



FY2019 FAA Annual Report

MISSION:

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

James Green
Department Director

Taruna Malhotra
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Financially Assisted Agencies (FAA) Annual Report FY19

Mission Statement

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

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Background and Executive Summary

Since the early 1980s, Palm Beach County (PBC) 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 (BCC) 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:

The 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.

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 BCC approved funding for the Financially Assisted Agencies (FAA) for the Fiscal Year 2019, from October 1, 2018 through September 30, 2019. Thirty-seven (37) agencies operated seventy-one (71) programs in seven (7) service categories that include Behavioral Health, Special Needs and Developmental Disabilities, Economic Stability and Poverty, Senior Services, Domestic Abuse and Sheltering, Homelessness, and Strategic Partnerships. The funding cycle is for three years.

FY19 marks the fourth year the FAA program has issued a report with details including the amount of funding expended, the number of clients served, individual program description and program participant demographic data. The information is provided by program, service category, and overall for FAA.

The program reports are organized by service category and 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 tables are unduplicated by program. In a few cases where programs served a client more than once within the contract year, the number of times a client was measured for the outcome percentage will be more than the total count in the demographic table. There might also be a difference in numbers if the outcome or scope of work is based on households but the program served multiple members within a household.

In addition, the FAA programs started to align the service categories to the broader BCC priorities. The process launched with the Notice of Funding Opportunity (NOFO) that was released in 2018 for Homelessness and Domestic Abuse/Sheltering. The practice of aligning outcomes also ensued at this time. In the past, agencies would choose their outcomes on an individual basis. In 2018, the selected FAA outcomes were aligned with the Continuum of Care (CoC) outcomes prior to the release of the NOFO.

In the Homelessness category, changes were made to how the living arrangement at program entry and exit destination data was reported. The data is included in the report to better understand where clients are going to live after they receive services. To end homelessness, the number of clients exiting back into the system must decrease and the number of exits to permanent housing destinations must increase.

The NOFO priorities and expected outcomes for FY19 are described below –

Homelessness

Programs and services in the category of Homelessness aimed to address outcomes and performance measures that would demonstrate positive change towards the County's goal of ending homelessness. The funding priorities for FY2019-2021 include ending homelessness through affordable housing (through Permanent Supportive Housing OR Rapid Re-Housing), housing-focused case management (through supporting a Permanent Supportive Housing program OR supporting a Rapid Re-Housing program), and prevent homelessness (through homeless/eviction prevention OR diversion of those at risk of homelessness). The Homelessness performance and outcome expectations include the following:

- Permanent Supportive Housing should ensure clients increase and maintain their earned income or non-employment cash income
- Rapid Re-Housing should ensure that 80% of clients remain permanently housed one (1) year after exit from the program
- Case management should include support services to increase the number of clients served by the program and increase the capacity of the agency to house formerly homeless individuals/families
- Prevention programs should ensure that households avoid seeking or entering emergency shelter and do not request additional housing-related financial assistance during a six (6) month follow-up period
- Homeless families and individuals including youth will be served through the acuity/chronicity lists currently managed at the Senator Philip D. Lewis Center

The programs funded under Homelessness for FY19 that address the above expectations include: The Lord's Place, Adopt-A-Family of the Palm Beaches, Gulfstream Goodwill Industries, Families First, Legal Aid Society of Palm Beach County

