



Palm Beach County  
**COMMUNITY  
SERVICES**

Helping People Build Better Communities

# ANNUAL REPORT 2017

## OUR 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  
tel: 561-355-4700

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[pbcgov.com/communityservices](http://pbcgov.com/communityservices)



# Table of Contents

**Board of County Commissioners and County Administrator.....3**

**A Letter from James Green, Department Director..... 4**

**List of Programs and Services .....5–7**

**Map of Site Locations ..... 8–9**

**A Letter from Taruna Malhotra, Assistant Director ..... 10**

**Meet the Community Services Leadership Team .....11**

**Divisions and Programs ..... 12–29**

- Community Action Program (CAP) ..... 12–15
- Division of Senior Services (DOSS) ..... 16–19
- Division of Human and Veteran Services (DHVS) ..... 20–23
- Farmworker Career Development Program (FCDP) ..... 24–25
- Contract Management | Planning and Evaluation ..... 26–27
- Ryan White Program (RWP)..... 28–29

**A Letter from Julie Dowe, Director of Finance & Support Services ..... 30**

**Department of Community Services Organizational Chart .....31**

**Community-Based Funded Partners..... 32**





**Palm Beach County  
Board of County Commissioners**

Melissa McKinlay, Mayor  
Mack Bernard, Vice Mayor  
Hal R. Valeche  
Paulette Burdick  
Dave Kerner  
Steven L. Abrams  
Mary Lou Berger



**County Administrator**

Verdenia C. Baker

## A letter from James Green, Department Director

561-355-4702 | [jgreen1@pbcgov.org](mailto:jgreen1@pbcgov.org)



The past year has been extremely productive for the Palm Beach County Community Services Department. We began by renewing our mission, vision and organizational values. Staff assessed the department's strengths, weaknesses, opportunities and threats as well as the organization's overall health to begin laying the foundation for growth and change.

This year, we focused on raising the standard and building a culture of excellence. 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.

In the past 12 months, CSD provided services to over 50,000 Palm Beach County residents. We made strategic investments in families, strengthening their abilities to become more self-reliant. We also increased collaboration and took significant steps towards creating systemic change to address issues with homelessness and poverty.

We would like to thank all of the advisory board members, volunteers, community partners and other stakeholders who supported the department this past year. A special thanks goes out to the Community Services staff for their dedication and commitment to serving our residents in need. We look forward to a prosperous new year as we continue to fulfill the mission and vision of Community Services.

*James Green*

# List of Programs and Services

## BELLE GLADE

### Community Action Program

**607 South Main Street, Suite 102, Belle Glade, FL 33493**  
**561-996-0660**  
**Monday–Friday 8:00AM–5:00PM**

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

### Division of Human and Veteran Services

**38754 State Road 80, Belle Glade, FL 33430**  
**561-996-1630**  
**Monday–Friday 8:00AM–5:00PM**

Case Management, Rental Assistance, Utility Assistance, Information and Referral, Indigent Cremation, and FPL Care to Share

### Division of Senior Services

**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**

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

### Farmworker Career Development Program

**607 South Main Street, Suite 103, Belle Glade, FL 33430**  
**561-992-7406 | fax: 561-992-7516**  
**Monday–Friday 8:00AM–5:00PM**

Food Distribution, Food Vouchers, Clothing, Rent Assistance, Utility Assistance, Assistance with Completing Forms and Applications, Transportation to Medical and Social Service Appointment, Orientation of Community Resources, Translations and Interpretations, Housing Counseling, Life Skills, Case Management, Assistance with Unemployment Application, and Job Referrals

## DELRAY BEACH

### Community Action Program

**225 South Congress Avenue, Delray Beach, FL 33444**  
**561-694-5415**

**Tuesdays & Thursdays 8:00AM–5:00PM (by appointment only)**

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

### Division of Human and Veteran Services *(Services for Veterans only)*

**345 South Congress Avenue, Suite 104, Delray Beach, FL 33444**  
**561-276-1225**

**Tuesdays & Thursdays 8:00AM–5:00PM (by appointment only)**

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

### Division of Human and Veteran Services

**225 South Congress Avenue, Delray Beach, FL 33444**  
**561-274-3130**

**Monday–Friday 8:00AM–5:00PM**

Case Management, Rental Assistance, Utility Assistance, Information and Referral, Indigent Cremation, and FPL Care to Share

## LAKE WORTH

### Community Action Program

**1699 Wingfield Street, Lake Worth, FL 33460**  
**561-694-5415**

**Monday–Friday 8:00AM–5:00PM**

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

### Division of Senior Services

**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**

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

## WEST PALM BEACH

### Community Action Program

**810 Datura Street, West Palm Beach, FL 33401**

**561-355-4792**

**Monday–Friday 8:00AM–5:00PM**

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

## RIVIERA BEACH

### Community Action Program

**1440 Martin Luther King, Jr. Boulevard, Riviera Beach, FL 33404**

**561-694-7463**

**Monday–Friday 8:00AM–5:00PM**

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

### Division of Human and Veteran Services

**1440 Martin Luther King, Jr. Boulevard, Riviera Beach, FL 33405**

**561-694-7450**

**Monday–Friday 8:00AM–5:00PM**

Case Management, Rental Assistance, Utility Assistance, Information and Referral, Indigent Cremation, and FPL Care to Share

