



Palm Beach County
**COMMUNITY
SERVICES**

Helping People Build Better Communities

FAA ANNUAL REPORT 2021



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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Financially Assisted Agencies (FAA) Annual Report FY 21

Mission Statement

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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March 2022

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<http://discover.pbcgov.org/communityservices/financiallyassisted/Pages/Documents.aspx>

Table of Contents

	<u>Page #</u>
FAA Agency Alphabetical Reference	5
FY21 COVID-19 Narrative Alphabetical Reference by Agency	7
Background and Executive Summary	8
FAA Organizational Chart	10
FAA Summary	11
Behavioral Health	12
American Association of Caregiving Youth – Caregiving Youth Project	13
Drug Abuse Foundation (DAF) – Intensive Residential Treatment	14
Drug Abuse Foundation (DAF) – Medical Detox	15
Drug Abuse Treatment Association (DATA) – Non-Residential Treatment Services	16
Drug Abuse Treatment Association (DATA) – Residential Treatment Services	17
Father Flanagan's BoysTown – Children's Behavioral Health Collaborative	18
For the Children – Children Community Wellness.....	19
Housing Partnership – Community-Based Outpatient Services	20
Housing Partnership – Supportive Housing	21
Jeff Industries – Job Placement Program.....	22
Jeff Industries – Let's Go to Work.....	23
Mental Health Association – Mental Health GPS: Breaking Barriers.....	24
South County Mental Health – Crisis Stabilization Unit.....	25
South County Mental Health – Crisis Stabilization Unit: Belle Glade	26
South County Mental Health – Intake and Evaluation.....	27
South County Mental Health – Mobile Crisis Team	28
South County Mental Health – Psychiatric and Medical Services	29
 Economic Stability/Poverty	 30
Community Child Care Center of Delray Beach – Family Strengthening	31
Coalition for Independent Living Options (CILO) – FIND	32
El Sol, JNRC – Worker Development Project.....	33
Families First – Kin Support Project	34
Farmworker's Coordinating Council – Family Preservation and Economic Stability	35
Habilitation Center for the Handicapped – Employment Program for Adults with Disabilities	36
Housing Partnership - Financial Capability Building Prosperity	37
Palm Beach Habilitation Center – Achieving Economic Stability	38
Pathways to Prosperity – CIRCLES Palm Beach County	39
The Glades Initiative – Connecting the Glades	40
The Lord's Place – Café Joshua Job Training & Employment.....	41
United Way of Palm Beach County – Volunteer Income Tax Assistance (VITA) Program	42

The Table of Contents continues on next page

Homelessness	43
Adopt-A-Family – Housing Stabilization Program	44
Adopt-A-Family – Project SAFE	45
Adopt-A-Family – Rapid Re-Housing.....	46
Aid to Victims of Domestic Abuse (AVDA) – Casa Vegso	47
Coalition for Independent Living Options (CILO) – Senior FIND	48
Families First – Bridges to Success	49
Gulfstream Goodwill Industries – Employment Focused Case Management	50
Gulfstream Goodwill Industries – Senior Homeless Prevention	51
Gulfstream Goodwill Industries – Youth Permanent Supportive Housing	52
Gulfstream Goodwill Industries – Youth Rapid Re-Housing and Case Management	53
Legal Aid Society – Homeless Legal Prevention Project	54
The ARC of Palm Beach County – Residential Group Home	55
The Lord's Place – Permanent Supportive Housing Programs	56
Young Women's Christian Association of Palm Beach County (YWCA) – Harmony House	57
Special Needs/Developmental Disabilities	58
The ARC of the Glades – Adult Developmental Services System of Care	59
The ARC of Palm Beach County – PALS: Program for Adult Learning and Support	60
Coalition for Independent Living Options (CILO) – ALERT	61
Coalition for Independent Living Options (CILO) – SAIL.....	62
Habilitation Center for the Handicapped – Day Program for Adults with Special Needs.....	63
Legal Aid Society – Guardian Advocacy Project	64
Palm Beach Habilitation Center – Computer Training Program	65
Palm Beach Habilitation Center – Seniors in Transition and Retirement Services (STARS)	66
Palm Beach Habilitation Center – Supported Employment.....	67
Seagull Industries – Achievement Center	68
Seagull Industries – SAIL: Seagull Academy for Independent Living.....	69
United Community Options – Behavior Focused Respite.....	70
Senior Services	71
Alzheimer's Community Care – Family Nurse Consultant	72
Alzheimer's Community Care – Specialized Alzheimer's Adult Day Services.....	73
Strategic Partnerships	74
211 Palm Beach/Treasure Coast – 211 HelpLine	75
211 Palm Beach/Treasure Coast – Elder Crisis Outreach	76
Adopt-A-Family – Traveler's Aid	77
Gulfstream Goodwill Industries – Traveler's Aid	78
Palm Beach County Food Bank – Food Recovery and Distribution & Benefits Outreach Program	79
Southeast Florida Behavioral Health Network (SEFBHN) - Wraparound Services Training.....	80
The Volen Center – Match Funds & Transportation	81
United Way of Palm Beach County – Hunger Relief	82

FAA Agency Alphabetical Reference

Agency – Program	Page #
211 Palm Beach/Treasure Coast – 211 Helpline	75
211 Palm Beach/Treasure Coast – Elder Crisis Outreach	76
Adopt-A-Family – Housing Stabilization Program	44
Adopt-A-Family – Project SAFE	45
Adopt-A-Family – Rapid Re-Housing	46
Adopt-A-Family – Traveler's Aid	77
Aid to Victims of Domestic Abuse (AVDA) – Casa Vegso	47
Alzheimer's Community Care – Family Nurse Consultant	72
Alzheimer's Community Care – Specialized Alzheimer's Adult Day Services	73
American Association of Caregiving Youth – Caregiving Youth Project	13
Coalition for Independent Living Options (CILO) – ALERT	61
Coalition for Independent Living Options (CILO) – FIND	32
Coalition for Independent Living Options (CILO) – SAIL	62
Coalition for Independent Living Options (CILO) – Senior FIND	48
Community Child Care Center of Delray Beach – Family Strengthening	31
Drug Abuse Foundation (DAF) – Intensive Residential Treatment	14
Drug Abuse Foundation (DAF) – Medical Detox	15
Drug Abuse Treatment Association (DATA) – Non-Residential Treatment Services	16
Drug Abuse Treatment Association (DATA) – Residential Treatment Services	17
El Sol, JNRC – Worker Development Project	33
Families First – Bridges to Success	49
Families First – Kin Support Project	34
Farmworker's Coordinating Council – Family Preservation and Economic Stability	35
Father Flanagan's BoysTown – Children's Behavioral Health Collaborative	18
For the Children – Children Community Wellness	19
Gulfstream Goodwill Industries – Employment Focused Case Management	50
Gulfstream Goodwill Industries – Senior Homeless Prevention	51
Gulfstream Goodwill Industries – Traveler's Aid	78
Gulfstream Goodwill Industries – Youth Permanent Supportive Housing	52
Gulfstream Goodwill Industries – Youth Rapid Re-Housing and Case Management	53
Habilitation Center for the Handicapped – Day Program for Adults with Special Needs	63
Habilitation Center for the Handicapped – Employment Program for Adults with Disabilities	36
Housing Partnership – Community-Based Outpatient Services	20
Housing Partnership - Financial Capability Building Prosperity	37
Housing Partnership – Supportive Housing	21
Jeff Industries – Job Placement Program	22
Jeff Industries – Let's Go to Work	23
Legal Aid Society – Guardian Advocacy Project	64
Legal Aid Society – Homeless Legal Prevention Project	54
Mental Health Association – Mental Health GPS: Breaking Barriers	24
Palm Beach County Food Bank – Food Recovery and Distribution & Benefits Outreach Program	79

FAA Agency Alphabetical Reference Continues on next page

Palm Beach Habilitation Center – Achieving Economic Stability	38
Palm Beach Habilitation Center – Computer Training Program	65
Palm Beach Habilitation Center – Seniors in Transition and Retirement Services (STARS)	66
Palm Beach Habilitation Center – Supported Employment	67
Pathways to Prosperity – CIRCLES Palm Beach County	39
Seagull Industries – Achievement Center	68
Seagull Industries – SAIL: Seagull Academy for Independent Living	69
South County Mental Health – Crisis Stabilization Unit	25
South County Mental Health – Crisis Stabilization Unit: Belle Glade	26
South County Mental Health – Intake and Evaluation	27
South County Mental Health – Mobile Crisis Team	28
South County Mental Health – Psychiatric and Medical Services	29
Southeast Florida Behavioral Health Network (SEFBHN) - Wraparound Services Training	80
The ARC of Palm Beach County – PALS: Program for Adult Learning and Support	60
The ARC of Palm Beach County – Residential Group Home	55
The ARC of the Glades – Adult Developmental Services System of Care	59
The Glades Initiative – Connecting the Glades	40
The Lord's Place – Café Joshua Job Training & Employment	41
The Lord's Place – Permanent Supportive Housing Programs	56
The Volen Center – Match Funds & Transportation	81
United Community Options – Behavior Focused Respite	70
United Way of Palm Beach County – Hunger Relief	82
United Way of Palm Beach County – Volunteer Income Tax Assistance (VITA) Program	42
Young Women's Christian Association of Palm Beach County (YWCA) – Harmony House	57

FY 2021 COVID-19 Narrative Alphabetical Reference by Agency

Agency – Program	Page #
Introduction Page	83
211 Palm Beach/Treasure Coast (211)	84
Adopt-A-Family of the Palm Beaches (AAF)	85
Aid to Victims of Domestic Abuse (AVDA)	86
American Association of Caregiving Youth (AACY)	86
Coalition for Independent Living Options (CILO)	86
Community Child Care Center of Delray Beach (CCCCDB)	87
Drug Abuse Foundation of PBC (DAF)	87
Drug Abuse Treatment Association (DATA)	87
El Sol, JNRC (ES)	87
Families First of Palm Beach County (FF)	88
Farmworker Coordinating Council of Palm Beach County (FCC)	88
Father Flanagan's BoysTown of South FL (FFBTSFL)	89
For the Children (FTC)	89
Gulfstream Goodwill Industries (GGI)	89
Habilitation Center for the Handicapped (HCfH)	90
Housing Partnership (HP)	90
Jeff Industries (JI)	91
Legal Aid Society of Palm Beach County (LAS)	92
Palm Beach County Food Bank (PBCFB)	93
Palm Beach Habilitation Center (PBHC)	93
Pathways to Prosperity (P2P)	94
Seagull Industries (SI)	94
SouthEast Florida Behavioral Health Network (SEFBHN)	95
The Arc of Palm Beach County (ArcPBC)	95
The Arc of the Glades (ArcGlades)	96
The Glades Initiative (TGI)	96
The Lord's Place (TLP)	96
The Volen Center (TVC)	97
United Community Options (UCO)	97
United Way of Palm Beach County (UW)	97
YWCA of Palm Beach County (YWCA)	98

Executive Summary

This fiscal year (FY), the Financially Assisted Agencies (FAA) shared the continued impact of the COVID-19 pandemic along with the rest of the world. As agencies made program adjustments due to COVID-19, all of the FAA programs continued to operate to the best of their ability and they adapted to meet the needs of the community. Agencies that had to amend their service delivery due to the pandemic were asked to provide us with a COVID-19 Narrative to describe their changes and the challenges they worked through. These documents have been added to the report and organized by Agency and Program name.

FY 2021 marks the sixth year the FAA program has issued a report with details including individual program descriptions, the amount of funding allocated and expended, the number of clients served, and program participant demographic data. The information is provided by program, service category, and in an overall summary for FAA.

The program reports are organized by service category and the programs are listed in alphabetical order. The FAA Agency Alphabetical List on pages 5 and 6 lists the agencies alphabetically for ease in finding a specific program across multiple funding categories.

Please note that the demographic data is de-duplicated by program but outcomes are determined by all instances in which a client or program participant was measured. There may be instances throughout the report in which the outcome is based on a family or household but the demographic table only reflects the Head of Household (HoH) served; this will be indicated on the corresponding page(s).

About the Financially Assisted Agencies Program

Since the early 1980s, Palm Beach County has provided additional financial assistance to community-based organizations providing health and human services through the Financially Assisted Agencies (FAA) program. This program is within the Administrative section of the Community Services Department.

The Palm Beach County Citizens Advisory Committee on Health and Human Services (CAC), through Resolution R2013-1563, is charged to assist the Palm Beach County Board of County Commissioners in the assessment of need, planning, implementation and evaluation of the Health and Human Services System of Care as defined in the Health and Human Services Element of the Palm Beach County Comprehensive Plan.

The HHS Element defines the System of Care as follows:

System of Care is defined as a comprehensive spectrum of behavioral health, social services, medical services and other necessary services organized into a coordinated network to meet the multiple, complex and changing needs of children, adults and seniors.

The System of Care encompasses the scope and delivery of services. The core values of the System of Care are: (1) the service delivery system is driven by the needs of the clients; (2) the services are community based, and delivered in the least restrictive environment; and (3) the services are culturally competent.

The System of Care includes the provision of a full array of services provided to meet the needs of the individual client. The client and other interested parties are included in the development of the service delivery system and collaborative systems.

Finally, the System of Care provides early identification and intervention programs and services, and advocacy for programs and services to meet the needs of children, adults and seniors.

Through a competitive procurement process, the Board of County Commissioners approved FAA funding for the Fiscal Year 2021, from October 1, 2020 through September 30, 2021. Thirty-five (35) agencies operated sixty-four (64) programs across five (5) main service categories including Behavioral Health, Economic Stability/Poverty and Mobility, Homelessness, Special Needs and Developmental Disabilities, and Senior Services. For FY 2021, the previous category of Domestic Violence and Sheltering has been incorporated into the Homelessness category.

Additional FAA-funded programs that did not fit within one of the five (5) main categories were assigned to the Strategic Partnerships category. The standard funding cycle is for three (3) years.

Reporting Changes

This section outlines some of the methodological underpinnings that have been utilized to report the outcomes, demographics, and select information on the Financially Assisted Agencies data report pages. Data was either self-reported or obtained from several shared databases. Data that was extracted from databases is reviewed by internal FAA staff, sent to the agency for review and/or adjustments, and then verified by each agency using a data verification form. For FY 2021, data reporting modifications were made for the Economic Stability and Poverty service category due to the COVID-19 pandemic. An outline of the methods used and a list of modifications made can be found in the following paragraphs.

Economic Stability/Poverty and Mobility:

Several agencies within the Economic Stability/Poverty and Mobility service category were contractually required to track the following outcome indicator: "A family/household/individual must demonstrate an increase in income and maintain the increase for 90 days or more within the fiscal year". In response to the COVID-19 pandemic and the associated shutdowns that many FAA agencies experienced, the original outcome indicator was adjusted to: "A family/household/individual must demonstrate an increase in income at any point within the fiscal year (this first increase would be the baseline) and maintain the increase over the baseline for ninety (90) days". Outcome indicators were modified for eleven (11) agencies in the Economic Stability/Poverty and Mobility category and one (1) agency in the Securing Our Future Initiative (SOFI) category.

All Service Categories:

Because agencies across all service categories submit their FAA data differently, there has been varied reporting in the demographic fields of Gender, Race, and Ethnicity. Agencies under the Behavioral Health service category utilized a pre-existing data collection template that included Hispanic as a selection within the demographic field of Race. Agencies that entered data into the SAMIS database had slightly different terminology and nomenclature for Gender, Race and Ethnicity than those who entered into the ClientTrack database or self-reported their data.

For ease in reporting, the format for Gender, Race, and Ethnicity has been updated across all service categories. In order to be consistent throughout the report, the following bullet points display how these fields relate –

Gender:

- 'Unknown' was reported as 'Other/Unknown'

Race:

- 'White' was reported as 'White or Caucasian'
- 'Black' was reported as 'Black or African American'
- 'American Indian or Alaska Native' was reported as 'American Indian/Alaskan Native'
- 'Native Hawaiian or Other Pacific Islander' was reported as 'Native Hawaiian/Other Pacific Islander'
- 'Multi-Racial' was reported as 'Two or More Races (Multi-racial)'
- 'Unknown' was reported as 'Other/Unknown'
- 'Hispanic' was removed from the Race field as this is considered an option under Ethnicity

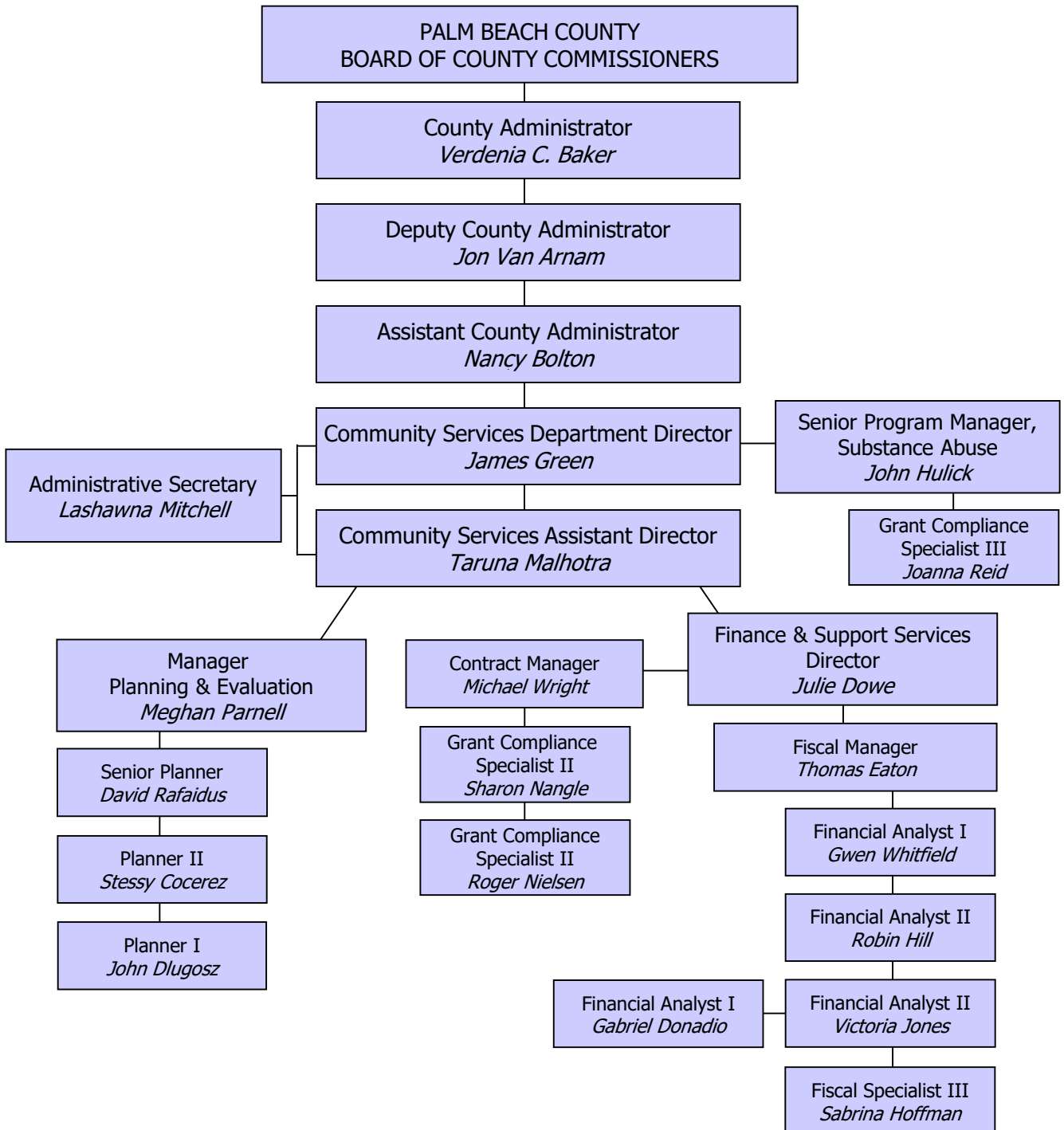
Ethnicity:

- 'Hispanic or Latino' was reported as 'Hispanic/Latino'
- 'Not Hispanic or Latino' was reported as 'Not Hispanic/Latino'
- 'Unknown' was reported as 'Other/Unknown'

Community Services Department

Financially Assisted Agency (FAA) Program

ORGANIZATIONAL CHART



Financially Assisted Agencies

Overall Summary

The Board of County Commissioners (BCC) approved funding for FY21, from October 1, 2020 through September 30, 2021. Thirty-five (35) agencies were funded. They operated sixty-two (62) programs across six (6) service categories including Behavioral Health, Economic Stability/Poverty and Mobility (SOFI), Special Needs and Developmental Disabilities, Senior Services and Strategic Partnerships and Homelessness that now includes Domestic Violence & Sheltering.

Program Participant Demographic Data

Gender	Female	11054	54%
	Male	7968	39%
	Other/Unknown	1512	7%
	TOTAL:	20534	100%
Veteran	Veteran	680	3%
	Non-Veteran	17926	87%
	Unknown	1928	9%
	TOTAL:	20534	100%
Race	White or Caucasian	9613	47%
	Black or African American	6333	31%
	American Indian/Alaskan Native	52	0%
	Asian	212	1%
	Native Hawaiian/Other Pacific Islander	41	0%
	Two or More Races (Multi-racial)	1264	6%
	Other/Unknown	3019	84%
	TOTAL:	20534	169%
Ethnicity	Hispanic or Latino	3598	18%
	Not Hispanic/Latino	13904	68%
	Other/Unknown	3032	15%
	TOTAL:	20534	100%
Age	17 and under	2058	10%
	18 to 24	1798	9%
	25 to 39	5195	25%
	40 to 59	5265	26%
	60 and above	6179	30%
	Unknown	39	0%
	TOTAL:	20534	100%

NUMBER OF AGENCIES FUNDED:

39

NUMBER OF PROGRAMS FUNDED:

64

NUMBER TO BE SERVED:

17,464*

ACTUAL NUMBER SERVED:

20,534**

FUNDING AMOUNT AWARDED:

\$11,994,682.00

FUNDING AMOUNT EXPENDED:

\$11,546,672.71 (96%)

* Programs within the service category of Strategic Partnerships were not included in the 'Number to be served' as not all programs had an established number of clients to be served. For the three (3) programs under the Strategic Partnerships category that submitted client-level data, this information can be reviewed directly on the program pages.

** The 'Actual number served' is based on all the agency programs that submitted client-level data for FY21.

Behavioral Health

Overall Summary

This service category addresses various services for adults and youth. Services include mobile crisis, crisis stabilization, medical detox, social detox, crisis planning, recovery supports, pre- and post- case management, supported housing, supported employment, peer support (mentors/drop-in centers), psychosocial rehabilitation, family psychological-education, co-occurring illness management, prevention and intervention, advocacy and outreach.

<p><u>NUMBER OF AGENCIES FUNDED:</u> 10</p> <p><u>NUMBER OF PROGRAMS FUNDED:</u> 16</p> <p><u>NUMBER TO BE SERVED:</u> 6,863 adults, individuals, youth</p> <p><u>ACTUAL NUMBER SERVED:</u> 8,213 adults, individuals, youth</p> <p><u>FUNDING AMOUNT AWARDED:</u> \$5,318,205.00</p> <p><u>FUNDING AMOUNT EXPENDED:</u> \$5,238,669.19 (99%)</p>

<p>Funded agencies under this service category include the following:</p> <ul style="list-style-type: none"> American Association of Caregiving Youth (AACY) Drug Abuse Treatment Association (DATA) Drug Abuse Foundation of PBC (DAF) Father Flanagan’s BoysTown (FFB) For The Children (FTC) Housing Partnership (HP) Jeff Industries (JI) Mental Health Association (MHA) South County Mental Health Center (SCMHC)
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Program Participant Demographic Data			
Gender	Female	3984	49%
	Male	4222	51%
	Other/Unknown	7	0%
	TOTAL:	8213	100%
Veteran	Veteran	109	1%
	Non-Veteran	8052	98%
	Unknown	52	1%
	TOTAL:	8213	100%
Race	White or Caucasian	3513	43%
	Black or African American	2724	33%
	American Indian/Alaskan Native	12	0%
	Asian	47	1%
	Native Hawaiian/Other Pacific Islander	8	0%
	Two or More Races (Multi-racial)	1150	14%
	Other/Unknown	759	9%
	TOTAL:	8213	100%
Ethnicity	Hispanic/Latino	903	11%
	Not Hispanic/Latino	6774	82%
	Other/Unknown	536	7%
	TOTAL:	8213	100%
Age	17 and under	1911	23%
	18 to 24	920	11%
	25 to 39	2867	35%
	40 to 59	1856	23%
	60 and above	636	8%
	Unknown	23	0%
	TOTAL:	8213	100%

American Association of Caregiving Youth

Caregiving Youth Project

The program collaborates with schools (grades 6-12) to assess and provide supports in school (Skills Building groups, Lunch & Learns), out of school (camp, picnics, etc.), and at home (assessment, links to resources, respite & more). Care management is provided to students who need behavioral health interventions, especially for those who have anxiety or depression due to having to care for a family member with a mental health condition or for those with a mental health condition.

Program Participant Demographic Data			
Gender	Female	24	69%
	Male	11	31%
	Other/Unknown	0	0%
	TOTAL:	35	100%
Veteran	Veteran	0	0%
	Non-Veteran	35	100%
	Unknown	0	0%
	TOTAL:	35	100%
Race	White or Caucasian	7	20%
	Black or African American	12	34%
	American Indian/Alaskan Native	0	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Asian	0	0%
	Two or More Races (Multi-racial)	16	46%
	Other/Unknown	0	0%
TOTAL:	35	100%	
Ethnicity	Hispanic or Latino	15	43%
	Not Hispanic or Latino	20	57%
	Other/Unknown	0	0%
	TOTAL:	35	100%
Age	17 and under	27	77%
	18 to 24	8	23%
	25 to 39	0	0%
	40 to 59	0	0%
	60 and above	0	0%
	Unknown	0	0%
	TOTAL:	35	100%

<p>OUTCOME INDICATOR: 60% of youth will improve their level of functioning on post-assessment compared to the pre-assessment baseline score on the CYP Behavioral Health Assessment (BHA).</p>
<p>OUTCOME PERCENTAGE ACHIEVED: 80%</p>
<p>NUMBER TO BE SERVED: 65 youth</p>
<p>ACTUAL NUMBER SERVED: 35 youth *</p>
<p>FUNDING AMOUNT AWARDED: \$37,500.00</p>
<p>FUNDING AMOUNT EXPENDED: \$37,492.26 (100%)</p>
<p>PROGRAM HIGHLIGHTS **:</p> <ul style="list-style-type: none"> • Despite the pandemic, the CYP was able to connect with students and their families on virtual platforms from their homes. • Students and parents expressed their appreciation for the positive impact Behavioral Health Care Management/Counseling had on student's mental health. • The CYP provided free tutoring to students across multiple subject areas.

