



Palm Beach County
**COMMUNITY
SERVICES**

Helping People Build Better Communities

ANNUAL REPORT 2023



MISSION:

To promote independence and enhance the quality of life in Palm Beach County by providing effective and essential services to residents in need.



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**Palm Beach County
Board of County Commissioners**

- Maria Sachs, Mayor
- Maria G. Marino, Vice Mayor
- Gregg K. Weiss
- Michael A. Barnett
- Marci Woodward
- Sara Baxter
- Mack Bernard

County Administrator

Verdenia C. Baker

Assistant County Administrator

Reginald Duren

Community Services Department

- James Green, Director
- Taruna Malhotra, Deputy Director



(Front row, left to right) Vice Mayor Maria G. Marino, Mayor Maria Sachs, Gregg K. Weiss
(Back row, left to right) Michael A. Barnett, Marci Woodward, Sara Baxter, Mack Bernard, County Administrator, Verdenia C. Baker

DEPARTMENT DIRECTORS



Dr. James Green

Department Director

(561) 355-4702

jgreen1@pbc.gov

The past year has been extremely productive for the Palm Beach County Community Services Department. Over the past 12 months, we focused on enhancing the customer experience and leveraging technology to expand access to support services. We worked diligently to develop our internal talent, improve our ability to measure and achieve results and increase our visibility throughout the Palm Beach County community.

Over the past 12 months, CSD helped thousands of residents continue to recover from the financial impact of COVID-19. The department added several new programs to help residents with their utility costs and we made strategic investments in families, strengthening their ability to become more self-reliant.

In collaboration with our community partners, CSD took

significant steps towards creating systemic change that has enhanced access to support services related to housing and homelessness, behavioral health and substance use disorders, and HIV elimination. We also strengthened the department's ability to focus on racial equity and increased opportunities for families to achieve upward economic mobility.

We would like to thank all of the advisory board members, volunteers, community partners, and other stakeholders who supported us this past year. A special thanks go out to the Community Services staff for their dedication and commitment to serving our residents in need.

We look forward to the meaningful work ahead, as we continue to strengthen families, transform communities and positively impact the lives of our fellow residents.

Dr. James Green



Department Directors



Taruna Malhotra

Deputy Director

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We are honored to announce the release of our 2022-2023 Annual Report. This comprehensive report offers an opportunity for us to display our major accomplishments. It also allows us to demonstrate for the community how our team members' individual roles move the needle in meeting our long term departmental goals. In the aggregate, our long term goals of increasing access to health and human services, increasing financial stability and strengthening community engagement and partnership are achieved.

As we move beyond the crisis years of the pandemic, we are left in the wake of severe cost of living challenges. For many residents, the Community Service Department serves as a place to turn in economically challenging times. To meet the ever-growing needs, we have had to become more creative and innovative with our service delivery model. Utilizing technology has allowed us to do more with less funding. We have worked hard to streamline and automate processes resulting in increased efficiencies. We have also built and are in the process of implementing a state of the art resource and referral system. Using this platform will better ensure resources are accessible and maximized. We have been more deliberate in our work with system partners to leverage funding. The resource and referral system works to this end as well.

We continue to be agile in our response to address the needs of the community as they shift over time. Our strategic planning process has been underway over the past several months. Through surveys, interviews, and group discussions, we have gained much insight from our community and team members, system leaders, non-profit partners and advisory board members. We remain steadfast in our commitment to be responsive and relevant to the needs of the community.

As always, I am so grateful to work alongside the Community Service Department team of staff members who go above and beyond to serve the residents of our beautiful county. We have deep gratitude to be able to serve our residents, and for the work, we have accomplished in 2022-2023. We look forward to continuing to positively impact the lives of our Palm Beach County residents.

Taruna Malhotra

LEADERSHIP

EXECUTIVE TEAM



DR. JAMES GREEN
Director



TARUNA MALHOTRA
Deputy Director

Financial and Supportive Services



JULIE DOWE
Director

Division of Senior and Veteran Services



FAITH MANFRA
Director

Division of Human Services and Community Action



WENDY TIPPETT
Director

LEADERSHIP TEAM

Behavioral Health and Substance Use Disorders



JOHN HULICK
Senior Program Manager

Community and Volunteer Engagement



ELIZABETH HARFMANN
Manager of Public Information Services

Division of Human Services and Community Action



NATALIE DIAZ-RODRIGUEZ
Senior Program Manager

Division of Human Services and Community Action



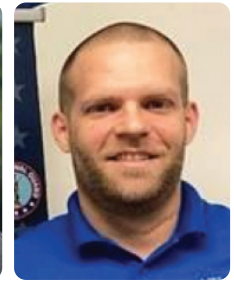
DANIEL RAMOS
Senior Program Manager

Division of Senior and Veteran Services



TAMMY LAMPI
Program Manager

Division of Senior and Veteran Services



ROHN HULTGREN
Veterans Services Officer

Financial & Supportive Services



THOMAS EATON
Fiscal Manager I

Financial & Supportive Services



MICHAEL WRIGHT
Contract and Compliance Manager

Planning and Evaluation



DR. JOANNA REID-ENOISE
Manager of Planning and Evaluation

Ryan White



DR. CASEY MESSER
Program Manager

Training and Development



DORIS DAVIS
Training Program Coordinator

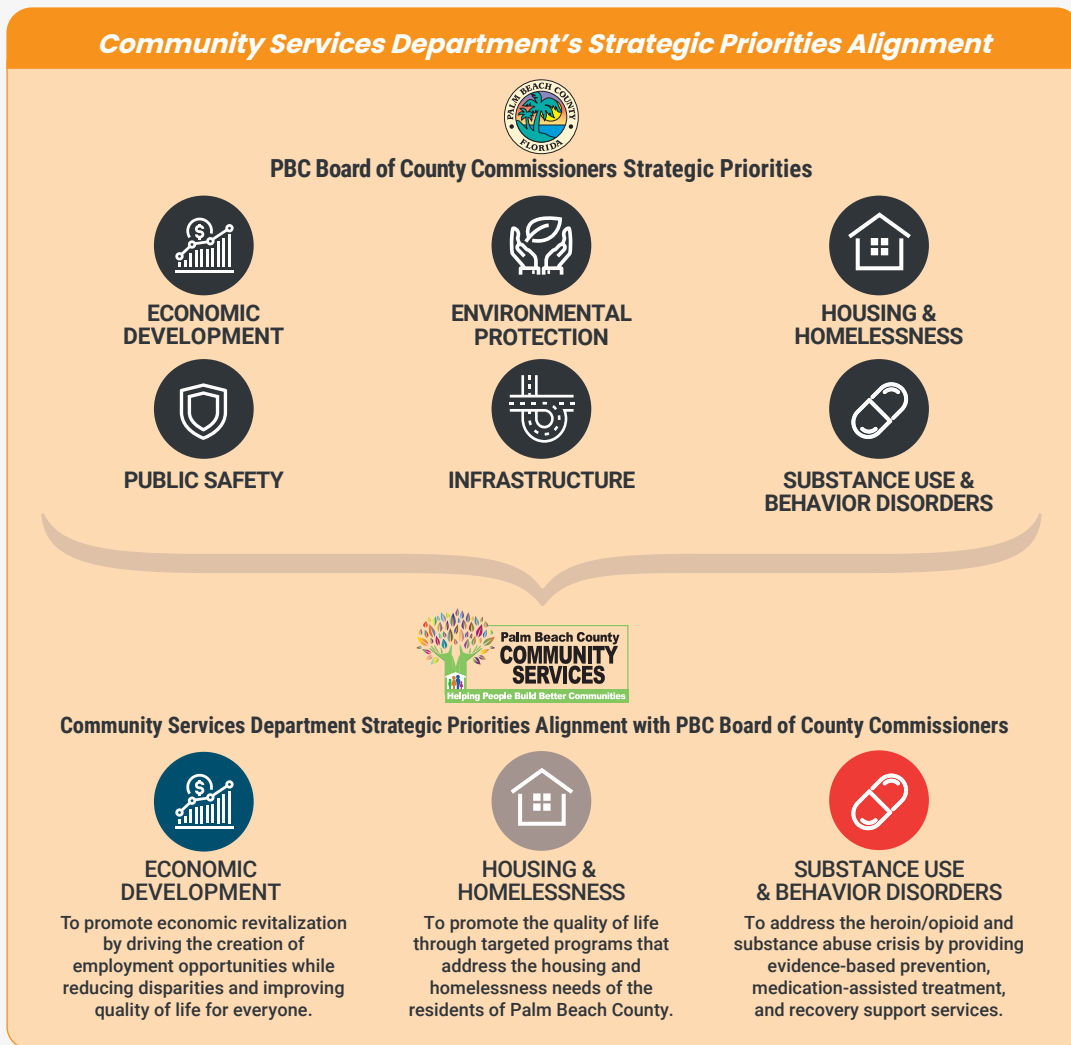
OUR IMPACT

- CSD effectively provided services to over **53,000** residents across both direct and indirect (contracted) services
- A total of **\$88,504,352** was invested into client services by CSD
- **\$50,328,651** invested into the community through CSD contracted client services
- **\$38,175,702** benefits disbursed for various programs through CSD direct services programs
- **4,535** unduplicated households received assistance through ERA funding
- **\$328,870** invoices re-directed from ERA Program to LIHEAP funding to maximize dollars and preserve ERAP for rental assistance
- **\$89,941.78** was re-directed from ERA Program to LIHWAP for the same purpose (note: LIHEAP is for electricity and LIHWAP is for water bills)
- **90** new landlords were registered
- More than **2200** clients (duplicated total) were provided shelter in homeless resource centers and in hotels
- Syringe Services Program (SEP) participants reported **232** opioid overdose reversals, and **56** participants received referrals for substance use disorder treatment
- **2776** individuals were engaged at Recovery Community Center support services
- **26,732** households were served with homelessness prevention services, that includes, rental assistance, move-in costs, utility bill assistance, food, and other services
- **259** HVAC systems were replaced, of which **77%** of households were seniors and living under **75%** of the poverty level
- Expansion of homeless calls through the contact center to **24/7**
- There were a total of **230,669** calls to the Call Center this year
- The average wait time for all contacts in the call center was **4.47** minutes, which is a significant decrease from last year's wait time of 20 minutes
- **292** referrals were sent on the new resource and referral portal
- **\$75,000** was invested, **200,000** pounds of produce was gleaned and sent to Palm Beach County Food Bank, where it is distributed to pantries all over the county to serve low-income families
- **43** clients utilized the Adult Daycare services
- **2185** clients utilized the Senior Center services
- **2,539** Veterans and/ or their families were served by Veterans Service office
- **285,077** meals were served to clients in need
- **422,151** hours of In-Home services were provided
- **497** cremation services were provided for indigent persons
- **84%** of clients were virally suppressed



STRATEGIC PRIORITIES

The Community Services Department has 3 Strategic Priorities: Economic Stability/Mobility; Housing & Homelessness, and Substance Use & Behavioral Health that are aligned with the Board of County Commissioners' 6 Strategic Priorities. The work of Community Services has a broad impact on the citizens of Palm Beach County served within these 3 strategic priorities.





Behavioral Health and Substance Use Disorders



Our Work

The Office of Behavioral Health and Substance Use Disorders (OBHSUD) supervises the planning, administration, coordination and contracting of substance use disorder services in Palm Beach County. The Office develops policies and manages various initiatives, programs, and funding strategies -- serving as liaison to communicate the County's efforts to the public; local, state, county and federal agencies; and the service provider community. The Office also monitors legislation and related public policy, working with elected and government officials at all levels of government to improve services.