## PALM BEACH GARDENS

### Division of Senior Services

**North County Senior Center**

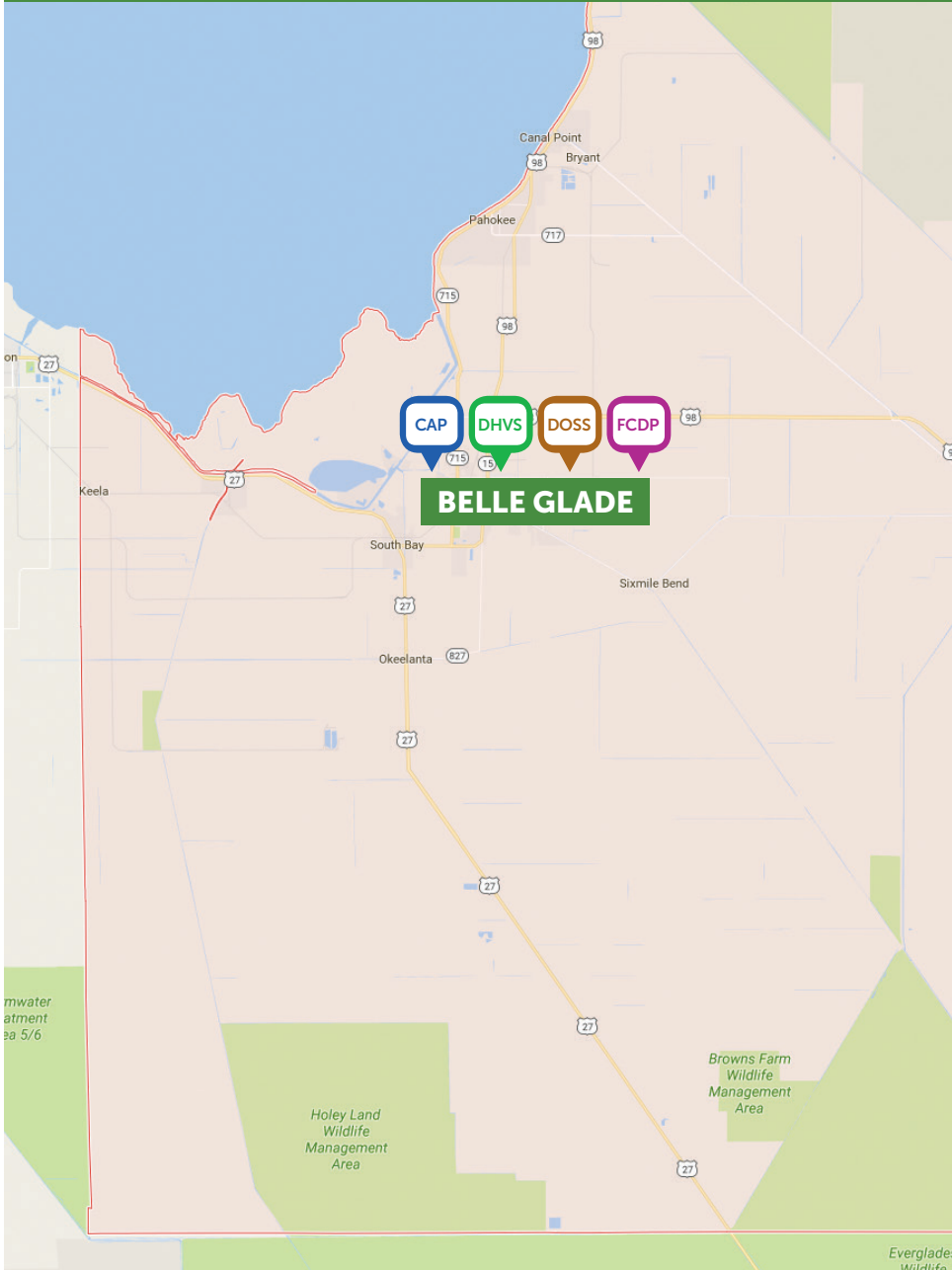
**5217 Northlake Boulevard, Palm Beach Gardens, FL 33418**