* The number to be served was not met because of unexpected ramifications of the COVID-19 pandemic and a brief vacancy in the Behavioral Health Care Management position.

** Please see the COVID-19 Narrative page for American Association of Caregiving Youth for additional comments.

Drug Abuse Foundation

Intensive Residential Treatment

The program serves individuals 18 and older who are in need of acute residential substance abuse services, and do not require emergency medical stabilization services.

<u>Program Participant Demographic Data</u>			
Gender	Female	55	26%
	Male	154	74%
	Other/Unknown	0	0%
	TOTAL:	209	100%
Veteran	Veteran	8	4%
	Non-Veteran	201	96%
	Unknown	0	0%
	TOTAL:	209	100%
Race	White or Caucasian	109	52%
	Black or African American	38	18%
	American Indian/Alaskan Native	0	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Asian	2	1%
	Two or More Races (Multi-racial)	8	4%
	Other/Unknown	52	25%
	TOTAL:	209	100%
Ethnicity	Hispanic or Latino	24	11%
	Not Hispanic or Latino	185	89%
	Other/Unknown	0	0%
	TOTAL:	209	100%
Age	17 and under	0	0%
	18 to 24	10	5%
	25 to 39	111	53%
	40 to 59	76	36%
	60 and above	12	6%
	Unknown	0	0%
	TOTAL:	209	100%

<p><u>OUTCOME INDICATOR:</u> 61% of adults will successfully complete substance treatment services.</p>
<p><u>OUTCOME PERCENTAGE ACHIEVED:</u> 64%</p>
<p><u>NUMBER TO BE SERVED:</u> 102 adults</p>
<p><u>ACTUAL NUMBER SERVED:</u> 209 adults</p>
<p><u>FUNDING AMOUNT AWARDED:</u> \$491,327.00</p>
<p><u>FUNDING AMOUNT EXPENDED:</u> \$491,260.00 (100%)</p>
<p><u>PROGRAM HIGHLIGHTS *:</u></p> <ul style="list-style-type: none"> • Continued to operate throughout COVID-19 • Fully renovated both residential facilities. • Expanded the Moms and Babies program.

* Please see the COVID-19 Narrative page for Drug Abuse Foundation for additional comments.

Drug Abuse Foundation

Medical Detox

The program provides a detox center for individuals 17 and older who are under the influence of drugs/alcohol, in acute distress, and/or demonstrating withdrawal symptoms. Individuals admitted for withdrawal management will receive a successful medical discharge.

Program Participant Demographic Data			
Gender	Female	172	25%
	Male	504	75%
	Other/Unknown	0	0%
	TOTAL:	676	100%
Veteran	Veteran	7	1%
	Non-Veteran	635	94%
	Unknown	34	5%
	TOTAL:	676	100%
Race	White or Caucasian	467	69%
	Black or African American	101	15%
	American Indian/Alaskan Native	2	0%
	Native Hawaiian/Other Pacific Islander	2	0%
	Asian	1	0%
	Two or More Races (Multi-racial)	32	5%
	Other/Unknown	71	11%
	TOTAL:	676	100%
Ethnicity	Hispanic or Latino	75	11%
	Not Hispanic or Latino	601	89%
	Other/Unknown	0	0%
	TOTAL:	676	100%
Age	17 and under	1	0%
	18 to 24	27	4%
	25 to 39	344	51%
	40 to 59	266	39%
	60 and above	38	6%
	Unknown	0	0%
	TOTAL:	676	100%

OUTCOME INDICATOR:
60% of adults will successfully complete substance abuse treatment services.

OUTCOME PERCENTAGE ACHIEVED:
72%

NUMBER TO BE SERVED:
450 Adults

ACTUAL NUMBER SERVED:
676 adults

FUNDING AMOUNT AWARDED:
\$822,267.00

FUNDING AMOUNT EXPENDED:
\$822,194.00 (100%)

- PROGRAM HIGHLIGHTS *:**
- Continued to operate throughout COVID-19.
 - Improved on processes that increased efficiency and decreases processing times.
 - Implemented a detox safety plan.

* Please see the COVID-19 Narrative page for Drug Abuse Foundation for additional comments.

Drug Abuse Treatment Association

Non-Residential Treatment Services

The program utilizes a 13-week evidence-based intervention targeting adolescents with a substance use diagnosis in fifteen (15) Palm Beach County schools. The model includes weekly individual and/or family sessions, intervention planning, and discharge planning. The primary goal of the program is to decrease adolescent substance abuse.

Program Participant Demographic Data			
Gender	Female	127	59%
	Male	88	41%
	Other/Unknown	0	0%
	TOTAL:	215	100%
Veteran	Veteran	0	0%
	Non-Veteran	215	100%
	Unknown	0	0%
	TOTAL:	215	100%
Race	White or Caucasian	128	60%
	Black or African American	48	22%
	American Indian/Alaskan Native	0	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Asian	1	0%
	Two or More Races (Multi-racial)	38	18%
	Other/Unknown	0	0%
	TOTAL:	215	100%
Ethnicity	Hispanic or Latino	72	33%
	Not Hispanic or Latino	143	67%
	Other/Unknown	0	0%
	TOTAL:	215	100%
Age	17 and under	190	88%
	18 to 24	25	12%
	25 to 39	0	0%
	40 to 59	0	0%
	60 and above	0	0%
	Unknown	0	0%
	TOTAL:	215	100%

OUTCOME INDICATOR:
48% of youth will successfully complete substance abuse treatment as evidenced by no drug use 30-days prior to discharge.

OUTCOME PERCENTAGE ACHIEVED:
94%

NUMBER TO BE SERVED:
450 youth

ACTUAL NUMBER SERVED:
215 youth *

FUNDING AMOUNT AWARDED:
\$137,990.00

FUNDING AMOUNT EXPENDED:
\$137,990.00 (100%)

PROGRAM HIGHLIGHTS **:

- Increased program access through implementation of telehealth platforms.
- Provided additional support to youth and families directly impacted by COVID-19.
- Over 94% of youth successfully completed the program.

* The COVID-19 pandemic made it a challenge to identify youth and families in need since the youth were not in brick and mortar schools.

** Please see the COVID-19 Narrative page for Drug abuse Treatment Association for additional comments.

Drug Abuse Treatment Association

Residential Treatment Services

The program is a coeducational adolescent residential substance abuse treatment facility that has been serving youth and families for over 30-years. The three components include (1) evidence-based individual, family, and group treatment/therapy, (2) behavioral modification, and (3) participation in the onsite school. The primary goal of the program is to decrease adolescent substance abuse.

Program Participant Demographic Data			
Gender	Female	8	30%
	Male	19	70%
	Other/Unknown	0	0%
	TOTAL:	27	100%
Veteran	Veteran	0	0%
	Non-Veteran	27	100%
	Unknown	0	0%
	TOTAL:	27	100%
Race	White or Caucasian	9	33%
	Black or African American	10	37%
	American Indian/Alaskan Native	0	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Asian	0	0%
	Two or More Races (Multi-racial)	8	30%
	Other/Unknown	0	0%
	TOTAL:	27	100%
Ethnicity	Hispanic or Latino	13	48%
	Not Hispanic or Latino	14	52%
	Other/Unknown	0	0%
	TOTAL:	27	100%
Age	17 and under	26	96%
	18 to 24	1	4%
	25 to 39	0	0%
	40 to 59	0	0%
	60 and above	0	0%
	Unknown	0	0%
	TOTAL:	27	100%

OUTCOME INDICATOR:
48% of youth will successfully complete substance abuse treatment as evidenced by clean urinalysis testing for 30-days prior to discharge.

OUTCOME PERCENTAGE ACHIEVED:
56%

NUMBER TO BE SERVED:
36 youth

ACTUAL NUMBER SERVED:
27 youth*

FUNDING AMOUNT AWARDED:
\$128,118.00

FUNDING AMOUNT EXPENDED:
\$128,118.00 (100%)

PROGRAM HIGHLIGHTS **:

- Remained open and providing quality services throughout the pandemic.
- Implemented virtual family therapy and family visitation opportunities.
- Increased diversity of on-site activities.

* The COVID-19 pandemic resulted in a significant drop in referrals and youth in need not being identified through traditional sources such as DJJ and the school system.

** Please see the COVID-19 Narrative page for Drug Abuse Treatment Association for additional comments.

Father Flanagan's Boystown

Children's Behavioral Health Collaborative

The program coordinates and provides behavioral health services for at-risk or high-risk Children, youth and young adults, birth to 24, in Palm Beach County. The CBHC streamlines access to a full spectrum of services for Children and their families, increasing the functionality and stability of clients served by providing wrap-around informed care coordination services, individual/group/family counseling, psychiatric services, medication management, peer support, education and outreach services.

Program Participant Demographic Data			
Gender	Female	48	38%
	Male	79	62%
	Other/Unknown	0	0%
	TOTAL:	127	100%
Veteran	Veteran	0	0%
	Non-Veteran	127	100%
	Unknown	0	0%
	TOTAL:	127	100%
Race	White or Caucasian	17	13%
	Black or African American	23	18%
	American Indian/Alaskan Native	0	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Asian	0	0%
	Two or More Races (Multi-racial)	8	6%
	Other/Unknown	79	62%
TOTAL:	127	100%	
Ethnicity	Hispanic or Latino	0	0%
	Not Hispanic or Latino	0	0%
	Other/Unknown	127	100%
	TOTAL:	127	100%
Age	17 and under	119	94%
	18 to 24	8	6%
	25 to 39	0	0%
	40 to 59	0	0%
	60 and above	0	0%
	Unknown	0	0%
	TOTAL:	127	100%

OUTCOME INDICATOR:
80% of Children will maintain or improve overall social and emotional functioning as evidenced by scores on the Children's Functional Assessment Ratings Scale (Standardized tool created by Florida DCF).

OUTCOME PERCENTAGE ACHIEVED:
90%

NUMBER TO BE SERVED:
345 children

ACTUAL NUMBER SERVED:
127 children*

FUNDING AMOUNT AWARDED:
\$527,715.00

FUNDING AMOUNT EXPENDED:
\$462,939.00 (88%)

- PROGRAM HIGHLIGHTS **:**
- Staff returned to the field without major incident due to pandemic.
 - This program provided families with PPE to increase safety.
 - Increased community engagement with partners via program presentations.

* The pandemic caused staff to engage families virtually and via telephone. Despite efforts toward increasing engagement strategies, many families did not want to initiate services.

** Please see the COVID-19 Narrative page for Father Flanagan's Boystown for additional comments.

For The Children

Children Community Wellness

This program will target primarily Haitian families with children ages 3-18. Children Community Wellness is a multi-faceted program as it includes both prevention and intervention services to address the complex needs of the area's Haitian population. The prevention services include other activities directed towards parents, children, and community members. The intervention services include individual and family therapy, as well as case management services.

<u>Program Participant Demographic Data</u>			
Gender	Female	23	46%
	Male	27	54%
	Other/Unknown	0	0%
	TOTAL:	50	100%
Veteran	Veteran	0	0%
	Non-Veteran	50	100%
	Unknown	0	0%
	TOTAL:	50	100%
Race	White or Caucasian	2	4%
	Black or African American	48	96%
	American Indian/Alaskan Native	0	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Asian	0	0%
	Two or More Races (Multi-racial)	0	0%
	Other/Unknown	0	0%
	TOTAL:	50	100%
Ethnicity	Hispanic or Latino	0	0%
	Not Hispanic or Latino	50	100%
	Other/Unknown	0	0%
	TOTAL:	50	100%
Age	17 and under	50	100%
	18 to 24	0	0%
	25 to 39	0	0%
	40 to 59	0	0%
	60 and above	0	0%
	Unknown	0	0%
	TOTAL:	50	100%

OUTCOME INDICATOR:

70% of children with emotional disturbances will improve their level of functioning as measured by an increased score on the discharge Child Functional Assessment Rating Scale (CFARS) over the baseline score.

OUTCOME PERCENTAGE ACHIEVED:

81%

NUMBER TO BE SERVED:

50 youth

ACTUAL NUMBER SERVED:

50 youth

FUNDING AMOUNT AWARDED:

\$245,366.00

FUNDING AMOUNT EXPENDED:

\$245,323.50 (100%)

PROGRAM HIGHLIGHTS *:

- Our program was able to provide case management services to families who received assistance paying utilities and rent.
- 75% of staff was retained during the pandemic.
- Our program exceeded goals of Clients improving functioning.
- Families were receptive to services provided in person and virtually.

* Please see the COVID-19 Narrative page for For The Children for additional comments.

Housing Partnership

Community-Based Outpatient Services

This program provides quality mental health therapy and care coordination to low-income children and families with a mental health diagnosis in Palm Beach County. Services include trauma-informed and culturally competent evidence-based mental health interventions provided by master level therapists.

Program Participant Demographic Data			
Gender	Female	1792	61%
	Male	1138	39%
	Other/Unknown	0	0%
	TOTAL:	2930	100%
Veteran	Veteran	28	1%
	Non-Veteran	2885	98%
	Unknown	17	1%
	TOTAL:	2930	100%
Race	White or Caucasian	874	30%
	Black or African American	1075	37%
	American Indian/Alaskan Native	9	0%
	Native Hawaiian/Other Pacific Islander	1	0%
	Asian	12	0%
	Two or More Races (Multi-racial)	959	33%
	Other/Unknown	0	0%
	TOTAL:	2930	100%
Ethnicity	Hispanic or Latino	96	3%
	Not Hispanic or Latino	2834	97%
	Other/Unknown	0	0%
	TOTAL:	2930	100%
Age	17 and under	1673	57%
	18 to 24	250	9%
	25 to 39	726	25%
	40 to 59	250	9%
	60 and above	31	1%
	Unknown	0	0%
	TOTAL:	2930	100%

OUTCOME INDICATOR:
70% of individuals served will improve their functioning as evidenced by the CFARS/FARS scores at admission compared to CFARS/FARS scores at discharge from treatment.

OUTCOME PERCENTAGE ACHIEVED:
71%

NUMBER TO BE SERVED:
1875 individuals

ACTUAL NUMBER SERVED:
2930 individuals

FUNDING AMOUNT AWARDED:
\$236,275.00

FUNDING AMOUNT EXPENDED:
\$210,226.98 (89%)

PROGRAM HIGHLIGHTS *:

- Outpatient therapy department expanded by (1) full team (eight full time team members) to meet community need.
- Expand use and efficacy of telehealth therapy to connect to historically under-served areas of Palm Beach County.

* Please see the COVID-19 Narrative page for Housing Partnership for additional comments.

Housing Partnership

Supportive Housing

The program serves special needs populations by helping them identify, secure, and maintain safe and decent independent living situations that best suit their economic circumstances and preferences. Target populations includes adults with a severe and persistent mental illness who are ready to live independently and families with a co-occurring condition, both mental health and substance abuse issues. The program seeks to keep Clients in the community and out of institutionalized settings.

Program Participant Demographic Data			
Gender	Female	82	81%
	Male	19	19%
	Other/Unknown	0	0%
	TOTAL:	101	100%
Veteran	Veteran	0	0%
	Non-Veteran	101	100%
	Unknown	0	0%
	TOTAL:	101	100%
Race	White or Caucasian	45	45%
	Black or African American	56	55%
	American Indian/Alaskan Native	0	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Asian	0	0%
	Two or More Races (Multi-racial)	0	0%
	Other/Unknown	0	0%
	TOTAL:	101	100%
Ethnicity	Hispanic or Latino	19	19%
	Not Hispanic or Latino	82	81%
	Other/Unknown	0	0%
	TOTAL:	101	100%
Age	17 and under	0	0%
	18 to 24	7	7%
	25 to 39	52	51%
	40 to 59	25	25%
	60 and above	17	17%
	Unknown	0	0%
	TOTAL:	101	100%

<p><u>OUTCOME INDICATOR:</u> 90% of placed individuals will live in a stable housing environment.</p> <p><u>OUTCOME PERCENTAGE ACHIEVED:</u> 59% *</p> <p><u>NUMBER TO BE SERVED:</u> 130 individuals</p> <p><u>ACTUAL NUMBER SERVED:</u> 101 individuals *</p> <p><u>FUNDING AMOUNT AWARDED:</u> \$139,701.00</p> <p><u>FUNDING AMOUNT EXPENDED:</u> \$127,302.00 (91%)</p> <p><u>PROGRAM HIGHLIGHTS **:</u></p> <ul style="list-style-type: none"> • (3) new memorandums of understandings were added during the fiscal year that will assist extremely low income Clients obtain affordable housing. • (40) individuals or families were successfully placed in affordable housing during the fiscal year.
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* Due to COVID-19 individuals were unemployed and under employed and lacked affordable housing.

** Please see the COVID-19 Narrative page for Housing Partnership for additional comments.

Jeff Industries

Job Placement Program

The program serves low-income adults with severe and persistent mental illnesses including those with co-occurring disorders who are identified as ready and desire to get a competitive job. This program offers intensive employability skills training, job placement, job coaching and follow along services. This program improves participants' ability to secure and maintain competitive employment, which increases self-sufficiency and integration into the community.

Program Participant Demographic Data			
Gender	Female	4	20%
	Male	16	80%
	Other/Unknown	0	0%
	TOTAL:	20	100%
Veteran	Veteran	0	0%
	Non-Veteran	20	100%
	Unknown	0	0%
	TOTAL:	20	100%
Race	White or Caucasian	10	50%
	Black or African American	7	35%
	American Indian/Alaskan Native	0	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Asian	1	5%
	Two or More Races (Multi-racial)	2	10%
	Other/Unknown	0	0%
	TOTAL:	20	100%
Ethnicity	Hispanic or Latino	4	20%
	Not Hispanic or Latino	16	80%
	Other/Unknown	0	0%
	TOTAL:	20	100%
Age	17 and under	0	0%
	18 to 24	2	10%
	25 to 39	14	70%
	40 to 59	3	15%
	60 and above	1	5%
	Unknown	0	0%
	TOTAL:	20	100%

<p><u>OUTCOME INDICATOR:</u> 70% of adults with serious mental illness will be competitively employed for at least 92 days per year.</p>
<p><u>OUTCOME PERCENTAGE ACHIEVED:</u> 79%</p>
<p><u>NUMBER TO BE SERVED:</u> 20 adults</p>
<p><u>ACTUAL NUMBER SERVED:</u> 20 adults</p>
<p><u>FUNDING AMOUNT AWARDED:</u> \$26,123.00</p>
<p><u>FUNDING AMOUNT EXPENDED:</u> \$26,067.00 (100%)</p>
<p><u>PROGRAM HIGHLIGHTS *:</u></p> <ul style="list-style-type: none"> • Successful placements with new community partners. • Clients that were able to move into independent living, increased self-sufficiency. • Successful placements and outcomes despite COVID-19 challenges.

* Please see the COVID-19 Narrative page for Jeff Industries for additional comments.

Jeff Industries

Let's Go To Work

The program provides vocational skills training, compensated work experience and community linkages to low-income adults with severe and persistent mental illness including those with co-occurring disorders. The program provides participants an opportunity to earn an income while working on the personal barriers to transition to competitive employment.

Program Participant Demographic Data			
Gender	Female	7	13%
	Male	49	88%
	Other/Unknown	0	0%
	TOTAL:	56	100%
Veteran	Veteran	0	0%
	Non-Veteran	56	100%
	Unknown	0	0%
	TOTAL:	56	100%
Race	White or Caucasian	35	63%
	Black or African American	20	36%
	American Indian/Alaskan Native	0	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Asian	1	2%
	Two or More Races (Multi-racial)	0	0%
	TOTAL:	56	100%
Ethnicity	Hispanic or Latino	11	20%
	Not Hispanic or Latino	45	80%
	Other/Unknown	0	0%
	TOTAL:	56	100%
Age	17 and under	0	0%
	18 to 24	7	13%
	25 to 39	41	73%
	40 to 59	7	13%
	60 and above	1	2%
	Unknown	0	0%
	TOTAL:	56	100%

<p><u>OUTCOME INDICATOR:</u></p> <p>71% of those with severe and persistent mental illnesses will average 92 annual days of employment.</p> <p><u>OUTCOME PERCENTAGE ACHIEVED:</u></p> <p>100%</p> <p><u>NUMBER TO BE SERVED:</u></p> <p>45 individuals</p> <p><u>ACTUAL NUMBER SERVED:</u></p> <p>56 individuals</p> <p><u>FUNDING AMOUNT AWARDED:</u></p> <p>\$139,672.00</p> <p><u>FUNDING AMOUNT EXPENDED:</u></p> <p>\$139,672.00 (100%)</p> <p><u>PROGRAM HIGHLIGHTS *:</u></p> <ul style="list-style-type: none"> • Many clients were able to train in different areas of work, enhancing experience and likelihood of both obtaining work and successfully maintaining positions. • Clients completed work on Buddy Benches, a collaboration with Mental Health America. • With safety protocols in place, the program was able to run operations with minimal effect of COVID-19 infection or harm to staff and clients.

* Please see the COVID-19 Narrative page for Jeff Industries – Let's Go To Work for additional comments.

Mental Health Association

Mental Health GPS: Breaking Barriers

The program employs evidence-based and best practices in four domains: Helpline/Warmline, mental health screening, navigation to and coordination of integrated services and supports, and peer-to-peer support to help fill the gaps in access to behavioral health care. The result will be a reduction in suicidal ideation and other adverse outcomes, including loss of social supports, incarceration, hospitalizations, and homelessness among people served.

Program Participant Demographic Data			
Gender	Female	239	51%
	Male	223	48%
	Other/Unknown	7	1%
	TOTAL:	469	100%
Veteran	Veteran	5	1%
	Non-Veteran	464	99%
	Unknown	0	0%
	TOTAL:	469	100%
Race	White or Caucasian	259	55%
	Black or African American	108	23%
	American Indian/Alaskan Native	0	0%
	Native Hawaiian/Other Pacific Islander	2	0%
	Asian	4	1%
	Two or More Races (Multi-racial)	4	1%
	Other/Unknown	92	20%
	TOTAL:	469	100%
Ethnicity	Hispanic or Latino	60	15%
	Not Hispanic or Latino	0	0%
	Other/Unknown	409	85%
	TOTAL:	469	100%
Age	17 and under	38	8%
	18 to 24	48	10%
	25 to 39	139	30%
	40 to 59	137	29%
	60 and above	84	18%
	Unknown	23	5%
	TOTAL:	469	100%

OUTCOME INDICATOR:

95% of the individuals reached in a follow-up call will be satisfied with Mental Health GPS services.

OUTCOME PERCENTAGE ACHIEVED:

99%

NUMBER TO BE SERVED:

375 individuals

ACTUAL NUMBER SERVED:

469 individuals

FUNDING AMOUNT AWARDED:

\$69,883.00

FUNDING AMOUNT EXPENDED:

\$69,877.50 (100%)

PROGRAM HIGHLIGHTS:

- MHA assisted with patients displaced by the Jerome Golden shutdown.
- Services continued uninterrupted during the pandemic.

South County Mental Health Center

Crisis Stabilization Unit

The program offers a safe, therapeutic environment for the stabilization of a severe psychiatric, emotional or behavioral crisis 24 hours per day/7 days a week. The program works towards the reduction of acute symptoms to ensure the safe return of an individual to their home and family and get them back into the community as quickly as possible.

Program Participant Demographic Data			
Gender	Female	321	41%
	Male	454	59%
	Other/Unknown	0	0%
	TOTAL:	775	100%
Veteran	Veteran	18	2%
	Non-Veteran	757	98%
	Unknown	0	0%
	TOTAL:	775	100%
Race	White or Caucasian	375	48%
	Black or African American	300	39%
	American Indian/Alaskan Native	0	0%
	Native Hawaiian/Other Pacific Islander	1	0%
	Asian	6	1%
	Two or More Races (Multi-racial)	22	3%
	Other/Unknown	71	9%
	TOTAL:	775	100%
Ethnicity	Hispanic or Latino	99	13%
	Not Hispanic or Latino	676	87%
	Other/Unknown	0	0%
	TOTAL:	775	100%
Age	17 and under	0	0%
	18 to 24	151	19%
	25 to 39	336	43%
	40 to 59	243	31%
	60 and above	45	6%
	Unknown	0	0%
	TOTAL:	775	100%

OUTCOME INDICATOR:

70% of individuals admitted to the CSU will not have been inpatient during the previous 90 days.

OUTCOME PERCENTAGE ACHIEVED:

89%

NUMBER TO BE SERVED:

420 individuals

ACTUAL NUMBER SERVED:

775 individuals

FUNDING AMOUNT AWARDED:

\$1,254,329.00

FUNDING AMOUNT EXPENDED:

\$1,254,329.00 (100%)

PROGRAM HIGHLIGHTS:

- A new supervisor was hired for the CSU.
- The CSU operated full time during the pandemic.
- The CSU was painted and new bathrooms were installed.

South County Mental Health Center

Crisis Stabilization Unit - Belle Glade

The program offers a safe, therapeutic environment for the stabilization of a severe psychiatric, emotional or behavioral crisis 24 hours per day/7 days a week. The program works towards the reduction of acute symptoms to ensure the safe return of an individual to their home and family and get them back into the community as quickly as possible.

<u>Program Participant Demographic Data</u>			
Gender	Female	100	37%
	Male	168	63%
	Other/Unknown	0	0%
	TOTAL:	268	100%
Veteran	Veteran	5	2%
	Non-Veteran	263	98%
	Unknown	0	0%
	TOTAL:	268	100%
Race	White or Caucasian	75	28%
	Black or African American	139	52%
	American Indian/Alaskan Native	0	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Asian	1	0%
	Two or More Races (Multi-racial)	12	4%
	Other/Unknown	41	15%
	TOTAL:	268	100%
Ethnicity	Hispanic or Latino	47	18%
	Not Hispanic or Latino	221	82%
	Other/Unknown	0	0%
	TOTAL:	268	100%
Age	17 and under	0	0%
	18 to 24	57	21%
	25 to 39	122	46%
	40 to 59	73	27%
	60 and above	16	6%
	Unknown	0	0%
	TOTAL:	268	100%

OUTCOME INDICATOR:

70% of individuals admitted to the CSU will not have been inpatient during the previous 90 days.

OUTCOME PERCENTAGE ACHIEVED:

78%

NUMBER TO BE SERVED:

65 individuals

ACTUAL NUMBER SERVED:

268 individuals

FUNDING AMOUNT AWARDED:

\$454,845.00

FUNDING AMOUNT EXPENDED:

\$454,845.00 (100%)

PROGRAM HIGHLIGHTS:

- Bed capacity increase from (10) beds to (16) beds.
- The CSU operated full time with no interruptions during to COVID-19.
- The Mobil Response Team moved to the CSU building to provide intake assessments.

South County Mental Health Center

Intake and Evaluation

The program provides timely assessment, evaluation and counseling intervention services in the community. They function as the initial contact point for all persons who require mental health services at the Delray Beach facilities or in the community. This program provides intensive de-escalation in the most acute phase of a crisis and works to reduce the level of care required for an individual at that time. Intervention and assessment may be conducted for determination of what services are needed on an emergency or non-emergency basis, depending on the person’s level of functioning at the time and the immediacy of their need.