The Office is responsible for facilitating bi-monthly meetings of the Palm Beach County Advisory Committee on Behavioral Health, Substance Use and Co-Occurring Disorders and its subcommittees. It is also responsible for the development of a Master Plan that is submitted to the Board of Commissioners annually.



Relation to BCC Strategic Priorities

Behavioral Health and Substance Use Disorder section continues to align with the Board's strategic priority to establish a person-centered, recovery-oriented system of care through work with the County's cross-departmental team and strategic partners. The Office is responsible for the

administration and monitoring of FAA's behavioral health contracts, developing and executing the aforementioned system of care work, and engaging multiple community stakeholders to implement the March 2022 Plan Update.

Highlights

- ▶ BCC approved a resolution establishing the PBC Advisory Committee on Behavioral Health Substance Use and Co-Occurring Disorders, Community Services Department designated lead entity on November 15, 2022.
- ▶ To continue its aim of establishing a network of RCO/RCCs in the County, a second RCO/RCC was opened in Lake Worth Beach on September 14, 2023.
- ▶ The BHSUD section is increasing the number of organizations deploying and utilizing RCI data to inform individualized recovery plans; services emerging from RCCs and the Department's budget and planning efforts. During FY23, 2028 RCIs were completed, with an average RCI score, 64.8, 11 of 12 providers have positive RCI growth from baseline test average RCI growth across all agencies and participants is 9.31 points / 87 percent survey completion rate.
- ▶ The BHSUD section worked with Florida Atlantic University research partner to assess progress related to the Palm Beach County Behavioral Health, Substance Use, and Co-Occurring Disorders Strategic Plan Update and its associated Advisory Committee, and developed outcome measures for various office initiatives.
- ▶ Along with Florida Atlantic University School of Social Work and Criminal Justice, John Hulick co- authored a peer-reviewed article in the Urban Social Work journal. "Now I Have My Own Key": The Impact of Housing Stability on Recovery and Recidivism Reduction Using a Recovery Capital Framework.
- ▶ John Hulick's article, "Hope For a Recovery Revolution," was featured in The Well. This article highlights Palm Beach County's recovery-oriented system of care efforts, while also focusing on recovery, resiliency and how strength can be derived both internally and through the bonds of a trusted community.



HIV Elimination Services



Our Work

HIV Elimination (HIVE) Services provide medical and support services to people with HIV in Palm Beach County, with the ultimate goal of ending the HIV epidemic. Services that are provided include outpatient physical and mental health care, oral health care, labs/diagnostics, medications, health insurance cost-sharing, medical/non-medical case management, food bank, transportation, housing assistance, emergency financial assistance, legal services, psychosocial support, community outreach, tele-adherence counseling, vocational training, employment counseling, and syringe/needle exchange services.



Relation to BCC Strategic Priorities

HIV Elimination Services aligns with the BCC strategic priorities of Public Safety, Housing/ Homelessness, and Substance Use & Behavior Disorders. Alongside the services dedicated to individuals with HIV, significant health planning and clinical quality management activities culminate in the completion of a Community HIV Needs Assessment. Furthermore, the development of a 5-year Integrated HIV Prevention & Care Plan, as well as a strategy to End the HIV Epidemic in Palm Beach County by 2030 is also part of the services offered.

Highlights

PositiveLinks The Ending the HIV Epidemic Tele-Adherence Counseling utilizes PositiveLinks, an evidence-based smartphone app, for individuals with HIV who are not virally suppressed (includes individuals who are newly diagnosed, re-engaging in care and in care but not virally suppressed). The app features daily medication reminders, medication check-ins; secure messaging with a Tele-Adherence Counselor, an anonymous message board, resources page, and lab results. In July 2023, there were 84 active clients on the platform with a 72% viral suppression rate and a 60% undetectable rate. Viral suppression means **having less than 200 copies of HIV per milliliter of blood by consistently taking HIV medication**. HIV medication can also make the viral load so low that it cannot be detected in a standard lab test (undetectable). Someone who is undetectable cannot transmit the virus to another person via sexual contact.

100 Day Challenge The Ryan White HIV/AIDS Program (RWHAP) along with Division of Human Services and Community Action partnered with RE-INSTITUTE for a 100 Day Challenge from October 2022 to January 2023. A by name list of clients with HIV who were unsheltered in Provide Enterprise were matched with information from ClientTrack/HMIS data from Human Services. The goal was to STABLY house clients and engage them IN care (i.e. shelter did not count toward success). The team met weekly for case conferencing with a team of providers and data support to work through a list of 325 clients. Through the challenge, 28 people were connected to safe and stable housing and linked to care, which was more than double baseline of 13 clients who were stably housed in the previous 100 days.

5-year Integrated HIV Prevention & Care Plan A provider and community workgroup with the guidance and support of the Ryan White HIV/AIDS Program (RWHAP) developed a 5-year Integrated HIV Prevention & Care Plan that spans 2022-2026. The plan consists of specific goals and objectives focused on testing, linkage to care, prevention, and research and training initiatives with over 160+ activities. The activities are organized into the four Ending the HIV Epidemic Pillars of Diagnose, Prevent, Treat, and Respond. This plan serves as the guiding document for all activities for HIV prevention and treatment in Palm Beach County.



Division of Human Services and Community Action



Our Work

Division of Human Services and Community Action serve households currently experiencing homelessness and/or at risk of experiencing homelessness or housing instability. Programs and services provided include homelessness prevention (rent and utility assistance, food assistance), street outreach, rapid re-housing, cremation services, employment training and services, financial management and budgeting services, and intensive case management. The division serves as the lead agency for the local Continuum of Care and the Homeless Management Information System Administrator. Human Services provides monitoring and technical support for HUD-funded agencies in the community.

Homelessness Intervention Services

Coordinated Entry initiative offers the community a centralized contact point through a universal number for individuals experiencing homelessness or seeking housing stability services. This initiative has been strengthened by integrating a Call Center function into the Continuum of Care Coordinated Entry System. This enhancement ensures that individuals facing homelessness or housing instability gain equitable access to prompt identification, assessment, referral, and connection to housing and assistance services tailored to their unique strengths and needs.

Rapid Re-Housing Program (RRH) was developed as a pilot program in 2016 to lower shelter costs and achieve positive programmatic outcomes. RRH services allow participants to transition from homelessness to signing a lease in their name; they were also provided wraparound services to ensure housing stability. In FY23, 114 new individuals were enrolled in the Rapid Rehousing Program. 65% of individuals who have exited RRH have remained stably housed for 12 months after program exit. This program provides financial assistance in the form of a decreasing subsidy, housing location and case management services to homeless individuals. The ultimate goal is to assist the individuals' secure affordable stable housing and to remain stably housed upon completion of the program.

Homeless Outreach Team (HOT) locates and engages homeless residents on the street and parks. The HOT focuses their engagement on those who have been on the street the longest and are the hardest to engage. In FY23, the team engaged over 715 homeless individuals throughout Palm Beach County.

Parks to Work (P2W) was created in 2018 to train, employ and house chronically homeless individuals residing in the county-owned parks. In FY23 18 individuals were enrolled in the program. Participants in the program received housing and wrap around services which include, case management, financial literacy services, food, and clothing.



Community Action Program

(Homelessness Prevention & Self-Sufficiency Services & Programs)

Family Self-Sufficiency seeks to remove barriers and create opportunities for low-income individuals and families that will enable them to become more self-sufficient through vocational training opportunities, employment, and wraparound services. Wraparound services include case management, financial skills, budgeting training, rent and utility assistance and food. The Community Action Program (CAP) administers the Community Services Block Grant (CSBG) used to move families away from poverty and towards self-sufficiency.

Homelessness Prevention/Economic Stability Services provides housing relocation/eviction prevention, water and gas utility assistance, electrical bill assistance, emergency HVAC replacement program, food assistance, indigent cremation assistance, case management and referrals, and VITA tax services. The CAP administers the following grants:

- Low Income Home Energy Assistance Program (LIHEAP)
- Low Income Household Water Assistance Program (LIHWAP)
- Emergency Rental Assistance Program (ERAP)
- Emergency Solutions Grant (ESG-CV)
- Emergency Food & Shelter Grant (EFSP)

Relation to BCC Priorities

The Division of Human Service & Community Action continues to play a leadership role



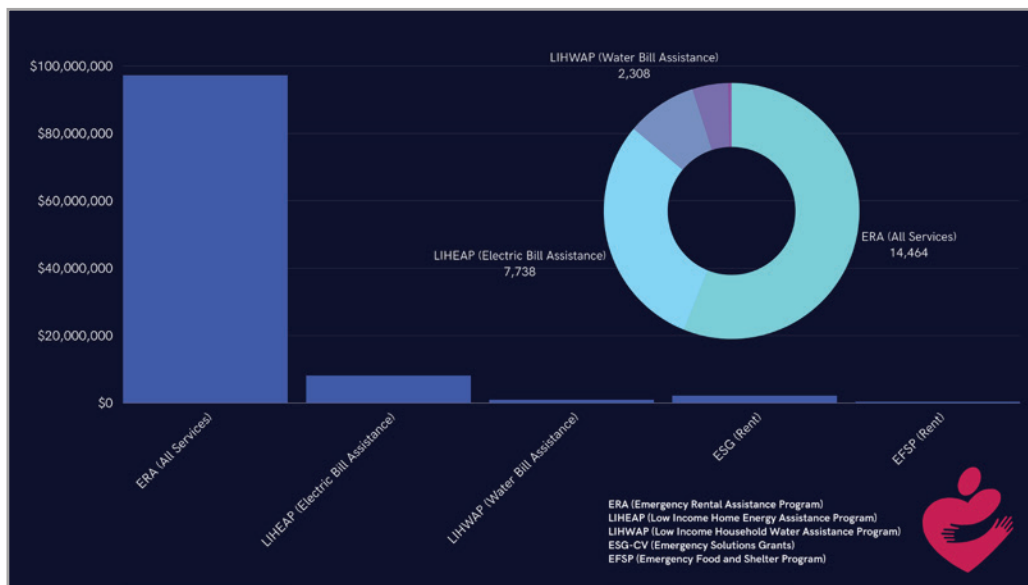
SOFI workshop in progress

in the Housing and Homelessness Cross-Departmental Team (CDT). The CDT collaboratively worked to: process Emergency Rental Assistance applications to provide rent and utility assistance to households and enhance the local Continuum of Care's Coordinated Entry System by incorporating a Call Center function to provide screening, assessments, and referrals to services.

The Division is also part of the Economic Development CDT. Collaborations included identifying employment and entrepreneurship efforts for County residents, including student and internship positions, and working with the Office of Resilience to identify funding and projects geared towards energy efficiency for County residents, especially for low-income clients/renters.