**561-694-5435 | fax: 561-694-9611**

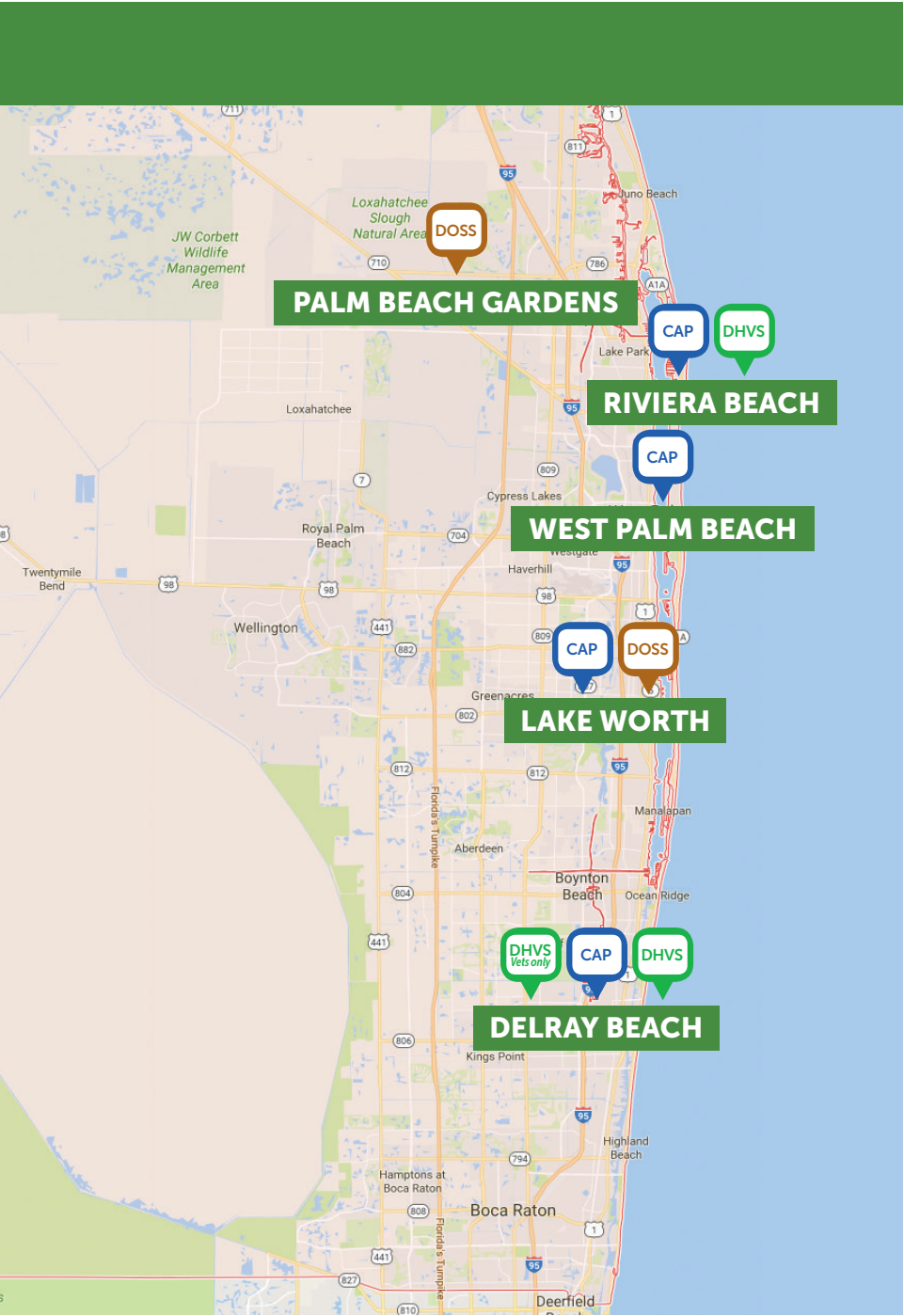
**Monday–Friday 8:00AM–5:00PM**

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

# Program Locations







Map data 2015 Google, INEGI

## A letter from **Taruna Malhotra, Assistant Director**

561-355-4716 | [tmalhotr@pbcgov.org](mailto:tmalhotr@pbcgov.org)



As we look back at all the work we have done in 2017, our mission remains to promote independence and enhance the quality of life in Palm Beach County by providing effective and essential services to residents in need. This overarching principle has allowed us to make a positive difference in Palm Beach County, and we will continue to move forward to new achievements in the months ahead.

Over the past year, the management team has been focused on bolstering strong programs, engaging employees, enhancing Community Services branding, employee trainings and professional growth, increasing system investments and a solid operational foundation. We have continued to boast a strong operational foundation with strict adherence to our financial policies, resulting in no finding in a single audit in 2016.

We have launched our strategic plan for the department and are engaging our various advisory board members, alliance members and key stakeholders, and most importantly our employees and clients to provide a solid base for Community Services' various initiatives. We are making strategic investments for community engagement, increasing efficiency, innovative programming and data-driven planning. We will continue to work diligently to make data-driven decisions, develop targeted strategies to maximize impact and improve collaborations amongst service providers and system leaders. We are excited to take our department to the next level by engaging everyone in setting up our strategic goals.

The recent Collective Impact launch by CSD, Leading the Way Home, and 100-Day challenge initiatives not only raise awareness but are also a reflection of the work done by our department around building partnerships in the last decade. It also reiterates our commitment around engaging our communities in a collective manner. It is an attempt to bring all system of care together by seeking input from the community members which will present us with opportunities to improve the lives of people who are either experiencing or are at a risk of imminent homelessness.

