



Palm Beach County
**COMMUNITY
SERVICES**

Helping People Build Better Communities

ANNUAL REPORT 2018

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.

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West Palm Beach, FL 33401
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Palm Beach County Board of County Commissioners

Mack Bernard, Mayor
Dave Kerner, Vice Mayor
Hal R. Valeche
Gregg K. Weiss
Robert S. Weinroth
Mary Lou Berger
Melissa McKinlay



County Administrator

Verdenia C. Baker

A letter from James Green, Department Director

561-355-4702 | jgreen1@pbcgov.org



The past year has been very productive for the Palm Beach County Community Services Department. We have worked diligently to develop our internal talent, improve our ability to measure and achieve results and increase our visibility throughout the County.

As stewards of taxpayer dollars, we have continued to make strategic investments in families to enhance their opportunity for economic mobility. We have also increased public and private partnerships to strengthen our Health and Human Services System of Care and to strategically leverage our limited resources.

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 the individuals and families in need. We look forward to a prosperous new year as we continue to strengthen families, transform communities and improve the quality of life for our fellow residents.

James Green

Meet the Community Services Leadership Team



Front Row (left to right):

**James Green, Taruna Malhotra, Natalie Diaz-Rodriguez,
Meghan Parnell and Julie Dowe**

Middle Row (left to right):

**John Hulick, Faith Manfra, Marilyn Munoz,
Tammy Martinez and Tim Yates**

Back Row (left to right):

Amalia Hernandez, Wendy Tippett and Cynthia McMillan

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

561-355-4716 | tmalhotr@pbcgov.org



The journey that the Community Services Department (CSD) has taken this year is marked by building a better community, supporting individuals and families and tackling some of the most complex issues facing our community, like homelessness, poverty and opioid use. Throughout this report, you will see barriers that have been broken and the initiatives we have undertaken for the benefit of the residents of Palm Beach County. This work is not done alone; we partner with our community to leverage resources, think and act creatively, bend established norms, and work to improve the lives of the people we serve in Palm Beach County.

CSD is leading the dialogue around Racial Equity. The work of eliminating implicit bias by identifying the historical and current causes of racism can be uncomfortable and even painful. Our department is determined to keep this dialogue going in partnership with our community partners and employees.

One of the greatest features of our community is its diversity. Whether reflected through those whose families have lived here for generations or those who have arrived most recently, the breadth and complexity of culture, language, arts and knowledge make for a truly unique environment where challenges and opportunities are best identified and addressed locally. Our diversity is the reason the commitment of our stakeholders is such a key to our success.

I must also thank the dedicated staff of the CSD, who I am honored to co-lead with our Department Director. Their passion and commitment to the success of our residents is what makes the difference to the hundreds of thousands of children and families we have served this past year. As we start a new year, we look forward to harnessing our strengths and positive energy into even greater opportunities for the residents of Palm Beach County.