Highlights

- ▶ 259 homeowners reduced their energy burden by the replacement of their old inoperable HVAC systems through the LIHEAP HVAC Replacement Program, and 86% of those households included seniors, disabled individuals, or children age 5 and younger.
- ▶ 31 clients completed vocational training in categories such as Patient Care Technician, CDL, Cosmetology, EKG, Entrepreneurship, Forklift, Home Health Aide, and Phlebotomy. Over a third of these clients are now employed.
- ▶ 523 households were served with rent, HVAC replacement and utility assistance through outreach activities in different areas of the County, in partnership with Community Action Advisory Board members.
- ▶ A Resource & Referral Portal was implemented where organizations across systems can make referrals, while the Community Services Department is able to track the referrals from start to end, report the outcome of the referral and track the amount of time it takes from when the referral is made to service delivery.
- ▶ The Call Center received over 170,000 calls, which resulted in providing services to 10,352 unique clients and total assistance of \$35,309,205.
- ▶ Rapid Re-Housing services were provided to over 225 participants, wherein, participants were able to transition from experiencing homelessness to signing a lease in their name. Participants were also provided wrap-around services to ensure housing stability.
- ▶ The Parks to Work program, a partnership between the Community Services Department and the Parks and Recreation Department continues to thrive. Over 20 participants in the program have benefited from the services provided which include, housing, stipends, food, clothing, case management, financial literacy, and linkage to permanent employment.
- ▶ More than 400 low-income households were assisted with cremation services.



Amount spent and number of clients served through homeless prevention services



Division of Senior and Veteran Services



Our Work

The Division of Senior and Veteran Services provides a continuum of care to seniors and Veterans residing in Palm Beach County. Senior Services include senior centers, adult day care, case management to provide services in the home and community, emergency home energy assistance, nutrition service, and volunteerism.

Veteran Services assists former and current members of the Armed Forces who reside in Palm Beach County. Services include assistance in preparing and filing claims for benefits to which they are entitled under federal, state, and local laws. Dependents and survivors of present or former members of the Armed Forces may be eligible for the services of this program.

- ▶ **Senior Centers** provide senior participants with socialization through an array of health and wellness programs and activities, which enhance their quality of life.
- ▶ **Nutrition Program** (Congregate And Home-Delivered Meals) meets the nutritional needs of seniors by increasing access to food and preventing hunger.
- ▶ **Volunteers** assist staff in meeting the needs of the community by working on various tasks that contribute to seniors' and veterans' well-being.
- ▶ **Adult Day Care** provides seniors experiencing cognitive and functional impairments a structured program of therapeutic, rehabilitative, social, and leisure activities, along with supportive services to the families/caregivers.
- ▶ **In-Home Services/Case Management** assists seniors and their families with the emotional, financial and physical demands of caregiving by assuring the coordination and linkage to in-home and community-based services, which prevents institutionalization.
- ▶ **Outreach** provides education and awareness of resources to the community through events connecting those in need of services.
- ▶ **Emergency Home Energy Assistance for the Elderly (EHEAP)** funding assists low-income households that include at least one (1) individual age sixty and older who are at risk or in crisis for utility disconnection.
- ▶ **Veteran Assistance** is provided by preparing and filing claims for benefits.



Relation to BCC Strategic Priorities

The Division of Senior and Veteran Services provides economic stability for seniors and Veterans through case management and in-home and community-based services, EHEAP, nutrition services, and Veteran assistance.

Highlights

- ▶ 422,151 hours of in-home services were provided to frail homebound clients.
- ▶ 285,077 nutritious meals were provided to clients in need.
- ▶ 2,539 Veteran claims were processed.
- ▶ Veteran Services conducted more than 70 outreach initiatives to over 1,300 Veterans in Palm Beach County. Through extensive outreach, Veterans were connected with a network of support, benefits and resources available to them.
- ▶ Veteran Services added two new locations for Veterans to be served: Belle Glade and Jupiter.



Meal site inauguration in Wellington





Administration

Administration provides administrative, programmatic, and fiscal support for the various divisions and programs within Community Services, including Financially Assisted Agencies. This includes contracting and performance management, strategic planning and research, training and development, and public information and community engagement. This section also provides fiscal support and programmatically monitors contracts with nonprofit agencies, training and technical assistance to contracted agencies, prepares, releases, and evaluates Notifications of Funding Opportunities, develops contracts and amendments, prepares agenda items, prepares budgets, processes payments, payroll, and other duties as needed.

Finance and Support Services

Our Work

The Finance and Support Services section works behind the scenes to support the divisions and ensure the clients receive the services they need. This section is responsible for:

- ▶ Asset Management
- ▶ Contracted agency administrative, programmatic and fiscal monitoring
- ▶ Creation & maintenance of budget
- ▶ Review of agenda items
- ▶ Grant Accounting
- ▶ Human resources for the department
- ▶ Payables and receivables
- ▶ Payroll
- ▶ Policy and procedure maintenance
- ▶ Procurement

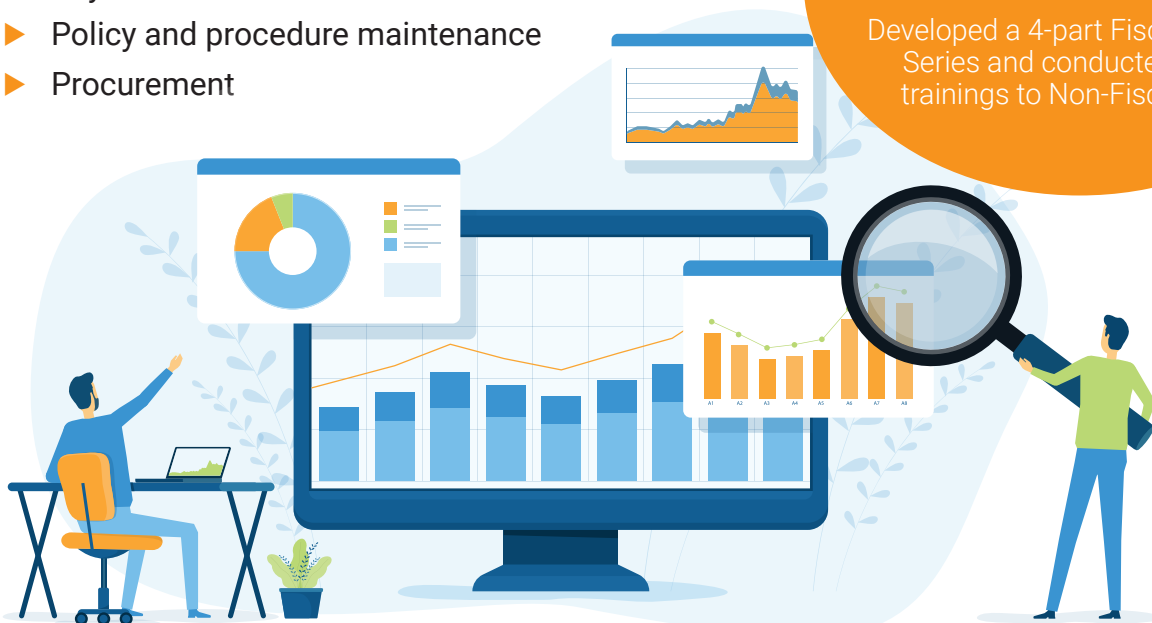
\$36,145,780

were processed payments for the Rental Assistance, Utility, and Food programs (in addition to their regular duties).

\$2,487,264

were prevented in improper payments due to the program and fiscal reviewer's excellent detection skills.

Developed a 4-part Fiscal Training Series and conducted Fiscal trainings to Non-Fiscal Staff.





Contracts, Compliance and Program Performance (CCPP)

Our Work

The Contracts, Compliance, and Program Performance section oversees and administers all the Notice of Funding Opportunities for the Community Services Department. In addition, this section reviews the compliance and program performance of contracts with the Financial Assisted Agencies funding.

- ▶ Portals implemented by CCPP in FY 23:
 - Requisition Portal
 - Contracts Portal
 - Proposal Portal
 - NOFO Solicitation Portal
- ▶ Future portals in development:
 - Monitoring Portal
 - Risk Assessment Portal
 - Advisory Board Portal

Highlights

- ▶ Administered and supported eight FAA and grant funded Notice of Funding Opportunities and processes in FY 23.
- ▶ Monitored 69 Programs (66 FAA) funded through 34 unique Agencies between October 1, 2022 – September 30, 2023.
- ▶ Improved monitoring completion timeliness by 13% (reduction of 2 days) as compared to eighteen days for the FY 2021 FAA monitoring season.
- ▶ Issued 24 Performance Agreements for the 66 FAA Programs.
- ▶ Provided Contract Technical Assistance to four (4) contracted Agencies.
- ▶ Generated 48 Requisitions in SAMIS/TAPS.
- ▶ Generated 58 contracts and amendments; partially executed 35 contracts in SAMIS/TAPS; and completed 23 contracts and amendments outside of SAMIS/TAPS.
- ▶ Facilitated four FAA funded Agencies' Quarterly Meetings.
- ▶ Facilitated CSD Cross-Departmental Contracts Quarterly Meetings.
- ▶ Attained 98% submission rate for FAA funded Agencies' Quarterly Utilization and Outcomes Reports.
- ▶ CCPP routed 58 contracts and amendments via DocuSign.



Training and Employee Development

Our Work

The Training and Employee Development Section support the department's Strategic Plan by assisting with the development of CSD staff, ensuring compliance of required training, and providing opportunities for professional and personal development, while assisting divisions and individuals with the development of training opportunities.

Highlights

- ▶ The past year has been all about making connections; connecting our external customers to services, training, information, and resources; connecting our internal customers to engaging, enlightening activities to inspire and support a creative, inclusive environment. Training and employee development section continues to push forward in the new normal created by Coronavirus Pandemic. CSD has maintained its status as a uniting force in the community by connecting the community to resources. The OSCARSS Resource and Referral portal, the Housing Inventory, and Client Referral have introduced ways to connect agencies like never before. Training and Development continues to support the department and staff by ensuring that Community Services and its partner agencies are equipped with the skills to complete daily tasks efficiently.
- ▶ Six partner agencies were trained to create applications for rent and utilities on behalf of the clients using OSCARSS for Agencies, while many other agencies continue to work with residents using OSCARSS.
- ▶ Eighteen partner agencies participated in OSCARSS Resource and Referral Portal training.
- ▶ Public "OSCARSS Lunch and Learn" sessions have continued throughout the year with 14 sessions, one on one tutorials for clients, and weekly Q&A sessions for staff.

Strategic Planning Research and Evaluation (SPRE)

Our Work

SPRE plays a pivotal role in supporting department-wide initiatives by actively engaging in strategic planning efforts, research, and evaluation. Through effective collaboration and communication, SPRE strives to help various teams within the department to increase the effectiveness and efficiency of their programs to ensure continuous improvement, with an overall goal to serve the community better. SPRE uses regular communication channels, such as progress reports, discussion sessions, quality checks, and technical support to facilitate a collaborative learning environment.

- ▶ **Planning**
Objective: Coordinating planning projects to increase efficiency and alignment with CSD Strategic Plan.
- ▶ **Research**
Objective: Gathering research and best- practices that contribute to CSD priority areas.
- ▶ **Data Collection**
Objective: Continuous data collection to provide ongoing understanding on the area of interest and to build a foundation for decision-making.
- ▶ **Data Analysis/Evaluation**
Objective: Facilitating and conducting an evaluation to measure program/system efficacy.
- ▶ **Technology Integration**
Objective: Finding solutions on technology integration/data automation to provide data in centralized locations.