Special thanks goes out to the Community Services team, members of our advisory boards, subject matter experts, volunteers and community organizations for their dedication and commitment to serving our families and individuals in need.

I am committed to the success of our organization and would love to hear from you if you have suggestions, thoughts, comments or perhaps are interested in volunteering at any of our committees or events. Feel free to contact me and let's make this a remarkable year together.

*Taruna Malhotra*

## Meet the Community Services Leadership Team



*Front Row (left to right):*

**Taruna Malhotra, Faith Manfra, Mary Woodard,  
Bibi Baksh, Amalia Hernandez**

*Back Row (left to right):*

**Cynthia McMillan, Wendy Tippett,  
James Green, Julie Dowe, Natalie Diaz-Rodriguez,  
Meghan Parnell, Marilyn Munoz**

# Community Action Program (CAP)



## **Natalie Diaz Rodriguez**

Program Coordinator

561-355-4208 | [ndiazrod@pbcgov.org](mailto:ndiazrod@pbcgov.org)

Since 1974, the Palm Beach County Community Action Program has assisted families in moving away from government assistance. This federally-funded program is a part of a national movement to fight poverty on the local level. For over forty years, Community Action has allocated funding to fill the service gaps. As stewards of taxpayer dollars, Community Action seeks to maximize the return on investment with the people we serve through offering the following services: Small Business Startup, Employment Skills Training, Assistance with Housing, Utilities, Food, Transportation & Childcare, VITA Tax Assistance, and Case Management & Referrals.

**CAP VISION** To be an innovative resource agency that improves lives within the community.

**CAP MISSION** To remove barriers and create opportunities for low-income individuals and families that will enable them to become more self-sufficient.

During FY 2017, CAP completed a community needs assessment in the areas of health, transportation, childcare, education, employment, housing and food—disaggregating needs and gaps by geographic locations.

CAP developed a strategic approach toward addressing poverty-related issues focused on helping those affected by poverty to obtain targeted skills, training, and job placement.

A total of 18,471 individuals and 7,826 households were served.

CAP administered the Low-Income Home Energy Assistance Program (LIHEAP) and the Community Service Block Grant (CSBG) federal funding block grants as well as county funds, which provided assistance for low-income families to maintain/restore utility services and to move families away from government assistance. Additionally, a grant through Chase Bank was received which funded vocational training opportunities, free tax preparation and debt reduction assistance for low-income residents.

## Funding

CSBG: \$1,625,968

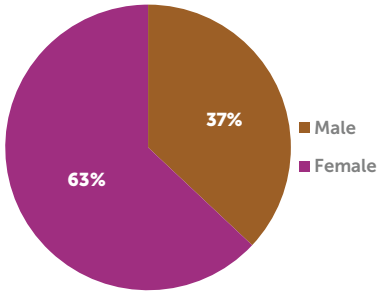
LIHEAP: \$3,226,192

County: \$305,644

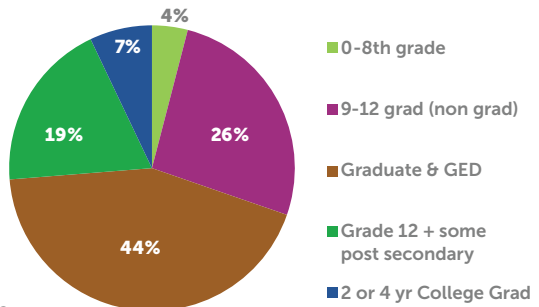
**Total: \$5,157,804**

## Demographics of Individuals Served

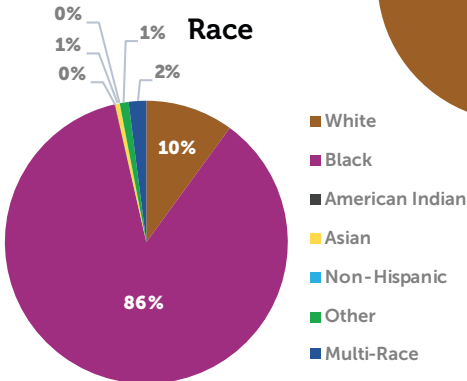
### Gender



### Education Level



### Race



## Program Highlights

- Launched updated OSCARSS online system to create appointments and submit applications for assistance online.
- Launched new program with Community Caring Center of Greater Boynton Beach (CCCBB) to provide clients with the opportunity to gain entrepreneurial skills, as well as culinary skills, and the ability to start and run their business using CCCBB's industrial kitchen.