Taruna Malhotra

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

Monday–Friday 8:00AM–5:00PM

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

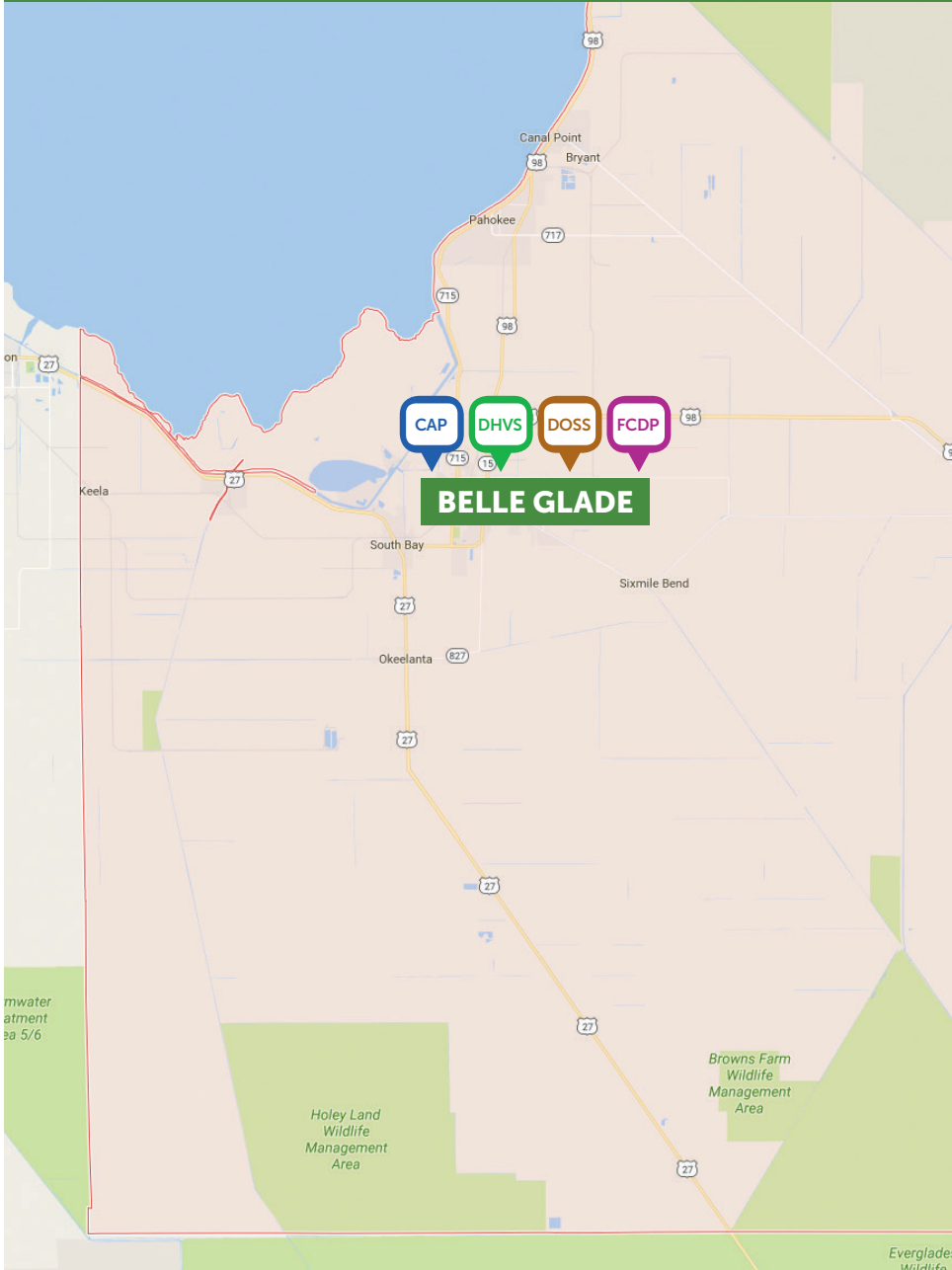
5217 Northlake Boulevard, Palm Beach Gardens, FL 33418