Highlights

- ▶ SPRE played a key role in data quality management practices for 34 Financially Assisted Agencies by providing technical assistance, comprehensive training, and developing user-friendly desk guides. Through rigorous quality checks, SPRE contributed significantly to enhancing the accuracy and reliability of demographic and outcome data collected by these agencies.
- ▶ SPRE completed 14 Outcome Evaluations in Homelessness Category.
- ▶ SPRE collaborated with the County's ISS team to automate all demographic data of the FAA programs.
- ▶ Currently, SPRE is actively engaged in supporting three internal programmatic evaluations: (i) evaluating the low acuity housing pilot program, (ii) evaluating the joint outreach initiative by Homeless Outreach Teams and Mental Health teams, and (iii) evaluating the effectiveness of the Family Self Sufficiency Program.
- ▶ Additionally, SPRE is supporting the Florida State University on health equity and homelessness research through the low acuity pilot program.
- ▶ Launch of Continuous Quality Management in the Economic Stability Mobility category.
- ▶ Development of 2024-2029 Strategic Planning starting May 2023
 - SPRE has hosted 5 SWOT staff workshops
 - Conducted 25 Internal/External Stakeholder Interviews
 - Collected Board/Alliance, Client Satisfaction Services, Partner Agency Surveys

PROCLAMATIONS

October 2022

**POVERTY AWARENESS MONTH
ENERGY AWARENESS MONTH
NATIONAL LATINX HIV/AIDS AWARENESS DAY,
OCTOBER 15**

November 2022

**NATIONAL HUNGER AND
HOMELESSNESS AWARENESS MONTH**



January 2023

**POINT IN TIME
JANUARY 25 AND 26**



February 2023

**NATIONAL BLACK HIV/AIDS
AWARENESS DAY, FEBRUARY 7
LIHEAP NATIONAL ENERGY
ASSISTANCE DAY, FEBRUARY 1**



March 2023

**NATIONAL FARMWORKER'S
AWARENESS WEEK, MARCH 25-31
NATIONAL WOMEN AND GIRLS HIV/
AIDS AWARENESS DAY, MARCH 10**

April 2023

**NATIONAL YOUTH HIV/AIDS
AWARENESS DAY, APRIL 10**

May 2023

**HIDDEN HEROES MONTH
OLDER AMERICANS MONTH
NATIONAL SENIOR HEALTH AND
FITNESS DAY, MAY 29**



June 2023

**WORLD ELDER ABUSE
AWARENESS DAY
JUNE 15TH
NATIONAL HIV
TESTING DAY, JUNE 27**



August 2023

**LIHEAP AWARENESS MONTH
SENIOR CITIZEN'S DAY, AUGUST 21
NATIONAL OVERDOSE AWARENESS DAY, AUGUST 31
NATIONAL RECOVERY MONTH**

September 2023

**NATIONAL SENIOR CENTER MONTH
HISPANIC HERITAGE MONTH
NATIONAL GAY MEN'S HIV/AIDS AWARENESS DAY, SEPTEMBER 27
NATIONAL ALCOHOL AND DRUG ADDICTION RECOVERY MONTH**



AWARDS



FCOA

- ★ Tammy Lampi from DSVS received the Best State Direct Service Employee of the Year Award at the 2023 Florida Conference on Aging (FCOA) in Orlando

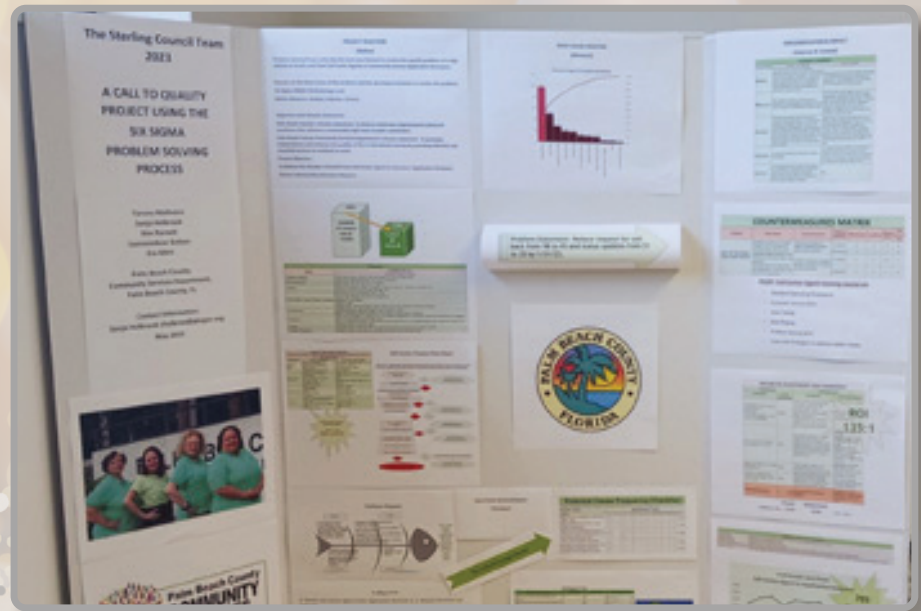


FACA

- ★ Zaida Gonzalez received the FACA (Florida Association for Community Action) Staff of the Year Award



★ Sammiedean Sutton, Sonja Holbrook, Kim Parnett, Era Allen received the Sterling Council Recognition for their Six Sigma Green Belt project "A Call to Quality Project Using the Six Sigma Problem Solving Process"



DIVISION SPOTLIGHTS



Administration

- On February 2, 2023, the Health and Human Services Element was approved by the State of Florida. The purpose of the Health and Human Services Element is to assist in the development of an infrastructure to ensure the availability of health and human services sufficient to protect the health, safety, and welfare of Palm Beach County residents. The Element identifies the County's role in funding, providing /or supporting the delivery of health and human services; it also defines the County's relationship with other funders and providers of services for the purpose of maximizing the resources and benefits available to Palm Beach County residents.
- On May 3, 2023, the BCC approved providing funding assistance for the expansion of the hunger relief system in order to increase food bank storage and food processing capacity. Specifically, the funding is to enhance the commercial kitchen capacity to increase the volume of nutritious food available through the hunger relief system in Palm Beach County.



- The flagship 2022 CSD event, Securing Our Future Economic Mobility Summit, was held at the Palm Beach County Convention Center on December 5, 2022. The objective of the summit was to bring systems leaders together in support of our unemployed or underemployed families. The workshops and plenary sessions provided information about ways in which health and human services systems can work collaboratively to help families earn more and move out of poverty. Over 500 attendees from across the nation heard from over 40 speakers. The keynote speaker, Dr. Raj Chetty, Professor of Public Economics at Harvard University and Director of Opportunity Insights, offered recommendations on how communities can leverage social networks to help families who are experiencing poverty, advance economically. For more information and publications from the CSD SOFI program, visit Securing Our Future (securingourfuturepbc.org)



2022 Securing Our Future Mobility Summit

Certifications, Trainings, and Promotions

- CSD employees completed 1600 hours of training (not OSCARSS related)
- CSD staff and partner agencies participated in 48 OSCARSS focused training that covered ERA1 and ERA2, LIHEAP and HMIS
- ROMA Training was provided to 16 CSD and partner agency staff
- 77 CSD employees and 45 partner agency staff completed Mental Health First Aid
- Certifications
- Fourteen internal promotions from within the department and other county departments
- Eight new hire Orientations welcomed twenty 24 new hires to the department in FY 2023

Behavioral Health and Substance Use Disorder



The Recovery Community HUB in Lake Worth's grand opening.

The Board of County Commissioners approved the expansion of Palm Beach County's current network of two recovery community centers (RCC) and allied local recovery community organizations (RCO) in Delray Beach and Lake Worth Beach to an additional two in Riviera Beach and Belle Glade, Florida in May 2023. The county-wide RCO established by this grant facilitates the development process and provides local organizations with ongoing technical and administrative assistance. The expansion appropriation amount is \$1,250,000 with a projected annual appropriation of \$1,250,000 for FY 24 contingent upon a budgetary appropriation by the BCC for the term of this contract.

On September 14, 2023, The Recovery Community HUB in Lake Worth had a grand opening. The HUB will serve as a welcoming environment for individuals seeking resources, connections, and support in their recovery process.

The Palm Beach County Advisory Committee on Behavioral Health, Substance Use and Co-Occurring Disorder (BHSUCOD) was established by the Board of County Commissioners in November 2022 to enhance the County's capacity and effectiveness in formulating comprehensive, integrated, and effective behavioral health, substance use and co-occurring disorders prevention, treatment, support, and recovery policies.

HIV Elimination Services

The Ending the HIV Epidemic Tele-Adherence Counseling employs the PositiveLinks app, offering daily medication reminders, check-ins, secure messaging, and resources for individuals with HIV not virally suppressed. As of July 2023, the platform has 84 active clients, achieving a 72% viral suppression rate and a 60% undetectable rate.

"This [PositiveLinks] app is life changing. I have been living with HIV the last 29 years and I have had this app for about two years. It helps me understand HIV on another level. I am able to talk with other individuals with HIV on the app and it makes me understand why I have to take my meds. I learn from them and they learn from me. I used to forget my medication, but now I check my phone, and I see, I have to take my med. I see my labs, I see my appointments. It helps me live better and with my HIV. I have a structure to it. It's like a friend to me, I can interact with other clients, they say how they feel, how to live better even though we have HIV. We still have lives and maintain positivity in our lives in order to be on the right track – and not use alcohol, drugs, and other things. I have a friend on the app she has been positive for 30 years and she has one extra year of experience that I can learn from. My lab results, my numbers, have gotten better, as I have taken my medications more regularly. I now have an undetectable viral load. "

- **PositiveLinks client living with HIV for 29 years**



Division of Human Services and Community Action




The Division of Human Services & Community Action broke ground on Housing Resource Center 2 (HRC2) on May 9, 2022. The construction of the Center located in Lake Worth, has begun, and is projected to be completed in 2023. HRC2 will have 74 beds for individuals, seniors, youth, and couples.


Groundbreaking Ceremony

The Palm Beach County Board of County Commissioners
cordially invites you to the

Homeless Resource Center II Groundbreaking Ceremony
Monday, May 9, 2022 at 11:00 a.m.

Location: park at the Mid-County Senior Center.
3680 Lake Worth Rd, Palm Springs, 33461




Palm Beach County Board of County Commissioners
Robert S. Weinroth, Mayor, Gregg K. Weiss, Vice Mayor,
Maria G. Marino, Dave Kerner, Maria Sachs, Melissa McKinlay, Mack Bernard
County Administrator
Verdenia C. Baker



Mayor Weinroth addresses the attendees



Commissioner McKinlay and County Administrator Verdenia Baker with PBSO officers



Community Services Department Director Dr. James Green addresses the attendees



Commissioners Dave Kerner, Mack Bernard and Maria Sachs

Client Testimonials

Alganisha Charlene Burey, Congratulations to Ms. Alganisha Burey on her successful completion of the Cosmetology Training at Palm Beach State College. This remarkable achievement signifies her dedication, hard work, and passion for the field of cosmetology. Ms. Burey joined the Family Self-Sufficiency Program on February 8, 2022 and enrolled in the Cosmetology Program at Palm Beach State College through the Community Action Program. She worked closely with her Community Outreach Specialist II, Zaida Gonzalez, and with her Employment Counselor at that time, Ms. Mildred Warthen-Walter, who was delighted to assist her and ensure Ms. Burey could successfully complete her training.

At the time of enrollment, Ms. Burey faced several barriers, including homelessness and unemployment. Community Action not only assisted with vocational training but also provided rental and move-in expenses assistance, facilitating Ms. Burey's transition from crisis to a thriving situation. Ms. Burey has been able to secure a home and get out of homelessness, and has been searching for employment since completing her training, and obtaining a Cosmetology State License on July 19, 2023.