Program Participant Demographic Data			
Gender	Female	453	38%
	Male	741	62%
	Other/Unknown	0	0%
	TOTAL:	1194	100%
Veteran	Veteran	31	3%
	Non-Veteran	1163	97%
	Unknown	0	0%
	TOTAL:	1194	100%
Race	White or Caucasian	551	46%
	Black or African American	465	39%
	American Indian/Alaskan Native	2	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Asian	7	1%
	Two or More Races (Multi-racial)	33	3%
	Other/Unknown	136	11%
	TOTAL:	1194	100%
Ethnicity	Hispanic or Latino	171	14%
	Not Hispanic or Latino	1023	86%
	Other/Unknown	0	0%
	TOTAL:	1194	100%
Age	17 and under	0	0%
	18 to 24	226	19%
	25 to 39	516	43%
	40 to 59	374	31%
	60 and above	78	7%
	Unknown	0	0%
	TOTAL:	1194	100%

<p><u>OUTCOME INDICATOR:</u> 85% of SCMH Center clients who are evaluated by the Mobile Crisis Team will not require inpatient care within 30 days following the Mobile Crisis Team intervention.</p>
<p><u>OUTCOME PERCENTAGE ACHIEVED:</u> 89%</p>
<p><u>NUMBER TO BE SERVED:</u> 1484 individuals</p>
<p><u>ACTUAL NUMBER SERVED:</u> 1194 individuals*</p>
<p><u>FUNDING AMOUNT AWARDED:</u> \$600,099.00 **</p>
<p><u>FUNDING AMOUNT EXPENDED:</u> \$600,099.00 (100%) **</p>
<p><u>PROGRAM HIGHLIGHTS:</u></p> <ul style="list-style-type: none"> • A supervisor was hired for Intake & Evaluation. • Intake & Evaluation was operational during COVID-19. • Intake and Evaluation has incorporated (4) evidence-based assessments to the admission process.

* The agency did not provide a statement for why their number to be served was not met for FY2021.

** The Funding Amount Awarded and Expended is the same for both the Intake and Evaluation program and the Mobile Crisis Team program because the two (2) operate under the same consolidated program – Intake and Evaluation/Mobile Crisis Team.

South County Mental Health Center

Mobile Crisis Team

The program provides timely assessment, evaluation and counseling intervention services in the community. They function as the initial contact point for all persons who require mental health services at the Delray Beach facilities or in the community. This program provides intensive de-escalation in the most acute phase of a crisis and works to reduce the level of care required for an individual at that time. Intervention and assessment may be conducted for determination of what services are needed on an emergency or non-emergency basis, depending on the person’s level of functioning at the time and the immediacy of their need.

<u>Program Participant Demographic Data</u>			
Gender	Female	688	59%
	Male	484	41%
	Other/Unknown	0	0%
	TOTAL:	1172	100%
Veteran	Veteran	17	1%
	Non-Veteran	1155	99%
	Unknown	0	0%
	TOTAL:	1172	100%
Race	White or Caucasian	533	45%
	Black or African American	367	31%
	American Indian/Alaskan Native	0	0%
	Native Hawaiian/Other Pacific Islander	12	1%
	Asian	0	0%
	Two or More Races (Multi-racial)	40	3%
	Other/Unknown	220	19%
	TOTAL:	1172	100%
Ethnicity	Hispanic or Latino	210	18%
	Not Hispanic or Latino	962	82%
	Other/Unknown	0	0%
	TOTAL:	1172	100%
Age	17 and under	474	40%
	18 to 24	124	11%
	25 to 39	259	22%
	40 to 59	208	18%
	60 and above	107	9%
	Unknown	0	0%
	TOTAL:	1172	100%

<p><u>OUTCOME INDICATOR:</u></p> <p>85% of individuals who have had a Mobile Crisis intervention will not result in an inpatient stay within 30 days of the intervention.</p> <p><u>OUTCOME PERCENTAGE ACHIEVED:</u></p> <p>96%</p> <p><u>NUMBER TO BE SERVED:</u></p> <p>135 individuals</p> <p><u>ACTUAL NUMBER SERVED:</u></p> <p>1172 individuals</p> <p><u>FUNDING AMOUNT AWARDED:</u></p> <p>\$600,099.00 *</p> <p><u>FUNDING AMOUNT EXPENDED:</u></p> <p>\$600,099.00 (100%) *</p> <p><u>PROGRAM HIGHLIGHTS:</u></p> <ul style="list-style-type: none"> • A licensed director of the Mobile Response Team (MRT) was hired. • MRT met 60-minute response time requirements. • MRT continues to service all of Palm Beach County and did not suspend any service during COVID-19.
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* The Funding Amount Awarded and Expended is the same for both the Mobile Crisis Team program and the Intake and Evaluation program because the two (2) operate under the same consolidated program – Intake and Evaluation/Mobile Crisis Team.

South County Mental Health Center

Psychiatric and Medical Services

The program provides high quality, cost effective and timely services for individuals needing psychiatric and medical services. The psychiatric and medical monitoring of a person's condition and the monitoring of their prescribed medication(s) are the main components of this program. Psychiatric and medical services are utilized exclusively by some clients and for others, are used in conjunction with other SCMHC services with the overall goal of remaining in the community without the need for inpatient psychiatric care.

<u>Program Participant Demographic Data</u>			
Gender	Female	529	50%
	Male	532	50%
	Other/Unknown	0	0%
	TOTAL:	1061	100%
Veteran	Veteran	7	1%
	Non-Veteran	1053	99%
	Unknown	1	0%
	TOTAL:	1061	100%
Race	White or Caucasian	550	52%
	Black or African American	274	26%
	American Indian/Alaskan Native	0	0%
	Native Hawaiian/Other Pacific Islander	2	0%
	Asian	11	1%
	Two or More Races (Multi-racial)	7	1%
	Other/Unknown	217	20%
	TOTAL:	1061	100%
Ethnicity	Hispanic or Latino	197	19%
	Not Hispanic or Latino	864	81%
	Other/Unknown	0	0%
	TOTAL:	1061	100%
Age	17 and under	2	0%
	18 to 24	119	11%
	25 to 39	466	44%
	40 to 59	402	38%
	60 and above	72	7%
	Unknown	0	0%
	TOTAL:	1061	100%

<p><u>OUTCOME INDICATOR:</u></p> <p>30% of the individuals receiving outpatient psychiatric services, will average 40 days worked annually for pay.</p>
<p><u>OUTCOME PERCENTAGE ACHIEVED:</u></p> <p>33%</p>
<p><u>NUMBER TO BE SERVED:</u></p> <p>1616 individuals</p>
<p><u>ACTUAL NUMBER SERVED:</u></p> <p>1061 individuals *</p>
<p><u>FUNDING AMOUNT AWARDED:</u></p> <p>\$415,039.00</p>
<p><u>FUNDING AMOUNT EXPENDED:</u></p> <p>\$362,202.51 (87%)</p>
<p><u>PROGRAM HIGHLIGHTS:</u></p> <ul style="list-style-type: none"> • Outpatient services were not interrupted during COVID-19. • The medical staff utilized telehealth during COVID-19. • Medications were sent directly to Clients homes to aid in COVID-19 related quarantine efforts.

* The agency did not provide a statement for why their number to be served was not met for FY2021.

Economic Stability/Poverty and Mobility

Overall Summary

This category addresses outcomes and performance measures that demonstrate positive change toward economic stability and self-sufficiency through the provision of programs focused on increasing earned income and reducing dependency, providing educational opportunities including job training and job readiness, and allocating short-term financial assistance including emergency payments for housing and utilities.

<u>NUMBER OF AGENCIES FUNDED:</u> 12*
<u>NUMBER OF PROGRAMS FUNDED:</u> 12*
<u>NUMBER TO BE SERVED:</u> 7,002 individuals and households
<u>ACTUAL NUMBER SERVED:</u> 8,107 individuals and households
<u>FUNDING AMOUNT AWARDED:</u> \$1,050,691.00
<u>FUNDING AMOUNT EXPENDED:</u> \$872,751.93 (83%)

Funded agencies under this service category include the following:

- Community Child Care Center of Delray Beach (CCCDB)
- Coalition for Independent Living Options (CILO)
- El Sol, JNRC (ES)
- Families First of Palm Beach County (FF)
- Farmworker Coordinating Council (FCC)
- Habilitation Center for the Handicapped (HCftH)
- Palm Beach Habilitation Center (PBHC)
- Pathways to Prosperity (P2P)
- The Glades Initiative (TGI)
- The Lord's Place (TLP)
- United Way of Palm Beach County (UW)

Demographic tables that do not solely address individuals will be labeled according to the following abbreviations:

- Heads of Households: **HoH**
- Family Members: **FM**

Program Participant Demographic Data			
Gender	Female	4254	52%
	Male	2385	29%
	Other/Unknown	1468	18%
	TOTAL:	8107	100%
Veteran	Veteran	276	3%
	Non-Veteran	6237	77%
	Unknown	1594	20%
	TOTAL:	8107	100%
Race	White or Caucasian	3625	45%
	Black or African American	2136	26%
	American Indian/Alaskan Native	25	0%
	Asian	149	2%
	Native Hawaiian/Other Pacific Islander	23	0%
	Two or More Races (Multi-racial)	4	0%
	Other/Unknown	2145	26%
TOTAL:	8107	100%	
Ethnicity	Hispanic or Latino	1899	23%
	Not Hispanic/Latino	3786	47%
	Other/Unknown	2422	30%
	TOTAL:	8107	100%
Age	17 and under	19	0%
	18 to 24	668	8%
	25 to 39	1540	19%
	40 to 59	2515	31%
	60 and above	3351	41%
	Unknown	14	0%
	TOTAL:	8107	100%

* This category includes two (2) agencies and two (2) programs funded under the Securing Our Future Initiative (SOFI).

Community Child Care Center of Delray Beach

Family Strengthening

This program blends clinical and therapeutic services into the traditional job search model.

Workers seeking work for the first time or those dislocated from employment are often in crisis and the existing job seeker service milieu does not accommodate their emotional and psychological needs well. This enhanced model will not only increase the capacity of ACCF to provide comprehensive services, through lessons learned and train the trainer elements, the entire job search service model in Palm Beach County will benefit.

Program Participant Demographic Data (FM)			
Gender	Female	33	85%
	Male	6	15%
	Other/Unknown	0	0%
	TOTAL:	39	100%
Veteran	Veteran	0	0%
	Non-Veteran	39	100%
	Unknown	0	0%
	TOTAL:	39	100%
Race	White or Caucasian	4	10%
	Black or African American	35	90%
	American Indian/Alaskan Native	0	0%
	Asian	0	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Two or More Races (Multi-racial)	0	0%
	Other/Unknown	0	0%
	TOTAL:	39	100%
Ethnicity	Hispanic/Latino	1	3%
	Not Hispanic/Latino	38	97%
	Other/Unknown	0	0%
	TOTAL:	39	100%
Age	17 and under	0	0%
	18 to 24	3	8%
	25 to 39	21	54%
	40 to 59	11	28%
	60 and above	0	0%
	Unknown	4	10%
	TOTAL:	39	100%

<p>OUTCOME INDICATOR: 35% of those served will increase disposable income for basic living expenses.</p> <p>OUTCOME PERCENTAGE ACHIEVED: 0% *</p> <p>NUMBER TO BE SERVED: 50 households</p> <p>ACTUAL NUMBER SERVED: 33 households *</p> <p>FUNDING AMOUNT AWARDED: \$100,000.00</p> <p>FUNDING AMOUNT EXPENDED: \$63,517.70 (64%)</p> <p>PROGRAM HIGHLIGHTS:</p> <ul style="list-style-type: none"> • This program assisted (24) Clients to avoid homelessness through economic stabilization funds. • Through building deeper connections with families, more Clients engaged in behavioral health related services. • (10) Clients received employment support services have gained employment that has met their income goal.

* Please see the COVID-19 Narrative page for Community Child Care Center of Delray Beach for additional comments.

* Outcome goals were not met largely because of COVID-19 and the restrictions imposed upon the agency, including the need for remote and or virtual services.

Coalition for Independent Living

Financial Independence Need Disability (FIND)

Families with at least one member with a disability and income at 100% or below FPL struggle with homelessness. Loss of food stamps; unexpected expenses such as car repairs, medical costs or death in the family can force these families to miss rent and utilities payments. FIND provides emergency financial assistance and training to help them remain in their homes and improve their finances.

Program Participant Demographic Data (HoH)			
Gender	Female	18	75%
	Male	6	25%
	Other/Unknown	0	0%
	TOTAL:	24	100%
Veteran	Veteran	0	0%
	Non-Veteran	23	96%
	Unknown	1	4%
	TOTAL:	24	100%
Race	White or Caucasian	6	25%
	Black or African American	16	67%
	American Indian/Alaskan Native	0	0%
	Asian	1	4%
	Native Hawaiian/Other Pacific Islander	0	0%
	Two or More Races (Multi-racial)	0	0%
	Other/Unknown	1	4%
	TOTAL:	24	100%
Ethnicity	Hispanic/Latino	2	8%
	Not Hispanic/Latino	21	88%
	Other/Unknown	1	4%
	TOTAL:	24	100%
Age	17 and under	1	4%
	18 to 24	0	0%
	25 to 39	8	33%
	40 to 59	10	42%
	60 and above	5	21%
	Unknown	0	0%
	TOTAL:	24	100%

OUTCOME INDICATOR:
20% of households will increase disposable income for basic living expenses.

OUTCOME PERCENTAGE ACHIEVED:
56%

NUMBER TO BE SERVED:
60 households

ACTUAL NUMBER SERVED:
24 households *

FUNDING AMOUNT AWARDED:
\$78,500.00

FUNDING AMOUNT EXPENDED:
\$37,822.00 (48%)

PROGRAM HIGHLIGHTS:

- This program prevented (4) evictions.
- This program prevented shutoff of utilities for (7) families.
- This program assisted (5) families with move in funds that were homeless or facing imminent homelessness.
- This program linked (14) families to services such as skills training, food pantry, case management, and home-delivered meals.

* Please see the COVID-19 Narrative page for Coalition for Independent Living Options (CILO) for additional comments.

* The program was unable to obtain the goal of serving (60) households due to strict income guidelines, which made the program inaccessible to most impoverished people. In addition, the CAREs Act related assistance had less stringent eligibility requirements; this in turn led consumers to choose CAREs Act related programs for assistance over the FIND program.

El Sol, JNRC

Worker Development Project

The program seeks to bridge the gaps in employment that undermine the financial stability of day laborers in Jupiter, Florida.

<u>Program Participant Demographic Data</u>			
Gender	Female	146	36%
	Male	265	64%
	Other/Unknown	0	0%
	TOTAL:	411	100%
Veteran	Veteran	3	1%
	Non-Veteran	386	94%
	Unknown	22	5%
	TOTAL:	411	100%
Race	White	401	98%
	Black or African American	1	0%
	American Indian/Alaska Native	0	0%
	Asian	0	0%
	Native Hawaiian/Other Pacific Islander	3	1%
	Multi-Racial	0	0%
	Other/Unknown	6	1%
	TOTAL:	411	100%
Ethnicity	Hispanic/Latino	394	96%
	Non-Hispanic/Latino	13	3%
	Other/Unknown	4	1%
	TOTAL:	411	100%
Age	17 and under	1	0%
	18 to 24	56	14%
	25 to 39	157	38%
	40 to 59	160	39%
	60 and above	34	8%
	Unknown	3	1%
	TOTAL:	411	100%

OUTCOME INDICATOR:
24% of individuals served will increase disposable income for basic living expenses and maintain an increase.

OUTCOME PERCENTAGE ACHIEVED:
52%

NUMBER TO BE SERVED:
400 individuals

ACTUAL NUMBER SERVED:
411 individuals

FUNDING AMOUNT AWARDED:
\$55,034.00

FUNDING AMOUNT EXPENDED:
\$36,400.00 (66%)

PROGRAM HIGHLIGHTS:

- This program served (233) new clients.
- Total of (880) face-to-face interactions were facilitated between three case managers.
- (540) clients registered into this program.

* Please see the COVID-19 Narrative page for El Sol for additional comments.

Families First

Kin Support Project

The program provides kinship families, which include grandparents who are raising children, with supportive counseling in the home and through groups regarding the challenges of family living. The program also assists relative caregivers with linkages to health and human services and resources.

Program Participant Demographic Data (HoH)			
Gender	Female	34	94%
	Male	2	6%
	Other/Unknown	0	0%
	TOTAL:	36	100%
Veteran	Veteran	1	3%
	Non-Veteran	35	97%
	Unknown	0	0%
	TOTAL:	36	100%
Race	White or Caucasian	11	31%
	Black or African American	24	67%
	American Indian/Alaskan Native	0	0%
	Asian	0	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Two or More Races (Multi-racial)	0	0%
	Other/Unknown	1	3%
	TOTAL:	36	100%
Ethnicity	Hispanic/Latino	5	14%
	Not Hispanic/Latino	31	86%
	Other/Unknown	0	0%
	TOTAL:	36	100%
Age	17 and under	0	0%
	18 to 24	1	3%
	25 to 39	2	6%
	40 to 59	22	61%
	60 and above	11	31%
	Unknown	0	0%
	TOTAL:	36	100%

OUTCOME INDICATOR:
48% of households will increase disposable income for basic living expenses

OUTCOME PERCENTAGE ACHIEVED:
50%

NUMBER TO BE SERVED:
25 households

ACTUAL NUMBER SERVED:
36 households

FUNDING AMOUNT AWARDED:
\$62,500.00

FUNDING AMOUNT EXPENDED:
\$62,500.00 (100%)

PROGRAM HIGHLIGHTS:

- Kin Support program increased referrals in fiscal year 2021 to (15) households.
- Staff kept caregivers connected through monthly virtual support groups with topics of their choosing, as well as home and telehealth family visits.
- 98% of Kin Support families remained together and avoided the Child Welfare System.

* Please see the COVID-19 Narrative page for Families First for additional comments.

Farmworker's Coordinating Council

Family Preservation and Economic Stability

The program provides migrant and seasonal Farmworkers with comprehensive human and social services with the goal of helping these families meet their basic needs and improve their economic outcomes.

Program Participant Demographic Data (HoH)			
Gender	Female	258	59%
	Male	176	41%
	Other/Unknown	0	0%
	TOTAL:	434	100%
Veteran	Veteran	1	0%
	Non-Veteran	413	95%
	Unknown	20	5%
	TOTAL:	434	100%
Race	White or Caucasian	182	42%
	Black or African American	193	44%
	American Indian/Alaskan Native	0	0%
	Asian	0	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Two or More Races (Multi-racial)	3	1%
	Other/Unknown	56	13%
	TOTAL:	434	100%
Ethnicity	Hispanic/Latino	240	55%
	Not Hispanic/Latino	191	44%
	Other/Unknown	3	1%
	TOTAL:	434	100%
Age	17 and under	0	0%
	18 to 24	38	9%
	25 to 39	152	35%
	40 to 59	172	40%
	60 and above	72	17%
	Unknown	0	0%
	TOTAL:	434	100%

OUTCOME INDICATOR:
80% of households served will increase their disposable income for basic living expenses and maintain an increase for 90 days or more.

OUTCOME PERCENTAGE ACHIEVED:
44% **

NUMBER TO BE SERVED:
350 households

ACTUAL NUMBER SERVED:
434 households

FUNDING AMOUNT AWARDED:
\$165,850.00

FUNDING AMOUNT EXPENDED:
\$165,850.00 (100%)

* Please see the COVID-19 Narrative page for Farmworkers Coordinating Council for additional comments.

** Due to the COVID-19 pandemic many Clients still struggled to find employment. Many of our Clients lost their employment or worked reduced hours, as a result, these Clients were not able to increase and maintain their income.

Habilitation Center for the Handicapped

Employment Program for Adults with Disabilities

The people Habilitation Center serves individuals with disabilities that many times prevent them from obtaining and holding competitive work opportunities, leaving them vulnerable to poverty and perpetual dependence on the state and family members. Habilitation Center provides a day program with long-term work development training and paid opportunity to help significantly challenged adults with disabilities earn income and live fulfilling lives.

<u>Program Participant Demographic Data</u>			
<i>Gender</i>	Female	4	16%
	Male	21	84%
	Other/Unknown	0	0%
	TOTAL:	25	100%
<i>Veteran</i>	Veteran	0	100%
	Non-Veteran	25	0%
	Unknown	0	0%
	TOTAL:	25	100%
<i>Race</i>	White or Caucasian	13	52%
	Black or African American	3	12%
	American Indian/Alaskan Native	0	0%
	Asian	2	8%
	Native Hawaiian/Other Pacific Islander	0	0%
	Two or More Races (Multi-racial)	0	0%
	Other/Unknown	7	28%
	TOTAL:	25	100%
<i>Ethnicity</i>	Hispanic/Latino	3	12%
	Not Hispanic/Latino	0	0%
	Other/Unknown	22	88%
	TOTAL:	25	100%
<i>Age</i>	17 and under	0	0%
	18 to 24	5	20%
	25 to 39	10	40%
	40 to 59	8	32%
	60 and above	2	8%
	Unknown	0	0%
	TOTAL:	25	100%

OUTCOME INDICATOR:
20% of individuals served will increase disposable income for basic living expenses.

OUTCOME PERCENTAGE ACHIEVED:
83%

NUMBER TO BE SERVED:
20 individuals

ACTUAL NUMBER SERVED:
25 individuals

FUNDING AMOUNT AWARDED:
\$60,054.00

FUNDING AMOUNT EXPENDED:
\$60,054.00 (100%)

PROGRAM HIGHLIGHTS:

- The Habilitation Center surpassed the projected enrollment and projected successful outcomes for this program year.
- The target goal for successful outcomes was surpassed.
- In addition, (8) of the (25) clients will carry over to next year and are expected to be successful.

* Please see the COVID-19 Narrative page for Habilitation Center for additional comments.

Housing Partnership

Financial Capability Building Prosperity

This Securing Our Future Initiative SOFI program provides coordinated, wraparound services to eligible households residing in the following zip codes: 33407 and 33404. This program is focused on financial literacy, financial coaching, creating economic advancement and asset building/management.

Program Participant Demographic Data (HoH)			
Gender	Female	23	82%
	Male	5	18%
	Other/Unknown	0	0%
	TOTAL:	28	100%
Veteran	Veteran	0	0%
	Non-Veteran	26	93%
	Unknown	2	7%
	TOTAL:	28	100%
Race	White or Caucasian	0	0%
	Black or African American	27	96%
	American Indian/Alaskan Native	0	0%
	Asian	0	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Two or More Races (Multi-racial)	1	4%
	TOTAL:	28	100%
Ethnicity	Hispanic/Latino	1	4%
	Not Hispanic/Latino	27	96%
	Other/Unknown	0	0%
	TOTAL:	28	100%
Age	17 and under	0	0%
	18 to 24	3	11%
	25 to 39	17	61%
	40 to 59	8	29%
	60 and above	0	0%
	Unknown	0	0%
	TOTAL:	28	100%

OUTCOME INDICATOR:
30% of households served will increase wages through entrepreneurship or gaining employment and maintain for 90 days or more.

OUTCOME PERCENTAGE ACHIEVED:
0% *

NUMBER TO BE SERVED:
47 households

ACTUAL NUMBER SERVED:
28 households *

FUNDING AMOUNT AWARDED:
\$177,796.00

FUNDING AMOUNT EXPENDED:
\$137,401.00 (77%)

PROGRAM HIGHLIGHTS **:

- Two Community Conversation were conducted with (27) participants in attendance.
- Two mindset workshops were held with (25) participants attending.
- (4) Clients have mortgage pre-approvals and are looking for a home.
- A Lunch and Learn Children session was held and (21) children participated.

* Two major challenges caused the shortfall; there was a late start for the program. Traditional Outreach activities and events could not be conducted or held due to the COVID-19 pandemic. In addition, income guidelines for potential program participants were restrictive.

** Please see the COVID-19 Narrative page for Housing Partnership for additional comments.

Pathways to Prosperity

CIRCLES Palm Beach County

The program is a community engagement initiative that focuses on moving families out of poverty. The goals are to engage the community, help put an end to poverty, and create relationships across economic and class lines that can facilitate in moving participants into self-sufficiency.

Program Participant Demographic Data (FM)			
Gender	Female	35	80%
	Male	9	20%
	Other/Unknown	0	0%
	TOTAL:	44	100%
Veteran	Veteran	0	0%
	Non-Veteran	43	98%
	Unknown	1	2%
	TOTAL:	44	100%
Race	White or Caucasian	1	2%
	Black or African American	43	98%
	American Indian/Alaskan Native	0	0%
	Asian	0	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Two or More Races (Multi-racial)	0	0%
	Other/Unknown	0	0%
	TOTAL:	44	100%
Ethnicity	Hispanic/Latino	1	2%
	Not Hispanic/Latino	43	98%
	Other/Unknown	0	0%
	TOTAL:	44	100%
Age	17 and under	5	11%
	18 to 24	5	11%
	25 to 39	22	50%
	40 to 59	7	16%
	60 and above	1	2%
	Unknown	4	9%
	TOTAL:	44	100%

OUTCOME INDICATOR:
87% of households will increase wages through entrepreneurship or gaining employment and maintain for 90 days or more.

OUTCOME PERCENTAGE ACHIEVED:
0% *

NUMBER TO BE SERVED:
40 households

ACTUAL NUMBER SERVED:
35 households *

FUNDING AMOUNT AWARDED:
\$70,000.00

FUNDING AMOUNT EXPENDED:
\$28,250.00 (40%)

PROGRAM HIGHLIGHTS **:

- On boarded recruitment and data management specialist.
- Successfully recorded data for Circles program.
- Successfully started a new Circle session despite COVID-19 restrictions.

* Due to COVID-19 related circumstances, we had staffing shortages and had to utilize a virtual program. This had an enduring effect, as the program revolved around building connections with people we serve and the community. Additionally, in person we were able to build better relationships with the participants along with providing their families meals during the meetings.

** Please see the COVID-19 Narrative page for Pathways for Prosperity for additional comments.

Palm Beach Habilitation Center

Achieving Economic Stability

The program assists people living with disabilities to procure and maintain housing within their preferred communities. Program training includes, but is not limited to, areas of money management/banking, housing procurement, third party benefits, consumer skills, household maintenance, consumer advocacy, and health management.

Program Participant Demographic Data			
Gender	Female	11	39%
	Male	17	61%
	Other/Unknown	0	0%
	TOTAL:	28	100%
Veteran	Veteran	0	0%
	Non-Veteran	28	100%
	Unknown	0	0%
	TOTAL:	28	100%
Race	White or Caucasian	27	96%
	Black or African American	1	4%
	American Indian/Alaskan Native	0	0%
	Asian	0	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Two or More Races (Multi-racial)	0	0%
	Other/Unknown	0	0%
	TOTAL:	28	100%
Ethnicity	Hispanic/Latino	0	0%
	Not Hispanic/Latino	28	100%
	Other/Unknown	0	0%
	TOTAL:	28	100%
Age	17 and under	0	0%
	18 to 24	0	0%
	25 to 39	2	7%
	40 to 59	15	54%
	60 and above	11	39%
	Unknown	0	0%
	TOTAL:	28	100%

OUTCOME INDICATOR:
33% of individuals served will increase disposabl income for basic living expenses and maintain an increase for at 90 days or more.

