permits, arrange for insurance discounts and

assists those homeowners who opt for the DFS matching program with the necessary paperwork. A listing of nonprofit organizations is provided on page two.

Each homeowner is provided with a survey and postage-paid envelope addressed to the Volunteer Florida Foundation. Surveys demonstrate over 98% satisfaction with the program. One homeowner put it best: "Thank you for providing some peace of mind I couldn't possibly afford – everyone was helpful and it was a perfect experience. I couldn't ask for anything better at any price, much less free!"

Partnerships and Progress

In October 2007, VFF awarded grants to 12 nonprofit organizations, five new and seven continuing programs around the state to provide services to low-income populations in their areas. In December 2007, VFF awarded an additional four nonprofit organizations funds for two new and two continuing programs. The Foundation is set to release another request for proposals statewide on February 15, 2008 to continue to expand the program.

The seven new organizations, combined with the initial 12 have proposed to serve 8,962 homeowners through 9/30/08. To date we have enrolled 4,716 homeowners representing 58% of our goal.

Through December 31, 2007, 1713 out of 8962 homes have been mitigated. Another 2149 homes are in the process of installation, ordering materials or pulling permits.

The following table breaks down the target number of homes by nonprofit and area served:

Program	County	Homes to be Mitigated
United Way of Brevard ¹	Brevard	300
Liberia Social & Economic Development Corp ³	Broward	34
Volunteer Action Center of Broward ²	Broward	650
Housing Corp of Charlotte ¹	Charlotte	124
Rebuild NW Florida ²	Escambia, Santa Rosa	3000
CREW	Glades, Hendry	100
Indiantown Non-Profit Housing ²	Martin, Palm Beach, St. Lucie	378
FAVACA ¹	Miami-Dade, Palm Beach, Broward	1000
Centro Campesino ¹	Miami-Dade	100
Habitat for Humanity of Greater Miami ²	Miami-Dade	175
Miami Beach CDC	Miami-Dade	85
Osceola County Council on Aging ²	Osceola	200
We Help CDC ³	Palm Beach	1500

Homes for Independence ²	Pinellas	150
Habitat for Humanity of Pinellas County ¹	Pinellas	75
Rebuild Polk After Disaster ²	Polk	431
Senior Friendship Center ¹	Sarasota	100
St. Johns Housing ¹	St. Johns	85
St. Lucie INTACT ²	St. Lucie	400
United Way of Volusia-Flagler ¹	Volusia	75
		8962

1 - New program

2 - Includes second year goals

3 - Program no longer operating

The post inspections rate required by statute is 5%. VFF has requested post inspections to be completed by WCE's in excess of 5%. In addition post inspections have been conducted by local county inspectors. There are few areas in the state that allow for the installation of panel shutters and other mitigation activities without a permit.

Administration of the Program

Committed to this program are five VFF staff positions: one director, two program managers, a financial assistant and a database support assistant. The two program managers are strategically located -- one in Indian River County and serving the South Florida area, the second in Tallahassee severing the north and central Florida areas.

Additional foundation staff are utilized to complement the work of the dedicated program staff. VFF has experienced communication, grants administration and financial staff available to assist the program staff and sub-recipients as needed.

Staff is dedicated to monitoring for contract compliance and providing support to the local nonprofit organizations in administering this program. To provide frequent communication VFF hosted mandatory weekly conference calls with the sub-recipients and DFS through December 31, 2007. The VFF hosted an orientation for new programs October 23-24 and December 13. These orientations brought existing and new groups together and were attended by 65 individuals, including CEOs, program managers, contractors and fiscal staff. Presenters included peer presentations focusing on roles of volunteers, and homeowner certification. DFS presented on the overall program and expectations of the nonprofit component. Inspection firms were also on hand to demonstrate their software and tracking of homeowner inspections in a timely manner. All participants were provided a manual and CD of all needed files, forms and logos. The training was an overwhelming success with satisfaction documented through formal evaluations.

Technical assistance visits have been provided to all new programs. For existing programs, follow-up monitoring visits to review adherence to the contract were conducted in December. One program in Palm Beach County was not continued due to non-compliance and high costs associated with the program. We take seriously our fiduciary responsibility to be good stewards of state dollars and we have a policy that requires 30 days corrective action on any contract compliance issues. Monitoring visits were conducted in partnership with DFS within 120 days of mitigation services being provided.

Outreach and Accountability

VFF staff and nonprofit organizations also participated in the outreach efforts by DFS to local leaders and governments. All new programs and new fiscal staff will participate in the February "Advancing Accountability" workshop, conducted by DFS and designed to educate recipients of state funds in the laws pertaining to managing public dollars.

Our Revenue and Expense report for the funds expended is included. VFF's policy is to invest the funds received at the highest rate possible with moderate risk. At the current time, the funds provided are invested at an interest rate greater than 5%. Unlike other state and federal programs, all of the foundation's expenses except for inspection fees and grants to nonprofits are defined as administrative and limited to 5%. This includes monitoring and database development costs for the homeowner registration as required by DFS to implement this program. To date \$5.7 million has been given to nonprofit organizations.

The current average cost per home is \$3,883, when including all administrative and program expenses.

Sub-recipients, while not required to provide match, are reporting match in significant amounts. Volunteers have been engaged in outreach, enrollment, education, preparation and of course mitigating homes. Volunteer hours exceeded 6,500, representing a contribution of more than \$122,000 to the state. One nonprofit has identified over \$100,000 in savings through discounts by licensed contractors.

These Quarterly Reports to the Legislature, the VFF annual report and annual audit are posted on www.volunteerfloridafoundation.org website for public review.



**Volunteer Florida Foundation
My Safe Florida Home Nonprofit
Cumulative
Profit & Loss
August 2006 through December 2007**

	<u>Aug '06 - Dec 07</u>
Revenue	
602 · Grants	9,349,370.90
609 · Interest Income	<u>80,678.96</u>
Total Revenue	<u>9,430,049.86</u>
Expense	
851 · Accounting & Legal	2,888.21
854 · Advertising	50.51
859 · Bank & Credit Card Charges	476.16
878 · Depreciation Expense	472.55
882 · Equipment	3,528.66
886 · Payroll Processing	11,546.98
888 · Salaries	250,798.76
918 · Office Supplies & Expenses	3,863.61
920 · Photocopies	1,529.51
924 · Postage/Shipping/Delivery	1,402.46
925 · Printing	241.33
926 · Inspections & Professional Svcs	367,794.91
928 · Rent/Lease Payment	2,158.23
930 · Software	41,875.00
935 · Subgrant/Scholarship/Contract	5,767,660.41
940 · Telecommunications	4,858.54
942 · Travel	43,116.88
Total Expense	<u>6,504,262.71</u>