Completing the training clearly demonstrates Ms. Burey's commitment to enhancing her skills and staying up-to-date with the latest techniques and trends in the beauty industry and becoming self-sufficient. She has equipped herself with the knowledge and expertise to pursue a rewarding career in cosmetology, and this training opens up a world of opportunities for her. Whether she aspire to work in a renowned salon, start her own business, or explore other avenues within the beauty industry, her dedication and skills will undoubtedly set her apart. Ms. Burey will continue to work with her new Employment Counselor, Ms. Andrea Scott to assist with her resume, provide job leads, and connect her with employment opportunities within her field of expertise.



Alganisha's cosmetology certificate

Gary and Sonjia Davis: "This year has been the worst year in my wife and my life, at least up until you and your wonderful staff worked your magic. On February 3rd of this year, my wife was in a horrific car accident on 45th Street in West Palm Beach. It was all over the News. There was a high-speed chase involving two cars. The one being pursued smashed into my wife's car almost killing her. Then the gentleman who caused the accident got out of his car and put 47 rounds into the car that smashed into my wife's car. My wife had to be cut out of her car with the jaws of life where she was taken to St. Mary's Hospital. She remained there for several weeks before being taken to other facilities for a total of five months.

We are retired and we are on a fixed income. This devastated our finances. Our home was not prepared for such disasters, our central air condition system hasn't worked since about 1999. The doctors put my wife on oxygen. She needed to be in a clean cool sterile environment. This summer heat was impossible. Your program of helping with electric bill and getting us a new central air condition system was invaluable, it was a miracle come true, a dream come true.

It is so great to know that people like you and your staff actually do exist, and that our County looks out for its Senior Citizens such as me. It is wonderful to know in a crazy world such as we are living in today, that Our County Government is giving back to its Taxpayers when we need help. My Palm Beach County tax bill is my biggest yearly expense and to see it used for such wonderful purposes is truly a real blessing from God and from you, and for this we, my wife and I truly thank you all!"

SOFI client buys her first home: A SOFI participant, who graduated in 2023, was in the SOFI program for two years. She was able to buy her first home five months ago through the countless efforts of the staff at community partners. There were many hurdles to her closing on her property but staff was resilient and helped get her through the finish line. Her grandson who is two years old will be able to grow up in a home where it is not a rental and where they have to move often, but have a stable permanent home.



Terrise Marie Lindsay: This is the success story of Terrise, who is 35 years old, with three children. She was separated from her husband and unemployed at the time she applied. She was taking GED class in the mid-term, and was under government assistance, with no child support. When she started with CSD, she had the idea of taking a security class, however, after discussing with the Employment Counselor, she received advice for courses that better suit her, and hence took the HHA/CNA class.

Terrise completed her CAN certification on 6/20/2023 bringing home the happiness of accomplishment and the opportunity to expand her labor opportunities. She started her employment at Morse Life adult daycare from August 2023, with an annual income of more than \$31000. Terrise is extremely happy to start the new chapter of her life and be able to manage work and the schedules around her children. She is very grateful for the opportunity.

Terrise with her CAN certificate

Division of Senior and Veteran Services

On March 14, 2023, the BCC directed the County Administration to establish a Veteran Services Advisory Board (VSAB) to advise the commission on the needs of Veterans throughout Palm Beach County. On August 22, 2023, the BCC approved the establishment of the Palm Beach County VSAB. The VSAB consists of 11 seats and will work with a coalition of community partners to improve the coordination of support services and leverage resources for Veterans throughout the County. The VSAB will also conduct a health and human services needs assessment and make policy recommendations to the BCC when requested, in order to improve the quality of life for Veterans in Palm Beach County.

“ Client Testimonials

A 103 years old client of Palm Beach County's Division of Senior and Veteran Services (DSVS) main goal was to stay in her home. Thanks to DSVS, she was able to do so. The client and her husband owned a shoe store in West Palm Beach and she worked there for over 50 years. The client's son stated that he connected with DSVS when he enrolled the client onto the waiting list at Area Agency on Aging. He stated having DSVS in the home alleviated a lot of the burden on him physically and financially and that his mother was able to remain at home versus institutional care at a nursing home. Her son stated that his mother is always appreciative of the care she receives. He stated her DSVS Case Manager is "wonderful and very personable and her aide is very attentive and caring." She receives respite-care, case management, supplies and nutrition supplements. The aide provides the care and comfort as needed and engages in conversations to ensure his mother remains socially active. The son stated that receiving the nutrition supplement is very helpful, as his mother was having difficulties eating regular meals. Both client and her son believe that having DSVS services has been a blessing for the client and the family and these services have helped her enjoy life! When asked, the client always says she is "feeling great! DSVS has helped me to stay at home where I like to be. I would not be able to stay alone without their help."

”

“

A client's daughter/caregiver contacted of Palm Beach County's Division of Senior and Veteran Services (DSVS) to express how grateful she was with the services provided by DSVS Case Manager. The caregiver shared that her mother's health declined and she had to move from New York to Palm Beach County to care for her. These were the caregiver's words: "This has been one of the most challenging times of my life, I did not know anyone here and I was just recovering from a cancer diagnosis myself. Having DSVS Case Manager's guidance and services made a great difference. The Manager is such a caring professional and so easy to talk with. She took the time to provide resources and the help needed to keep my mother at home. She is a great asset and I am very grateful for the services we are receiving."

”

Veteran Services

“

Navy Veteran, Mr. C. presented to a Palm Beach County Veteran Service Officer (VSO) two (2) years ago. He has been going through an appeal process for disability with the Department of Veteran Affairs since 2013 and needed further assistance with the process. VSO assisted Mr. C. throughout the years submitting the additional needed evidence of injury while in service. The hard work and perseverance paid off. Mr. C. was recently awarded his retroactive benefits from over five (5) years ago and now can receive the proper care and benefits he earned.

”

“

A longtime volunteer with the Division of Senior and Veteran Services (DSVS) was the recipient of the Daily Point of Light Award, designed to honor individuals who have made a commitment to connect individuals through service to help meet critical needs in their communities. The DSVS volunteer's own journey began at home, when he and other family members were taking turns caring for his grandmother. A close-knit family, everyone did their part. He helped his grandmother around the house, accompanied her to the store and was her companion. After his grandmother passed away, he realized there was a greater need to help seniors. In 2007, he started volunteering at DSVS West County Senior Center. In 2008, he became a volunteer with the Division's Respite for Elders Living in Everyday Families Volunteer Program and assisted clients daily for four hours per day five days per week with in-home companionship and cared for them as one of his own while their caregivers received respite. He was also well known for his kindness and his great rapport with the elders in western Palm Beach County. He is described by those who know him as knowledgeable of the needs in his community, always having a positive attitude, diligent and a hard worker. The DSVS Volunteer was inspired to help clients in the glades area who had limited family and resources available to them and needed someone to be there for them during their time of need. He is a well-respected volunteer throughout DSVS and the glades senior community for always taking the time with the seniors. Congratulations to the DSVS Volunteer Daily Point of Light Award recipient for making a difference in the lives of seniors and the community and changing the world.

”

Strategic Planning Research Evaluation

Continuous Quality Management of Projects

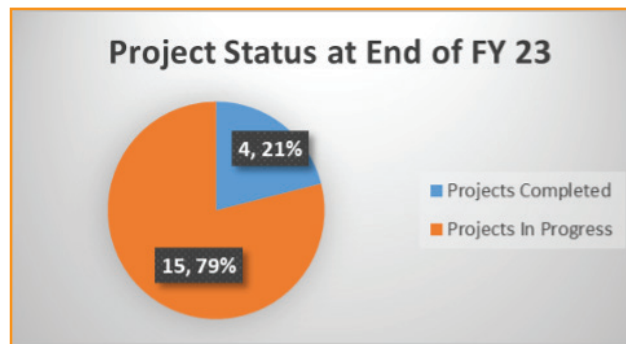
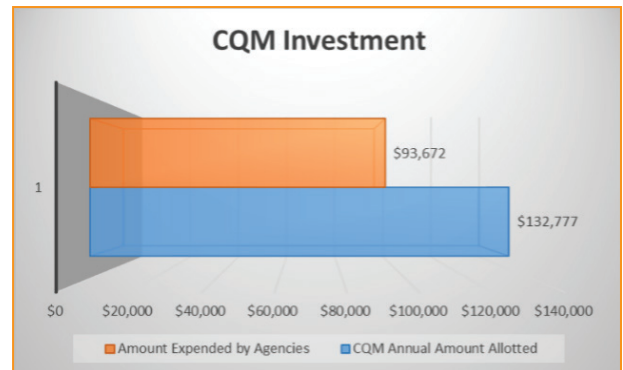


SPRE engaged in Continuous Quality Management (CQM) of projects by the agencies. CQM is a systematic, structured, and continuous approach to meeting or exceeding established professional standards and user expectations. The continuous quality improvement model consists of four stages: Plan, Do, Study, and Act.

The FY 2023 CQM Focus was Economic Stability Programs. Specific project focus was:

- Improving data collection efforts
- Increasing efficiency through technology
- Improving client outcomes

CQM annual amount allotted was \$132,777 and the amount expended by agencies was \$93,672.



▶ Twelve agencies are currently implementing CQM Projects, with 19 projects, of which four are completed.

- CILO
- El Sol
- Farmworker Coordinating Council
- Habilitation Center for the Handicapped
- The Glades Initiative
- United Way of Palm Beach County
- Gulfstream Goodwill
- Housing Partnership
- Pathways to Prosperity
- Vita Nova
- The Arc of the Glades
- The Arc of Palm Beach County

Through a series of collaborative workshops, and other engagement methods, SPRE engaged with the CSD staff, external agencies, boards and other stakeholders to understand their perspectives of CSD's Strength, Weaknesses, Opportunities and Threat. SPRE conducted comprehensive internal and external analyses to strengthen CSD's strategic performance and future operations.

► 2024-2029 Strategic Planning Activities







CSD SWOT workshop for Strategic Planning

A vertical purple poster for the 'CSD SWOT Workshop Series'. At the top, it says 'SPRE PRESENTS' and 'CSD SWOT Workshop Series'. Below this is a circular diagram with four quadrants: 'S' for Strengths, 'W' for Weaknesses, 'O' for Opportunities, and 'T' for Threats. A starburst graphic says 'WE WANT TO HEAR FROM YOU!'. The poster lists five workshop dates and times: August 3 (Direct Services Staff), August 10 (Direct Services Staff), August 17 (Indirect Services Staff), August 24 (Managers & Supervisor), and August 31 (Leadership Team). It also includes the location: 'Mayme Frederick Building - 1440 MLK Blvd, West Palm Beach, FL 33404' and a 'REGISTER NOW' button. The Palm Beach County Community Services logo is at the bottom right.

PERFORMANCE

Community Services tracks its Key Performance Indicators through an electronic system. Each section chooses meaningful indicators to measure their work. Below are a selection of performance indicators.