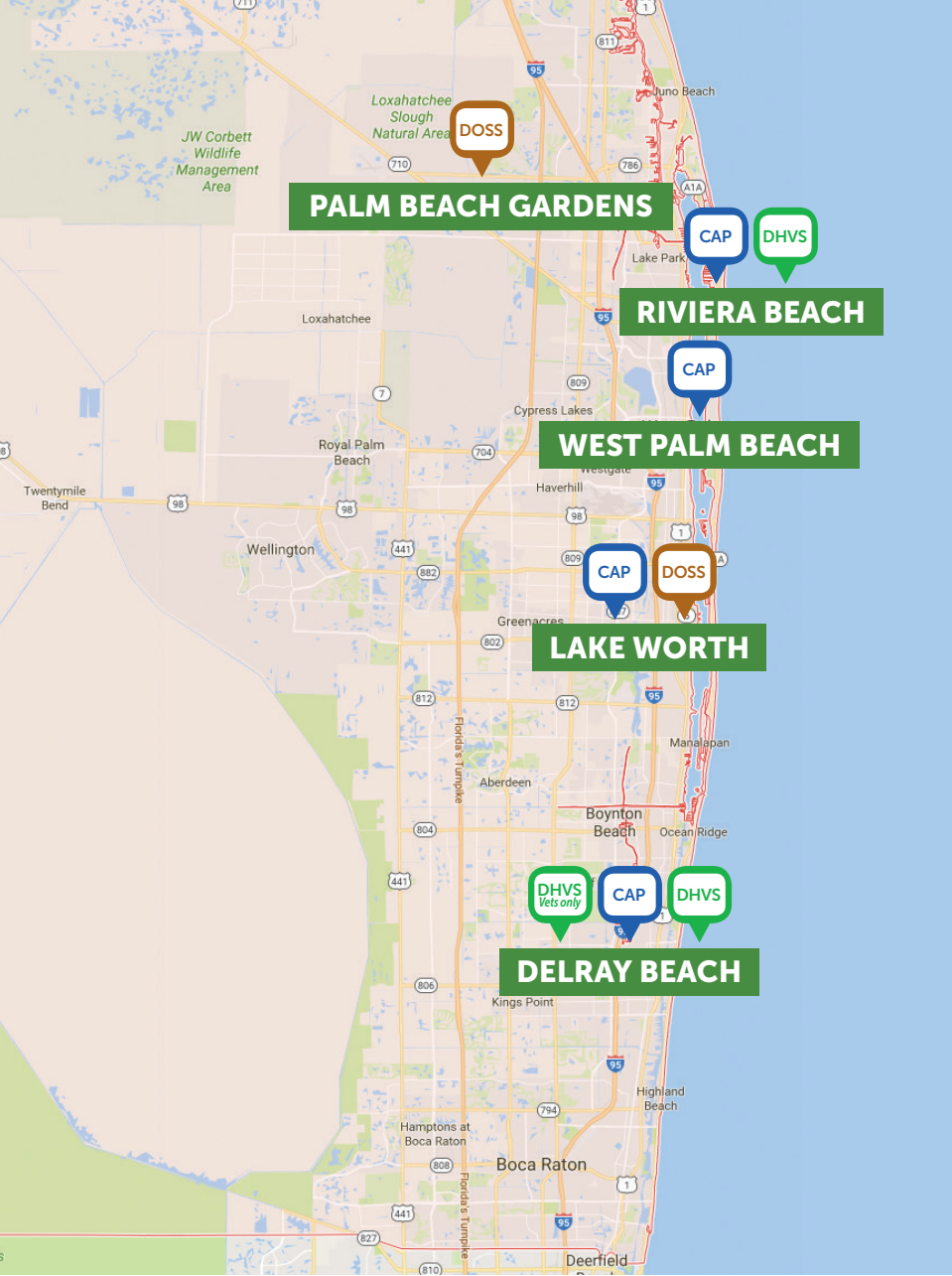
561-694-5435 | fax: 561-694-9611

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

Community Action Program (CAP)



Natalie Diaz Rodriguez

Program Manager

561-355-4208 | 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 2018, 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.

This year, 193 clients enrolled in the Self-Sufficiency Program. 83 clients completed vocational training programs that lead to employment. With case management, and other services provided, 47% of the participants obtained employment, and close to 50% maintained employment for 90+ days.

A total of 19,752 individuals and 8,617 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

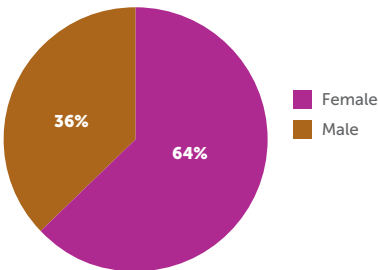
assistance. Additionally, CAP funded vocational training opportunities, free tax preparation and debt reduction assistance for low-income residents.

Funding

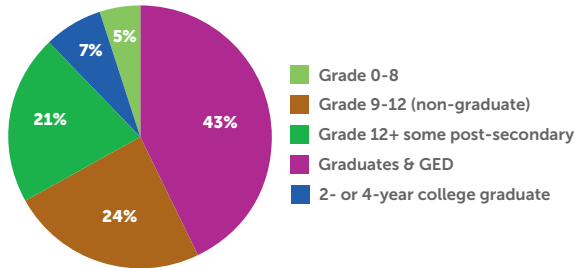
CSBG: \$1,985,890
 LIHEAP: \$3,413,790
 County: \$311,000
Total: \$5,710,680