OUTCOME PERCENTAGE ACHIEVED:
0% *

NUMBER TO BE SERVED:
30 individuals

ACTUAL NUMBER SERVED:
28 individuals *

FUNDING AMOUNT AWARDED:
\$60,000.00

FUNDING AMOUNT EXPENDED:
\$60,000.00 (100%)

- PROGRAM HIGHLIGHTS **:**
- The program served 28 individuals.
 - 26 program participants completed the program.
 - 100% of program participants have maintained their independence and economic stability.

* The agency did not provide a statement for why their number and outcome percentages was not met for FY 2021.

** Please see the COVID-19 Narrative page for Palm Beach Habilitation Center for additional comments.

The Glades Initiative

Connecting the Glades

The program aims to increase the financial stability of families with increased access to health care coverage and availability of healthy, affordable food for low-income, food-insecure children and families in the Glades. The program will provide SNAP and Medicaid enrollment assistance, access to the Glades Area Food Bank and access to the Cooking Matters™ Nutrition Education Program, which teaches families how to prepare healthy meals on a tight budget.

Program Participant Demographic Data			
Gender	Female	45	57%
	Male	34	43%
	Other/Unknown	0	0%
	TOTAL:	79	100%
Veteran	Veteran	1	1%
	Non-Veteran	73	92%
	Unknown	5	6%
	TOTAL:	79	100%
Race	White or Caucasian	27	34%
	Black or African American	51	65%
	American Indian/Alaskan Native	0	0%
	Asian	1	1%
	Native Hawaiian/Other Pacific Islander	0	0%
	Two or More Races (Multi-racial)	0	0%
	Other/Unknown	0	0%
	TOTAL:	79	100%
Ethnicity	Hispanic/Latino	27	34%
	Not Hispanic/Latino	52	66%
	Other/Unknown	0	0%
	TOTAL:	79	100%
Age	17 and under	0	0%
	18 to 24	2	3%
	25 to 39	13	16%
	40 to 59	37	47%
	60 and above	27	34%
	Unknown	0	0%
	TOTAL:	79	100%

<p><u>OUTCOME INDICATOR:</u> 50% of individuals served will increase disposable income for basic living expenses and maintain an increase for 90 days or more.</p>
<p><u>OUTCOME PERCENTAGE ACHIEVED:</u> 92%</p>
<p><u>NUMBER TO BE SERVED:</u> 60 individuals</p>
<p><u>ACTUAL NUMBER SERVED:</u> 79 individuals</p>
<p><u>FUNDING AMOUNT AWARDED:</u> \$142,053.00</p>
<p><u>FUNDING AMOUNT EXPENDED:</u> \$142,053.00 (100%)</p>
<p><u>PROGRAM HIGHLIGHTS*:</u></p> <ul style="list-style-type: none"> • Weekly food distribution provided to 16,190 duplicated households and 52,951 duplicated individuals valued at \$ 1,286,185. • Provided Navigation and application assistance for 1,230 households benefiting 3,337 residents.

* Please see the COVID-19 Narrative page for The Glades Initiative for additional comments.

The Lord's Place

Café Joshua Job Training & Employment

The program provides comprehensive employment services to homeless, formerly homeless and low-income Palm Beach County residents with barriers to employment that impede their work readiness and threaten their economic self-sufficiency.

<u>Program Participant Demographic Data</u>			
Gender	Female	16	44%
	Male	20	56%
	Other/Unknown	0	0%
	TOTAL:	36	100%
Veteran	Veteran	2	6%
	Non-Veteran	34	94%
	Unknown	0	0%
	TOTAL:	36	100%
Race	White	5	14%
	Black or African American	31	86%
	American Indian/Alaska Native	0	0%
	Asian	0	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Multi-Racial	0	0%
	Other/Unknown	0	0%
	TOTAL:	36	100%
Ethnicity	Hispanic/Latino	3	8%
	Non-Hispanic/Latino	33	92%
	Other/Unknown	0	0%
	TOTAL:	36	100%
Age	17 and under	0	0%
	18 to 24	2	6%
	25 to 39	11	31%
	40 to 59	20	56%
	60 and above	3	8%
	Unknown	0	0%
	TOTAL:	36	100%

<p><u>OUTCOME INDICATOR:</u> 50% of individuals served will increase disposable income for basic living expenses and maintain an increase for 90 days or more.</p>
<p><u>OUTCOME PERCENTAGE ACHIEVED:</u> 36%*</p>
<p><u>NUMBER TO BE SERVED:</u> 20 individuals</p>
<p><u>ACTUAL NUMBER SERVED:</u> 36 individuals</p>
<p><u>FUNDING AMOUNT AWARDED:</u> \$50,000.00</p>
<p><u>FUNDING AMOUNT EXPENDED:</u> \$50,000.00 (100%)</p>
<p><u>PROGRAM HIGHLIGHTS ** :</u></p> <ul style="list-style-type: none"> • Café Joshua conducted 2,171 job coaching sessions for 341 clients in FY21. • Café Joshua assisted clients to prepare for 242 job interviews in FY21. • Café Joshua connected (98) clients to employment during FY21.

* COVID-19 had a major negative impact on Café Joshua. Clients experienced additional barriers to employment and income, including increased health concerns, reduced access to services, and a labor market skewed toward high-risk low paying jobs.

** Please see the COVID-19 Narrative page for The Lord's Place for additional comments.

United Way of Palm Beach County

Volunteer Income Tax Assistance (VITA) Program

United Way of Palm Beach County’s Volunteer Income Tax Assistance Program (VITA) helps to strengthen family financial stability through utilization of Earned Income Tax Credit (EITC) and providing free tax preparation services. Families end up with more money in their pockets because they do not have to pay to have their taxes to be prepared and filed, they claim all eligible tax credits and get the maximum refund possible.

Program Participant Demographic Data			
Gender	Female	3631	52%
	Male	1824	26%
	Other/Unknown *	1468	21%
	TOTAL:	6923	100%
Veteran	Veteran	0	0%
	Non-Veteran	0	0%
	Unknown	6923	100%
	TOTAL:	6923	100%
Race	White or Caucasian	2948	43%
	Black or African American	1711	25%
	American Indian/Alaskan Native	25	0%
	Asian	145	2%
	Native Hawaiian/Other Pacific Islander	20	0%
	Two or More Races (Multi-racial)	0	0%
	Other/Unknown	2074	30%
	TOTAL:	6923	100%
Ethnicity	Hispanic/Latino	1175	17%
	Not Hispanic/Latino	3357	48%
	Other/Unknown	2391	35%
	TOTAL:	6923	100%
Age	17 and under	13	0%
	18 to 24	553	8%
	25 to 39	1125	16%
	40 to 59	2045	30%
	60 and above	3186	46%
	Unknown	1	0%
	TOTAL:	6923	100%

OUTCOME INDICATOR:
80% of low-income individuals served will increase their disposable income for basic living expenses by receiving a refund and decrease usage of paid tax preparation services.

OUTCOME PERCENTAGE ACHIEVED:
98%

NUMBER TO BE SERVED:
5,900 individuals

ACTUAL NUMBER SERVED:
6,923 individuals

FUNDING AMOUNT AWARDED:
\$28,904.00

FUNDING AMOUNT EXPENDED:
\$28,904.00 (100%)

- PROGRAM HIGHLIGHTS **:**
- Increased the number of tax returns prepared and filed from the previous year by 56%.
 - 98% of low-income individuals received a tax return.
 - Provided drop off, wait and or scan options at two site locations.
 - Carrier Tax Team provided virtual tax preparation services.

* “Other/Unknown” for Gender (for this program only) includes couples that filed jointly.

** Please see the COVID-19 Narrative page for United Way of Palm Beach County for additional comments.

Homelessness

Overall Summary

The programs within this service category work towards addressing the County’s goal of ending homelessness. Preference is given to services that are in collaboration with the Senator Philip D. Lewis Center, which serves as the central point of intake.

<u>NUMBER OF AGENCIES FUNDED:</u>
8
<u>NUMBER OF PROGRAMS FUNDED:</u>
14
<u>NUMBER TO BE SERVED:</u>
902 individuals, households, seniors, and youth
<u>ACTUAL NUMBER SERVED:</u>
1,220 individuals, households, seniors, and youth
<u>FUNDING AMOUNT AWARDED:</u>
\$1,692,854.00
<u>FUNDING AMOUNT EXPENDED:</u>
\$1,591,708.44 (94%)

Funded agencies under this service category include the following:
 Adopt-A-Family of the Palm Beaches (AAF)
 Aid to Victims of Domestic Violence (AVDA)
 Coalition for Independent Living Options (CILO)
 Families First of Palm Beach County (FF)
 Gulfstream Goodwill Industries (GGI)
 Legal Aid Society of Palm Beach County (LAS)
 The Lord’s Place (TLP)
 YWCA of Palm Beach County (YWCA)

Demographic tables that do not solely address individuals, seniors, or youth will be labeled according to the following abbreviations:

- Heads of Households: **HoH**
- Family Members: **FM**

Program Participant Demographic Data			
Gender	Female	943	77%
	Male	277	23%
	Other/Unknown	0	0%
	TOTAL:	1220	100%
Veteran	Veteran	149	12%
	Non-Veteran	1018	83%
	Unknown	53	4%
	TOTAL:	1220	100%
Race	White or Caucasian	457	37%
	Black or African American	679	56%
	American Indian/Alaskan Native	4	0%
	Asian	9	1%
	Native Hawaiian/Other Pacific Islander	3	0%
	Two or More Races (Multi-racial)	28	2%
	Other/Unknown	40	3%
	TOTAL:	1220	100%
Ethnicity	Hispanic or Latino	250	20%
	Not Hispanic/Latino	967	79%
	Other/Unknown	3	0%
	TOTAL:	1220	100%
Age	17 and under	87	7%
	18 to 24	110	9%
	25 to 39	519	43%
	40 to 59	325	27%
	60 and above	179	15%
	Unknown	0	0%
	TOTAL:	1220	100%

* The “Other” category at Program Exit includes (611) participants across thirteen (13) programs that had not exited the program yet by the end of the 2021 fiscal year.

Adopt-A-Family

Housing Stabilization Program

The program serves families, earning less than 50% of the Area Median Income, who are homeless or at imminent risk of becoming homeless. The program will provide financial assistance and comprehensive supportive services to prevent homelessness or to rapidly re-house families residing in shelter or living in places not meant for human habitation.

Program Participant Demographic Data (HoH)			
Gender	Female	283	87%
	Male	42	13%
	Other/Unknown	0	0%
	TOTAL:	325	100%
Veteran	Veteran	0	0%
	Non-Veteran	320	98%
	Unknown	5	2%
	TOTAL:	325	100%
Race	White or Caucasian	112	34%
	Black or African American	210	65%
	American Indian/Alaskan Native	0	0%
	Asian	2	1%
	Native Hawaiian/Other Pacific Islander	1	0%
	Two or More Races (Multi-racial)	0	0%
	Other/Unknown	0	0%
	TOTAL:	325	100%
Ethnicity	Hispanic/Latino	81	25%
	Not Hispanic/Latino	244	75%
	Other/Unknown	0	0%
	TOTAL:	325	100%
Age	17 and under	0	0%
	18 to 24	17	5%
	25 to 39	210	65%
	40 to 59	94	29%
	60 and above	3	1%
	Unknown	1	0%
	TOTAL:	325	100%

OUTCOME INDICATOR:

75% of households served will increase their financial knowledge and demonstrate the ability to remain stably housed over time as evidenced by the fact that they will not enter emergency shelter or request additional financial assistance from community partners for six (6) months following agency intervention.

OUTCOME PERCENTAGE ACHIEVED:

98%

NUMBER TO BE SERVED:

200 households

ACTUAL NUMBER SERVED:

325 households

FUNDING AMOUNT AWARDED:

\$143,040.00

FUNDING AMOUNT EXPENDED:

\$143,039.99 (100.00%)

PROGRAM HIGHLIGHTS *:

- 325 households were provided with rental assistance.
- 87% of households were provided ancillary referrals.

* Please see the COVID-19 Narrative page for Adopt-A-Family for additional comments.

Adopt-A-Family

Project Safe

The program provides permanent supportive housing to homeless families with documented disabilities. In addition to provision of affordable permanent housing, supportive services such as case management, advocacy, budgeting, mental health counseling, access to education and job training, financial literacy, and childcare are also offered to families.

<u>Program Participant Demographic Data (FM)</u>			
Gender	Female	40	83%
	Male	8	17%
	Other/Unknown	0	0%
	TOTAL:	48	100%
Veteran	Veteran	0	0%
	Non-Veteran	47	98%
	Unknown	1	2%
	TOTAL:	48	100%
Race	White or Caucasian	15	31%
	Black or African American	32	67%
	American Indian/Alaskan Native	1	2%
	Asian	0	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Two or More Races (Multi-racial)	0	0%
	Other/Unknown	0	0%
	TOTAL:	48	100%
Ethnicity	Hispanic/Latino	9	19%
	Not Hispanic/Latino	39	81%
	Other/Unknown	0	0%
	TOTAL:	48	100%
Age	17 and under	0	0%
	18 to 24	6	13%
	25 to 39	25	52%
	40 to 59	15	31%
	60 and above	2	4%
	Unknown	0	0%
	TOTAL:	48	100%

OUTCOME INDICATOR:
68% of households served will maintain or increase their earned income or non-employment cash income during the contract year.

OUTCOME PERCENTAGE ACHIEVED:
71%

NUMBER TO BE SERVED:
38 households

ACTUAL NUMBER SERVED:
44 households

FUNDING AMOUNT AWARDED:
\$106,636.00

FUNDING AMOUNT EXPENDED:
\$106,636.00 (100%)

- PROGRAM HIGHLIGHTS *:**
- 71% of households increased or maintained their employment income or non-employment cash income.
 - 98% of households remained in Project Safe or exited to permanent housing.
 - 70% of households attended job training, educational opportunities, volunteered, or were employed.

* Please see the COVID-19 Narrative page for Adopt-A-Family for additional comments.

Adopt-A-Family

Rapid Re-Housing

The program provides up to twelve (12) months of declining rental subsidy, housing-focused case management, and linkage to community resources to provide the household with ample time and opportunity to stabilize and establish the ability to maintain rent independently.

Program Participant Demographic Data (FM)			
Gender	Female	39	60%
	Male	26	40%
	Other/Unknown	0	0%
	TOTAL:	65	100%
Veteran	Veteran	0	0%
	Non-Veteran	28	43%
	Unknown	37	57%
	TOTAL:	65	100%
Race	White or Caucasian	8	12%
	Black or African American	57	88%
	American Indian/Alaskan Native	0	0%
	Asian	0	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Two or More Races (Multi-racial)	0	0%
	Other/Unknown	0	0%
	TOTAL:	65	100%
Ethnicity	Hispanic/Latino	8	12%
	Not Hispanic/Latino	57	88%
	Other/Unknown	0	0%
	TOTAL:	65	100%
Age	17 and under	44	68%
	18 to 24	1	2%
	25 to 39	18	28%
	40 to 59	2	3%
	60 and above	0	0%
	Unknown	0	0%
	TOTAL:	65	100%

OUTCOME INDICATOR:
80% of households will remain stably housed for one year after program exit.

OUTCOME PERCENTAGE ACHIEVED:
86%

NUMBER TO BE SERVED:
15 households

ACTUAL NUMBER SERVED:
25 households

FUNDING AMOUNT AWARDED:
\$131,950.00

FUNDING AMOUNT EXPENDED:
\$131,950.00 (100.00%)

PROGRAM HIGHLIGHTS *:

- 86% of households did not return to homelessness one year after exiting the program.
- 100% of households remained in or exited to permanent housing.
- 100% of households who exited the program increased or maintained their income.

* Please see the COVID-19 Narrative page for Adopt-A-Family for additional comments.

Aid to Victims of Domestic Abuse (AVDA)

Casa Vegso

The program provides services to victims of domestic violence in a safe, secure, 64-bed confidential shelter. While in shelter, the adult survivors and their children receive food, on-site access to basic needs, services, and benefits programs, as well as counseling and case management. Advocacy is available to assist participants in understanding domestic violence warning signs, build self-esteem, develop boundaries for healthy relationships, access Injunctions for Protection and relocation assistance, and increase life skills and health and wellness.

Program Participant Demographic Data (FM)			
Gender	Female	109	84%
	Male	21	16%
	Other/Unknown	0	0%
	TOTAL:	130	100%
Veteran	Veteran	1	1%
	Non-Veteran	129	99%
	Unknown	0	0%
	TOTAL:	130	100%
Race	White or Caucasian	47	36%
	Black or African American	58	45%
	American Indian/Alaskan Native	0	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Asian	3	2%
	Two or More Races (Multi-racial)	22	17%
	Other/Unknown	0	0%
TOTAL:	130	100%	
Ethnicity	Hispanic/Latino	37	28%
	Not Hispanic/Latino	93	72%
	Other/Unknown	0	0%
	TOTAL:	130	100%
Age	17 and under	37	28%
	18 to 24	12	9%
	25 to 39	51	39%
	40 to 59	29	22%
	60 and above	1	1%
	Unknown	0	0%
	TOTAL:	130	100%

OUTCOME INDICATOR:
80% of adults who complete the exit survey will exit the program to violence-free living conditions.

OUTCOME PERCENTAGE ACHIEVED:
95%*

NUMBER TO BE SERVED:
120 adults

ACTUAL NUMBER SERVED:
130 individuals

FUNDING AMOUNT AWARDED:
\$282,024.00

FUNDING AMOUNT EXPENDED:
\$282,024.00 (100%)

- PROGRAM HIGHLIGHTS **:**
- AVDA's 24-hour hotline is text-enabled to increase accessibility to shelter services for survivors of domestic violence.
 - AVDA collaborated with Palm Beach County Healthcare District to provide on-site access to medical care.
 - AVDA continues to provide financial assistance towards move in costs for survivors leaving shelter moving into violence free conditions.

* Outcome is based on exit interview results;the interviews are only given to adults.

** Please see the COVID-19 Narrative page for Aid to Victims of Domestic Abuse for additional comments.

Coalition for Independent Living Options

Senior Financial Independence Need Disability (FIND)

Senior-FIND provides emergency financial assistance and training to seniors age 60+ with a disability to help them remain in their homes and improve their finances.

Program Participant Demographic Data			
Gender	Female	30	60%
	Male	20	40%
	Other/Unknown	0	0%
	TOTAL:	50	100%
Veteran	Veteran	2	4%
	Non-Veteran	45	90%
	Unknown	3	6%
	TOTAL:	50	100%
Race	White or Caucasian	18	36%
	Black or African American	31	62%
	American Indian/Alaskan Native	0	0%
	Asian	0	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Two or More Races (Multi-racial)	0	0%
	Other/Unknown	1	2%
	TOTAL:	50	100%
Ethnicity	Hispanic/Latino	3	6%
	Not Hispanic/Latino	46	92%
	Other/Unknown	1	2%
	TOTAL:	50	100%
Age	17 and under	0	2%
	18 to 24	0	0%
	25 to 39	0	0%
	40 to 59	0	2%
	60 and above	48	96%
	Unknown	2	0%
	TOTAL:	50	100%

<p><u>OUTCOME INDICATOR:</u> 20% of seniors will maintain their housing for 6 months or more after receiving financial assistance.</p> <p><u>OUTCOME PERCENTAGE ACHIEVED:</u> 97%</p> <p><u>NUMBER TO BE SERVED:</u> 20 seniors</p> <p><u>ACTUAL NUMBER SERVED:</u> 50 seniors</p> <p><u>FUNDING AMOUNT AWARDED:</u> \$44,047.00</p> <p><u>FUNDING AMOUNT EXPENDED:</u> \$28,091.51 (64%)</p> <p><u>PROGRAM HIGHLIGHTS</u> *:</p> <ul style="list-style-type: none"> • This program prevented (9) evictions. • This program prevented (12) utility shut offs. • This program assisted (6) individuals to move to affordable housing. • This program assisted (1) senior with a moving company to help move her belongings to a new place. • Connected over (20) seniors to additional programs and resources such as skills training, food pantry, case management, and home modifications.

* Please see the COVID-19 Narrative page for Coalition for Independent Living Options (CILO) for additional comments.

Families First

Bridges to Success

The program is a community-based scattered site collaborative, which provides permanent supportive housing in the western communities of Royal Palm Beach, Belle Glade and Pahokee.

The intensity and duration of the program activities are based on the individual family's need(s) and can vary. Activities address basic needs, referral for medical or psychiatric care, employment skills and money management.

Program Participant Demographic Data (FM)			
Gender	Female	19	83%
	Male	4	17%
	Other/Unknown	0	0%
	TOTAL:	23	100%
Veteran	Veteran	0	0%
	Non-Veteran	22	96%
	Unknown	1	4%
	TOTAL:	23	100%
Race	White or Caucasian	3	13%
	Black or African American	19	83%
	American Indian/Alaskan Native	0	0%
	Asian	0	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Two or More Races (Multi-racial)	0	0%
	Other/Unknown	1	4%
	TOTAL:	23	100%
Ethnicity	Hispanic/Latino	2	9%
	Not Hispanic/Latino	21	91%
	Other/Unknown	0	0%
	TOTAL:	23	100%
Age	17 and under	1	4%
	18 to 24	5	22%
	25 to 39	13	57%
	40 to 59	3	13%
	60 and above	1	4%
	Unknown	0	0%
	TOTAL:	23	100%

OUTCOME INDICATOR:
80% of households will increase or maintain their earned income or non-employment cash income.

OUTCOME PERCENTAGE ACHIEVED:
80%

NUMBER TO BE SERVED:
10 households

ACTUAL NUMBER SERVED:
14 households

FUNDING AMOUNT AWARDED:
\$48,000.00

FUNDING AMOUNT EXPENDED:
\$48,000.00 (100%)

- PROGRAM HIGHLIGHTS *:**
- Two families were able to move to independent, safe housing through Section (8) vouchers.
 - Two families were able to increase their income by securing and maintaining jobs for (6) plus months.
 - Staff and services were rated an overall 94% in 2021 Client Satisfaction Survey.

* Please see the COVID-19 Narrative page for Families First for additional comments.

Gulfstream Goodwill Industries

Employment Focused Case Management

The program will serve individuals and/or youth who are currently receiving services from Goodwill’s Homeless Residential Permanent Supportive Housing Programs in Palm Beach County. The priority will be given to the underserved population of chronically homeless with HUD (low and extremely low incomes and high acuity); particularly individuals who have a history of trauma, mental illness, are dual diagnosed, are substance abusers, veterans, experiencing medical disabilities, are developmentally disabled, and/or persons with HIV/AIDS.

Program Participant Demographic Data			
Gender	Female	14	39%
	Male	22	61%
	Other/Unknown	0	0%
	TOTAL:	36	100%
Veteran	Veteran	1	3%
	Non-Veteran	35	97%
	Unknown	0	0%
	TOTAL:	36	100%
Race	White or Caucasian	11	31%
	Black or African American	21	58%
	American Indian/Alaskan Native	1	3%
	Asian	0	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Two or More Races (Multi-racial)	1	3%
	Other/Unknown	2	6%
TOTAL:	36	100%	
Ethnicity	Hispanic/Latino	6	17%
	Not Hispanic/Latino	29	81%
	Other/Unknown	1	3%
	TOTAL:	36	100%
Age	17 and under	0	0%
	18 to 24	10	28%
	25 to 39	4	11%
	40 to 59	16	44%
	60 and above	6	17%
	Unknown	0	0%
	TOTAL:	36	100%

<p><u>OUTCOME INDICATOR:</u> 50% of individuals will become employed during the contract year.</p> <p><u>OUTCOME PERCENTAGE ACHIEVED:</u> 8% *</p> <p><u>NUMBER TO BE SERVED:</u> 30 individuals</p> <p><u>ACTUAL NUMBER SERVED:</u> 36 individuals</p> <p><u>FUNDING AMOUNT AWARDED:</u> \$46,347.00</p> <p><u>FUNDING AMOUNT EXPENDED:</u> \$40,759.00 (88%)</p> <p><u>PROGRAM HIGHLIGHTS **:</u></p> <ul style="list-style-type: none"> • This program implemented customer service courses and vocational interest assessments as best practices. • A participant was offered a marketing scholarship to a local college where she also is employed. • A participant was hired at a local sushi restaurant as a dishwasher and is currently training to be a sushi sous chef.

* Many participants did secure employment with the assistance of their Employment Consultant; however, the employment was not beyond the 30-day benchmark and could not be counted for outcomes.

** Please see the COVID-19 Narrative page for Gulfstream Goodwill Industries for additional comments.

Gulfstream Goodwill Industries

Senior Homeless Prevention

Gulfstream Goodwill Industries will identify seniors age 60+ in need of homeless prevention services through the coordinated entry process. Services offered include, but are not limited to, roommate matching, rent assistance, moving expenses, and case management.

<u>Program Participant Demographic Data</u>			
Gender	Female	38	70%
	Male	16	30%
	Other/Unknown	0	0%
	TOTAL:	54	100%
Veteran	Veteran	1	2%
	Non-Veteran	53	98%
	Unknown	0	0%
	TOTAL:	54	100%
Race	White or Caucasian	36	67%
	Black or African American	18	33%
	American Indian/Alaskan Native	0	0%
	Asian	0	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Two or More Races (Multi-racial)	0	0%
	Other/Unknown	0	0%
	TOTAL:	54	100%
Ethnicity	Hispanic/Latino	2	4%
	Not Hispanic/Latino	52	96%
	Other/Unknown	0	0%
	TOTAL:	54	100%
Age	17 and under	0	0%
	18 to 24	0	0%
	25 to 39	0	0%
	40 to 59	0	0%
	60 and above	53	98%
	Unknown	1	2%
	TOTAL:	54	100%

OUTCOME INDICATOR:

80% of seniors will remain stably housed for 6 months after receiving homeless prevention services.

OUTCOME PERCENTAGE ACHIEVED:

80%

NUMBER TO BE SERVED:

55 seniors

ACTUAL NUMBER SERVED:

54 seniors *

FUNDING AMOUNT AWARDED:

\$100,000.00

FUNDING AMOUNT EXPENDED:

\$72,429.57 (80%)

PROGRAM HIGHLIGHTS **:

- Efforts of staff and collaborative partners assisted Seniors 60+ to prevent homelessness.
- A veteran through this program was able to remain in his condominium with assistance.
- A collaborative partnership with Ruth & Norman Rates Jewish Family Services allowed services to reach to North and Southern parts of Palm Beach County.
- Enhanced outreach & marketing was implemented for this program through PBC, HHA and Community Partners.