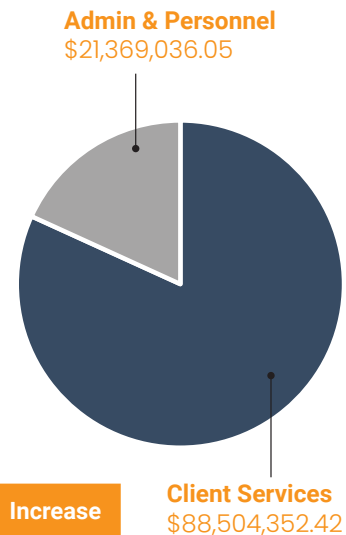
| | Target  | Achieved  |
|---|--|--|
| Behavioral Health and Substance Use Disorders | | |
| Number of clients receiving supportive recovery services that are given the Recovery Capital Instrument to assess their overall needs for Substance Use disorder recovery | 400 | 1021 |
| Increase the utilization of indigent residents receiving services by the two established Recovery Community Centers (RCCs) in Palm Beach County | 1000 | 2776 |
| HIV Elimination Services | | |
| Increase HIV Elimination Services clients achieving viral suppression | 84% | 83.88% |
| Increase engagement in care for people living with HIV (PWH) in Palm Beach County (PBC) to End the HIV Epidemic (EHE) | 76.3% | 75.9% |
| Division of Human Services and Community Action | | |
| <i>Human Services</i> | | |
| Number of households stabilized through the Housing Stability program | 936 | 16,745 |
| Number of homeless clients placed in permanent housing through Rapid Rehousing | 132 | 114 |

| | Target | Achieved |
|---|---|---|
| |  |  |
| <i>Community Action Program</i> | | |
| Number of households who obtained safe housing and avoided eviction | 366 | 1,313 |
| Number of households showing increase in self-sufficiency and/or financial assets/skills | 200 | 171 |
| Division of Senior and Veteran Services | | |
| <i>Senior Services</i> | | |
| Number of nutritious MEALS provided to clients in need | 85,000 | 285,077.00 |
| To prevent institutionalization by providing In-Home Services | 312,000 | 422,151 |
| Number of crisis resolved through emergency home energy assistance | 175 | 1113 |
| <i>Veteran Services</i> | | |
| Number of contacts (including claim processing) made via telephone, email and in-person to qualified Veterans and/or their dependents | 600 | 2,539 |
| Finance and Support Services | | |
| <ul style="list-style-type: none"> • CCpp provided contract technical assistance to four agencies • Generated 48 requisitions in SAMIS/TAPS • Generated 58 contracts and partially executed 35 contracts in SAMIS/TAPS | | |

EXPENDITURES

Client Services vs. Admin

| | |
|-------------------|-------------------------|
| Client Services | \$88,504,352.42 |
| Admin & Personnel | \$21,369,036.05 |
| | \$109,873,388.47 |



Increases from FY22 to FY23 (combination grant & ad val)

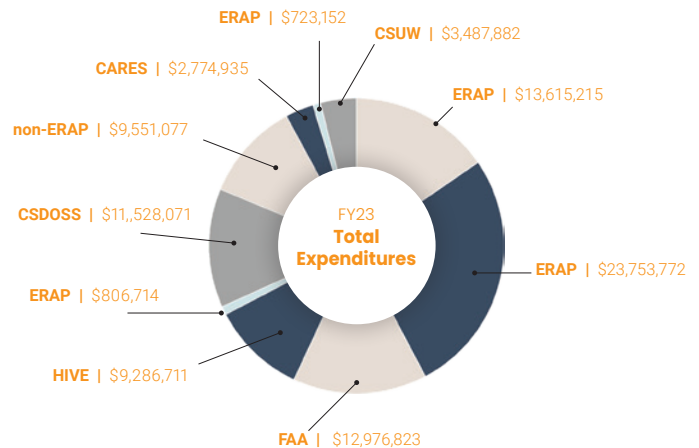
| | FY23 | FY22 | Increase |
|--|-----------------|-----------------|-----------------------|
| Annex | \$4,395,745.61 | \$3,534,069.77 | \$861,676 |
| Western Shelter | \$2,349,515.40 | \$1,846,605.48 | \$502,910 |
| HRC | \$5,678,742.46 | \$4,160,710.40 | \$1,518,032 |
| Financial Assistance (ad val rent) | \$1,983,223.57 | \$672,339.30 | \$1,310,883 |
| Security services | \$1,570,701.28 | \$1,005,155.66 | \$565,547 |
| BHSUD contracts (primarily due to ASU) | \$2,454,840.79 | \$1,376,536.56 | \$1,078,304 |
| Salaries (evergreen and ATB) | \$17,737,300.32 | \$15,445,616.53 | \$2,291,684 |
| | | | \$4,817,489.74 |

Client Services

| | |
|----------------------------|---------------------|
| Direct Client | \$31,175,702 |
| Contracted Client Services | \$50,207,926 |
| Total Client Services | \$88,383,628 |

Client Services Summary

| | |
|---|---------------------|
| Direct Client Services (non ERAP) | \$13,615,215 |
| Direct Client Services-ERAP Program | \$23,753,772 |
| Contracted Services FAA | \$12,976,823 |
| Contracted Services HIV programs | \$9,286,711 |
| DOSS Senior Centers | \$806,714 |
| Contracted Services DOSS (CSDOSS) | \$11,528,071 |
| Contracted Services Human Services & Community Action | \$9,551,077 |
| Contracted Services Substance Use Disorders (CARES) | \$2,774,935 |
| Contracted Services ERAP program | \$723,152 |
| Contracted Services-UW Kitchen | \$3,487,882 |
| Total Client Services | \$88,504,352 |

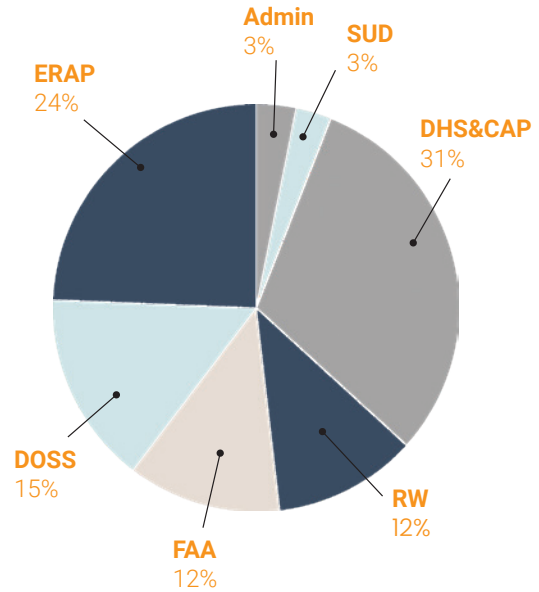


Expenditures

Totals By Division

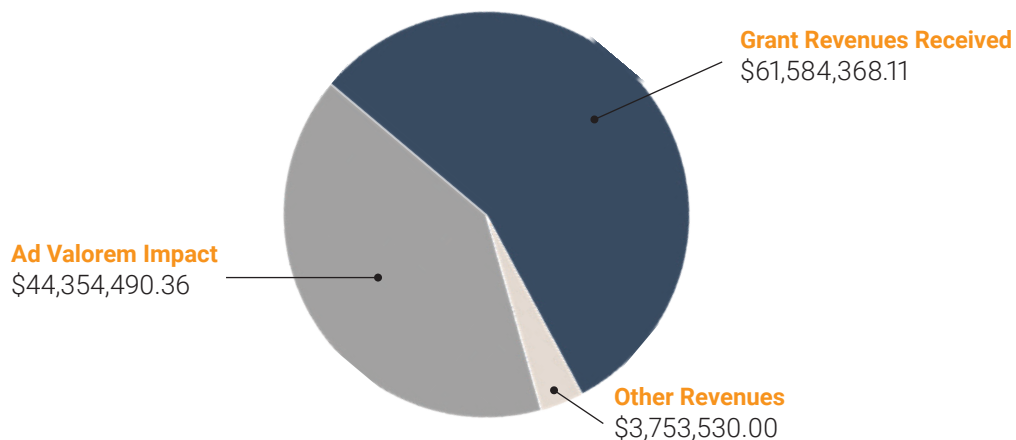
| | |
|----------------------------------|----------------------|
| Admin | \$3,353,827.81 |
| SUD | \$3,009,334.97 |
| DHS&CAP | \$32,751,101.70 |
| RW | \$12,118,359.61 |
| FAA | \$12,976,822.75 |
| DOSS | \$16,254,746.72 |
| ERAP | \$25,921,313.17 |
| UW Kitchen | \$3,487,881.74 |
| Total Contracted Services | \$109,873,388 |

CSD FY23 Total Expenditures



Ad Valorem Impact

| | CSD | FAA | Total |
|-------------------------|-----------------|-----------------|-------------------------|
| Total Expenses | \$96,896,566.72 | \$12,976,822.75 | \$109,873,388.47 |
| Grant Revenues Received | \$61,584,368.11 | 0 | \$61,584,368.11 |
| Other Revenues | \$3,753,530.00 | 0 | \$3,753,530.00 |
| Ad Valorem Impact | \$31,558,668.33 | \$12,976,822.75 | \$44,535,490.36 |
| FY22 Ad Valorem Impact | \$11,353,662.28 | | \$11,353,662.28 |



ADVISORY BOARD MEMBERS

Community Services can't accomplish all the work we do without the input and guidance of our advisory committees and boards.

Citizens Advisory Committee on Health and Human Services CAC/HHS

The mission of the Citizens Advisory Committee on Health and Human Services was established in 1990 by the Palm Beach County Board of County Commissioners. Its mission is to assist the Board of County Commissioners in the assessment of need, planning, implementation, and evaluation of Systems of Care as defined in the Health and Human Services Element.

Dr. Merlene Ramnon

Chair

Dr. Christine Koehn

Vice-Chair

Dr. Thomas Cleare

Anne Gerwig

Randy Palo

Dr. Constance Siskowski

Inger Harvey

Elisa Cramer

Anne Caroline Valtin

Dr. Barbara Cox Gerlock

ex-officio

Scot Kannel

ex-officio

Houston Tate

ex-officio

Andrea Stephenson

ex-officio

Community Action Board

Community Action changes people's lives, embodies the spirit of hope, improves communities, and makes America a better place to live. We care about the entire community, and we are dedicated to helping people help themselves and each other.

Carol Jones-Gilbert

Board Chair

Mary R. Wilkerson

Vice-Chair

Raynold Sam

Kevin L. Jones

Guillermo Carrasco

Steve West

Sandra Wright

Linda Williams

Alesia Keller

Xzavious Wiley

Cynthia Ridley

Yves Saint-Hillien

Michaela Kay

Homeless Advisory Board

The Homeless Advisory Board was established by the Palm Beach County Board of County Commissioners on May 1, 2007. The Board's mission is the development of the Ten Year Plan to End Homelessness as conceived by HUD; "leading a collaborative planning process to design, execute, and evaluate programs, policies and practices to prevent and end homelessness." The responsibilities of the Homeless Advisory Board are to assist the County in reaching its Ten-Year Plan to End Homelessness goals.

Mack Bernard

Chair

Katrina Long- Robinson

Vice-Chair

Javaro Sims

Erica Whitfield

Elisa Cramer

Anne Gerwig

Sophia Eccelston

Uwe K. Naujak

Joshua Butler

Carol Jones-Gilbert

Ezra Krieg

Linda Kane

Mason Youell

HIV CARE Council Board

The Palm Beach County HIV CARE Council is intended to be a collaborative organization of the affected community, service providers, and non-elected community leaders. Members of the CARE Council are evenly divided among three groups: affected communities, service providers, and non-elected community leaders. Every effort is made to ensure that the representation of the infected community reflects the demographics of the epidemic in Palm Beach County, with particular consideration given to disproportionately affected and historically under-served groups and subpopulations.