## Outcomes

### Towards Self-Sufficiency

Obtained employment with a living wage	17
Completed training/skills for employment	127
Unemployed and obtained a job	141

### Emergency Services

Households prevented disconnection or restored services	7,199
Households prevented eviction	83
Households restored water services	468

### Reduction of Hunger in Palm Beach County

Number of pounds of food gleaned	388,120 lbs
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### Community Level

Community members participated in community revitalization and anti-poverty initiatives	1,001
Community members who participated in free tax preparation program VITA, obtaining \$84,500 in returns	101



# Division of Senior Services (DOSS)



## **Faith Manfra**

Division Director  
561-355-4753 | fmanfra@pbcgov.org

The Division of Senior Services (DOSS) has a long-standing commitment to provide accessible services to help older adults attain independence and promote quality of life for older adults and their caregivers. DOSS has over 40 years of experience working with older adults and caregivers within the community. DOSS administers a comprehensive continuum of care for older adults and their caregivers that provides social and emotional well-being, encourages independence and supports older adults and their caregivers within the community with dignity and choice.

DOSS is the designated Lead Agency through the Area Agency on Aging/ Department of Elder Affairs to administer federal and state grant funded programs for older adults.

Programs include:

- 1) active **Senior Centers** offering education, recreation and social classes and programs to promote positive health and well-being;
- 2) structured **Adult Day Care Centers** providing group social and recreational activities with health monitoring;
- 3) beneficial **Nutrition Programs** including congregate and home-delivered meals;
- 4) essential **Case Management** providing in-home assessments and services to determine older adults' needs and coordinate/manage in-home services such as companionship, personal care, respite, homemaker, etc.;
- 5) **Emergency Home Energy Assistance Program (EHEAP)**;
- 6) **Information, Outreach and Referral**;
- 7) **Volunteer Opportunities** both stipend and non-stipend; and
- 8) **Adult Protection Services**.



**OCTOBER 1, 2016 TO SEPTEMBER 30, 2017**

<b>Program</b>	<b>No. of Clients Served</b>
Congregate Meals	1,350
Home-Delivered Meals	599
Home Energy Assistance Program	924
Case Management In-Home Community-Based Services	546
Adult Protection Services	38
Adult Day Care	83
Senior Companion	28 clients/9 volunteers
RELIEF	25 clients/11 volunteers
Powerful Tools for Caregivers	30
Senior Centers	3,405
<b>Total</b>	<b>7,028</b>



## Funding

Program	Funding
Older Americans Act	\$1,753,338
Community Care for the Elderly	\$2,856,379
Adult Care Food	\$1,638
Senior Companion	\$1,294
Respite for Elders Living in Everyday Families	\$97,440
Emergency Home Energy Assistance	\$7,140
Long-Term Care Managed Care	\$30,698
Private Pay	\$33,100
<b>Total</b>	<b>\$4,781,027</b>

## Outcomes

- Caregiver Ability to Continue to Provide Care 100% YTD16 achieved
- Adult Protection Service High-Risk Referrals Served 100% YTD16 achieved



## Program Highlights

1. Division of Senior Services (DOSS) secured state and federal grant funds totaling over \$4.7 million. The recurring grant funds were awarded for the next four years, through 2021. As one of Florida's Community Care for the Elderly lead agencies, DOSS provides essential services to the county's elders and their caregivers by providing community-based services to help functionally-impaired elders live in the least restrictive yet most cost-effective environment.
2. In partnership with the West Palm Beach Veterans Administration and the Area Agency on Aging, DOSS will assist veterans 60 and older through a new Veterans Independence Program (VIP). This program is a veteran-directed approach to in-home and community-based services. VIP allows qualifying veterans the ability to receive from a caregiver respite and companionship, which helps them live more independently in their community and avoid costly institution placement.



# Division of Human and Veteran Services (DHVS)



## Wendy Tippett

Division Director  
561-355-4772 | wtippett@pbcgov.org

As far back as 1964, the Palm Beach County Division of Human and Veteran Services has existed for the purpose of serving eligible citizens in need. Assistance with basic living expenses, as well as provision of state-mandated services, has always been the foundation of DHVS. The Division also serves as the lead of the Continuum of Care (CoC), which is designed to promote communitywide commitment to the goal of ending homelessness.

### Homeless Services

**Rapid Re-Housing Program** was developed as a pilot program in late 2016 to provide a more cost-effective and permanent solution to ending homelessness than our Emergency Shelter program. In 2017, 188 clients were placed into Rapid Rehousing and 78% of those placed in 2016–17 remain stability housed in permanent housing. This program provides limited financial assistance, housing location and case management to individuals.

**Homeless Outreach Team (HOT)** reaches out to homeless individuals on the street and parks in an effort to engage them where they are. The HOT focuses their engagement on those who have been on the street the longest and are the hardest to engage. In 2017, 371 individuals were served with 1,484 units of service provided.

In 2017, the HOT added an ACT (Assertive Community Treatment) Team. The ACT Team is a collaboration between Parks and Recreation, Jerome Golden Center, Southeast Florida Behavioral Health, Career Source, Rebel Recovery, and the Health Care District of Palm Beach County.

### Homeless Prevention Services

The Homeless Prevention offices (Riviera Beach, Delray Beach and Belle Glade) serve those who are at risk of homelessness due to no fault of their own. Services offered include rental assistance, utility assistance and case management. In FY 2017, 2,474 clients were served and 78% of those clients served remained housed at case closure.

