



ORANGE COUNTY MAYOR

**Jerry L. Demings**

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August 31, 2023

TO: Commissioner Nicole Wilson, District 1  
Commissioner Christine Moore, District 2  
Commissioner Mayra Uribe, District 3  
Commissioner Maribel Gomez Cordero, District 4  
Commissioner Emily Bonilla, District 5  
Commissioner Michael Scott, District 6

FROM: Mayor Jerry L. Demings 

**SUBJECT: Consent Agenda Item – September 12, 2023  
Managerial Appointment - Citizens Resource and Outreach Division Manager**

After an extensive search, I am pleased to announce the appointment of Mrs. Yolanda Reyes, MSW, as Manager of the Citizens Resource and Outreach Division. Mrs. Reyes will oversee the daily operations of this division. She has served as the interim Division Manager since March 2023.

Mrs. Reyes is a 20-year Orange County employee with a master's degree in Social Work. She began as a Social Worker with Youth and Family Services in 2002. She then transitioned to the Family Services Department (Citizens Resource and Outreach Division) where she served as a Senior Community Services Worker and later as a Social Services Coordinator. Two of her years with the County were with the Health Services Department where she managed the Ryan White Program as a Senior Monitoring and Evaluation Coordinator and eventually the Senior Program Manager. Her role before becoming the interim Division Manager was as a Family Services Administrator with the Citizens' Commission for Children.

Mrs. Reyes' varied experiences with the County and her detailed and organized approach will be an asset to the organization and community. Contingent on Board of County Commissioners' confirmation, this appointment will be effective the first full pay period following board approval at a starting annual salary of \$115,440.

**ACTION REQUESTED: Confirmation of the Mayor's managerial appointment of Yolanda Reyes, MSW, as Manager, Citizens Resource and Outreach Division, Community and Family Services Department.**

c: Byron W. Brooks, AICP, County Administrator  
Carla Bell Johnson, AICP, Deputy County Administrator  
Yvette Best, EdD., Human Resources Director  
Venerria Thomas, Director, Community and Family Services

# Y. Yvette Reyes

2277 Aloe Alley • Apopka, FL 32703 • (407) 758-4735 • Yvette.Reyes@ocfl.net

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## EDUCATION

**Master of Social Work**, University of Central Florida, Orlando, FL, August 2006

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## SKILLS

- Experienced Presenter
  - Effective Trainer
  - Efficient in Microsoft Office and Neighborly
  - Dedicated Learner
  - Fluent in Spanish
  - Efficient in Monday.com and Provide Enterprise
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## PROFESSIONAL EXPERIENCE

**Orange County Government, Orlando, FL**

**November 2002 – Present**

***Interim Manager, Community and Family Services Department, April 2023-Present***

Working alongside the current Manager and assisting with the multiple programs within the Citizen Resource and Outreach Division, including the Emergency Rental Assistance Program, Shelter Plus Care, Veterans Service Office, and the Office on Disability.

***Family Services Administrator, Community and Family Services Department, November 2021-March 2023***

Administered the Citizens' Review Panel (CRP) multi-faceted day-to-day operations.

- Directly supervised two Senior Monitoring and Evaluation Coordinators, each managing a team of contract managers who oversee more than 80 contracted nonprofit agencies providing over 200 community programs throughout Orange County.
- Managed and monitored agency contracts, including two contracts with local colleges providing capacity building services to local nonprofit organizations.
- Prepared and directed the Citizens' Review Panel Fund Distribution Process, including the development and advertisement of Requests for Proposals.
- Trained and supported the members of the Citizens' Review Panel for Human Services Board.
- Worked closely with the Division Manager and Citizens' Review Panel staff to ensure proper delivery of quality services to the community, contracted nonprofit organizations and to board members.
- Utilized Monday.com daily to track contractual and fiscal compliance.

***Senior Program Manager, Health Services Department, June 2017 to November 2021***

Oversaw the Ryan White Part A grant to ensure programmatic and fiscal compliance.

- Managed the daily administrative and programmatic operations of the Ryan White Part A Program Office.
- Supervised three Senior Monitoring and Evaluation Coordinators and one Quality position.
- Attended community meetings as the Ryan White Part A Program Representative and presented program information.
- Worked in conjunction with fiscal staff to monitor and review budgets and track expenditures and compliance with budget spending.
- Participated in the preparation and selection process of Request for Proposals.

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## **Senior Monitoring and Evaluation Coordinator, Health Services Department, April 2015 to June 2017**

Managed the Ryan White Part A funded Case Management agencies to ensure compliance with grant funding.

- Conducted annual site visits to monitor and evaluate the service categories provided by each agency.
- Thoroughly reviewed monthly invoices for accuracy and to track spending.
- Organized and lead monthly and quarterly meetings with agency supervisors and case managers.
- Provided technical assistance to agency supervisors and staff on a regular basis.

## **Social Services Coordinator, Family Services Department, September 2010 to April 2015**

Supervised and managed a team of Case Managers for several Citizen Resource and Outreach Office programs including Shelter Plus Care, the Crisis Assistance Program and the Family Resource Program.

- Trained and supported staff to ensure exceptional service to clients.
- Reviewed case files for accuracy, quality assurance and adherence to program guidelines and grant regulations.
- Networked with community agencies and participated in community outreach to establish and maintain partnerships.
- Co-facilitated The Family Development Course, an empowering skills training, to 20 Case Managers.

## **Senior Community Service Worker, Family Services Department, October 2006 to September 2010**

Performed administrative and supervisory duties while maintaining an active client caseload.

- Assisted the Program Coordinator with supervising a team of 6-9 Community Service Workers and performed the role of Coordinator in their extended absence.
- Conducted home visits with clients to assess their needs and determine program eligibility.
- Completed Comprehensive Needs Assessments and Service Plans for each client.
- Actively marketed the programs throughout the community to increase program awareness.

## **Social Worker, Youth & Family Services Department, November 2002 to October 2006**

Provided direct services to clients and administered funds via the Crisis Assistance Program and the LIHEAP Program.

- Interviewed and assessed the needs of clients to determine eligibility for temporary financial assistance with rent and/or utilities.
- Calculated and reviewed a budget with each client to explain financial management.
- Handled crisis situations by connecting clients to community resources to meet their immediate needs.