Demographics of Individuals Served

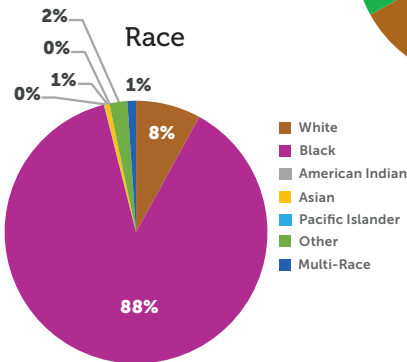
Gender



Education Level



Race



Program Highlights

- Graduated its first entrepreneurship class with Community Caring Center of Greater Boynton Beach (CCCBB) with nine participants. CCCBB provides 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.
- The VITA Program served a total of 415 households with \$520,000 in refunds, including 98 households entitled to claim \$160,000 in EITC (Earned Income Tax Credit), 54 households claimed \$50,000 in Child Tax Credit and 46 households claimed \$53,000 in the refundable Additional Child Tax Credit.



Outcomes

Towards Self-Sufficiency

| | |
|---|----|
| Completed training/skills for employment | 83 |
| Obtained employment as a result of services provided by CAP | 90 |
| Maintained employment after 90 days | 44 |

Emergency Services

| | |
|---|-------|
| Households – prevented disconnection or restored services | 7,879 |
| Households – prevented eviction | 104 |
| Households – restored water services | 592 |

Reduction of Hunger in Palm Beach County

| | |
|----------------------------------|-------------|
| Number of pounds of food gleaned | 200,000 lbs |
|----------------------------------|-------------|

Community Level

| | |
|---|-----|
| Community members participated in community revitalization and anti-poverty initiatives | 191 |
| Community members who participated in free tax preparation program VITA, obtaining \$520,000 in returns | 415 |



Division of Senior Services (DOSS)



Faith R. 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, 2017 TO SEPTEMBER 30, 2018

| Program | No. of Clients Served |
|--|------------------------------|
| Congregate Meals | 1,435 |
| Home-Delivered Meals | 537 |
| Home Energy Assistance Program | 369 |
| Case Management In-Home Community-Based Services | 552 |
| Adult Protection Services | 31 |
| Adult Day Care | 68 |
| Senior Companion | 23 clients/11 volunteers |
| RELIEF | 23 clients/8 volunteers |
| Powerful Tools for Caregivers | 37 |
| Senior Centers | 3,655 |
| Total | 6,730 |



Funding

| Program | Funding |
|--|--------------------|
| Older Americans Act | \$2,424,690 |
| Nutrition Services Incentive Program | \$203,139 |
| Community Care for the Elderly | \$1,855,193 |
| Alzheimer's Disease Initiative | \$1,225,731 |
| Home Care for the Elderly | \$142,875 |
| Respite for Elders Living in Everyday Families | \$104,472 |
| Long-Term Care Managed Care | \$54,386 |
| Private Pay | \$16,058 |
| Senior Companion | \$1,200 |
| Adult Care Food | \$271 |
| Emergency Home Energy Assistance | \$16,500 |
| Total | \$6,044,516 |

Outcomes

| | |
|---|----------------------|
| Outcome Measure 90% – Caregiver Ability to Continue to Provide Care | 91% YTD 18 Achieved |
| Outcome Measure 97% – Adult Protection Service High-Risk Referrals Served | 100% YTD 18 Achieved |



Program Highlights

1. Division of Senior Services (DOSS) secured state and federal grant funds totaling over \$6 million. The recurring grant funds awarded for the next three (3) 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 in-home and 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 help them live more independently in their community and avoid costly institution placement.
3. Division of Senior Service's Nutrition Program (home-delivered meals and congregate meal sites) provided approximately 275,000 nutritionally balanced meals for older adults and encouraged socialization and wellness through this health promotion program.
4. Division of Senior Service's Adult Day Care provided family members with approximately 51,500 hours of assistance with caregiving for the frailest participants presenting with Alzheimer's disease, cognitive and chronic physical impairments. Services include health monitoring, nutrition and activities.



Division of Human and Veteran Services (DHVS)



Wendy Tippett

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

Beginning in 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 in an effort to lower shelter costs and achieve positive programmatic outcomes. Since program inception, 354 persons have been placed into Rapid Rehousing. 72% of individuals who have exited RRH have remained stably housed for 12 months after program exit. It is noteworthy to mention that one graduate has recently purchased his own home. This program provides limited financial assistance, housing location and case management services to homeless individuals.