## Indigent Cremation

The Indigent Cremation program provides cremation services for Palm Beach County residents who can't afford to bury their loved ones. In FY 2017, 331 adults and 8 babies received cremation services.

## Veteran Services

Veteran Services provides assistance to former and current members of the Armed Forces who reside in Palm Beach County and qualifying dependents and survivors with obtaining benefits, information and referral and outreach. In FY 2017, 2,047 were served on a one-on-one basis during an office appointment with a Veteran Service Officer. 88% of the veterans served obtained benefits as a result.

## Homeless Management Information System (HMIS)

The Homeless Management Information System, or HMIS, is a required data system for programs receiving federal, state or local homeless and housing dollars. In 2017, 70 new users were trained, bringing the total active users in Palm Beach County to over 245.

In addition, 18 mandatory federal reports were submitted on time and with 100% accuracy.



## Other Accomplishments and Special Projects

- The Homeless Point-in-Time (PIT) Count was completed in January 2017 with the assistance of 220 volunteers, completing 1,607 surveys with homeless persons in Palm Beach County.
- Palm Beach County was awarded a 100-Day Challenge Grant for Youth Homeless in the summer of 2017 and completed the challenge in November 2017. The target was to serve 100 homeless youth in 100 days and Palm Beach County and its partners (Goodwill, Community Partners/Parent-Child Center, Vita Nova, Friends of Foster Children, ChildNet, Adopt-A-Family, PBC Youth Services, PBC School District, Homeless Youth and Compass) were able to serve 121 youth in the limited timeframe.
- The Homeless Coalition continues to fundraise to support backdoor services at the Lewis Center through the Mayor's Ball and other annual events, grants and donations.
- The division provided Hurricane Irma relief to the community. 240 residents were served with eviction prevention funding.
- Developed a plan to coordinate Homeless Prevention Navigation through a coordinated navigation center. The buildout is planned for Spring 2018.



2017 Point-in-Time Count



# Farmworker Career Development Program (FCDP)



## Cynthia McMillan

Program Coordinator

561-992-7406 | cmcmilla@pbcgov.org

FCDP offers migrant and seasonal farmworkers the opportunity to strengthen their ability to achieve economic self-sufficiency through their participation in educational, skill training and supportive services. After completion of training, program participants are then able to obtain year-round, unsubsidized employment and, as a result, are able to make positive changes in their lives.

**Services include:** Counseling and evaluation, classroom training, on-the-job training, and support services: transportation, referral, job placement, follow up.

Clients served: 96; 43 found employment, 42 trained, 27 attained credentials.

## Outcomes

Number of Clients who achieved outcome

Number of farmworkers or their dependents who gained access to services to improve skills needed to gain year-round, unsubsidized employment.	96
Number of clients who obtained vocational certificate or license	96
Number of clients who gained employability skills knowledge	43
Number of participants placed for employment	31

## Client Success Story

A client was enrolled in the 40-hour childcare course, and after completion and passing the exams, she was hired by a partner agency in classroom as a teacher assistant and bus monitor. She was hired at a rate of \$11.00 per hour, \$3.00 more than she was making in the packing house packaging vegetables. She no longer had to work 12- or 15-hour shifts and instead works a regular 40 hours a week during the day.





# Contract Management Planning and Evaluation



## **Amalia Hernandez**

Contracts Manager  
561-355-9910 | ahernand@pbcgov.org



## **Meghan Parnell**

Manager of Planning and Evaluation  
561-355-4504 | mparnell@pbcgov.org

### **Financially Assisted Agencies (FAA)**

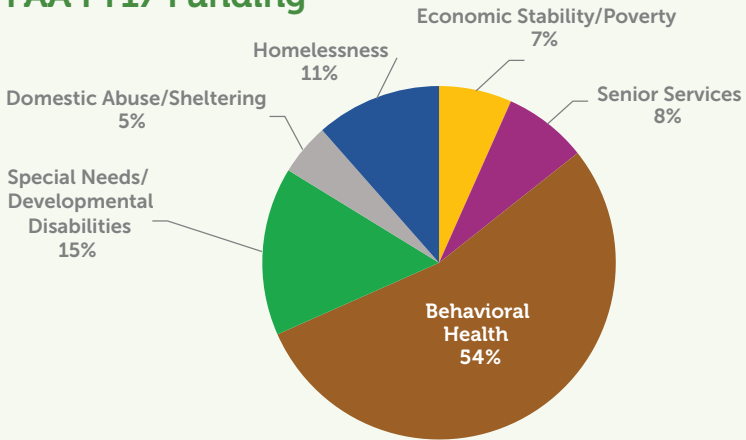
In providing for human service needs, Palm Beach County augments its own services mix by providing financial assistance to community-based organizations. Financially Assisted Agencies (FAA) is a program within the administrative section of the Department of Community Services. It was established in the early 1980s.

The six service categories are: Special Needs/Developmental Disabilities, Behavioral Health, Homelessness, Domestic Abuse/Sheltering, Economic Stability/Poverty, and Senior Services. FAA non-competitive funds are used for state/federal match funds and community collaborative projects.