* Seniors did not meet program sustainability criteria due to loss of income and other COVID-19 related impacts.

** Please see the COVID-19 Narrative page for Gulfstream Goodwill Industries for additional comments.

Gulfstream Goodwill Industries

Youth Permanent Supportive Housing

The program will house homeless youth and provide intensive follow-along services by a Master Level Social Worker.

Program Participant Demographic Data			
Gender	Female	6	50%
	Male	6	50%
	Other/Unknown	0	0%
	TOTAL:	12	100%
Veteran	Veteran	0	0%
	Non-Veteran	12	100%
	Unknown	0	0%
	TOTAL:	12	100%
Race	White or Caucasian	4	33%
	Black or African American	7	58%
	American Indian/Alaskan Native	0	0%
	Asian	0	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Two or More Races (Multi-racial)	1	8%
	Other/Unknown	0	0%
	TOTAL:	12	100%
Ethnicity	Hispanic/Latino	4	33%
	Not Hispanic/Latino	8	67%
	Other/Unknown	0	0%
	TOTAL:	12	100%
Age	17 and under	0	0%
	18 to 24	7	58%
	25 to 39*	5*	42%
	40 to 59	0	0%
	60 and above	0	0%
	Unknown	0	0%
	TOTAL:	12	100%

OUTCOME INDICATOR:
90% of youth will remain housed during the contract year.

OUTCOME PERCENTAGE ACHIEVED:
100%

NUMBER TO BE SERVED:
10 youth

ACTUAL NUMBER SERVED:
12 youth

FUNDING AMOUNT AWARDED:
\$160,715.00

FUNDING AMOUNT EXPENDED:
\$160,715.00 (100%)

PROGRAM HIGHLIGHTS **:

- (3) participants graduated from the program and obtained housing.
- (3) participants were reunited with family and no longer need services.
- One participant had a child and with the programs support she was able to keep her child and regain custody of her other child.
- One participant enrolled in a trade school and one enrolled in Palm Beach State College.

* Program participants in the 25 to 39 Age demographic were enrolled in the program prior to the age of 25.

**Please see the COVID-19 Narrative page for Gulfstream Goodwill Industries for additional comments.

Gulfstream Goodwill Industries

Youth Rapid Re-Housing and Youth Rapid Re-Housing Case Management

The program will place youth, ages 18-24, in safe housing and assist with rent until the youth can assume the responsibility permanently. Youth will be identified through the Coordinated Entry system and will be on the youth By Name Acuity List. Supportive services will be provided to guide the youth towards independence. The program will also provide intensive services provided by a Master Level Social Worker to ensure the youth served remain housed.

<u>Program Participant Demographic Data</u>			
Gender	Female	10	56%
	Male	8	44%
	Other/Unknown	0	0%
	TOTAL:	18	100%
Veteran	Veteran	0	0%
	Non-Veteran	18	100%
	Unknown	0	0%
	TOTAL:	18	100%
Race	White or Caucasian	4	22%
	Black or African American	14	78%
	American Indian/Alaskan Native	0	0%
	Asian	0	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Two or More Races (Multi-racial)	0	0%
	Other/Unknown	0	0%
	TOTAL:	18	100%
Ethnicity	Hispanic/Latino	2	11%
	Not Hispanic/Latino	16	89%
	Other/Unknown	0	0%
	TOTAL:	18	100%
Age	17 and under	0	0%
	18 to 24	16	89%
	25 to 39*	2*	11%
	40 to 59	0	0%
	60 and above	0	0%
	Unknown	0	0%
	TOTAL:	18	100%

OUTCOME INDICATOR:
82% of youth will remain housed for one (1) year following exit from program.

OUTCOME PERCENTAGE ACHIEVED:
NA **

NUMBER TO BE SERVED:
17 youth

ACTUAL NUMBER SERVED:
18 youth

FUNDING AMOUNT AWARDED:
\$173,142.00

FUNDING AMOUNT EXPENDED:
\$121,112.00 (70%)

PROGRAM HIGHLIGHTS *:**

- Agency was contracted to serve (17) but were able to serve (18).
- 100% of those who exited, exited to permanent housing.
- (5) of (12) participants who exited were able to maintain housing and pay rent on their own during the current fiscal year.

* Program participants in the 25 to 39 Age demographic were enrolled in the program prior to the age of 25.

** Program participant data will be collected next fiscal year for outcome measurement.

*** Please see the COVID-19 Narrative page for Gulfstream Goodwill Industries for additional comments.

Legal Aid Society

Homeless Legal Prevention Project

The program provides low-income families at risk of homelessness with direct legal services and educational outreach activities aimed at helping individuals and families in danger of eviction maintain their existing housing or transition to new permanent housing.

Program Participant Demographic Data			
Gender	Female	122	69%
	Male	56	31%
	Other/Unknown	0	0%
	TOTAL:	178	100%
Veteran	Veteran	11	6%
	Non-Veteran	162	91%
	Unknown	5	3%
	TOTAL:	178	100%
Race	White or Caucasian	76	43%
	Black or African American	62	35%
	American Indian/Alaskan Native	1	1%
	Asian	1	1%
	Native Hawaiian/Other Pacific Islander	1	1%
	Two or More Races (Multi-racial)	1	1%
	Other/Unknown	36	20%
	TOTAL:	178	100%
Ethnicity	Hispanic/Latino	39	22%
	Not Hispanic/Latino	139	78%
	Other/Unknown	0	0%
	TOTAL:	178	100%
Age	17 and under	1	1%
	18 to 24	4	2%
	25 to 39	63	35%
	40 to 59	77	43%
	60 and above	33	19%
	Unknown	0	0%
	TOTAL:	178	100%

OUTCOME INDICATOR:
80% of individuals receiving a pro se answer or direct legal representation will avoid seeking or entering emergency shelter & will not request additional housing-related financial assistance during the 6-month follow-up period.

OUTCOME PERCENTAGE ACHIEVED:
93%

NUMBER TO BE SERVED:
95 individuals

ACTUAL NUMBER SERVED:
178 individuals

FUNDING AMOUNT AWARDED:
\$33,495.00

FUNDING AMOUNT EXPENDED:
\$33,495.00 (100%)

PROGRAM HIGHLIGHTS *:

- This program continued and improved HLPP Hotline to provide advice to tenants.
- Provided (56) tenants with help in completing a pro se answer to an eviction lawsuit.
- Provided (31) tenants with full legal representation in court hearings and mediations.

* Please see the COVID-19 Narrative page for Legal Aid Society for additional comments.

The Arc of Palm Beach County

Residential Group Home

The program provides long-term, community-based housing for adults with developmental disabilities who would otherwise be living at home with aging parents or possibly institutionalized, as many residents may not have family members who are both willing and able to care for them. The program operates four group homes that provide shelter, instruction on activities of daily living, medical case management, medication management and oversight, transportation, healthy meals, inclusive community-based social and recreational activities, and a variety of essential support services.

Program Participant Demographic Data			
Gender	Female	10	42%
	Male	14	58%
	Other/Unknown	0	0%
	TOTAL:	24	100%
Veteran	Veteran	0	0%
	Non-Veteran	24	100%
	Unknown	0	0%
	TOTAL:	24	100%
Race	White or Caucasian	22	92%
	Black or African American	1	4%
	American Indian/Alaskan Native	1	4%
	Asian	0	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Two or More Races (Multi-racial)	0	0%
	Other/Unknown	0	0%
	TOTAL:	24	100%
Ethnicity	Hispanic/Latino	1	4%
	Not Hispanic/Latino	23	96%
	Other/Unknown	0	0%
	TOTAL:	24	100%
Age	17 and under	0	0%
	18 to 24	0	0%
	25 to 39	3	13%
	40 to 59	12	50%
	60 and above	9	38%
	Unknown	0	0%
	TOTAL:	24	100%

OUTCOME INDICATOR:
90% of adults will achieve at least one (1) goal from their Implementation Plan during the program year.

OUTCOME PERCENTAGE ACHIEVED:
100%

NUMBER TO BE SERVED:
30 adults

ACTUAL NUMBER SERVED:
24 adults*

FUNDING AMOUNT AWARDED:
\$253,134.00

FUNDING AMOUNT EXPENDED:
\$253,134.00 (100%)

PROGRAM HIGHLIGHTS **:

- 100% of participants achieved one or more of the goals listed on their individualized plan.
- (24) participants lived in residential homes throughout the year.
- Services never stopped during COVID-19.
- (13) vaccine clinics helped individuals get vaccine or booster.

* Residential Group Homes served (24) participants this fiscal year. This number was reduced from (30) due to renovations/construction at multiple houses throughout the year.

** Please see the COVID-19 Narrative page for The Arc of Palm Beach County for additional comments.

The Lord's Place

Permanent Supportive Housing

The program offers weekly case management meetings, counseling, life skill classes and other services to combat intergenerational homelessness and prevent future homelessness by providing solution-focused housing in which each household receives the necessary time and tools to rebuild lives on an individualized, case by case basis.

Program Participant Demographic Data (FM)			
Gender	Female	75	61%
	Male	48	39%
	Other/Unknown	0	0%
	TOTAL:	123	100%
Veteran	Veteran	5	4%
	Non-Veteran	117	95%
	Unknown	1	1%
	TOTAL:	123	100%
Race	White or Caucasian	58	47%
	Black or African American	60	49%
	American Indian/Alaskan Native	1	1%
	Asian	1	1%
	Native Hawaiian/Other Pacific Islander	1	1%
	Two or More Races (Multi-racial)	2	2%
	Other/Unknown	0	0%
	TOTAL:	123	100%
Ethnicity	Hispanic/Latino	16	13%
	Not Hispanic/Latino	106	86%
	Other/Unknown	1	1%
	TOTAL:	123	100%
Age	17 and under	0	0%
	18 to 24	4	3%
	25 to 39	43	35%
	40 to 59	46	37%
	60 and above	30	24%
	Unknown	0	0%
	TOTAL:	123	100%

<p><u>OUTCOME INDICATOR:</u> 54% of households served will increase or maintain their earned income or non-employment cash income.</p> <p><u>OUTCOME PERCENTAGE ACHIEVED:</u> 68%</p> <p><u>NUMBER TO BE SERVED:</u> 92 households</p> <p><u>ACTUAL NUMBER SERVED:</u> 109 households</p> <p><u>FUNDING AMOUNT AWARDED:</u> \$284,247.00</p> <p><u>FUNDING AMOUNT EXPENDED:</u> \$284,247.00 (100%)</p> <p><u>PROGRAM HIGHLIGHTS</u> *:</p> <ul style="list-style-type: none"> • Expanded telehealth use and health support services for clients through a grant - funded capacity-building project. • Established an Older Adults Committee to better address the health needs of aging clients. • Upgraded the Family Campus security system to improve the safety of children and parents.

* Please see the COVID-19 Narrative page for The Lord's Place for additional comments.

Young Women's Christian Association of Palm Beach County (YWCA)

Harmony House

The program provides a 72-bed emergency domestic violence shelter for women and child victims of domestic violence who are in imminent danger of harm and receive victim-centered and empowerment-based services.

<u>Program Participant Demographic Data</u>			
Gender	Female	158	86%
	Male	0	0%
	Other/Unknown	26	14%
	TOTAL:	184	100%
Veteran	Veteran	0	0%
	Non-Veteran	158	100%
	Unknown	0	0%
	TOTAL:	158	100%
Race	White or Caucasian	65	35%
	Black or African American	90	49%
	American Indian/Alaskan Native	0	0%
	Native Hawaiian/Other Pacific Islander	2	1%
	Asian	0	0%
	Two or More Races (Multi-racial)	1	1%
	Other/Unknown	26	14%
	TOTAL:	184	100%
Ethnicity	Hispanic/Latino	41	22%
	Not Hispanic/Latino	117	64%
	Other/Unknown	26	14%
	TOTAL:	184	100%
Age	17 and under	2	1%
	18 to 24	28	15%
	25 to 39	85	46%
	40 to 59	41	22%
	60 and above	2	1%
	Unknown	26	14%
	TOTAL:	184	100%

<p><u>OUTCOME INDICATOR:</u></p> <p>70% of adults will exit to safe, alternative, violence-free housing with their children (if applicable).</p>
<p><u>OUTCOME PERCENTAGE ACHIEVED:</u></p> <p>78%</p>
<p><u>NUMBER TO BE SERVED:</u></p> <p>200 Adults</p>
<p><u>ACTUAL NUMBER SERVED:</u></p> <p>184 Individuals *</p>
<p><u>FUNDING AMOUNT AWARDED:</u></p> <p>\$139,210.00</p>
<p><u>FUNDING AMOUNT EXPENDED:</u></p> <p>\$139,210.00 (100%)</p>
<p><u>PROGRAM HIGHLIGHTS **:</u></p> <ul style="list-style-type: none"> • Harmony House was able to remain open throughout the COVID-19 pandemic and provide services for domestic abuse survivors and their children. • This program was able to increase its capacity from 50% to 75% by mid-2021 to serve women and children. • This program was able to provide all services to domestic violence and abuse survivors and their children.

* Harmony House was unable to operate at full capacity due to the Covid-19 Pandemic. Harmony House was limited to 50% capacity in order to provide a safe environment for participants to social distance and comply with CDC guidelines. YWCA maintained designated living spaces for participants to quarantine if they became ill due to the Corona Virus away from other participants and staff. Due to these limitations, Harmony House was unable to provide services to the projected number of participants.

** Please see the COVID-19 Narrative page for Young Women's Christian Association of Palm Beach County (YWCA) for additional comments.

Special Needs/Developmental Disabilities

Overall Summary

This category focuses on outcomes and performance measures that help children and adults with special needs/development disabilities achieve their personal goals to maximize their independence in community settings. Services provided address at least one of the following: employment/income, residential living, advocacy, or support services. Provision of these services maximizes the independence of participants.

<p><u>NUMBER OF AGENCIES FUNDED:</u> 8</p> <p><u>NUMBER OF PROGRAMS FUNDED:</u> 13</p> <p><u>NUMBER TO BE SERVED:</u> 742 adults, individuals, and youth</p> <p><u>ACTUAL NUMBER SERVED:</u> 814 adults, individuals, and youth</p> <p><u>FUNDING AMOUNT AWARDED:</u> \$1,655,302.00</p> <p><u>FUNDING AMOUNT EXPENDED:</u> \$1,598,211.15 (97%)</p>
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<p>Funded agencies under this service category include the following: Coalition for Independent Living Options (CILO) Habilitation Center for the Handicapped (HCftH) Legal Aid Society (LAS) Palm Beach Habilitation Center (PBHC) Seagull Industries for the Disabled (SI) The Arc of Palm Beach County (ArcPBC) The Arc of the Glades (ArcGlades) United Community Options (UCO)</p>

Program Participant Demographic Data			
Gender	Female	404	50%
	Male	410	50%
	Other/Unknown	0	0%
	TOTAL:	814	100%
Veteran	Veteran	5	1%
	Non-Veteran	731	90%
	Unknown	78	10%
	TOTAL:	814	100%
Race	White or Caucasian	456	56%
	Black or African American	278	34%
	American Indian/Alaskan Native	5	1%
	Asian	2	0%
	Native Hawaiian/Other Pacific Islander	1	0%
	Two or More Races (Multi-racial)	39	5%
	Other/Unknown	33	4%
	TOTAL:	814	100%
Ethnicity	Hispanic/Latino	124	15%
	Not Hispanic/Latino	620	76%
	Other/Unknown	70	9%
	TOTAL:	814	100%
Age	17 and under	28	3%
	18 to 24	95	12%
	25 to 39	223	27%
	40 to 59	290	36%
	60 and above	176	22%
	Unknown	2	0%
	TOTAL:	814	100%

The Arc of the Glades

Adult Developmental Services System of Care

The program provides adults with developmental disabilities who reside in western Palm Beach County with a continuum of individualized services that promote greater independence. Services include combinations of Facility-based Adult Day Training, Community Inclusion, Supported Living and Supported Employment services and activities. The Arc of the Glades, the only comprehensive developmental services provider for adults serving the Glades Area, helps those it serves to move along the continuum of care from dependence to independence and self-sufficiency.

<u>Program Participant Demographic Data</u>			
Gender	Female	24	50%
	Male	24	50%
	Other/Unknown	0	0%
	TOTAL:	48	100%
Veteran	Veteran	0	0%
	Non-Veteran	48	100%
	Unknown	0	0%
	TOTAL:	48	100%
Race	White or Caucasian	3	6%
	Black or African American	42	88%
	American Indian/Alaskan Native	0	0%
	Asian	0	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Two or More Races (Multi-racial)	3	6%
	Other/Unknown	0	0%
	TOTAL:	48	100%
Ethnicity	Hispanic/Latino	6	13%
	Not Hispanic/Latino	42	88%
	Other/Unknown	0	0%
	TOTAL:	48	100%
Age	17 and under	0	0%
	18 to 24	0	0%
	25 to 39	13	27%
	40 to 59	29	60%
	60 and above	6	13%
	Unknown	0	0%
	TOTAL:	48	100%

OUTCOME INDICATOR:
75% of the individuals served will achieve at least one (1) Short Term Objective during the program year.

OUTCOME PERCENTAGE ACHIEVED:
60% *

NUMBER TO BE SERVED:
47 individuals

ACTUAL NUMBER SERVED:
48 individuals

FUNDING AMOUNT AWARDED:
\$201,474.00

FUNDING AMOUNT EXPENDED:
\$166,530.00 (82.66%)

- PROGRAM HIGHLIGHTS **:**
- Agency obtained a \$100k grant to build a multi-sensory environment for clients.
 - Upgraded all internet and computers to enhance the use of technology in training activities.
 - Added online curriculums and training activities.

* 90% of Clients regressed in skills learned while out due to closure for COVID-19. Extensive re-training occurred and some Clients failed to remaster their objective prior to the end of the year.

** Please see the COVID-19 Narrative page for The Arc of the Glades for additional comments.

The Arc of Palm Beach County

Program for Adult Learning And Support (PALS)

The program provides opportunities for people with intellectual and developmental disabilities (I/DD) to explore possible careers, participate in career and life skill trainings, prepare for employment and ultimately gain more independence. PALS goal is to provide substantial and relevant learning experiences, within an inclusive setting, that leads to meaningful employment, decreasing the client’s dependence on public benefits.

Program Participant Demographic Data			
Gender	Female	41	51%
	Male	39	49%
	Other/Unknown	0	0%
	TOTAL:	80	100%
Veteran	Veteran	0	0%
	Non-Veteran	80	100%
	Unknown	0	0%
	TOTAL:	80	100%
Race	White or Caucasian	61	76%
	Black or African American	16	20%
	American Indian/Alaskan Native	1	1%
	Asian	0	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Two or More Races (Multi-racial)	2	3%
	Other/Unknown	0	0%
	TOTAL:	80	100%
Ethnicity	Hispanic/Latino	7	9%
	Not Hispanic/Latino	73	91%
	Other/Unknown	0	0%
	TOTAL:	80	100%
Age	17 and under	0	0%
	18 to 24	3	4%
	25 to 39	36	45%
	40 to 59	29	36%
	60 and above	12	15%
	Unknown	0	0%
	TOTAL:	80	100%

OUTCOME INDICATOR:
80% of individuals will achieve at least one goal from their Implementation Plan (IP) and/or Employment Stability Plan (ESP) during the program year.

OUTCOME PERCENTAGE ACHIEVED:
100%

NUMBER TO BE SERVED:
65 individuals

ACTUAL NUMBER SERVED:
80 individuals

FUNDING AMOUNT AWARDED:
\$83,845.00

FUNDING AMOUNT EXPENDED:
\$83,845.00 (100%)

PROGRAM HIGHLIGHTS *:

- 100% of program participants achieved one or more of the goals listed on their implementation plan.
- This program provided in person services to (80) individuals throughout the year.
- Increased the number of Collective Employment work sites and program participants.

* Please see the COVID-19 Narrative page for The Arc of Palm Beach County for additional comments.

Coalition for Independent Living Options

Accessible Lifesaving Education for At-Risk Teens (ALERT)

The program teaches youth (ages 14-26) how to write a resume and apply for a job; it also teaches them about social skills, hygiene and health awareness, HIV/STD prevention, responsible sexual behavior, travel training, college and vocational school preparation, and prepares them for adulthood and for life on their own.

<u>Program Participant Demographic Data</u>			
Gender	Female	20	39%
	Male	31	61%
	Other/Unknown	0	0%
	TOTAL:	51	100%
Veteran	Veteran	0	0%
	Non-Veteran	51	100%
	Unknown	0	0%
	TOTAL:	51	100%
Race	White or Caucasian	26	51%
	Black or African American	20	39%
	American Indian/Alaskan Native	0	0%
	Asian	0	0%
	Native Hawaiian/Other Pacific Islander	2	4%
	Two or More Races (Multi-racial)	3	6%
	Other/Unknown	0	0%
	TOTAL:	51	100%
Ethnicity	Hispanic/Latino	10	20%
	Not Hispanic/Latino	41	80%
	Other/Unknown	0	0%
	TOTAL:	51	100%
Age	17 and under	26	51%
	18 to 24	24	47%
	25 to 39	1	2%
	40 to 59	0	0%
	60 and above	0	0%
	Unknown	0	0%
	TOTAL:	51	100%

OUTCOME INDICATOR:
70% of youth with disabilities will learn at least one job readiness or life skill evidenced by pre- and post- test results in combination with staff observation of participant performing said tasks in real life setting.

OUTCOME PERCENTAGE ACHIEVED:
42%*

NUMBER TO BE SERVED:
50 youth

ACTUAL NUMBER SERVED:
51 youth

FUNDING AMOUNT AWARDED:
\$56,777.00

FUNDING AMOUNT EXPENDED:
\$56,777.00 (100%)

PROGRAM HIGHLIGHTS **:

- One consumer started their own graphics design and animation business and was featured on Channel (25) news.
- Four students with disabilities attained jobs.
- Two students successfully graduated high school and enrolled in a college program.

* Outcome percentages were not met due to COVID-19 related restrictions that made it difficult to reach traditional outcomes in a virtual setting. This prompted our agency to update many components of the program moving forward.

** Please see the COVID-19 Narrative page for Coalition for Independent Living Options (CILO) for additional comments.

Coalition for Independent Living Options

Supports and Independent Living (SAIL)

The program coaches clients on how to get a job, how to ride the bus alone, how to manage personal relationships and other skills so they achieve their life goals. The program also mentors clients on how to manage their benefits, how to speak up for themselves, financial literacy, how to find community resources and many other essential topics.

<u>Program Participant Demographic Data</u>			
Gender	Female	108	62%
	Male	66	38%
	Other/Unknown	0	0%
	TOTAL:	174	100%
Veteran	Veteran	1	1%
	Non-Veteran	172	99%
	Unknown	1	1%
	TOTAL:	174	100%
Race	White or Caucasian	101	58%
	Black or African American	63	36%
	American Indian/Alaskan Native	1	1%
	Asian	0	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Two or More Races (Multi-racial)	9	5%
	Other/Unknown	0	0%
	TOTAL:	174	100%
Ethnicity	Hispanic/Latino	36	21%
	Not Hispanic/Latino	138	79%
	Other/Unknown	0	0%
	TOTAL:	174	100%
Age	17 and under	0	0%
	18 to 24	9	5%
	25 to 39	34	20%
	40 to 59	64	37%
	60 and above	67	39%
	Unknown	0	0%
	TOTAL:	174	100%

OUTCOME INDICATOR:
70% of individuals will increase knowledge of a life skill evidenced by pre-and post-test scores, staff observation, and documented self-reporting during contract period.

OUTCOME PERCENTAGE ACHIEVED:
34%*

NUMBER TO BE SERVED:
150 individuals

ACTUAL NUMBER SERVED:
174 individuals

FUNDING AMOUNT AWARDED:
\$154,581.00

FUNDING AMOUNT EXPENDED:
\$134,551.57 (87%)

PROGRAM HIGHLIGHTS **:

- The agency collaborated with the Department of Health to hold two COVID-19 vaccination events providing the vaccine and education to hundreds of consumers.
- Based off the COVID-19 vaccine events, the agency was able to link more than (50) consumers to healthcare coverage through Healthcare District, Medicaid, or the ACA.
- The agency provided job readiness classes on subjects such as sign language, digital photography, zoom, and digital technology.

* The outcome was not met due to benefit application services were directly impacted by the state's COVID-19 policies that extended max benefits and did not allow our agency to help Clients virtually or by phone.

** Please see the COVID-19 Narrative page for Coalition for Independent Living Options (CILO) for additional comments.

Habilitation Center for the Handicapped

Day Program for Adults with Special Needs

The program provides long-term work training and/or paid opportunities, behavioral health services, or recreational programming to help adults with developmental/intellectual disabilities earn income and/or live fulfilling lives.

Program Participant Demographic Data			
Gender	Female	23	38%
	Male	37	62%
	Other/Unknown	0	0%
	TOTAL:	60	100%
Veteran	Veteran	0	0%
	Non-Veteran	60	100%
	Unknown	0	0%
	TOTAL:	60	100%
Race	White or Caucasian	46	77%
	Black or African American	9	15%
	American Indian/Alaska Native	0	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Asian	0	0%
	Two or More Races	5	8%
	Other/Unknown	0	0%
	TOTAL:	60	100%
Ethnicity	Hispanic or Latino	5	8%
	Not Hispanic or Latino	55	92%
	Other/Unknown	0	0%
	TOTAL:	60	100%
Age	17 and under	0	0%
	18 to 24	0	0%
	25 to 39	23	38%
	40 to 59	23	38%
	60 and above	14	23%
	Unknown	0	0%
	TOTAL:	60	100%

<p><u>OUTCOME INDICATOR:</u> 80% of individuals will achieve at least one (1) objective of one (1) goal from their Annual Plan.</p>
<p><u>OUTCOME PERCENTAGE ACHIEVED:</u> 82%</p>
<p><u>NUMBER TO BE SERVED:</u> 50 individuals</p>
<p><u>ACTUAL NUMBER SERVED:</u> 60 individuals</p>
<p><u>FUNDING AMOUNT AWARDED:</u> \$75,000.00</p>
<p><u>FUNDING AMOUNT EXPENDED:</u> \$75,000.00 (100%)</p>
<p><u>PROGRAM HIGHLIGHTS *:</u></p> <ul style="list-style-type: none"> • The agency surpassed its goal for successful outcomes. • The agency surpassed its goal for clients enrolled. • All clients with successful outcomes achieved at least one objective within their annual plan.

* Please see the COVID-19 Narrative page for Palm Beach Habilitation Center for additional comments.

Legal Aid Society

Guardian Advocacy Project

The program provides guardianship and legal case management services for youth (ages 18-24) who have recently aged out or are currently aging out of foster care and who are designated as developmentally disabled and/or have special needs; and individuals over the age of 25 who have a developmental disability or have been adjudicated incapacitated and are without family or friends to care for or assist them. GAP provides the advocacy, support services and legal representation necessary to help these individuals achieve their personal goals and maximize their independence in the least restrictive, home-based community setting.