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 2018, the teams engaged 294 individuals and provided 1,332 units of service to the homeless population.

Parks to Work (P2W) was created in 2018 to train, employ and house homeless individuals residing in the county-owned parks. Fifteen individuals were enrolled in the program, and 80% of participants remained in the program or became gainfully employed in private industry.

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 FY2018, 2,861 clients were served and 82% 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 2018, 316 adults and 15 infants 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 2018, 2,500 veterans and their families were served on a one-on-one basis during an office appointment with a Veteran Service Officer. Over 4.5 million dollars were obtained for veterans through Veteran Services.

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 2018, 67 new users were trained bringing the total active users in Palm Beach County to 287.

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 2018 with the assistance of 250 volunteers, completing 1,308 surveys with homeless persons in Palm Beach County.
- Palm Beach County was awarded a 100-Day Challenge Grant for Homeless Youth 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 100-Day Youth Team remains committed to homeless youth in PBC, and as of October 2018, 325 youth have been served with interim housing and permanent housing placement.
- The Homeless Coalition continues to fundraise to support permanent housing solutions and in-kind services at the Lewis Center through the Mayor's Ball and other annual events, grants and donations. In 2018, over one million dollars in in-kind services were given to patrons of the Lewis Center and \$450,000 donated to secure permanent housing for individuals and families through partner agencies.





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 | 232 |
| Number of clients who obtained vocational certificate or license | 232 |
| Number of clients who gained employability skills knowledge | 38 |
| Number of participants placed for employment | 22 |

Program Highlights

- Continued efforts to recruit and develop collaborative partnerships and contracts with vocational institutions, Palm Beach State College - Loxahatchee-Glades, Career Source, PBC Community Action Program, West Technical Institute Pre-Apprentice Program, and Florida Career College to enroll students and place them in high-wage paying jobs.

- Recruited more clients for training. Researched vocational schools and apprenticeship programs located in a variety of locations accessible to clients.
- Completed the annual Financial Budget Monitoring evaluation with no findings in all areas of the grant requirements.



Contract Management



Amalia Hernandez

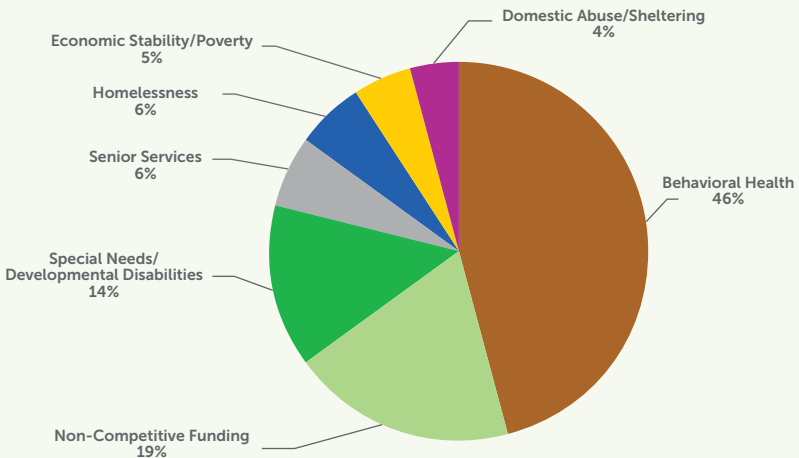
Contracts Manager

561-355-9910 | ahernand@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 2018, FAA funding was increased by 3% to \$12,430,282.

40 agencies/56 contracts/82 programs were contracted with for services.

Program Highlights

- Implemented electronic signatures for all department contracts.
- Finalized implementation of multi-year contracts for all department contracts.



Strategic Planning Research and Evaluation (SPRE)



Meghan Parnell

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

SPRE provides department-wide support in planning and evaluation. The section also plans for and aligns the Financially Assisted Agencies funding to the broader community. During this past year, an RFP was released for the service categories of Homelessness and Domestic Abuse/Sheltering. Eighteen (18) total proposals were received. Nine (9) proposals were funded under Homelessness and two (2) proposals were funded under Domestic Abuse/Sheltering. A second RFP was released for Rapid Re-Housing and two (2) new projects were funded.