In 2017, FAA funding was increased by 3% to \$12,132,220.

37 agencies/58 contracts/65 programs were contracted with for services.

## FAA FY17 Funding



### Program Highlights

- Enhanced contracting process by implementing three-year multi-year contracting.
- Implemented Contractor Evaluation Report Card and Process providing feedback for RFP Process.
- Published client-level demographic and outcome data report.
- Established objectives and performance measures specific for FAA to be included in the FY 2018 County Budget.

# Ryan White Program (RWP)



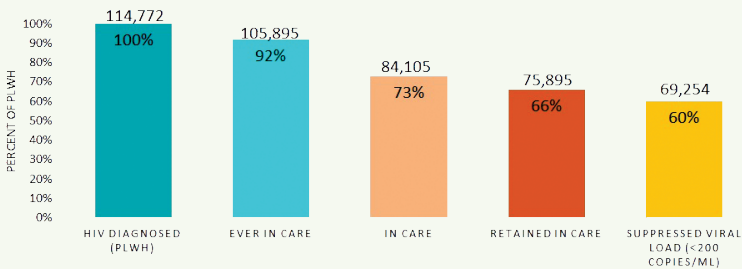
## Mary Woodard

Program Manager

561-355-4730 | mwoodard@pbcgov.org

Palm Beach County Department of Community Services administers the Ryan White Act Part A funds for eligible metropolitan areas hardest hit by the HIV/AIDS epidemic. Community-based and governmental agencies are contracted to provide core medical health care and support service to individuals living with HIV disease and their families who live in Palm Beach County. A wide range of services are offered, such as Medical and Early Intervention Services, Laboratory Diagnostic Testing, Medical Care, Oral Health, Medical Nutrition Therapy, Medical Case Management, Emergency Housing, Dental Care, Specialty Medical, Substance Abuse, Mental Health Counseling, Health Insurance Premium & Cost Sharing Assistance, Food, Medical Transportation, Legal Services, and Emergency Financial Assistance.

## Diagnosis-Based Model Persons Living with HIV (PLWH) in Florida along the HIV Care Continuum in 2016



- ✂ 135,986 are estimated to be living with HIV, accounting for 21,214 (15.6%) who are unaware of their HIV status.
- ✂ 85% of the 4,972 diagnosed with HIV in 2016 had documented HIV-related care within 3 months of diagnosis.
- ✂ 82% of PLWH in care had a suppressed viral load.
- ✂ 86% of PLWH retained in care had a suppressed viral load.



## Program Highlights

- HOPWA and Ryan White are fully integrated. Initial data analysis and evaluation activities have begun.
- Inter-governmental contracts with two (2) of our local governmental agencies will be executed.
- Multi-year contracts have been developed with the Ryan White providers.
- The needs assessment is completed.
- Three (3) year RFP for services was completed, with proposals from additional community agencies to possibly expand the service provider network.
- Monthly involvement with local community partners during the “HIV 501” Training, provided through the Palm Beach County Department of Health. The Part A Grantee Quality Management Coordinator presents the Part A/ADAP eligibility process to participants.
- Coordinated efforts for Affordable Care Act (ACA) enrollment and support of enrolled clients, between the State AIDS Drug Assistance Program (ADAP) and five other Ryan White local jurisdictions in Florida. As residents utilize ACA insurance plans for medical coverage, the county yields a great cost savings.
- Provider network expanded with AIDS Healthcare Foundation.
- The database, Provide Enterprise, offers accurate and timely client-level utilization and health outcome data, combined with expenditure data more accurately measure unit cost and cost per client.
- EIS work group ensuring collaboration across the 4–5 EIS providers.

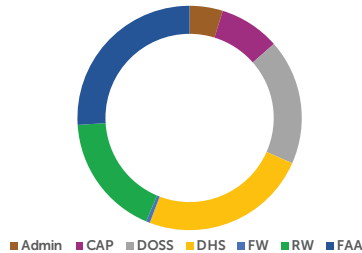
## A letter from Julie Dowe, Director of Finance & Support Services

561-355-9922 | jdowe@pbcgov.org



Another productive year has passed! Finance and Support Services has experienced various challenges and accomplishments this fiscal year, starting and ending with a hurricane. We began this fiscal year with Hurricane Matthew, and ended with Hurricane Irma. Each hurricane brought unique fiscal challenges, but also offered us the opportunity to serve our community by operating the special needs shelters.

### CSD FY17 Expenditures



In between hurricanes, the Finance and Support Services team oversaw expenditures of over \$45 million (including both ad valorem and grant funding), which includes not only budget preparation and payment processing, but fiscal monitoring of all our contracted agencies.

In 2017, we were also honored with a NaCo Achievement award for our STARS (Senior Tracking and Referral System) vendor portal and invoice interface. Always looking for ways to streamline processing, we also launched a new invoice workflow system for our CSBG client assistance payments. More process improvements are on the horizon for Fiscal Year 2018!