Kenny Talbot
Chair

Lysette Perez
Secretary

Richardo Jackson
Vice-Chair

Youssef Motti
Treasurer

BHSUCOD Board

The Palm Beach County Advisory Committee on Behavioral Health, Substance Use and Co-Occurring Disorder (BHSUCOD) was established by the Board of County Commissioners in November 2022 to enhance the County's capacity and effectiveness in formulating comprehensive, integrated, and effective behavioral health, substance use and co-occurring disorders prevention, treatment, support, and recovery policies.

The BHSUCOD is to also offer recommendations regarding the County's provision of services to the citizens of Palm Beach County. It is expected to increase the coordination and interactions between organizations, agencies and institutions whose mission is to resolve Substance Use and Behavioral Disorders in Palm Beach County.

At Large

Sharon Burns-Carter

Brent Schillinger, MD

Ariana Ciancio

Barbara Shafer

Lissa Franklin (LE)

Rae Whitely - Vice Chair

William Freeman (LE)

Austin Wright (LE)

John Makris

Ex Officio

Belma Andric, MD

Maureen Kielian

Daniel Ori

Sandra Sisson

Charles Coyle

Patrick McNamara

Al Johnson, Esq.

Angela Burns Ann Berner

Natalie Kenton

Darcy Davis

Veteran Advisory Board

A conglomerate of Veteran organizations collaborating in order to identify gaps in services throughout the community and eliminating these gaps in order to serve the Veterans of Palm Beach County.

Steven Farnsworth, Mental Health/Substance Use Disorder/Suicide Prevention

Michael Durkee, Financial/Emergency Financial Assistance Services Representative

Justin Callahan, A Component of Housing Representative

Melva Harris-Rozier, Support Services to Veterans Representative

Richard Bryan, West Palm Beach Veteran Affairs Medical Center Representative

Evan Fried, Mobility Assistance

Julia Dattolo, Employment Services Representative

CSD TEAM



The DREAM TEAM

Community Services is made up of 208 passionate and professional employees who dedicate their time and expertise to serving our community. We serve others and have fun along the way.



Past to Present Cultural Bus Tour

This bus tour promoted cultural awareness and a deeper connection with the communities served by the Community Services Department. This experiential learning approach is designed to promote community involvement and contribute to a more positive organizational culture.

Hispanic Heritage Month Bus Tour

Hispanic Heritage Month is celebrated from September 15 through October 15. Virginia Savietto, with the support of Palm Tran, the Director of Community Services Department for Palm Beach County James Green, and Smithsonian Fellow Martha Gutiérrez-Steinkamp, organized the one-day tour of Palm Beach County. The tour was designed to highlight the cultural influences Hispanics have had in Palm Beach County since its inception and all the community services available to Latinos.

United Way outcomes

Every year CSD raises funds for the United Way during the County Wide United Way Campaign. In FY23, 27 CSD employees contributed \$10,027 through donations of cash, vacation time or money raised during events, and 178 vacation hours were donated.



Hispanic Heritage month bus tour



United Way Fall Festival

DEPARTMENT WIDE INITIATIVES AND LOOKING AHEAD

BEHAVIORAL HEALTH AND SUBSTANCE USE DISORDERS

- ▶ To continue its aim of establishing a network of RCO/RCCs in the County, Networks will also be launched in Riviera Beach and Belle Glade in FY24..
- ▶ The BH and SUD section is increasing the number of organizations deploying and utilizing RCI data to inform: individualized recovery plans; services emerging from RCCs and the Department's budget and planning efforts.

HIV ELIMINATION SERVICES

- ▶ **Mobile HIV Units**
 - Through Ending the HIV Epidemic (EHE) funding, HIV Elimination Services has purchased two mobile HIV units, which will be used to provide HIV treatment services to individuals in the community, reducing transportation barriers for clients who have challenges in accessing brick and mortar clinics. The mobile unit will be staffed by sub-recipients of Ryan White and EHE. These mobile units are equipped with private examination rooms, phlebotomy chairs, and lavatories. One mobile unit is ADA equipped for wheelchair access.
- ▶ **Community Outreach, Response and Engagement (CORE) and Rapid Entry to Care (REC) Services**
 - Through two Ending the HIV Epidemic (EHE) funding, HIV Elimination Services has purchased two mobile HIV units, which will be used to provide HIV treatment services to individuals in the community, reducing transportation barriers for clients who have challenges in accessing brick and mortar clinics. The mobile unit will be staffed by sub-recipients of Ryan White and EHE. These mobile units are equipped with private examination rooms, phlebotomy chairs, and lavatories. One mobile unit is ADA equipped for wheelchair access.
- ▶ **Identifying Disparities to Engage Action (IDEA) Quality Improvement Project**
 - The Identifying Disparities to Engage Action (IDEA) Quality Improvement Project (QIP) is an ongoing Systems-Level and Agency-Level with all 9 Ryan White Part A/MAI sub-recipients. The QIP involves identification of the largest health outcome disparities that are then acted upon with sub-recipient tailored interventions for sub-populations. A Quality Improvement Toolkit is being used by each agency to track progress with checkpoints and deadlines, with the assigned Recipient support staff to run the data reports, helping understand the data, facilitating drivers diagram sessions, helping to draft aim statements and PDSA cycles. The goal of the project is to reduce disparities among those sub-populations and to elevate individual and population health.
- ▶ **Project ESCALATE**
 - Palm Beach County Ryan White Part A/MAI was selected to participate in the ESCALATE Training and Learning Collaborative. "ESCALATE" (Ending Stigma through Collaboration And Lifting All To Empowerment) trains and empowers participants to recognize and address HIV stigma across the Ryan White HIV/AIDS Program (RWHAP). Six Ryan White Part A/MAI and Ending the HIV Epidemic Staff and an individual with lived experience are part of a Stigma Reduction Team and have engaged with Minority AIDS Initiative (MAI) sub-recipients to implement this project. To this end, the team has attended psychosocial support groups and team meetings to present the stigma reduction project and discuss future activities.

DIVISION OF HUMAN SERVICES AND COMMUNITY ACTION

- ▶ In partnership with the Coalition of Florida Farmworker Organizations, Inc. (COFF), CAP will implement the Farm and Food Workers Relief Program to provide food cards to farmworkers adversely affected during the pandemic and who suffered financial hardship.
- ▶ The cottage project continued this fiscal year and should be completed in FY24. This will provide 17 units to serve homeless persons in our community.
- ▶ The Housing Resource Center to be located in the central part of our county will open in the second quarter of FY24. This facility will offer 74 beds to serve homeless persons in PBC.

DIVISION OF SENIOR AND VETERANS SERVICES

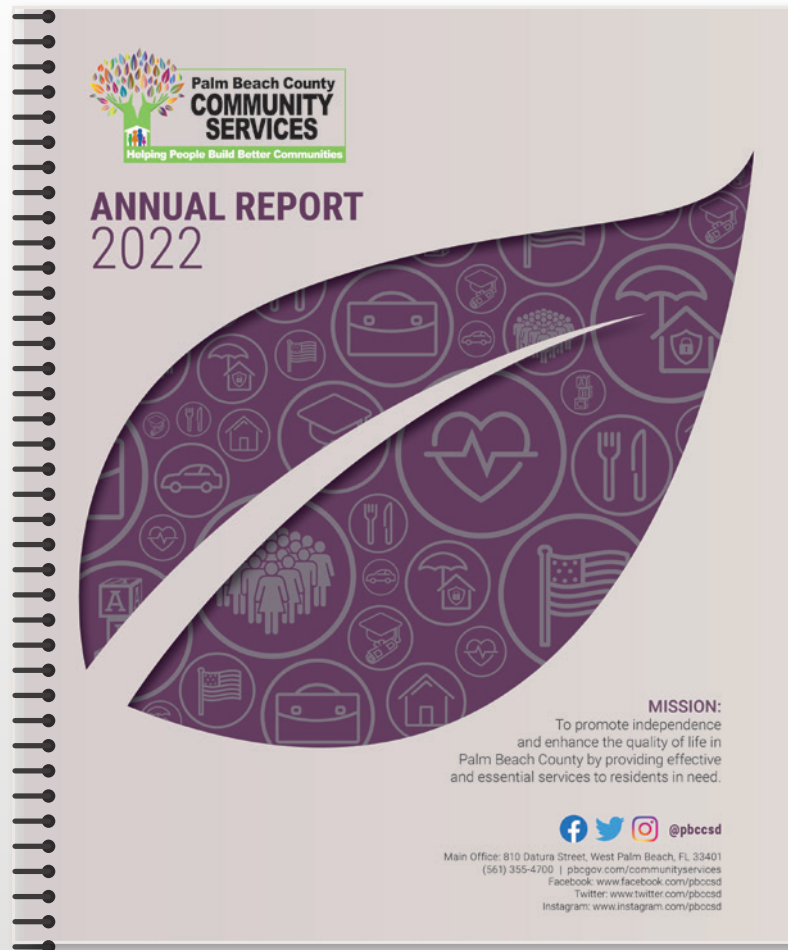
- ▶ Palm Beach County Board of County Commissioners through the Community Services Department and the Division of Senior and Veteran Services have approved a newly established Veterans Services Advisory Board (VSAB) which will provide input and guidance on issues related to Palm Beach County's Veteran population. VSAB shall advise the BCC on the needs of local Veterans, and the resources available to local Veterans. VSAB will work to increase the coordination and interactions between organizations, agencies, and institutions whose mission it is to assist veterans and their families in Palm Beach County.
- ▶ DSVS Nutrition Program's new partnership with Feeding South Florida, Inc. providing Prepared Meals and Grocery Boxes to seniors in Palm Beach County.
- ▶ DSVS Adult Day Care Program's new partnership with the Alzheimer's Association providing a monthly support group for caregivers of people living with dementia.
- ▶ DSVS is collaborating with FRIENDS of Youth Services & Palm Beach County, Inc. on a new short term emergency initiative to assist low-income seniors experiencing a hardship with paying their HOA, mortgage payment or rent due to a medical emergency, loss of employment or other type of event that caused a financial loss that could constitute a hardship.