SPRE worked on various tasks and accomplished multiple projects such as:

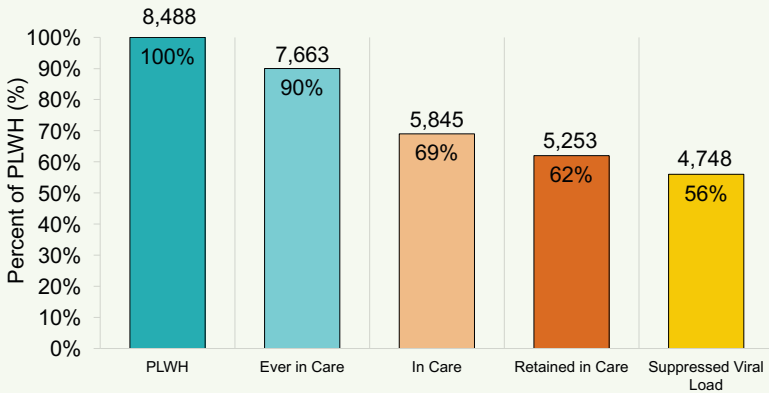
- The Program Evaluator conducted 20 evaluations on numerous FAA programs, which included; 9 Economic Stability/Poverty, 5 Senior Services/6 programs, 2 Newly funded behavioral health programs with new agencies, 3 Newly funded Special Needs/Developmental Disabilities programs with existing FAA funded agencies
- The FY17 FAA Demographics report was completed. The report was published in a paper format as well as in Tableau Public.
- SPRE collaborated with the Water Utilities Department and Criminal Justice to create a countywide Tableau User Group.
- SPRE developed the Data Integration Plan (DIP), as part of Six Sigma Green Belt Certification, to improve the quality of the demographic and outcomes collected by FAA agencies and to enhance access to data across the department.
- SPRE provided technical assistance and training to numerous FAA agencies concerning the assigned databases.



Ryan White Program (RWP)

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 2017



HIV Diagnosed: The number of persons known to be diagnosed and living in Florida with HIV (PLWH) at the end of 2017, from data as of 6/30/2018

Ever in Care: PLWH with at least one documented Viral Load (VL) or CD4 lab, medical visit, or prescription from HIV diagnosis through 3/31/2018

Currently in Care: PLWH with at least one documented VL or CD4 lab, medical visit, or prescription from 1/1/2017 through 3/31/2018

Retained in Care: PLWH with two or more documented VL or CD4 labs, medical visits, or prescriptions at least three months apart from 1/1/2017 through 6/30/2018

Suppressed Viral Load: PLWH with a suppressed VL (<200 copies/mL) on the last VL from 1/1/2017 through 3/31/2018



Program Highlights

- In collaboration with Part B Ryan White funders, the Quality Management Plan was enhanced and updated for the next three years.
- Ryan White Program is participating in a national collaborative with the Center for Quality Improvement & Innovation (CQII) end+disparities ECHO Collaborative project. This entails transforming HIV care and reducing disparities in disproportionately affected HIV subpopulations. The focus is on increasing viral suppression rates among youth (ages 13–24).
- The Health Insurance Workgroup has been working on maintaining and enrolling Ryan White clients into healthcare coverage. This includes collaboration with the local AIDS Drug Assistance Program (ADAP). A system has been put in place to ensure that Ryan White clients choose the most viable coverage for their needs. Assistance with premium, copay, and deductible payments are available through both programs. Last open enrollment period, 279 clients were enrolled in insurance coverage for payment assistance.
- Implemented electronic signatures for all Ryan White contracts.
- Finalized implementation of multi-year contracts for all Ryan White contracts.
- Continue to utilize National Monitoring Standards for Part A to meet federal requirements for program and fiscal management, monitoring, and reporting to improve program efficiency and responsiveness.
- The CARE Council plans to meet the reflectiveness/representation by continuing to reach out to agencies, organizations and groups that work with diverse populations. They also plan to develop a recruitment video to spread awareness about the CARE Council as well as recruit members. A new website was launched with detailed and current Care Council information. Finally, council seats were reduced to 27 from 33.
- The CARE Council developed a strategy to recruit members and provide education in the community.
- The CARE Council staff conducted targeted outreach in an effort to provide candidates for appointments that will maintain a diverse composition of the board. Barriers for attendance to meetings was reduced by changing venues, times and transportation. With the five seats pending for Care Council approval, the EMA will have 27 filled seats.