#### Highlights:

- Processed payments for direct client assistance (rent, utilities, food vouchers) totaling \$4,579,457 to prevent homelessness
- Fiscally monitored 47 contracted agencies to ensure contract compliance and sound fiscal management
- Managed \$17.4M in federal, state and private grant funding

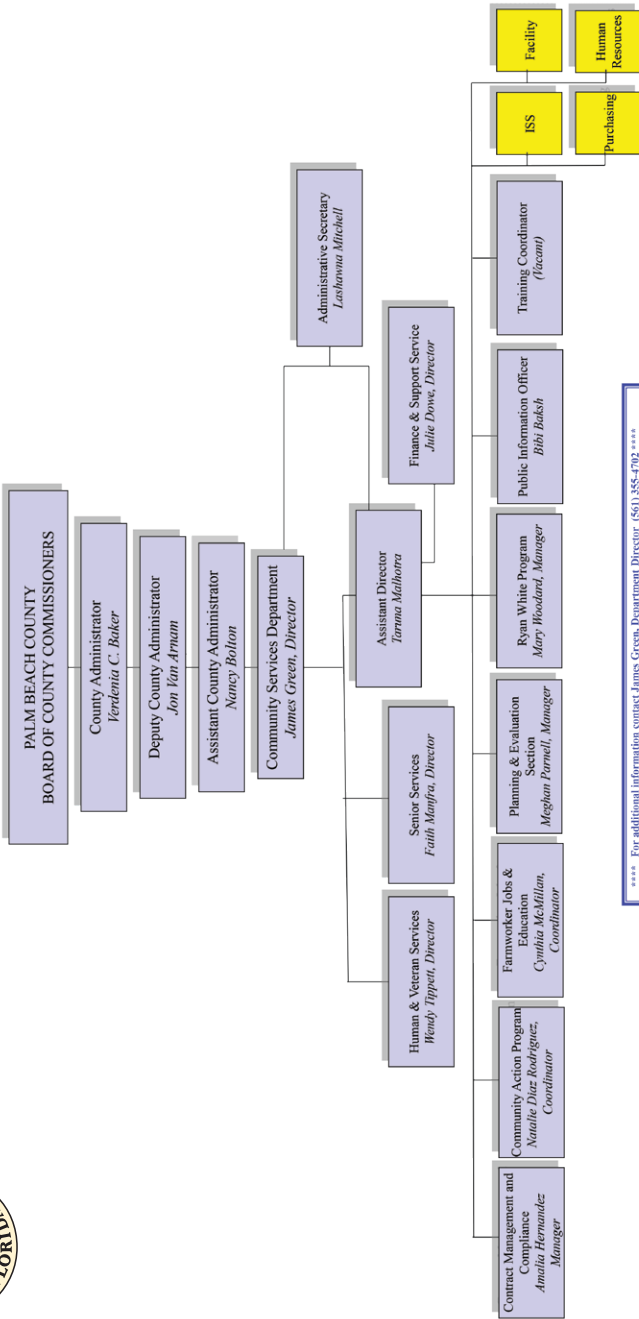


# PALM BEACH COUNTY, FLORIDA

## Department of Community Services

### Administration

#### ORGANIZATIONAL CHART



\*\*\*\* For additional information contact James Green, Department Director (561) 355-4702 \*\*\*\*  
December 21, 2017

File: Community Services Department Administration Org Chart 12/21/2017  
rpf@palm12212017

# COMMUNITY- BASED FUNDED PARTNERS

211

Adopt-A-Family Of The Palm Beaches  
Academy for Nursing and Health Occ  
Aid To Victims Of Domestic Assault  
Aids Healthcare Foundation  
Alzheimer's Community Care Association  
ARC of the Glades  
Area Agency on Aging  
Business Loan Fund of Palm Beach  
CareerSource  
Catholic Charities of Palm Beach  
Children's Home Society  
Children's Place @ Home Safe  
Coalition For Independent Living  
Community Caring Center  
Compass  
Credit Card Management Services  
CROS Ministries  
Drug Abuse Foundation Of PBC  
Drug Abuse Treatment Association  
Easter Seals  
Families First of Palm Beach County  
Farmworker Coordinating Council  
Father Flanagan's Boys Town  
For the Children Inc.  
Foundcare  
Glades Initiative Management Board  
Goodwill Industries  
Gratitude House  
Health Care District of Palm Beach

County  
Health Department of Palm Beach County  
Homeless Coalition  
Housing Partnership  
Jeff Industries  
Jerome Golden Center  
Legal Aid Society  
Mae Volen Transportation  
Mental Health Association  
Morse Life  
Palm Beach County Food Bank  
Palm Beach County Health Care District  
Palm Beach Habilitation Center  
PBC ARC  
Seagull Industries  
South County Mental Health Center  
Southeast Florida Behavioral Health  
The Lord's Place  
The Salvation Army  
The United Way of PBC  
Treasure Coast Health Council  
United Cerebral Palsy  
Vita Nova  
YWCA