Program Participant Demographic Data			
Gender	Female	8	38%
	Male	13	62%
	Other/Unknown	0	0%
	TOTAL:	21	100%
Veteran	Veteran	0	0%
	Non-Veteran	21	100%
	Unknown	0	0%
	TOTAL:	21	100%
Race	White or Caucasian	11	52%
	Black or African American	10	48%
	American Indian/Alaskan Native	0	0%
	Asian	0	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Two or More Races (Multi-racial)	0	0%
	Other/Unknown	0	0%
	TOTAL:	21	100%
Ethnicity	Hispanic/Latino	4	19%
	Not Hispanic/Latino	17	81%
	Other/Unknown	0	0%
	TOTAL:	21	100%
Age	17 and under	0	0%
	18 to 24	3	14%
	25 to 39	16	76%
	40 to 59	2	10%
	60 and above	0	0%
	Unknown	0	0%
	TOTAL:	21	100%

<p><u>OUTCOME INDICATOR:</u></p> <p>80% of individuals will achieve their Annual GAP Goal within one (1) year of the goal being developed by the Guardian Advocacy Project.</p>
<p><u>OUTCOME PERCENTAGE ACHIEVED:</u></p> <p>100%</p>
<p><u>NUMBER TO BE SERVED:</u></p> <p>20 individuals</p>
<p><u>ACTUAL NUMBER SERVED:</u></p> <p>21 individuals</p>
<p><u>FUNDING AMOUNT AWARDED:</u></p> <p>\$92,245.00</p>
<p><u>FUNDING AMOUNT EXPENDED:</u></p> <p>\$92,245.00 (100%)</p>
<p><u>PROGRAM HIGHLIGHTS *:</u></p> <ul style="list-style-type: none"> • (21) Clients received services through the Guardian Advocacy Project. • All clients served were protected from neglect, abuse, and exploitation.

* Please see the COVID-19 Narrative page for Legal Aid Society for additional comments.

Palm Beach Habilitation Center

Computer Training Program

The program provides opportunities for individuals with disabilities to receive the training and skills necessary to make a smooth and successful transition into competitive community employment and to access community resources. This program is designed to expose participants to the general operation of the computer and specific skills training in software programs used in work and social settings.

<u>Program Participant Demographic Data</u>			
Gender	Female	47	51%
	Male	45	49%
	Other/Unknown	0	0%
	TOTAL:	92	100%
Veteran	Veteran	0	0%
	Non-Veteran	92	100%
	Unknown	0	0%
	TOTAL:	92	100%
Race	White or Caucasian	64	70%
	Black or African American	28	30%
	American Indian/Alaskan Native	0	0%
	Asian	0	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Two or More Races (Multi-racial)	0	0%
	Other/Unknown	0	0%
	TOTAL:	92	100%
Ethnicity	Hispanic/Latino	18	20%
	Not Hispanic/Latino	74	80%
	Other/Unknown	0	0%
	TOTAL:	92	100%
Age	17 and under	0	0%
	18 to 24	14	15%
	25 to 39	44	48%
	40 to 59	28	30%
	60 and above	6	7%
	Unknown	0	0%
	TOTAL:	92	100%

<p><u>OUTCOME INDICATOR:</u> 70% of individuals will increase their computer skills by completing at least three (3) personal achievement goals.</p> <p><u>OUTCOME PERCENTAGE ACHIEVED:</u> 96%</p> <p><u>NUMBER TO BE SERVED:</u> 80 individuals</p> <p><u>ACTUAL NUMBER SERVED:</u> 92 individuals</p> <p><u>FUNDING AMOUNT AWARDED:</u> \$73,389.00</p> <p><u>FUNDING AMOUNT EXPENDED:</u> \$73,389.00 (100%)</p> <p><u>PROGRAM HIGHLIGHTS *:</u></p> <ul style="list-style-type: none"> • 96% of participants introduced to computer or digital curriculum completed at least three goals successfully to improve their computer/technology skills. • Introduced new curriculum involving coding to several participants so that they can better understand the technology around them. • Met the goal number of individuals served and successful outcomes through COVID-19.

* Please see the COVID-19 Narrative page for Palm Beach Habilitation Center for additional comments.

Palm Beach Habilitation Center

Seniors in Transition and Retirement Services (STARS)

The program serves individuals with developmental and other significant disabilities who are 45 years of age or older and are in need of retirement services appropriate to their medical, physical, and nutritional needs. The primary focus of this program is to assist individuals to remain active and involved in their community rather than being in a nursing home or institutional facility.

Program Participant Demographic Data			
Gender	Female	26	60%
	Male	17	40%
	Other/Unknown	0	0%
	TOTAL:	43	100%
Veteran	Veteran	0	0%
	Non-Veteran	43	100%
	Unknown	0	0%
	TOTAL:	43	100%
Race	White or Caucasian	39	91%
	Black or African American	4	9%
	American Indian/Alaskan Native	0	0%
	Asian	0	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Two or More Races (Multi-racial)	0	0%
	Other/Unknown	0	0%
	TOTAL:	43	100%
Ethnicity	Hispanic/Latino	3	7%
	Not Hispanic/Latino	40	93%
	Other/Unknown	0	0%
	TOTAL:	43	100%
Age	17 and under	2	5%
	18 to 24	0	0%
	25 to 39	0	0%
	40 to 59	15	35%
	60 and above	26	60%
	Unknown	0	0%
	TOTAL:	43	100%

OUTCOME INDICATOR:
80% of individuals will remain active in their community rather than entering a nursing home or institutional level of care.

OUTCOME PERCENTAGE ACHIEVED:
100%

NUMBER TO BE SERVED:
30 individuals

ACTUAL NUMBER SERVED:
43 individuals

FUNDING AMOUNT AWARDED:
\$215,327.00

FUNDING AMOUNT EXPENDED:
\$215,327.00 (100%)

PROGRAM HIGHLIGHTS:

- Meals were delivered to participants with compromised health.
- This program provided information for accessing residential aide and resources for health and safety concerns.
- The Habilitation facility became a location for the COVID-19 vaccination.

Palm Beach Habilitation Center

Supported Employment

The program assists individuals with significant disabilities who are the sole or primary source of income to maintain competitive community employment. Participants receive assistance in developing and implementing a budget which assures their basic living needs are being met which prevents them from becoming homeless.

<u>Program Participant Demographic Data</u>			
Gender	Female	13	33%
	Male	27	68%
	Other/Unknown	0	0%
	TOTAL:	40	100%
Veteran	Veteran	0	0%
	Non-Veteran	40	100%
	Unknown	0	0%
	TOTAL:	40	100%
Race	White or Caucasian	29	73%
	Black or African American	10	25%
	American Indian/Alaskan Native	0	0%
	Asian	0	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Two or More Races (Multi-racial)	1	3%
	Other/Unknown	0	0%
	TOTAL:	40	100%
Ethnicity	Hispanic/Latino	2	5%
	Not Hispanic/Latino	38	95%
	Other/Unknown	0	0%
	TOTAL:	40	100%
Age	17 and under	0	0%
	18 to 24	0	0%
	25 to 39	5	13%
	40 to 59	24	60%
	60 and above	11	28%
	Unknown	0	0%
	TOTAL:	40	100%

<p><u>OUTCOME INDICATOR:</u> 80% of individuals will be able to maintain their community based employment situation.</p> <p><u>OUTCOME PERCENTAGE ACHIEVED:</u> 100%</p> <p><u>NUMBER TO BE SERVED:</u> 40 individuals</p> <p><u>ACTUAL NUMBER SERVED:</u> 40 individuals</p> <p><u>FUNDING AMOUNT AWARDED:</u> \$67,113.00</p> <p><u>FUNDING AMOUNT EXPENDED:</u> \$67,113.00 (100%)</p> <p><u>PROGRAM HIGHLIGHTS *:</u></p> <ul style="list-style-type: none"> • (40) individuals have benefited from this program. • Individuals in the program maintained their employment. • Most of the Clients in this program took part in the COVID-19 vaccination at the center.
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* Please see the COVID-19 Narrative page for Palm Beach Habilitation Center for additional comments.

Seagull Industries

Achievement Center

The program provides a safe training environment necessary for clients with special needs or developmental disabilities to master their social and vocational goals. The program also connects clients with necessary services and it provides respite to caregivers.

Program Participant Demographic Data			
Gender	Female	44	40%
	Male	65	59%
	Other/Unknown	2	2%
	TOTAL:	111	100%
Veteran	Veteran	0	0%
	Non-Veteran	32	29%
	Unknown	79	71%
	TOTAL:	111	100%
Race	White or Caucasian	19	17%
	Black or African American	45	41%
	American Indian/Alaskan Native	2	2%
	Asian	1	1%
	Native Hawaiian/Other Pacific Islander	0	0%
	Two or More Races (Multi-racial)	9	8%
	Other/Unknown	35	32%
	TOTAL:	111	100%
Ethnicity	Hispanic/Latino	11	10%
	Not Hispanic/Latino	28	25%
	Other/Unknown	72	65%
	TOTAL:	111	100%
Age	17 and under	0	0%
	18 to 24	1	1%
	25 to 39	38	34%
	40 to 59	49	44%
	60 and above	21	19%
	Unknown	2	2%
	TOTAL:	111	100%

OUTCOME INDICATOR:
90% of individuals will increase independence as evidenced by achieving one short-term objective from their Individualized Implementation Plan (IIP).

OUTCOME PERCENTAGE ACHIEVED:
87%*

NUMBER TO BE SERVED:
110 individuals

ACTUAL NUMBER SERVED:
111 individuals

FUNDING AMOUNT AWARDED:
\$278,393.00

FUNDING AMOUNT EXPENDED:
\$278,393.00 (100%)

- PROGRAM HIGHLIGHTS:**
- Clients returned to the program in person for socialization opportunities and to perform contract work.
 - Clients engaged in activities, entertainment and holiday luncheons.
 - Clients resumed life skills development training.

* Please see the COVID-19 Narrative page for Seagull Industries for additional comments.

Seagull Industries

Seagull Academy for Independent Living (SAIL)

The program offers a comprehensive array of services and activities using an individualized, goal-based learning approach to prepare youth with developmental disabilities for the world of work and independent living.

Program Participant Demographic Data			
Gender	Female	17	38%
	Male	27	60%
	Other/Unknown	1	2%
	TOTAL:	45	100%
Veteran	Veteran	3	7%
	Non-Veteran	41	91%
	Unknown	1	2%
	TOTAL:	45	100%
Race	White or Caucasian	17	38%
	Black or African American	25	56%
	American Indian/Alaskan Native	0	0%
	Asian	0	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Two or More Races (Multi-racial)	2	4%
	Other/Unknown	1	2%
TOTAL:	45	100%	
Ethnicity	Hispanic/Latino	8	18%
	Not Hispanic/Latino	36	80%
	Other/Unknown	1	2%
	TOTAL:	45	100%
Age	17 and under	0	0%
	18 to 24	41	91%
	25 to 39	3	7%
	40 to 59	0	0%
	60 and above	0	0%
	Unknown	1	2%
	TOTAL:	45	100%

OUTCOME INDICATOR:
80% of youth will achieve employment skills as evidenced by annual goal in the employment plan.

OUTCOME PERCENTAGE ACHIEVED:
93%

NUMBER TO BE SERVED:
50 youth

ACTUAL NUMBER SERVED:
45 youth *

FUNDING AMOUNT AWARDED:
\$30,000.00

FUNDING AMOUNT EXPENDED:
\$30,000.00 (100%)

- PROGRAM HIGHLIGHTS **:**
- Participants improved skills and achieved goals through virtual and hybrid learning settings.
 - Our agency began offering virtual internship opportunities.

* Our program served just under the expected number of participants due to COVID-19 related challenges surrounding program outreach and recruitment efforts and activities.

** Please see the COVID-19 Narrative page for Seagull Industries for additional comments.

United Community Options

Behavior Focused Respite

The program will provide relief to caretakers who are caring for children with behavior needs and developmental disabilities. Families will be educated and trained in behavior supports, which will allow them to care for their child at home. The Behavior Focus In-Home Respite Program will assist in limiting out-of-home child placements.

<u>Program Participant Demographic Data</u>			
Gender	Female	23	82%
	Male	5	18%
	Other/Unknown	0	0%
	TOTAL:	28	100%
Veteran	Veteran	1	4%
	Non-Veteran	27	96%
	Unknown	0	0%
	TOTAL:	28	100%
Race	White or Caucasian	18	64%
	Black or African American	5	18%
	American Indian/Alaskan Native	0	0%
	Asian	0	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Two or More Races (Multi-racial)	5	18%
	Other/Unknown	0	0%
	TOTAL:	28	100%
Ethnicity	Hispanic/Latino	13	46%
	Not Hispanic/Latino	15	54%
	Other/Unknown	0	0%
	TOTAL:	28	100%
Age	17 and under	2	7%
	18 to 24	0	0%
	25 to 39	7	25%
	40 to 59	15	54%
	60 and above	4	14%
	Unknown	0	0%
	TOTAL:	28	100%

<p><u>OUTCOME INDICATOR:</u> 80% of individuals served for at least three (3) months will experience relief from the stress of caring for their child with special needs.</p>
<p><u>OUTCOME PERCENTAGE ACHIEVED:</u> 100%</p>
<p><u>NUMBER TO BE SERVED:</u> 20 individuals</p>
<p><u>ACTUAL NUMBER SERVED:</u> 28 individuals</p>
<p><u>FUNDING AMOUNT AWARDED:</u> \$74,024.00</p>
<p><u>FUNDING AMOUNT EXPENDED:</u> \$71,906.00 (97%)</p>
<p><u>PROGRAM HIGHLIGHTS *:</u></p> <ul style="list-style-type: none"> • Served more clients than contracted. • Met outcomes, (17) families experienced relief of stress for caring with children with special needs. • Provided much needed respite services during the COVID-19 pandemic.

* Please see the COVID-19 Narrative page for United Community Options for additional comments.

Senior Services

Overall Summary

This category addresses outcomes and performance measures that work to ensure seniors remain in the community and avoid becoming institutionalized in a nursing home setting through programs to reduce isolation and increase socialization, and/or provide short-term case management, in-home services, and caregiver counseling/training services.

<u>NUMBER OF AGENCIES FUNDED:</u>
1
<u>NUMBER OF PROGRAMS FUNDED:</u>
2
<u>NUMBER TO BE SERVED:</u>
1,300 seniors and caregivers
<u>ACTUAL NUMBER SERVED:</u>
1324 seniors and caregivers
<u>FUNDING AMOUNT AWARDED:</u>
\$563,721.00
<u>FUNDING AMOUNT EXPENDED:</u>
\$563,721.00 (100%)

Funded agencies under this service category include the following:
Alzheimer's Community Care (ACC)

** Some of the ages are under the 60 threshold because these apply to the caregivers and not the seniors themselves.*

Program Participant Demographic Data			
Gender	Female	931	70%
	Male	393	30%
	Other/Unknown	0	0%
	TOTAL:	1324	100%
Veteran	Veteran	76	6%
	Non-Veteran	1246	94%
	Unknown	2	0%
	TOTAL:	1324	100%
Race	White or Caucasian	944	71%
	Black or African American	346	26%
	American Indian/Alaskan Native	4	0%
	Asian	3	0%
	Native Hawaiian/Other Pacific Islander	6	0%
	Two or More Races (Multi-racial)	21	2%
	Other/Unknown	0	0%
TOTAL:	1324	100%	
Ethnicity	Hispanic/Latino	307	23%
	Not Hispanic/Latino	1016	77%
	Other/Unknown	1	0%
	TOTAL:	1324	100%
Age *	17 and under	1	0%
	18 to 24	1	0%
	25 to 39	29	2%
	40 to 59	256	19%
	60 and above	1037	78%
	Unknown	0	0%
	TOTAL:	1324	100%

Alzheimer's Community Care

Family Nurse Consultant

The program provides dementia-specific support and wrap-around services, guidance, and direction for caregivers and family members of patients with Alzheimer's disease and related disorders.

Program Participant Demographic Data			
Gender	Female	606	73%
	Male	223	27%
	Other/Unknown	0	0%
	TOTAL:	829	100%
Veteran	Veteran	31	4%
	Non-Veteran	798	96%
	Unknown	0	0%
	TOTAL:	829	100%
Race	White or Caucasian	612	74%
	Black or African American	193	23%
	American Indian/Alaskan Native	2	0%
	Asian	1	0%
	Native Hawaiian/Other Pacific Islander	2	0%
	Two or More Races (Multi-racial)	19	2%
	Other/Unknown	0	0%
	TOTAL:	829	100%
Ethnicity	Hispanic/Latino	192	23%
	Not Hispanic/Latino	636	77%
	Other/Unknown	1	0%
	TOTAL:	829	100%
Age	17 and under	1	0%
	18 to 24	1	0%
	25 to 39	28	3%
	40 to 59	252	30%
	60 and above	547	66%
	Unknown	0	0%
	TOTAL:	829	100%

OUTCOME INDICATOR:

85% of caregivers who complete an annual reassessment will indicate stable or increased likelihood of continuing to provide home-based care.

OUTCOME PERCENTAGE ACHIEVED:

99%

NUMBER TO BE SERVED:

900 caregivers

ACTUAL NUMBER SERVED:

829 caregivers *

FUNDING AMOUNT AWARDED:

\$341,649.00

FUNDING AMOUNT EXPENDED:

\$341,649.00 (100%)

PROGRAM HIGHLIGHTS:

- (829) caregivers were served by the FAA FNC program.
- An additional (624) were served by other FNC programs in PBC.
- Family Nurse Consultants conducted 2,140 telephone reassurance calls to caregivers.

* Agency did not provide information regarding why the number of people served was not met.

Alzheimer's Community Care

Specialized Alzheimer's Adult Day Services

The program is a community-based, dementia-specific service of therapeutic, social, recreational, and health activities provided for patients with Alzheimer's disease and related disorders. It is also a direct service to caregivers, as it provides the caregiver the opportunity to work, care for other family members, care for their own healthcare needs and take some much-needed respite time for him or herself.

Program Participant Demographic Data			
Gender	Female	325	66%
	Male	170	34%
	Other/Unknown	0	0%
	TOTAL:	495	100%
Veteran	Veteran	45	9%
	Non-Veteran	448	91%
	Unknown	2	0%
	TOTAL:	495	100%
Race	White or Caucasian	332	67%
	Black or African American	153	31%
	American Indian/Alaskan Native	2	0%
	Asian	5	1%
	Native Hawaiian/Other Pacific Islander	1	0%
	Two or More Races (Multi-racial)	2	0%
	Other/Unknown	0	0%
	TOTAL:	495	100%
Ethnicity	Hispanic/Latino	115	23%
	Not Hispanic/Latino	380	77%
	Other/Unknown	0	0%
	TOTAL:	495	100%
Age	17 and under	0	0%
	18 to 24	0	0%
	25 to 39	1	0%
	40 to 59	4	1%
	60 and above	490	99%
	Unknown	0	0%
	TOTAL:	495	100%

OUTCOME INDICATOR:

80% of seniors enrolled in Day Care will delay or eliminate the need for nursing home placement at the time of program exit.

OUTCOME PERCENTAGE ACHIEVED:

99%

NUMBER TO BE SERVED:

400 seniors

ACTUAL NUMBER SERVED:

495 seniors

FUNDING AMOUNT AWARDED:

\$222,072.00

FUNDING AMOUNT EXPENDED:

\$222,072.00 (100%)

PROGRAM HIGHLIGHTS:

- All Specialized Alzheimer's Day Service Centers remained open during the pandemic.
- (495) unduplicated patients were served by the Specialized Day Service Centers.
- 99% patients enrolled in Day Care have delayed or eliminated the need for nursing home placement.

Strategic Partnerships

Overall Summary

Programs and services in this category address outcomes that demonstrate positive change in the community but are not categorized in one of the main five (5) service categories. Services include crisis lines, hunger relief partnerships, match funds, and more.

<p><u>NUMBER OF AGENCIES FUNDED:</u> 7</p> <p><u>NUMBER OF PROGRAMS FUNDED:</u> 8</p> <p><u>NUMBER TO BE SERVED:</u> 655 individuals and seniors *</p> <p><u>ACTUAL NUMBER SERVED:</u> 856 individuals and seniors *</p> <p><u>FUNDING AMOUNT AWARDED:</u> \$1,713,909.00</p> <p><u>FUNDING AMOUNT EXPENDED:</u> \$1,681,611.00 (98%)</p>

Funded agencies under this service category include the following:
 211 Palm Beach / Treasure Coast (211)*
 Adopt-A-Family of the Palm Beaches (AAF)*
 Gulfstream Goodwill Industries (GGI)*
 Palm Beach County Food Bank (PBC FB)
 SouthEast Florida Behavioral Health Network (SEFBHN)
 The Volen Center (TVC)
 United Way of Palm Beach County (UW)

Program Participant Demographic Data			
Gender	Female	572	67%
	Male	283	33%
	Other/Unknown	1	0%
	TOTAL:	856	100%
Veteran	Veteran	65	8%
	Non-Veteran	642	75%
	Unknown	149	17%
	TOTAL:	856	100%
Race	White or Caucasian	629	73%
	Black or African American	194	23%
	American Indian/Alaskan Native	2	0%
	Asian	2	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Two or More Races (Multi-racial)	22	3%
	Other/Unknown	7	1%
	TOTAL:	856	100%
Ethnicity	Hispanic/Latino	114	13%
	Not Hispanic/Latino	742	87%
	Other/Unknown	0	0%
	TOTAL:	856	100%
Age	17 and under	12	1%
	18 to 24	4	0%
	25 to 39	17	2%
	40 to 59	23	3%
	60 and above	800	93%
	Unknown	0	0%
	TOTAL:	856	100%

* Due to the nature of these programs, the 'Number to be served', 'Actual number served', and 'Program Participant Demographic Data' is only based on five (3) programs under the three (3) starred agencies above. The other programs did not have a set number to be served and/or were unable to report on this information for FY21, see individual report pages for additional information.

211 Palm Beach/Treasure Coast

211 Helpline

The 211 Helpline is the only free, confidential service in Palm Beach County and the Treasure Coast that assists individuals in need with information, assessment, and referral services; crisis counseling; and suicide intervention, 24 hours a day, 365 days a year. For 50 years, the agency has served the community in their mission to save lives through crisis intervention and by connecting people to health, mental health, and wellness services 24 hours a day every day. The agency envisions a community where people in crisis receive the information and support they need to weather life's storms. 211 Helpline fills a crucial role in the community during major disasters that are faced, providing the most accurate emergency information, resources, and support.

NUMBER OF UNDUPLICATED INDIVIDUALS SERVED WITHIN PALM BEACH COUNTY:

See Program Highlights below for additional information.

FUNDING AMOUNT AWARDED:

\$177,457.00

FUNDING AMOUNT EXPENDED:

\$177,457.00 (100%)

PROGRAM HIGHLIGHTS *:

- The 211 Helpline responded to over 50,000 requests for help in FY 2021.
- 211 Helpline celebrated 50 years of service to the community in 2021.
- 211 Helpline is a trusted community partner and provided over 60 educational presentations.
- This program was mentioned over 90 times in public media, including TV and radio.

* Please see the COVID-19 Narrative page for 211 Palm Beach/Treasure Coast for additional comments.

211 Palm Beach / Treasure Coast

Elder Crisis Outreach

The program provides telephone and in-home counseling, suicide evaluation, service referrals, advocacy, screening and enrollment support for basic needs and health care benefits.

Program Participant Demographic Data			
Gender	Female	551	69%
	Male	245	31%
	Other/Unknown	1	0%
	TOTAL:	797	100%
Veteran	Veteran	65	8%
	Non-Veteran	584	73%
	Unknown	148	19%
	TOTAL:	797	100%
Race	White or Caucasian	597	75%
	Black or African American	169	21%
	American Indian/Alaskan Native	2	0%
	Asian	0	0%
	Native Hawaiian/Other Pacific Islander	2	0%
	Two or More Races (Multi-racial)	20	3%
	Other/Unknown	7	1%
	TOTAL:	797	100%
Ethnicity	Hispanic/Latino	104	13%
	Not Hispanic/Latino	693	87%
	Other/Unknown	0	0%
	TOTAL:	797	100%
Age	17 and under	0	0%
	18 to 24	0	0%
	25 to 39	0	0%
	40 to 59	0	0%
	60 and above	797	100%
	Unknown	0	0%
	TOTAL:	797	100%

OUTCOME INDICATOR:
75% of elders will have their crisis situation resolved or stabilized.

OUTCOME PERCENTAGE ACHIEVED:
78%

NUMBER TO BE SERVED:
450 elders

ACTUAL NUMBER SERVED:
797 elders

FUNDING AMOUNT AWARDED:
\$44,403.00

FUNDING AMOUNT EXPENDED:
\$44,403.00 (100%)

PROGRAM HIGHLIGHTS *:

- Successfully able to maintain a high level of support for clients throughout the pandemic.
- Successfully able to provide lifesaving resources, crisis counselling and more throughout the pandemic.
- This program was able to provide support to Spanish speaking clients through bi-lingual staff.

* Please see the COVID-19 Narrative page for 211 Palm Beach/Treasure Coast for additional comments.

Adopt-A-Family

Traveler's Aid

The program returns families and individuals home in order to avert homelessness. The program provides individuals with a Greyhound bus pass, returning them to their support system and helping to reduce the cost to the County.

Program Participant Demographic Data			
Gender	Female	9	53%
	Male	8	47%
	Other/Unknown	0	0%
	TOTAL:	17	100%
Veteran	Veteran	0	0%
	Non-Veteran	17	100%
	Unknown	0	0%
	TOTAL:	17	100%
Race	White or Caucasian	9	53%
	Black or African American	8	47%
	American Indian/Alaskan Native	0	0%
	Asian	0	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Two or More Races (Multi-racial)	0	0%
	Other/Unknown	0	0%
	TOTAL:	17	100%
Ethnicity	Hispanic/Latino	6	35%
	Not Hispanic/Latino	11	65%
	Other/Unknown	0	0%
	TOTAL:	17	100%
Age	17 and under	12	71%
	18 to 24	1	6%
	25 to 39	2	12%
	40 to 59	2	12%
	60 and above	0	0%
	Unknown	0	0%
	TOTAL:	17	100%

<p><u>OUTCOME INDICATOR:</u> 100% of individuals will receive a bus ticket, train ticket, or airfare, to return safely home to their support system.</p> <p><u>OUTCOME PERCENTAGE ACHIEVED:</u> 100%</p> <p><u>NUMBER TO BE SERVED:</u> 80 individuals</p> <p><u>ACTUAL NUMBER SERVED:</u> 17 individuals *</p> <p><u>FUNDING AMOUNT AWARDED:</u> \$15,000.00</p> <p><u>FUNDING AMOUNT EXPENDED:</u> \$2,527.00 (17%) *</p> <p><u>PROGRAM HIGHLIGHTS **:</u></p> <ul style="list-style-type: none"> • (17) individuals (3 families) were reunited with family through Traveler's Aid assistance. • In addition to travel assistance, (14) individuals were assisted with food and travel necessities. • Staff transported (14) individuals to the travel departure location.
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* There was a significant decrease in families seeking relocation assistance due to COVID-19. Reasons included families becoming ill, fear of spreading the virus, and travel restrictions.