FINANCE AND SUPPORT SERVICES

CONTRACTS, COMPLIANCE, AND PROGRAM PERFORMANCE (CCPP) SECTION

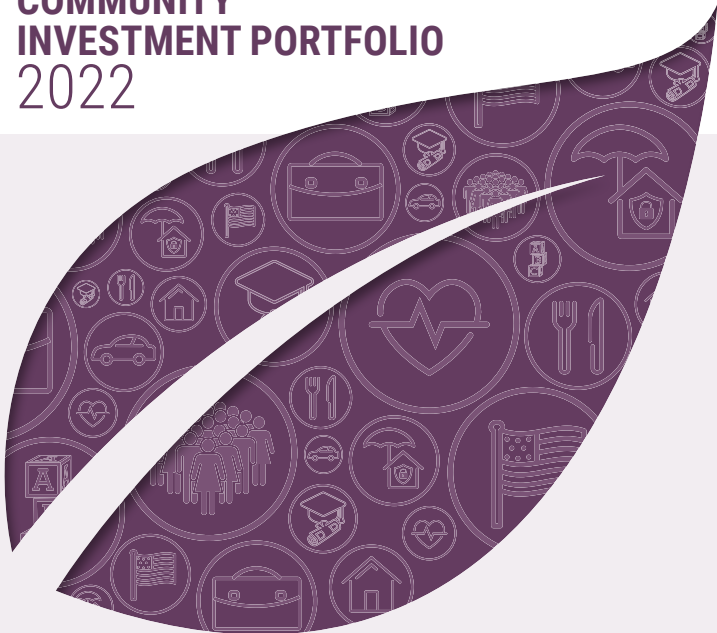
- ▶ Continue using technology and enhanced internal communication to streamline monitoring process to prevent multiple visits to funded agencies.
- ▶ Coordinated monitoring activities with joint funders, Non-Profits First to streamline monitoring, and compliance to prevent conflicting assessments in same monitoring areas.
- ▶ Utilize technology and SAMIS/TAPS to strengthen connection between NOFO and contracting.
- ▶ Enhance the connection between data integrity, programmatic performance and gaps identified in needs assessment.
- ▶ Synchronize the NOFO, monitoring and program evaluation processes to ensure maximum benefit for funded services/programs.
- ▶ Create new and enhance existing cross training opportunities for succession planning
- ▶ Implement CCPP Team Employee Enhancement strategy to develop team members

PUBLICATIONS





COMMUNITY INVESTMENT PORTFOLIO 2022



MISSION:

To promote independence and enhance the quality of life in Palm Beach County by providing effective and essential services to residents in need.



Main Office: 810 Datura Street, West Palm Beach, FL 33401
(561) 355-4700 | pbccgov.com/communityservices
Facebook: www.facebook.com/pbccsd
Twitter: www.twitter.com/pbccsd
Instagram: www.instagram.com/pbccsd

PROGRAMS AND SERVICES

Division of Human Services & Community Action

SERVICES:

Housing Relocation, Eviction Prevention, Water and Gas Assistance, LIHEAP (Electric Bill Assistance), Case Management, Vocational Training, Financial Management Training, Transportation, VITA Tax Services, Job Readiness, Skills Training and Referrals, Rental Assistance, Utility Assistance, Information and Referral, Indigent Cremation, and FPL Care to Share

LOCATIONS & HOURS:

Belle Glade

38754 State Road #80, Room 216
Belle Glade, FL 33430
561-996-0660
Monday–Friday 8:00AM–5:00PM

Delray Beach

225 South Congress Avenue
Delray Beach, FL 33444
561-274-3130
Monday–Friday 8:00AM–5:00PM

Lake Worth

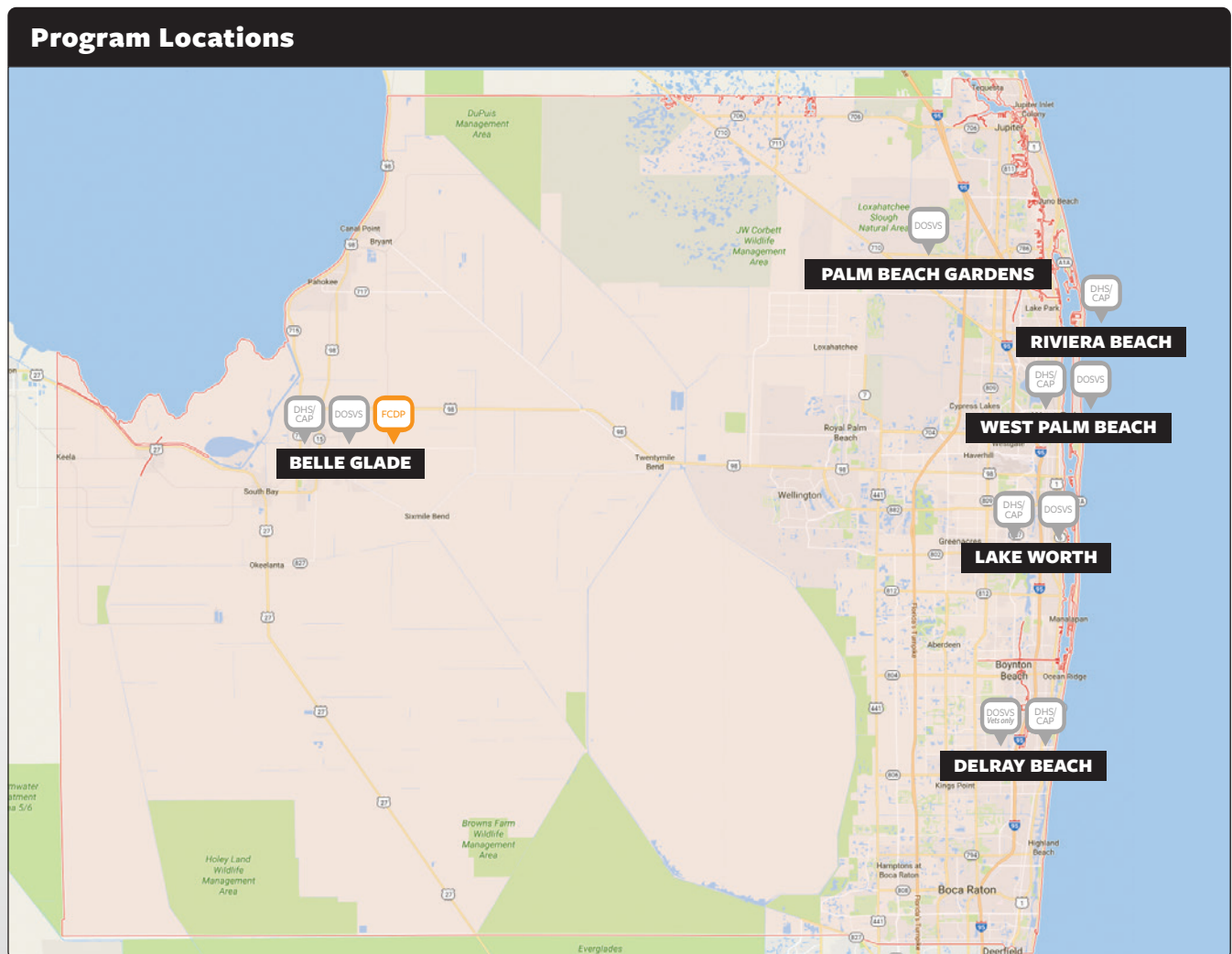
1699 Wingfield Street
Lake Worth, FL 33460
561-694-5415
Monday–Friday 8:00AM–5:00PM

Riviera Beach

1440 Martin Luther King, Jr. Boulevard
Riviera Beach, FL 33404
561-694-7463
Monday–Friday 8:00AM–5:00PM

West Palm Beach

810 Datura Street
West Palm Beach, FL 33401
561-355-4792
Monday–Friday 8:00AM–5:00PM



Division of Senior and Veteran Services

SERVICES:

Emergency Home Energy Assistance, Adult Protective Services, Nutrition: Home Delivered & Congregate Meals, Case Management, Adult Day Care, Volunteer & Volunteer Stipend Programs: Senior Companion & Respite for Elders Living in Everyday Families, Outreach, Information & Referral, and Caregiver Support

LOCATIONS & HOURS:

Belle Glade

West County Senior Center
2916 State Road #15
Belle Glade, FL 33430
561-996-4808 | fax: 561-992-1011
Monday-Friday 8:00AM-5:00PM

Lake Worth

Mid County Senior Center
3680 Lake Worth Road
Lake Worth, FL 33461
561-357-7100 | fax: 561-357-7114
Monday-Friday 8:00AM-5:00PM

Palm Beach Gardens

North County Senior Center
5217 Northlake Boulevard
Palm Beach Gardens, FL 33418
561-694-5435 | fax: 561-694-9611
Monday-Friday 8:00AM-5:00PM

West Palm Beach

810 Datura Street
West Palm Beach, FL 33401
561-355-4792
Monday-Friday 8:00AM-5:00PM

(Services for Veterans only)

SERVICES:

Compensation Claims, Pension Claims, Aid and Attendance or Housebound Benefits, Income Verification Letters, Homestead Tax Discount Letter, Application for Certification of Discharge Papers, Assistance with Requesting Discharge Upgrades, Identification Applications for 100% Disabled Veterans and Referrals

LOCATIONS & HOURS:

Delray Beach

345 South Congress Avenue, Suite 104
Delray Beach, FL 33444
561-276-1225
Monday-Friday 8:00AM-5:00PM

Ending HIV Epidemic

SERVICES:

Ending the HIV Epidemic Direct Services, Healthcare & Housing Opportunities (H2O), Tele-adherence Counseling (TAC), Community Outreach, Response and Engagement (CORE)

LOCATIONS & HOURS:

West Palm Beach

810 Datura Street
West Palm Beach, FL 33401
Phone: 561-355-3139
Monday-Friday 8:00AM-5:00PM

Delray Beach

345 South Congress Avenue, Suite 104
Delray Beach, FL 33444
Phone: 561-276-1225
Monday-Friday 8:00AM-5:00PM

Riviera Beach

1440 Martin Luther King, Jr. Boulevard
Riviera Beach, FL 33404
561-694-7463
Monday-Friday 8:00AM-5:00PM

Office of Behavioral Health and Substance Use Disorders

SERVICES:

Supervises the planning, administration, coordination and contracting of substance use disorder services.

LOCATIONS & HOURS:

West Palm Beach

810 Datura Street
West Palm Beach, FL 33401
561-355-9915
Monday-Friday 8:00AM-5:00PM



Community-Based Funded Partners

211 Palm Beach/Treasure Coast
Adopt-A-Family of the Palm Beaches
Aid to Victims of Domestic Abuse (AVDA)
Aids Healthcare Foundation
Alzheimer's Community Care
American Association of Caregiving Youth
BoysTown South Florida
CAN Community Health
Catholic Charities of Palm Beach
Center for Child Counseling
Center for Technology, Enterprise and
Development (TED Center)
Christians Reaching Out to Society
City of West Palm Beach
Coalition For Independent Living Options
Community Partners of South Florida
Drug Abuse Foundation
Drug Abuse Treatment Association
El Sol, Jupiter's Neighborhood Resource Center
(JNRC)
Families First of Palm Beach County
Family Promise of North Central Palm Beach
County
Farmworker Coordinating Council
Feeding South Florida
Florida Association of Recovery Residences
Florida Atlantic University
Florida Department of Health
Florida Power & Light
Florida Rural Legal Services
Florida State University
For the Children
FoundCare
GBDC Entrepreneurship Institute, Inc
Gulfstream Goodwill Industries
Habilitation Center for the Handicapped
Housing Partnership
Jeff Industries
JFK Medical Center
Legal Aid Society
Midway
Palm Beach Behavioral Health Coalition
Palm Beach County Food Bank
Palm Beach County Substance Abuse Coalition
Palm Beach State College
Palm Healthcare Foundation
Pathways to Prosperity
PBC School District
Rebel Recovery
South County Mental Health Center
Southeast Florida Behavioral Health Network
The Arc of Palm Beach County
The Arc of the Glades
The Glades Initiative
The Homeless Coalition
The Lord's Place
The Salvation Army
The Volen Center
United Way of Palm Beach County
Vita Nova
Wayside House
YWCA



Palm Beach County

Board of County Commissioners

Maria Sachs, Mayor, Maria G. Marino, Vice Mayor, Gregg K. Weiss,
Michael A. Barnett, Marci Woodward, Sara Baxter, Mack Bernard

County Administrator Verdenia C. Baker