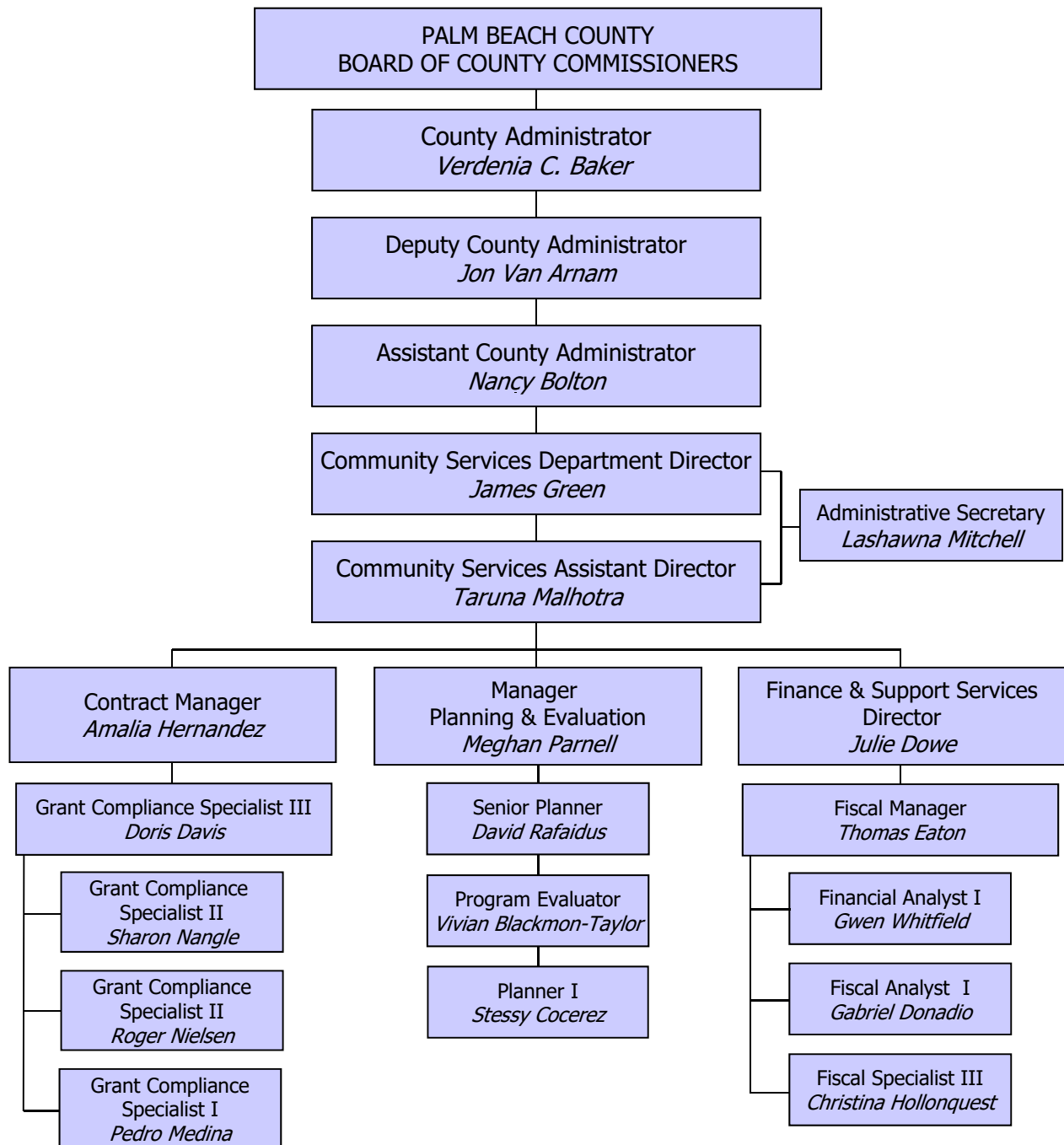
Domestic Abuse/Sheltering

Programs and services in the category of Domestic Abuse/Sheltering aimed to address outcomes and performance measures that would demonstrate positive change towards the goal of assisting victims of domestic violence. The funding priorities for FY2019-2021 include emergency shelter, rapid re-housing, and education and prevention programs. The Domestic Abuse/Sheltering performance and outcome expectations include the following:

- Provide safe shelter for individuals and families seeking safety while fleeing from domestic violence
- Reduce the occurrence of domestic violence through preventative programs
- Provide a transition from emergency shelter to housing resulting in 80% of clients exiting to safe violence-free housing

The programs funded under Domestic Abuse/Sheltering for FY19 that address the above expectations include: Aid to Victims of Domestic Abuse, Young Women's Christian Association

Community Services Department Financially Assisted Agency (FAA) Program ORGANIZATIONAL CHART



Financially Assisted Agencies

Overall Summary

The Board of County Commissioners (BCC) approved funding for FY19, from October 1, 2018 through September 30, 2019. Thirty-seven (37) agencies were funded. They operated seventy-one (71) programs across seven (7) service categories including Behavioral Health, Special Needs and Developmental Disabilities, Economic Stability and Poverty, Senior Services, Domestic Abuse and Sheltering, Homelessness, and Strategic Partnerships.