** Please see the COVID-19 Narrative page for Adopt-A-Family for additional comments.

Gulfstream Goodwill Industries

Traveler's Aid

The program returns families and individuals home in order to avert homelessness. The program provides individuals with a Greyhound bus pass, returning them to their support system and helping to reduce the cost to the County.

<u>Program Participant Demographic Data</u>			
Gender	Female	12	29%
	Male	30	71%
	Other/Unknown	0	0%
	TOTAL:	42	100%
Veteran	Veteran	1	2%
	Non-Veteran	41	98%
	Unknown	0	0%
	TOTAL:	42	100%
Race	White or Caucasian	23	55%
	Black or African American	17	40%
	American Indian/Alaskan Native	0	0%
	Asian	0	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Two or More Races (Multi-racial)	2	5%
	Other/Unknown	0	0%
	TOTAL:	42	100%
Ethnicity	Hispanic/Latino	4	10%
	Not Hispanic/Latino	38	90%
	Other/Unknown	0	0%
	TOTAL:	42	100%
Age	17 and under	0	0%
	18 to 24	3	7%
	25 to 39	15	36%
	40 to 59	21	50%
	60 and above	3	7%
	Unknown	0	0%
	TOTAL:	42	100%

OUTCOME INDICATOR:

80% of individuals will receive Traveler's Aide and complete a successful transition to a safe and stable environment with family or other natural supports.

OUTCOME PERCENTAGE ACHIEVED:

100%

NUMBER TO BE SERVED:

125 individuals

ACTUAL NUMBER SERVED:

42 individuals *

FUNDING AMOUNT AWARDED:

\$25,000.00

FUNDING AMOUNT EXPENDED:

\$5,175.92 (21%)

PROGRAM HIGHLIGHTS **:

- 100% of persons served through Traveler's Aid did not return to homelessness.
- An elderly client was reunited with their daughter after 20 years.
- Wrap around support and services helped the program aid clients to travel without delays.
- Strengthened collaboration with PBC and HHA community partners.
- Enhanced outreach and marketing was implemented.

* The agency was not able to meet the number to be served for Traveler's Aid due to individuals not wanting to return home and families not willing to accept them.

** Please see the COVID-19 Narrative page for Gulfstream Goodwill Industries for additional comments.

Palm Beach County Food Bank

Food Recovery and Distribution & Benefits Outreach Program

The Palm Beach County Food Bank's (PBCFB) Food Recovery and Distribution Program recovers millions of pounds of unused food from local growers, restaurants, and businesses. This food is then packed and distributed to 130 Palm Beach County front line, hunger relief partner agencies such as soup kitchens, food pantries, and residential facilities.

In the Benefits Outreach Program, through a Memorandum of Understanding with the Florida Department of Children and Families, the program's three (3) Benefits Specialists help eligible residents across the County apply for SNAP benefits (food stamps) through the ACCESS application.

NUMBER OF UNDUPLICATED INDIVIDUALS SERVED WITHIN PALM BEACH COUNTY:

1,344,470

FUNDING AMOUNT AWARDED:

\$155,295.00

FUNDING AMOUNT EXPENDED:

\$155,295.00 (100%)

PROGRAM HIGHLIGHTS *:

- **Food Recovery and Distribution**
 - Total Individuals Served: duplicated = 2,520,217
 - Total Individuals Served: unduplicated = 1,335,715
 - Pounds Distributed: 10.4 million (equivalent of 8.7 million meals)
 - Total pounds donated: 10.2 million pounds valued at \$17.8 million
 - Purchased food: 645,867 pounds

- **Benefits Outreach - SNAP**
 - Total applications completed: 4,027
 - Total people served: 8,755
 - Total benefits awarded: \$7,616,334.00

* Please see the COVID-19 Narrative page for Palm Beach County Food Bank for additional comments.

Southeast Florida Behavioral Health Network

Wraparound Training and Fidelity Initiative

Southeast Florida Behavioral Health Network (SEFBHN) provides training, coaching to certification and fidelity management to providers of High Fidelity Wraparound coaching to better assist Clients with complex behavioral health challenges utilizing their strengths and culture to meet their individualized needs.

NUMBER OF UNDUPLICATED INDIVIDUALS SERVED WITHIN PALM BEACH COUNTY:

See Program Highlights below for additional information.

FUNDING AMOUNT AWARDED:

\$57,619.00

FUNDING AMOUNT EXPENDED:

\$57,619.00 (100%)

PROGRAM HIGHLIGHTS *:

- SEFBHN provided (4) 3-day Wraparound 101 trainings to 94 participants.
- Provided one Introduction to wraparound training with 25 participants.
- Certified four facilitators and two coaches in Palm Beach County.
- Held six Palm Beach County wraparound learning communities and four combined, regional meetings.
- Provided (37) wraparound coaching and technical assistance meetings to providers.

* Please see the COVID-19 Narrative page for SouthEast Florida Behavioral Health Network for additional comments.

The Volen Center

Match Funds & Transportation

The match funds received by FAA for Community Care for the Elderly (CCE) and Older Americans Act (OAA) programs assist the Volen Center in providing services to seniors in Palm Beach County so they are able to live independently in their home(s) or with the support of a caregiver.

The Volen Center Transportation Program offers door-to-door transportation that is specifically for the elderly who need to access medical care and transportation services aimed to avoid isolation. As a response to the COVID-19 pandemic, the Program also delivered food to the elderly so that they could continue to access nutritious meals and avoid community exposure to the virus.

MATCH FUNDS

NUMBER OF UNDUPLICATED INDIVIDUALS SERVED WITHIN PALM BEACH COUNTY:

1,326

FUNDING AMOUNT AWARDED:

\$142,269.00

FUNDING AMOUNT EXPENDED:

\$142,269.00 (100%)

PROGRAM HIGHLIGHTS *:

- Successful audits by the Area Agency on Aging
- Client satisfaction surveys conducted on a regular basis continue to demonstrate that the program is highly rated by the program participants.
- Personal Protective Equipment sent to Clients to help avoid transmission of COVID-19.

TRANSPORTATION

NUMBER OF UNDUPLICATED INDIVIDUALS SERVED WITHIN PALM BEACH COUNTY:

715

FUNDING AMOUNT AWARDED:

\$969,042.00

FUNDING AMOUNT EXPENDED:

\$969,042.00 (93%)

PROGRAM HIGHLIGHTS *:

- Delivered over 100,000 meals to seniors who were home bound due to COVID-19.
- Provided transportation to COVID-19 vaccine appointments.

* Please see the COVID-19 Narrative page for The Volen Center for additional comments.

United Way of Palm Beach County

Hunger Relief

The Vice-President of Hunger Relief works alongside community stakeholders and partners to implement the Hunger Relief plan by identifying barriers and implementing initiatives, educating the community, and advocating for systematic change. Hunger Relief is the central point of contact for businesses, faith-based entities and others who are interested in donating or distributing food during this the COVID-19 pandemic

NUMBER OF UNDUPLICATED INDIVIDUALS SERVED WITHIN PALM BEACH COUNTY:

243,694

FUNDING AMOUNT AWARDED:

\$45,000.00

FUNDING AMOUNT EXPENDED:

\$45,000.00 (100%)

PROGRAM HIGHLIGHTS *:

- Implemented third year of Cold Storage Grant.
- Continued support of the Mobile Summer Break Spot Program.
- Funded SNAP Outreach Coordinator at Palm Beach County Food Bank.
- Continued Family Weekend Pack Program in the Glades and Lake Worth.
- Funded Summer Food Distribution at Palm Beach County Food Bank.

* Please see the COVID-19 Narrative page for United Way of Palm Beach County for additional comments.

COVID-19 Narratives

Fiscal year 2021 was met with many ongoing challenges that affected our community partners. As a result of the pandemic, many of the funded agencies had to temporarily shut down their facilities, increase sanitation practices, embrace technological advances such as utilizing tele-software (i.e. WebEx, Zoom, etc.), and adapt to long term strategies related to COVID-19. The following summaries depict a snapshot of how agencies worked to adapt and address the ongoing changes directly related to the COVID-19 pandemic.

The COVID-19 Narratives were provided either specifically by program or generally by agency. If a narrative is program-specific, it will be subtitled with the program name. If the narrative was written to encompass all the programs, the subtitle name will say “All Programs”. If a narrative was written in general on behalf of the agency, there will be no subtitle.

The COVID-19 Narratives have been arranged in alphabetical order by Agency Name. The Table of Contents in the front of this report also includes a section for the COVID-19 Narratives. The COVID-19 Narratives were not required from each agency/program.

211 Palm Beach/Treasure Coast

(Elder Crisis Outreach) 211 is proud to say that we have been here for our community throughout the pandemic, never ceasing to provide our lifesaving resources and crisis counseling during this time of greatest need.

The Coronavirus pandemic left many of the elders in the community in fear for their health and welfare. The Elder Crisis Outreach staff worked with seniors in our community confronting many new challenges. Staff spent more time than normal listening and supporting those concerned about their financial well-being, in distress about health issues, or those who felt overwhelmed and depressed. Many of the elders were not able to see family, friends and often felt isolated and forgotten.

Although face-to-face interactions were not possible for the safety of our staff and Clients, our program was still able to provide emergency food to those in need. Staff dropped bags of food at their front door and then called them to let them know the food was on their doorstep.

During this extremely stressful time due to the Coronavirus pandemic throughout our communities, the Elder Crisis Outreach staff has played an important role, providing urgently needed emotional support, financial assistance, health information as well as assistance with food.

(Helpline/Resource Center) The 211 Helpline continues to remain available, 24 hours a day, 7 days a week, for the residents of Palm Beach County who are battling with the lingering impacts of the COVID-19 pandemic. Throughout this public health crisis, 211 has had no lapse in our service delivery. We continue to respond to every help request, providing the community with critical information and resources along with emotional support, including crisis intervention and suicide prevention services. Our agency is continuing to operate in a hybrid-remote system of operation so that we can support those we serve through challenging times, while working to insure the health and safety of our team and adhere to CDC guidelines within our facility.

Our highly trained Resource Center Specialists respond to a variety of requests from those struggling due to the pandemic. Often our staff can hear the fear and uncertainty in the voices of callers who are concerned about contracting COVID-19, financial insecurity, lost loved ones, and even those who are struggling to the point of contemplating suicide. For each person, our caring staff first listens, then assesses the situation, and then provides information on appropriate resources and emotional support. The 211 Helpline is dedicated to being available, any time of the day or night, to help the residents of Palm Beach County.

211 has had a number of noteworthy successes in the past year. Due to the increased volume received at the start of the pandemic, we have been able to expand our disaster response services, including expanding our existing Disaster Distress Helpline and Crisis Chat services. Our agency is also currently in the process of implementing a new cloud-based phone system, which will reduce technology-related glitches that threaten the continuity of our operations, in addition this system will be able to support an increase in volume. We are grateful for a recent funding award that has allowed us to enhance the 211 Helpline by bringing on a Follow-Up Advocate, who will reach out to individuals who have requested help from 211 previously and agreed to a voluntary follow-up call to determine if their needs were met and if they require further resources or support. Further, this award has allowed us to launch a 6-month long outreach campaign that aims to raise awareness for our services throughout the communities we serve. This campaign utilizes mobile media and social media to make impressions as well as promote a suicide prevention teen peer influencer campaign on TikTok and Instagram. Through these efforts, our agency hopes to remind the people we serve there is always someone who is there to listen and to help. The 211 Helpline is committed to remaining a constant source of information and support, and we will continue to improve and save lives every single day.

211 will continue to be here for people who need help. Experts predict that the pandemic may lead to a mental health crisis being termed, the “Third Wave,” characterized by increased mental health needs that will disproportionately affect historically underserved populations. With the rollout of the new shorter National Suicide Prevention Lifeline number, 9-8-8, increased volume on that line has been predicted. As Lifeline routes local calls to our 211 Team, our staff is preparing to increase capacity, so that our program can better respond to the possible increase in calls. We are committed to remaining a constant source of information and support for those who need us.

Adopt-A-Family of Palm Beach County

(All Programs) Adopt-A-Family (AAF) continues to work diligently to keep families stably housed in the safest way possible while mitigating the challenges of COVID-19. This year, AAF provided blended services including both remote and in-person options with the goal of tailoring each program to meet the needs of its clients while keeping everyone safe.

The global COVID-19 pandemic affected our community, clientele, and agency programs in significant ways. There was a reduced need for our Traveler’s Aid program because many clients were unable to reunite with family members. Some families experienced COVID firsthand, having family members fall ill and/or hospitalized. Travel restrictions and fear of spreading the virus also made it difficult for families to reunite. In addition, many of these same challenges caused families in our Program REACH shelter to require extensions past their 90-day stay in order to exit to stable housing.

In AAF’s four housing programs, including Project SAFE, staff continuously assessed each family’s needs. Food pantry referrals, gift cards, and PPE were provided to families who faced financial challenges due to reduced work hours, unemployment, or having someone fall ill. Families were assisted with unemployment applications and were linked to community resources.

At the beginning of the 2020-2021 school year, Project GROW resumed in person services. Following the progression of CDC recommendations, the program started the academic year with approximately 15 students and ended the year with a little over 40. Summer camp was offered in person and field trips were provided in-house by local vendors, providing a safer experience for our students and limiting outside exposure.

Over the course of this year, Housing Stabilization Program staff gradually resumed face-to-face and home visits, creating a blended virtual and in-person service provision model. The housing moratorium was lifted, and a new challenge emerged in which rents were dramatically increased and became even less affordable. While some families needed longer subsidies to prevent homelessness, others needed assistance with relocation.

Two emergency response initiatives continued operating through the Family Division of Palm Beach County’s Homeless Resource Center (HRC), which is managed by AAF. A short-term CARES Act Application Facilitator Program guided low-income Palm Beach County families through the process of obtaining federal COVID-19 relief. In addition, AAF was entrusted to manage ESG-CV funds.

(Program Reach) Many of our Clients required additional time locating affordable housing during the COVID pandemic. Several families were directly impacted by the illness. Some families lost employment or could not find employment.

(Traveler’s Aid Program) The global COVID-19 pandemic affected the total number of individuals to be served in the program. Some families were impacted by COVID-19 with infection and/or hospitalization. Other issues centered on travel restrictions and fears of spreading the virus. This resulted in the reduced need of Clients requesting relocation to different areas through our Traveler’s Aid Program.

Aid to Victims of Domestic Abuse

(CASA VEGSO) In response to the COVID-19 pandemic, AVDA immediately secured additional cleaning supplies, masks, gloves, thermometers, and other necessary PPE for the safety of staff and residents. AVDA implemented a COVID-19 policy to screen families entering the shelter for COVID-19 exposure and symptoms. AVDA also provided a quarantine room and began ordering catered meals to avoid residents needing to congregate in our communal kitchens to cook meals. AVDA reduced capacity in our shelter to facilitate social distancing in bedrooms that typically are shared by more than one family at a time. With reduce capacity and the rising numbers of domestic violence incidents during the pandemic, AVDA continues to provide housing options for survivors in need of shelter and continues meeting the increased demand for safe housing.

Residents are encouraged to access supportive services by phone or in outdoor spaces with Advocates for everyone's health and wellbeing. As the pandemic affects employment opportunities, AVDA has been extending the stays in shelter for survivors for them to navigate these challenging economic times so they have the time necessary to secure violence-free living conditions.

At the onset of the pandemic, AVDA, as well as domestic violence centers throughout the state of Florida, noticed a decline in hotline calls for service. AVDA and domestic violence experts attributed the decline in calls to the stay at home orders that prevented survivors from having time away from their abusers to make phone calls for help. In response to these barriers survivors were faced with during the pandemic, AVDA researched and secured a safe, confidential service to text-enable our hotline so survivors could reach out for help discretely, even if their abuser was in the home with them. Upon launch of the text-enabled hotline in August 2020, AVDA immediately began receiving texts through this service from survivors needing assistance and continues to offer this critical service.

While AVDA has met the challenges of offering shelter services and accessibility for survivors during the pandemic, the rising costs associated with operating under these conditions has had a great impact to the organization. As the pandemic continues to remain a pressing issue in our community, additional funds to cover the costs associated with providing these extra measures is a top priority.

American Association of Caregiving Youth

(Caregiving Youth Project) The number of Clients to be served was not met due to unforeseen ramifications of the COVID-19 pandemic. The Caregiving Youth Project is a school-based program where primary services such as the following: Skills Building groups lunch and learn sessions, check-ins, intake/assessments and counseling is conducted with the student. However, due to students learning remotely, scheduling became very challenging, as students were required to be in virtual classes all day; the accessibility to meet with students was disrupted. Students express lack of privacy sharing and addressing their caregiving situation at home with family members or care receiver present in the home. Students expressed feeling exhausted and overwhelmed which resulted in a decrease in participation in program activities and services. Families were not comfortable with home visits, students meeting in person with their mentors, and students attending activities because of vulnerable health compromised family members. Also during the spring, there was a brief period of vacancy in the Behavioral Health Care Management position, which resulted in a delay in services and affected the number of Clients served.

Coalition for Independent Living Options (CILO)

(ALERT) Our outcome percentage for this FY21 was not met. COVID-19 impacts made it challenging to reach traditional outcomes in a virtual setting prompting us to update components of the program.

(Find) Grant funding to income levels was highly restrictive and created a barrier to independent living options. CARES assistance and other assistance had eligibility that is more lenient, this influenced consumers to choose

these programs for assistance. Lack of affordable housing is also a significant issue in Palm Beach County, the lack of affordable housing directly affected independent living options.

(SAIL) Our outcome percentage was not met. Benefit application services was directly impacted by the state's COVID-19 policies that extended max benefits and did not allow us to help our Clients virtually or by phone.

Community Child Care Center of Delray Beach

(Family Strengthening) Due to COVID-19 mandates and restrictions imposed upon our program such as remote and virtual meetings, our program was not able to fully meet goals this year.

Drug Abuse Foundation

(Residential Services and Detox Services) DAF has continued to offer all services throughout the COVID pandemic. We have increased our screening of Clients to try to ensure that Clients with COVID were not admitted for treatment. DAF also was able to provide access to the vaccine for both Clients and staff. Masks and other PPE are provided to both Clients and staff.

(Detox Services) The number of Clients served was impacted by COVID-19, fewer Clients were seeking services and many referral sources were not seeing Clients.

Drug Abuse Treatment Association (DATA)

(Residential Treatment) The agency immediately implemented guidance from the CDC, Department of Health, government and industry experts at the start of the pandemic. Within the residential program, we implemented immediate risk mitigation procedures such as mandatory facial coverings, temperature and health screenings, increased and enhanced cleaning/disinfecting protocols, suspension of offsite activities and home visits, etc. We also quickly implemented virtual opportunities so that there would be no interruption in family therapy or family visitation. When testing became more readily available, we implemented revised procedures.

Due to the pandemic, our traditional referral sources were no longer able to operate at traditional levels. Youth in need of treatment were not being identified through traditional sources such as the Department of Juvenile Justice, court system, and schools. As we continue to progress through the pandemic, these agencies are starting to come back online and we are seeing a gradual increase in referrals.

(Non-Residential Treatment) The agency immediately implemented guidance from the CDC, Department of Health, government and industry experts at the start of the pandemic. In just days, we successfully transferred staff from their traditional school-based offices to providing services remotely from home. As a result, we were able to continue providing services without interruption to the youth and families.

The most significant impact has been on the number of referrals we received while the youth were engaging in remote learning. Students were not being identified as effectively or efficiently as when they were in brick and mortar schools. Now that the youth are physically back in the schools, we have seen a significant increase in referrals.

El Sol, JNRC

(Worker Development Project) El Sol continues to follow CDC, OSHA and local guidelines and adapt as these change. Our protocol has been modified as needed throughout the course of the pandemic. All of our programs have been impacted by Covid-19 and many of the modifications made to our delivery of service continues in place. At the beginning of this reporting period, El Sol was operating all programs in a modified manner. At re-opening in May of 2020, we allowed only 12 workers in the labor hall at a time but by October 2020, we increased that number to no more than 50. Vaccinations were encouraged and we offered assistance so Clients could receive the vaccinated. Social distancing and masks are still required when present at El Sol. Some employers request vaccinated workers and these are given priority on our list. Staff rotates and quarantines as

needed. Remote work continues as well as the use of virtual meetings. When present with Clients, both staff and Client are masked and plastic barriers are in place. Cleaning and disinfecting is done every day.

Families First of Palm Beach County

(Bridges to Success and Kin Support) This year has proven how strong our staff and Clients are. The COVID-19 crisis arrived, and our staff did not let it stop them from providing services. Families First continued to work diligently with our Clients and their families to provide therapeutic, case management, and basic need services. Although our families were in desperate need due to challenges with transportation, lack of employment, or had serious health issues, the agency was able to raise funds beyond our regular fundraising and grant writing in order to assist them. We were faced with assisting many of our 1100 families that did not qualify for assistance or were still waiting for stimulus checks to arrive. Although state regulations should have prevented Client's utilities from being turned off or evictions from starting, still many of our families faced both of these challenges.

We began providing therapeutic, case management, and outreach services using telehealth platforms. Families First staff used this technology to keep in close contact with our Clients to make sure children were safe and parents were coping with stressful conditions in a healthy manner. We have moved to a hybrid model of telehealth, office, home, and community-based services based on Client needs. Throughout this past year, the agency has met or exceeded all outcomes and goals in all programs.

Leadership continues to emphasize self-care to staff and has provided team-building activities across all programs to assist staff with burnout and increase morale. Above all, the agency continues strict protocols to keep staff and Clients safe, including providing PPEs. Until the COVID-19 infection rates stay down, staff are not being brought back to the offices full-time. As is true throughout the community, vaccination can be a difficult issue to address. The agency has seen an increase in the number of staff choosing to be vaccinated and our goal is to have at least 80% before returning to the offices. We continue to provide education regarding the vaccine's benefits and attempt to dispel rumors that are untrue and harmful. At this time, the agency mandates that all new hires must be either vaccinated, or vaccinated within three months of hire.

Typically, during December, our organization receives many gifts of toys and gift cards to provide to our Clients and their families. Due to COVID, many communities and businesses that donate were not able to because they could not collect as they usually do. The wonderful news is that we had new, and more donors send in monetary gifts that allowed staff to shop for toys and cover the gap for our families. Everyone received a gift for every child in the house. Families, who needed additional assistance for basic needs, received that assistance at a time that has been very difficult for many.

Farmworker's Coordinating Council

(Family Preservation & Economic Stabilization) Since the Covid-19 pandemic started, the agency implemented safety measurements for the Clients and the staff. Some of the measurements are to keep social distancing, use of facemasks, take the temperature of everyone entering the offices, washing hands, disinfecting/cleaning all areas are required. The Client's visit is limited and by appointment only.

Due to the Covid-19 pandemic, the in-person classes, workshops, and financial literacy were postponed. We started with the in-person classes in October 2020 but the classes were very limited because the classroom is small and social distancing protocols had to be followed.

Our Clients faced many challenges. During a regular season, our Clients work for a few months only, and they migrate to other states looking for job opportunities. Now, during the Covid-19 pandemic, it is more difficult for

Clients to find jobs. Many of our Clients lost their jobs and or have worked reduced hours. For that reason, Clients were not able to provide for their families, and were not able to maintain their income for basic living expenses. Our agency had an increase of individuals and families that were requesting emergency rental and utility assistance, food, toiletries, and clothing. Our agency will continue providing services to the community and Clients in need.

Father Flanagan's Boystown

(Children's Behavioral Health Collaborative) The pandemic caused staff to engage families virtually and via telephone. Despite efforts toward increasing engagement strategies, many families did not want to initiate services.

For The Children

(Children Community Wellness) COVID-19 made our referral process challenging because families in our area were experiencing more financial hardships, academic, health concerns, and as a result, they were less likely to prioritize their mental health. We served fifty families, which allowed us to have more of an impact because we were able to provide more service hours to our families. Our agency provided families with the option to increase the frequency of the services from one to two times a week in order to provide more support during the pandemic. We provided in-person and virtually (telehealth) to accommodate parent's concerns related to the pandemic.

Our therapist and a case manager worked closely to address mental health concerns and needed resources. For example, the therapist was able to refer families to the case manager for resources such as rental assistance, utility assistance, food pantry, income-based internet service with Comcast, Thanksgiving turkey donations, and Christmas gifts for all of Clients. The therapists were able to build strong therapeutic relationships with their Clients resulting in Clients not only completing services but also making improvements in areas of functioning on the CFARS that were of concern at the beginning of treatment.

Gulfstream Goodwill Industries

(Senior Homeless Prevention Program) Gulfstream Goodwill's Industries response to COVID-19 follows local government and CDC recommendations for the public. Policies and procedures to ensure the health and safety of both employees and Clients were established and implemented at the onset of the pandemic and continue on today.

During the reporting timeframe, a number of seniors did not meet sustainability criteria of the Senior Homeless Prevention program due to a decrease in their income and other COVID-19 related impacts. Services of the program continued during this timeframe and without interruption, demonstrating a commitment by the agency, staff and partners to end homelessness in Palm Beach County.

Despite the various challenges faced with the pandemic over the past couple of years, the Senior Homeless Prevention Program was able to serve seniors facing homelessness with permanent sustainable housing through collaboration with and assistance from Palm Beach County Division of Human Services, Homeless and Housing Alliance partners and others. Gulfstream Goodwill looks forward to the New Year and serving seniors with compassion and working to end homelessness across Palm Beach County.

(Traveler's Aid) Gulfstream Goodwill's Industries response to COVID-19 was to follow local government and CDC recommendations to ensure the health and safety of both employees and Clients. Policies and procedures were established and implemented at the onset of the pandemic and continue to this day. During the reporting timeframe, some homeless individuals did not want to return home when given the opportunity for financial assistance, transportation, food and clothing. Services of the program continued and without disruption during COVID, demonstrating a commitment of the agency and staff to ending homelessness in Palm Beach County.

Despite the various challenges faced with the pandemic over the past couple of years, the Traveler's Aid Program has served homeless individuals with ending their homeless episode through collaboration and assistance of the Palm Beach County Division of Human Services, Homeless and Housing Alliance partners and others. Gulfstream Goodwill looks forward to the New Year and serving homeless individuals with compassion and working to ending homelessness across Palm Beach County.