Training and Employee Development



Tim Yates

Training Coordinator
561-355-4290 | tyates@pbcgov.org

During FY 2018, CSD took another step under the Strategic Plan focused on Training and Talent Development with the creation of an entirely new position, Training Program Coordinator. The Training Program Coordinator assists with the development of CSD staff, ensures compliance of required training, and provides opportunities for professional and personal development, while assisting divisions and individuals with the development of training opportunities.

2018 Highlights

- Training Program Coordinator position is created.
- Community Services Department New Employee Orientation is created and hosted for all new hires within CSD. This orientation aims to better acclimate CSD new-hires with both countywide policies and the complexities of the department as a whole.
- On-boarding process and training requirements are formalized for all new employees.
- 17 internal promotions within the department and other county departments.
- 12 new hires within the department.
- Development of internal emerging leaders program.

Certifications & Trainings

- 3,830 hours of training completed by CSD staff.
- 152 staff received Mental Health First Aid Training.
- 18 staff attended Racial Equity Training provided by the Racial Equity Institute.
- 10 staff began training to become Certified ROMA Trainers.
- 30 staff completed DMAIC Lean Six Sigma Certification.
- 11 staff earned Lean Six Sigma Green Belt Certification.

Awards

Randall Graham, Melinda Kent, Keianna Pierre Louis, Daniel Ramos and Wendy Tippett earned Golden Palm awards.

Office of Substance Use Disorders



John Hulick, MS

Senior Program Manager

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The Office on Substance Use Disorders was created in 2018 and 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 implementing Palm Beach County's Opioid Response Plan, which was the result of a comprehensive evaluation of the County's efforts related to the opioid epidemic, and made recommendations for moving forward in a comprehensive, integrated manner.

2018 Highlights

- Created a coordinator position (commonly referred to as “Drug Czar”) within county government to provide needed leadership and guidance as well as to work with existing initiatives and other community-based groups to integrate efforts.
- A Mayor’s Forum, *Facing the Crisis*, with more than 200 participants, was held to report on the Opioid Response Plan’s progress and the latest treatment, recovery trends and related research. Nearly 50 community members were engaged to participate in follow-up activities focused on the plan’s seven strategic areas.
- Ongoing involvement with community members as well as government and stakeholder partners on a wide variety of topic areas and projects focused on creating a quality system of care that delivers improved outcomes.

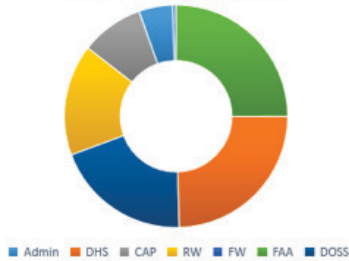
A letter from Julie Dowe, Director of Finance & Support Services

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As we embark on a new fiscal year, a look back at the past year gives us the opportunity to reflect on our various challenges, as well as accomplishments, that we experienced to ensure we properly allocate resources in FY 2019 to accomplish the vision and mission of the Community Services Department.

CSD FY18 Expenditures



As in prior years, one of our biggest challenges is having to do more with less. The need for our services continues to increase, but, unfortunately, funding does not increase at the same pace and has, in fact, decreased in certain areas. To combat this challenge, we consistently look for new ways to streamline processes (interfaces, electronic routing and signatures, etc.) and consolidate functions to maximize both dollars and results. As we are assuming oversight of the fight against the opioid crisis in FY 2019, this strategic planning is more important than ever. In FY 2019, we are launching our new Economic Mobility initiative, which will help align the pace of need and funding. Additionally, we are launching new technological initiatives (HMIS electronic invoicing, contract management and electronic monitoring, etc.) to reduce time consuming paper-shuffling and allow more time to focus on ensuring that our mission of “a community where all residents of Palm Beach County have the resources and opportunities to achieve their full potential” becomes a reality.