Program Participant Demographic Data			
Gender	Female	9616	54%
	Male	8147	46%
	Other	5	0%
	TOTAL:	17768	100%
Veteran	Veteran	489	3%
	Non-Veteran	16820	95%
	Unknown	459	3%
	TOTAL:	17768	100%
Race	White or Caucasian	9792	55%
	Black or African American	5072	29%
	American Indian/Alaskan Native	35	0%
	Asian	114	1%
	Native Hawaiian/Other Pacific Islander	21	0%
	Hispanic	1119	6%
	Two or More Races	561	3%
	Unknown	1054	6%
	TOTAL:	17768	100%
Ethnicity	Hispanic or Latino	3803	21%
	Non-Hispanic/Latino	4329	24%
	Other	3	0%
	Unknown	9633	54%
	TOTAL:	17768	100%
Age	17 and under	3586	20%
	18 to 24	1618	9%
	25 to 39	4559	26%
	40 to 59	4049	23%
	60 and above	3950	22%
	Unknown	6	0%
	TOTAL:	17768	100%

NUMBER OF AGENCIES FUNDED: 37
NUMBER OF PROGRAMS FUNDED: 71
NUMBER TO BE SERVED: 14,785*
ACTUAL NUMBER SERVED: 17,768**
FUNDING AMOUNT AWARDED: \$12,768,401.00
FUNDING AMOUNT EXPENDED: \$12,558,560.96 (98%)

* 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 that submitted client-level data, this information can be reviewed directly on the program pages.

The 'Number To Be Served' also excludes the United Way VITA program as it did not report client-level data for FY19 and it excludes five (5) programs under the Jerome Golden Center because the agency closed its doors during FY19 and thus did not report client-level data to Financially Assisted Agencies (FAA).

** The 'Actual Number Served' is based on all the agency programs that submitted client-level data for FY19.

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 psych-education, co-occurring illness management, prevention and intervention, advocacy and outreach.

<p><u>NUMBER OF AGENCIES FUNDED:</u> 11</p> <p><u>NUMBER OF PROGRAMS FUNDED:</u> 21</p> <p><u>NUMBER TO BE SERVED:</u> 9,206*</p> <p><u>ACTUAL NUMBER SERVED:</u> 12,031*</p> <p><u>FUNDING AMOUNT AWARDED:</u> \$5,732,391.00</p> <p><u>FUNDING AMOUNT EXPENDED:</u> \$5,649,193.42 (99%)</p>	<u>Program Participant Demographic Data</u>			
<i>Gender</i>	Female	5997	50%	
	Male	6033	50%	
	Other	1	0%	
	TOTAL:	12031	100%	
<i>Veteran</i>	Veteran	158	1%	
	Non-Veteran	11867	99%	
	Unknown	6	0%	
	TOTAL:	12031	100%	
<i>Race</i>	White or Caucasian	6756	56%	
	Black or African American	3170	26%	
	American Indian/Alaskan Native	16	0%	
	Asian	94	1%	
	Native Hawaiian/Other Pacific Islander	6	0%	
	Hispanic	1119	9%	
	Two or More Races	461	4%	
	Unknown	409	3%	
	TOTAL:	12031	100%	
<i>Ethnicity</i>	Hispanic or Latino	2455	20%	
	Non-Hispanic/Latino	497	4%	
	Other	0	0%	
	Unknown	9079	75%	
TOTAL:	12031	100%		
<i>Age</i>	17 and under	3536	29%	
	18 to 24	1227	10%	
	25 to 39	3306	27%	
	40 to 59	2857	24%	
	60 and above	1100	9%	
	Unknown	5	0%	
	TOTAL:	12031	100%	

Funded agencies under this service category include the following:
 American Association of Caregiving Youth (AACY)
 Drug Abuse Treatment Association (DATA)
 Drug Abuse Foundation (DAF)
 Father Flanagan’s BoysTown (FFB)
 For The Children (FTC)
 Housing Partnership (HP)
 Jeff Industries (JI)
 Jerome Golden Center (JGC)*
 Mental Health Association (MHA)
 Parent-Child Center (PCC)
 South County Mental Health Center (SCMHC)

* The ‘Number To Be Served’ and the ‘Actual Number Served’ excludes five (5) programs under the Jerome Golden Center because the agency closed its doors during FY19 and thus did not report client-level data to Financially Assisted Agencies (FAA).