(Youth Permanent Supportive Housing and Youth Rapid Rehousing) Services were provided uninterrupted throughout the pandemic. Although services were provided virtually at first, they have resumed to in-person contact through frequent home and/or community visits. The agency developed policies and procedures in response to the virus in an effort to mitigate transmission. Although we experienced staff infected with the virus, services continued to be provided. Some counselors had to cover for those who were out ill, but everyone pitched in and worked together as a team. What has and remains to be a challenge is the difficulty in recruiting and retaining staff. We are experiencing collaborative agencies in the community recruiting our staff away from us by offering a bit more in salary and benefits. It essentially becomes a bidding war in which we counter-offer and the other agency does the same. We have recruited talented staff only to lose them after spending several weeks training them as another agency contacted them with a better offer that we are unable to match. There have been several positions within the youth homeless services department that have been vacant for several months. We have utilized Indeed as well as paid postings with Monster and Career Builder. We also tried a paid service called E-cruit, which posted the positions on various platforms and with no success in filling vacancies. Additionally, we utilize "Handshake," which is the on line platform that all colleges utilize and yet we continue to struggle in receiving qualified applicants. Very often if we receive a qualified applicant, upon follow-up, they either indicate they are not interested, no-show for interviews or do not bother to return calls.

Habilitation Center for the Handicapped

(Day Program for Adults with Special Needs) Due to our Client population being considered a "vulnerable population" by the state of Florida, many who attended the HabCenter pre-covid-19 have not been able to return to our program. In FY21, the FAA Funded Program "Day Program for Adults with Special Needs and Disabilities" met and surpassed their successful outcome percentage as well as its projected enrollment. The original successful outcome percentage the Center needed to achieve was 40 out of the 50 individuals served, or 80%, to achieve at least one objective from their annual plan. The Center exceeded the needed percentage with a successful outcome percentage of 82% (49 out of 60 Clients achieved a successful outcome). For Client enrollment, the original projection for this program year was 50 Clients. The Center also exceeded their projected Client enrollment of 50 clients by enrolling 60 Clients in this program year.

(Employment Program for Adults with Disabilities) Due to our Client population being considered a "vulnerable population" by the state of Florida, many who attended the HabCenter pre-covid-19 have not been able to return to our program. In FY21, the FAA Funded Program "Economic Stability for Adults with Special Needs and Disabilities" met and surpassed their successful outcome percentage as well as its projected enrollment. The original successful outcome percentage the Center needed to achieve was that 4 out of 20 individuals served, or 20%, would increase their disposable income and maintain that increase for 90 days or more. The Center exceeded the needed percentage and finished the program year with a 58.82% of achieved outcomes, as seen in our verified data set from the Palm Beach County Community Services Department. The Center also exceeded their projected Client enrollment of 20 Clients by enrolling 25 Clients throughout this program year.

Housing Partnership

(Community Based Outpatient Services) Community Partners of South Florida (CPSFL) rapidly responded to COVID-19 and continues to adapt to community needs related to the pandemic. CPSFL's existing technology and infrastructure allowed for a quick transition to all staff working from home. This allowed for little to no disruption of services to Clients and people seeking services. Direct service staff utilized telehealth and communication technology to connect and provide much needed services to vulnerable members of the community. Through the efforts of staff, Clients in need were connected to community resources to connect

with essential resources, such as food and baby supplies. Personal hygiene products and cleaning supplies were distributed to families with no access to these items. Additionally, Clients were linked and assisted with completing applications to access rental and/or food assistance. Many of the Clients served by CPSFL lack the technology needed for on-line school and work. In response, CPSFL staff worked to link Clients with affordable cable and Internet. In the Glades area, many parents were out or unable to work and need to stay home due to childcare. CPSFL provided rental and utility assistance to these families. CPSFL staff responded to the emotional and mental health needs of the Clients. With telehealth, therapists stay connected to Clients and continue to provide quality Clinical interventions that respond to the increasing needs. Therapists provided clinical interventions and support to an increased number of Clients experiencing grief and loss related to COVID-19. An additional area of need is supporting children and families as they transition back into physical schools. Through the strong foundation provided by Academy training, therapists were prepared to provide trauma-informed evidence-based practices to children and families in Palm Beach County who were impacted by COVID-19. Therapists were linked with training opportunities to increase their capacity to utilize telehealth and respond to emerging needs. Additionally, CPSFL collaborated with Palm Health Foundation to rapidly respond to community members impacted by COVID-19. Through this project, community members were linked to existing community supports that could aid in connecting to resources and COVID-19 testing sites. CPSFL continues to respond to staff, Client, and community needs related COVID-19. As the pandemic continues, the agency remains adaptive while developing best practices to meet the needs and support the residents of Palm Beach County.

(Financial Capability Building Prosperity) Community Partners of South Florida (CPSFL) is committed to ensuring that the needs of Palm Beach County residents are met. For the first 14 months of the pandemic, our staff (250+) worked remotely and continued to provide the level of services, consistency and excellence they have come to expect through our housing, community, and mental health programs. Thanks to the organization utilization of emerging technologies as well as staff's adaptability and resilience, we were able to successfully maintain remote work throughout 2020 and the first half of 2021. In September 2021, we implemented our new Hybrid Model where staff works two to three days in the office and two to three days at home in order to meet Client's needs. After several months, we found that group education classes had higher attendance rates virtually. By the end of Fiscal year 2021, the housing services department still served over a 1000 households in the SOFI program.

Staff are working to serve our families but seek support and guidance with new technology and contingency work plans. The housing service area shifted its model to an online platform, utilizing Zoom, YouTube, FaceTime, and other video interface technologies to meet Clients where they are while practicing social distancing. Focusing on topical issues such as budgeting, food insecurity, access to resources for rent and mortgage payments, understanding leases and eviction prevention, Housing Services adaptive approach enables them to retain staff while both providing vital services to Palm Beach County families and meeting funder requirements. Additionally, Housing Services seeks to provide direct support to our Supportive Housing Clients seeking affordable rental units to prevent eviction, homelessness or foreclosure for residents who have become either unemployed or underemployed.

(Supportive Housing) The Supportive Housing Program at CPSFL has been greatly affected by COVID-19. Many of our Clients have reported being unemployed or under-employed and fear losing their housing due to rising rent costs in Palm Beach County. Our staff has been resourceful in obtaining new MOU's in our community which assist extremely low income Clients in obtaining a low income rent. Our staff has also work collaboratively with community property owners to better connect individuals and families with affordable rentals and offered support and advocacy when making these connections. Our program recently expanded allowing our housing case managers to provide services to Clients residing in a Rapid-Rehousing Program (14 beds) and a Transitional Housing Program (34 beds). These programs assist community individuals by providing wraparound support services as well as affordable housing.

Jeff Industries

(Let's Go To Work and Job Placement Program) In spring 2020, we had to close our building for Clients and provide services remotely. We were able to re-open to our facility to Clients within two months with new safety protocols and procedures including single point of access where occupant's temperature was taken/recorded and self-report COVID-19 screening questions were administered. Each small work group had a designated restroom to decrease traffic and exposure. Break times were staggered so that groups did not spend time together. We had staff cleaning/sanitizing of the facility daily and several professional deep cleanings of buildings. All staff wore masks and if they did not have one we provided them with one. When tests were available we provided transportation if needed and required a test if symptomatic or self-reported exposure for staff. When the vaccine was available, we provided information to Clients and provided transportation to the local Health Care District site in Lantana for Clients and staff who wanted to receive the vaccine. We had a small number of Clients who did not want to continue working in the program due to concerns for themselves or relatives they lived with. Overall, it was incredibly stressful for staff as well as Clients. Currently our agency maintains a single point of entry, requires masks, requires temperature screenings and provides transportation to COVID-19 testing and vaccination sites. We have been able to maintain a high level of service and run operations regularly through the pandemic.

Legal Aid Society

(Homeless Legal Prevention Project) COVID-19 has affected our agency in many ways. Due to the surges in the pandemic, our office is has not required staff to work in the office full time yet. We have recalled our receptionists back to the office to handle walk-in Clients. Our office receives a number of walk-in Clients from the Courthouse and local agencies.

Since the onset of the COVID-19 crisis in March 2020, the demand for the Legal Aid Society's services has not only been markedly increasing but has been rapidly evolving. To protect the safety and health of staff and Clients, Legal Aid closed its waiting room on March 16, 2020, and since then the majority of Legal Aid's staff members have been working from home. As the coronavirus crisis drags on and cases again skyrocket across the state from the recent omicron variant, Legal Aid staff are challenged daily to ensure equal access to the justice system for our Clients, particularly with regards to technology. For day-to-day interactions, attorneys and paralegals have moved to a "TeleLegal" service delivery model using Zoom and other videoconferencing software for Client intake and appointments. Due to initial lockdown orders and individuals' ongoing reluctance to participate in face-to-face activities, staff have also needed to seek innovative avenues for legal education and outreach events such as Zoom webinars and enhanced social media presence.

Legal Aid is actively working to draft a comprehensive "Return to Work" plan that will focus on both Client and staff safety as well as on our Client communities' most pressing legal needs. Legal Aid anticipates that a hybrid model will become the eventual workplace, where staff members work remotely for part of the workweek but then have a "hot desk" or shared space in the office where they can meet with Clients, complete administrative tasks, attend meetings and prepare for court. Education and outreach would also follow a hybrid model, with "in person" events taking place when feasible and staff delivering virtual presentations via Zoom or social media when face-to-face events are not feasible.

(Guardian Advocacy Project) COVID-19 has created challenges for service delivery at times. However, we have been able to overcome these obstacles and deliver services in other ways. For example, meetings have been arranged using Zoom or other platforms to ensure everyone remains well. One on one visitations for Clients have been done outdoors while socially distancing when necessary. Our program has implemented electronic files and other ways to share resources and documents without having to exchange physical files. This has resulted in faster and more efficient service delivery.

Palm Beach County Food Bank

The lingering pandemic caused a dramatic increase in the number of food insecure county residents and a simultaneous increase in the amount of donated food. PBC Food Bank responded by tripling the amount of food distributed to our partner agencies who directly feed the hungry. During this time, we are working closely with our partners to help them adjust to meet the demands. In FY 21, we distributed 17.5 million pounds of food as compared with 9.6 million in FY20 and 4.5 million in FY19.

Our programs have continued and grown. One of our services, an in-person, nutrition education class with a distribution of nutritious food, closed for over a year and re-opened in a pared down version. In response to this gap in services, we developed Pop-Up Farmers Markets as a safe, socially distanced way to distribute healthy food and provide nutrition education directly to those who are food insecure. This new program is helping us reach more food insecure residents with nutritious foods and extend nutrition education to a much larger group.

Palm Beach Habilitation Center

(Achieving Economic Stability) The agency maintained health and safety standards in accordance with the CDC guidelines. The health and safety of our staff and program participants has been PBHC's primary focus. The agency has and continues to disinfect, clean and sanitize each program area and vehicle that transports Clients. Commonly used areas such as main entrance, bathrooms, breakrooms, door handles, faucet handles, tables, chairs and overall work areas are sanitized multiple times daily. The agency developed a check in window for all drivers and visitors to report to when picking up and dropping off program participants to limit non-employees from entering the building. As CDC and APD eases restrictions, all Clients, staff and visitors are required to completed questionnaires, have their temperatures taken and signed a visitor log upon entry to their program area. The agency has and continues to require wearing of masks and recommends physical distancing along with reminders announced over the intercom system throughout the day on how to stay safe. Signs are posted throughout the campus on CDC guidelines for use of face coverings, hand washing and social distancing. Employees are provided with PPE and educated in proper usage. Staff continue to instruct and redirect program participants on how to maintain their safety as well as others around them. Our supported Living and Supported Employment Program Services continued throughout the pandemic. Supported Living and Supported Employments Programs provided ongoing emotional support as well as assisted those in need of additional financial resources, PPE and transports individuals for testing. Ongoing education was provided on what to do if believed to have been exposed and how to carry out routine activities such as banking, shopping and ordering food more safely with use of electronic apps.

(Computer Training Program) Preparing the facility to maintain the health and safety of the staff and Clients has continued to be PBHC's focus. Disinfecting, cleaning and sanitizing the facilities and vehicles are completed multiple times daily. Common areas are done as well. All employees, Clients and visitors are still required to wear facial coverings throughout the day. Signs are posted throughout the facility and the receptionist makes several announcements to remind individuals to wash hands, maintain a safe distance and follow proper COVID safety protocol. Staff in the work and training areas are continuing to educate Clients on the safety protocol each day. The lab was laid out to allow social distancing, virtual training was offered throughout different phases of pandemic.

(Supported Employment) Since our last report, about 98% of our Clients have returned to the center. We continue to disinfecting, cleaning, and sanitize the facilities along with the vehicles multiple times per day. We continue to enforce CDC guideline dealing with COVID-19. We continue to stress the importance of wearing mask by staff, Clients and visitors as well. The buildings are still arranged to facilitate social distancing. Announcements continue throughout the day to remind Clients to wash their hands, maintain social distancing

and to wear their masks at all times. The Supported Employment program continues to strive for excellent in all aspect of employment, education and assistance with benefits and resource in the community.

Pathways to Prosperity

(Circles Palm Beach County) During the FY21 our lead agency Pathways to Prosperity reopened the office for staff to work but we did not meet with Clients in person. Our agency was able to continue to serve our Clients virtually. Due to the pandemic, many of our Clients faced financial hardships to which our agency was able to assist with rental assistance to help alleviate the crisis at hand. Our lead agency Pathways to Prosperity was able to host a Back to School and Health drive. It was a drive through event to follow COVID-19 protocols. We were able to partner with the Cleveland Clinic and the City of Boynton Beach to host a vaccine drive where our Clients were able to get vaccinated and boosted free and with minimal wait time. Our curriculum for both Participants (Circle Leaders) and Allies (volunteers) continued to be a virtual platform. Recruitment has become more challenging as Clients are less motivated to be on Zoom meeting and or were in survival mode because of losing their jobs due to Covid-19. Due to the pandemic, we continued to face difficulties to get our Clients to fully engage with curriculum and to connect with each other as Circle Leaders. This made it harder for the Clients to build relationships and to share their stories and situations. We continue to have difficulties with the youth's engagement but we were able to mail activity sheets regarding money, stress management, stem, and reading. Additionally, we were available virtually for homework assistance as needed. We partnered with Boynton Beach Mental Health to offer stress management and coping skills to assist our Clients with the pandemic and the financial crisis some may have faced. We were able to continue to serve all of our program participants throughout the pandemic.

Seagull Industries

(Seagull Services Achievement Center) On March 19, 2020, Seagull suspended the Adult Day Training (ADT) program as a precaution against COVID-19 and to ensure the health, safety, and well-being of our clients, team members, and visitors. During this suspension, we provided virtual training opportunities ("Seagull Virtual Lessons") on YouTube. These sessions teach daily living skills, health and safety, exercise, yoga, line dancing, reading, math, cooking, table settings, table manners, how to care for animals, etc. On September 1, 2020, Seagull safely reopened the ADT Program. Team members are conducting Annual Reports and Individualized Implementation Plans, as required, in person, virtually, or via telephone with participants, caregivers, and Waiver Support Coordinators. The health and safety of our team members and participants is our number one goal. ADT team members were trained on strategies to mitigate and prevent the spread of COVID-19 and in infection control roles. We also conduct temperature checks of all persons entering Seagull facilities to detect a fever (100.4 or higher). We require social distancing of 6 feet, facemask wearing, and frequent hand washing of at least 20 seconds at our facilities. Due to COVID-19, some program participants have not yet returned to ADT services. This decrease in attendance and has negatively affected the program's revenues through reduced reimbursements from the Agency for Persons with Disabilities for Life Skills Development. Despite the decrease in participation, outcome achievement remained strong. Sixty-two (62) of 71 participants achieved their IIP goal in the past year. We continue to complete all quarterly summaries and STO tracking sheets. All HP's are completed via phone for participants who are not in attendance due to COVID. On April 7, 2021, CDR Health administered the first dose of the COVID-19 (Pfizer) vaccine at Seagull's ADT Program. Vaccines were offered to all team members, participants, and affiliated direct caregivers. On April 28, the second dose was administered. On November 23, the Park Shore Pharmacy administered COVID booster shots at The Arc of Palm Beach County for team members and participants.

(SAIL) At SAIL, we quickly pivoted when in-person education closed down due to COVID-19. We immediately implemented our curriculum via virtual platforms and worked with families to ensure that students and

participants had computers and Internet access. Our team increased our communication efforts to keep everyone connected and learning throughout the crisis.

We conducted lessons virtually from March 2020 through February 2021. We then shifted to a hybrid model with synchronous instruction for those learning on campus and from home. In August 2021, we returned to in-person instruction for all students. Our internship sites suspended their programs during this time, so we created virtual internship opportunities in hospitality to continue to teach vital skills to students and participants.

During the uncertainty of the pandemic, we were unable to conduct our Employment Launch programs with our partner schools, which affected the number of participants we were able to serve. In addition, many families were reluctant to move their graduating students to other programs, which also affected our program numbers.

Southeast Florida Behavioral Health Network

(Wraparound Training Initiative) Due to COVID-19 and the need for social distancing and safety precautions, a shift to a virtual platform was made. Wraparound 101 trainings were held virtually instead of in a classroom setting. Trainings were held at the same frequency, or more frequent, as needed, with a smaller number of participants to ensure successful engagement with the trainer. Trainings continued to include small and large group instruction, breakout group activities and large group discussion. Other trainings (natural supports, introduction, refresher, clinicians) were available and held virtually and upon request. Wraparound Learning Communities, coaching and technical assistance to providers to ensure Wraparound fidelity was also provided virtually. Although services were provided virtually, the same quality of service was provided.

The Arc of Palm Beach County

(Residential Group Homes) served 24 participants this fiscal year; the number of participants was reduced from 30 participants being served to 24 due to renovations and construction at multiple houses throughout the year.

(PALS) COVID-19 forced The Arc to discontinue in-person services in March 2020, and The Arc quickly shifted to distance learning for PALS. The Arc resumed in person services in August of 2020. We offered in-person and virtual services throughout the year. Below is a brief overview of adapted services that The Arc continues to provide to enrolled program participants.

Adult Services created and delivered curriculum packets to all program participants. Curriculum folders include: worksheets; health information with hand-washing signs and information explaining the coronavirus; a packet of interactive activities and art kits; and the supplies requires completing each packet. In addition to the curriculum packets, The Arc offered Zoom sessions throughout the week to give everyone a chance to connect virtually. Zoom trainings consisted of life skills, social skills, employment training, reading, and art classes.

Arc team members completed wellness calls for participants, checking up with them and their families throughout the week to see if the family had any unmet needs. If we are able to help in any way, our team assists or makes referrals outside of the agency. The Arc also worked with community partners to provide employment opportunities for participants.

When in-person services resumed in August, the program space was designed to allow for social distancing and health screenings, and Plexiglas was installed on worktables. In addition, all program participants and team members wear masks for in-person services. Some participants were unable to return to in-person services due to health concerns.

The Arc collaborated with Walgreens, CDR Health, and Park Shore Pharmacy to administer 13 vaccination and booster clinics throughout the year for team members, participants, and family members.

The Arc of the Glades

(Adult Developmental Services System) 90% of Clients had regressed in their skills and abilities while out due to Covid-19. Re-training had to take place, which took time and some Clients did not master their objective/s by the end of the year. Several Clients still have not returned because of the threat of emerging Covid-19 variants and the risk to those with intellectual and/or developmental disabilities.

The Glades Initiative

While COVID-19 continues to bring many challenges to our community and our work this past year, The Glades Initiative has improved the quality of life for thousands of Glades area residents, most of who are low income and underserved. We assisted more than 3,300 Clients with service navigation, and connected thousands with access to medical services, health insurance coverage, food and other critical services this year. Our weekly food distribution served over 52,951 residents (duplicated) this past year distributing \$1,286,185 of food in the Glades area.

Our office has continued to remain open to serve our community throughout the COVID-19 crisis. Our team knows that many of our vulnerable residents rely on our assistance, especially during difficult times like these. Our work cannot be done remotely as the majority of our Clients are not digitally connected, have limited English skills, limited literacy and they rely on face-to-face service. Accessing services becomes even more challenging for our Clients with all services going digital. Some can receive assistance over the phone, but many have limited phone connection and with limited English language skills combined with the complications of not understanding application questions the disparities increase. Even the CARE and COVID relief funding resources need to be applied for online and Clients need to have email to navigate the process.

The impact of COVID-19 means we continued to see an increase in Clients needing emergency food. Our Food Bank and Food Pantry services exploded. Prior to COVID-19, we were serving about 50 families per week. We had to adapt quickly and found ways to increase our capacity to provide a regular and consistent source of food to as many as 350 families in the community each week. Towards the end of the year, with food resources becoming more limited we have distributed an average of 13,608 lbs. of food each week serving an average of 1,018 individuals each week. We also provide weekly pantry food home delivery to a small number of seniors as part of a Senior Care program that we offer. Because of COVID-19, we also offered home food delivery to other community members in particularly difficult circumstances such as seniors and other residents who are vulnerable. We currently provide home delivery of food to (50) households. We also continue to distribute food through (8) of our food bank partners in the Glades area.

This is an extra hard time for small organizations like ours because we have to balance the health and safety of our staff with the critical food, health coverage needs of Clients who have so little and are not able to be served remotely. They have no digital connection to fall back on like the rest of us do. Our team is diligent and compassionate, working hard to serve our community.

The Lord's Place

(Café Joshua Job Training and Employment Services) The COVID-19 pandemic has been a major challenge. The vast majority of Café Joshua's job training services are provided in-person, which the program has found to be the most effective method for serving Clients, both in terms of increasing engagement and overcoming barriers. However, due to the need for social distancing, the pandemic required Café Joshua to transition many of its services to remote/virtual learning through telephone contact, email, and videoconferencing. In addition to this challenge, our social enterprise job training programs were forced to curtail their operations. We also found that the pandemic compelled several of our staff to reassess their life situations and relocate to other areas to be closer to their families. As a result, Café Joshua said goodbye to several employment specialists who left the

program. With the resulting employee vacancies, Cafe Joshua's existing staff were stretched thin as they worked to quickly teach clients the skills needed to engage in remote services. Finally, COVID-19 forced several of Café Joshua's scholarship training partners to suspend their instruction temporarily. This reduced enrollments into credentialing programs. In the face of these challenges, Cafe Joshua worked exhaustively to provide uninterrupted assistance to Clients. During FY 2021, the program conducted 2,171 job-coaching sessions to 341 Clients. It helped Clients complete 523 job applications and 242 job interviews. In addition, it connected 98 Clients to employment.

(Permanent Supportive Housing) Our agency has introduced new service delivery strategies and resources to meet the ongoing and emerging needs of Clients during the COVID-19 pandemic. Staff practiced social distancing while serving Clients, offering both in-person and remote assistance. They provided Clients with basic needs resources (food, hygiene supplies, clothing, cellphones, and medications), coronavirus information, and PPE to aid in reducing the spread of the virus. Our agency partnered with a community health organization to connect Clients to the COVID-19 vaccine. Finally, we launched a capacity-building project to strengthen telehealth use throughout our programs. Through the project, we hired a Behavioral Telehealth Liaison with a medical assistant background to provide telehealth education and health support services to vulnerable Clients.

The Volen Center

(Transportation Funds & Match Funds Programs) As a response to COVID-19, the Volen Center quickly mobilized resources in order to respond to the needs of our Clients. The Volen Center Transportation program was traditionally responsible for transporting seniors from their home to congregate meal locations where seniors would have access to healthy meals. When COVID-19 caused seniors to stay home, seniors no longer had access to the food they relied on. The Volen Center worked with providers to change the scope of our program in order to be able to deliver the food to the seniors. During the period of 10/1/2020 - 09/30/2021, The Volen Center has provided over 100,000 nutritious meals to seniors allowing them to use their limited resources on other necessary expenses and avoid community exposure to COVID-19.

Once the vaccine was made available to the public, the Volen Center partnered with the Health Department to help administer 300 vaccines to seniors. Understanding the impacts of social isolation on our seniors, the Volen Center opened our senior center, congregate meal locations and offered community trips to social locations such as Ice Cream parlors as soon as the community felt comfortable.

United Community Options

(Behavior Focused Respite) Our agency responded to COVID-19 by instituting strict PPE requirements for staff going into homes for Respite and required the COVID-19 vaccine. This resulted in increased costs to the program because of PPE requirements and loss of staff who did not want to get the vaccine.

United Way of Palm Beach County

(Hunger Relief) United Way worked closely with community partners to identify barriers and high need areas, and provide support to agencies during the pandemic.

1. Hunger Relief worked closely with cities to identify high need sites/location for Grab and Go meals.
2. Hunger Relief Worked closely with the Palm Beach County Food Bank to monitor food pantry closings and provide support and resources, such as PPE to keep pantries from closing and/or help reopen. The close monitoring of food pantry closings also help identify high need gaps for other food delivery programs.
3. Hunger Relief developed a Food Finder Map to help people easily locate free food and hot meals, and other food resources and programs in Palm Beach County. This online tool was designed to connect individuals seeking food to resources near them. Information is English, Spanish, and Creole.
4. Worked closely with FRAC, The PBC School District, Palm Beach County, Florida Impact, Children's Services Council of Palm Beach County, and The Department of Children and Families to track and promote policies that provided added assistance and relief to Palm Beach County families.

5. Worked with Area Agency on Aging and community partners to broker partnerships for home-delivered meals to seniors.
6. Worked closely with Palm Beach County Administration to review applications and recommend CARES Food Funds' allocations.
9. Worked closely with Palm Beach County Funders to review applications and recommend funding allocations related to food and hunger.

(VITA Program) Our overall goal with the IRS was not met due to COVID-19; however, our goals with PBC Community Services FAA were met. We were able to provide drop off, wait, drop off, and scan options at two new locations: Fifth Third Bank in Lake Worth and Boynton Beach. Clients were able to drop off their tax documents and wait in their car while their return was being prepared by an IRS certified volunteer. Some Clients chose to drop off their documents and have them scanned. The documents were assigned to an IRS certified volunteer to prepare during the week and the Client returned to the same site the following week to pick up their tax return. The return was reviewed with the Client and the Client signed off giving permission to file the return. We were also able to provide a completely virtual option, which a tax team from Carrier prepared the returns. The tax team was able to communicate with the Client via phone or e-mail with any questions or concerns. The return was reviewed with the Client prior to filing and the Client signed off giving permission to file the tax return. These options allowed United Way's VITA program to meet the number of tax returns filed and prepared with 82% increasing their disposable income. The EITC amounts were slightly lower because the unemployment rate was higher than usual.

Young Women's Christian Association of Palm Beach County (YWCA)

(Harmony House) YWCA of Palm Beach County implemented an organization wide COVID-19 policy for staff and participants in an effort to combat the COVID-19 virus. The policy states that the YWCA will exercise precautions as defined by the Center of Disease Control in order to prevent the spread of Covid-19 and to address potential affected Clients and employees. Staff who could work from home were given a remote work schedule to reduce the number of individuals occupying office space, PPE equipment was made available to both staff and participants including masks and hand sanitizers. Professional cleaning services were increased, contact-tracing logs are being maintained and mandatory temperature scanning are being conducted. In addition, YWCA has partnered with FAU's Community Health Center to provide ongoing opportunities for COVID-19 vaccinations.



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