Highlights:

- Processed payments for direct client assistance (rent, utilities, food vouchers) totaling \$5,568,753 to prevent homelessness
- Fiscally monitored 55 contracted agencies to ensure contract compliance and sound fiscal management
- Managed \$18.17M in federal, state, and private grant funding

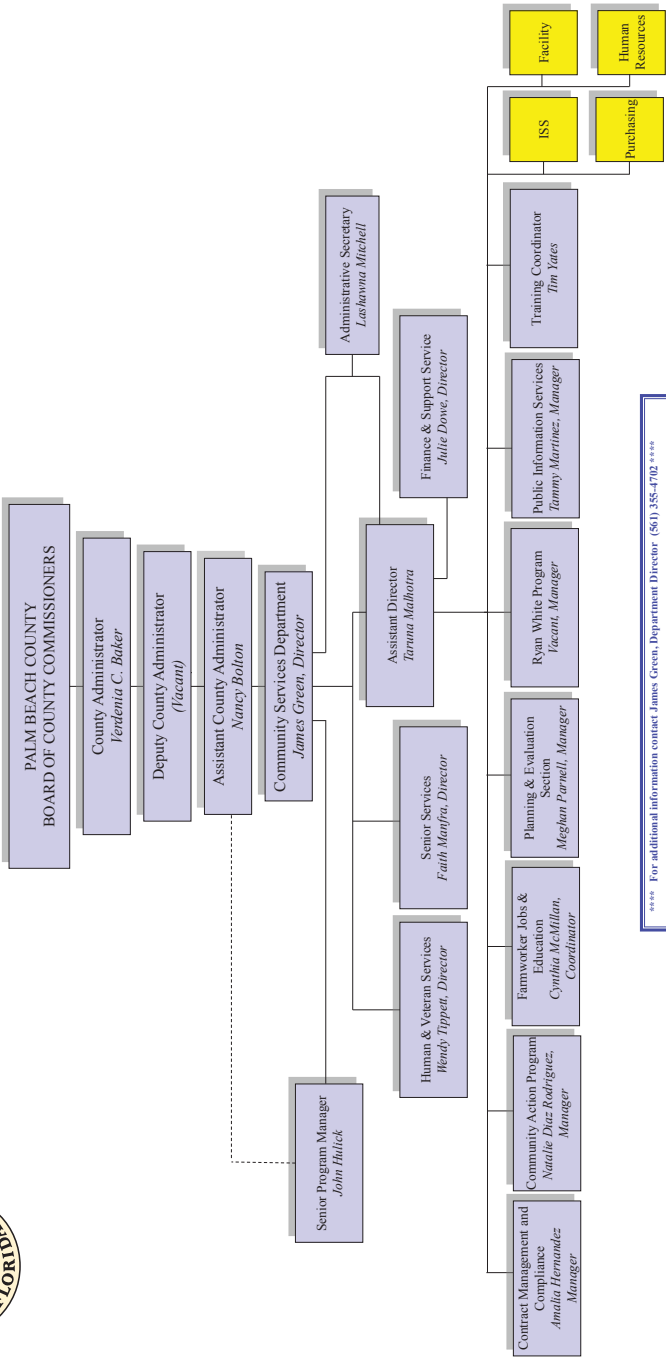


PALM BEACH COUNTY, FLORIDA

Department of Community Services

Administration

ORGANIZATIONAL CHART



**** For additional information contact James Green, Department Director (561) 385-4702 ****
January 11, 2019

COMMUNITY- BASED FUNDED PARTNERS

Academy for Nursing and Health Occupations
Adopt-A-Family of The Palm Beaches
Aid To Victims of Domestic Assault
Aids Healthcare Foundation
Alzheimer's Community Care Association
American Association of Caregiving Youth
ARC of the Glades
Area Agency on Aging
Business Loan Fund of Palm Beach
CareerSource
Catholic Charities of Palm Beach
Children's Home Society
Coalition For Independent Living
Community Caring Center
Compass
Credit Card Management Services
CROS Ministries
Drug Abuse Foundation of PBC
Drug Abuse Treatment Association
El Sol
Families First of Palm Beach County
Farmworker Coordinating Council
Father Flanagan's Boys Town
For the Children Inc.
Foundcare
Glades Initiative
Goodwill Industries
Habilitation Center for Handicapped
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
Palm Beach County Food Bank
Palm Beach County Health Care District
Palm Beach Habilitation Center
Parent-Child Center
Pathways to Prosperity
PBC ARC
Ruth and Norman Rales
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