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.

<u>Program Participant Demographic Data</u>			
Gender	Female	27	73%
	Male	10	27%
	Other	0	0%
	TOTAL:	37	100%
Veteran	Veteran	0	0%
	Non-Veteran	37	100%
	Unknown	0	0%
	TOTAL:	37	100%
Race	White	12	32%
	Black	11	30%
	American Indian/Alaskan Native	0	0%
	Asian	1	3%
	Native Hawaiian/Other Pacific Islander	0	0%
	Hispanic	11	30%
	Multi-Racial	0	0%
	Unknown	2	5%
TOTAL:	37	100%	
Age	17 and under	35	95%
	18 to 24	2	5%
	25 to 39	0	0%
	40 to 59	0	0%
	60 and above	0	0%
	Unknown	0	0%
	TOTAL:	37	100%

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).

OUTCOME PERCENTAGE ACHIEVED:

74%

NUMBER TO BE SERVED:

65 youth

ACTUAL NUMBER SERVED:

37 youth **

FUNDING AMOUNT AWARDED:

\$37,500.00

FUNDING AMOUNT EXPENDED:

\$37,170.90 (99%)

PROGRAM HIGHLIGHTS:

- Students in the program participated in Camp Treasure.
- Students and their families attended the Annual Holiday Party.
- At least 74% of FAA-funded students achieved a lower score on their BHA.

** The number to be served was preset by a previous director, which was during a time that the agency's process was completely different.

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.

Program Participant Demographic Data			
Gender	Female	96	31%
	Male	215	69%
	Other	0	0%
	TOTAL:	311	100%
Veteran	Veteran	4	1%
	Non-Veteran	306	98%
	Unknown	1	0%
	TOTAL:	311	100%
Race	White	223	72%
	Black	55	18%
	American Indian/Alaskan Native	0	0%
	Asian	0	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Hispanic	0	0%
	Multi-Racial	0	0%
	Unknown	33	11%
TOTAL:	311	100%	
Age	17 and under	0	0%
	18 to 24	25	8%
	25 to 39	163	52%
	40 to 59	105	34%
	60 and above	18	6%
	Unknown	0	0%
	TOTAL:	311	100%

OUTCOME INDICATOR:

61% of adults will successfully complete substance treatment services.

OUTCOME PERCENTAGE ACHIEVED:

62%

NUMBER TO BE SERVED:

102 clients

ACTUAL NUMBER SERVED:

311 clients

FUNDING AMOUNT AWARDED:

\$491,327.00

FUNDING AMOUNT EXPENDED:

\$491,260.00 (100%)

PROGRAM HIGHLIGHTS:

- The program had a 62% successful completion rate, which was over the intended goal.
- The agency expanded the Moms and Babies program, including services to over 70 clients in the past year. The agency will break ground on the new Women's and Children's Pavilion before the end of the year.
- The agency added an expressive arts program, which includes music, drama, and art.

Drug Abuse Foundation

Medical Detox

The program provides a detox center for individuals 17 and older who are under the influence of drug/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	234	31%
	Male	531	69%
	Other	0	0%
	TOTAL:	765	100%
Veteran	Veteran	19	2%
	Non-Veteran	744	97%
	Unknown	2	0%
	TOTAL:	765	100%
Race	White	631	82%
	Black	64	8%
	American Indian/Alaskan Native	1	0%
	Asian	0	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Hispanic	0	0%
	Multi-Racial	0	0%
	Unknown	69	9%
TOTAL:	765	100%	
Age	17 and under	0	0%
	18 to 24	29	4%
	25 to 39	428	56%
	40 to 59	272	36%
	60 and above	36	5%
	Unknown	0	0%
	TOTAL:	765	100%

OUTCOME INDICATOR:

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

OUTCOME PERCENTAGE ACHIEVED:

87%

NUMBER TO BE SERVED:

906 clients

ACTUAL NUMBER SERVED:

765 clients **

FUNDING AMOUNT AWARDED:

\$822,267.00

FUNDING AMOUNT EXPENDED:

\$822,194.00 (100%)

PROGRAM HIGHLIGHTS:

- The program had an 87% successful completion rate, which was over the intended goal.
- The agency expanded the Moms and Babies program, including services to over 70 clients in the past year. The agency will break ground on the new Women's and Children's Pavilion before the end of the year.
- The agency added an expressive arts program, which includes music, drama, and art.

** The Detox admission numbers were lower than expected because the agency also operated a diversion program that diverted 233 detox clients to Medically Assisted Treatment (MAT) services during the same period.

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.

<u>Program Participant Demographic Data</u>			
Gender	Female	279	53%
	Male	252	47%
	Other	0	0%
	TOTAL:	531	100%
Veteran	Veteran	0	0%
	Non-Veteran	531	100%
	Unknown	0	0%
	TOTAL:	531	100%
Race	White	227	43%
	Black	201	38%
	American Indian/Alaskan Native	2	0%
	Asian	7	1%
	Native Hawaiian/Other Pacific Islander	0	0%
	Hispanic	0	0%
	Multi-Racial	0	0%
	Unknown	94	18%
TOTAL:	531	100%	
Age	17 and under	506	95%
	18 to 24	25	5%
	25 to 39	0	0%
	40 to 59	0	0%
	60 and above	0	0%
	Unknown	0	0%
	TOTAL:	531	100%

OUTCOME INDICATOR:

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

OUTCOME PERCENTAGE ACHIEVED:

97%

NUMBER TO BE SERVED:

450 clients

ACTUAL NUMBER SERVED:

531 clients

FUNDING AMOUNT AWARDED:

\$137,990.00

FUNDING AMOUNT EXPENDED:

\$137,989.65 (100%)

PROGRAM HIGHLIGHTS:

- The agency implemented the Zero Suicide and Recovery Oriented Systems of Care initiatives.
- The program served significantly more clients than originally expected.

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	9	20%
	Male	37	80%
	Other	0	0%
	TOTAL:	46	100%
Veteran	Veteran	0	0%
	Non-Veteran	46	100%
	Unknown	0	0%
	TOTAL:	46	100%
Race	White	13	28%
	Black	23	50%
	American Indian/Alaskan Native	1	2%
	Asian	0	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Hispanic	0	0%
	Multi-Racial	0	0%
	Unknown	9	20%
TOTAL:	46	100%	
Age	17 and under	46	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:	46	100%

OUTCOME INDICATOR:

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

OUTCOME PERCENTAGE ACHIEVED:

48%

NUMBER TO BE SERVED:

36 clients

ACTUAL NUMBER SERVED:

46 clients

FUNDING AMOUNT AWARDED:

\$128,118.00

FUNDING AMOUNT EXPENDED:

\$128,118.00 (100%)

PROGRAM HIGHLIGHTS:

- The agency implemented the Zero Suicide and Recovery Oriented Systems of Care initiatives.
- The program served significantly more clients than originally expected.

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.

<u>Program Participant Demographic Data</u>			
<i>Gender</i>	Female	145	42%
	Male	200	58%
	Other	0	0%
	TOTAL:	345	100%
<i>Veteran</i>	Veteran	0	0%
	Non-Veteran	345	100%
	Unknown	0	0%
	TOTAL:	345	100%
<i>Race</i>	White or Caucasian	235	68%
	Black or African American	106	31%
	American Indian/Alaska Native	0	0%
	Native Hawaiian/Pacific Islander	0	0%
	Asian	3	1%
	Two or More Races	1	0%
	Unknown	0	0%
	TOTAL:	345	100%
<i>Age</i>	17 and under	331	96%
	18 to 24	14	4%
	25 to 39	0	0%
	40 to 59	0	0%
	60 and above	0	0%
	Unknown	0	0%
	TOTAL:	345	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 SAMH).

OUTCOME PERCENTAGE ACHIEVED:

82%

NUMBER TO BE SERVED:

345 clients

ACTUAL NUMBER SERVED:

345 clients

FUNDING AMOUNT AWARDED:

\$527,715.00

FUNDING AMOUNT EXPENDED:

\$507,902.62 (96%)

PROGRAM HIGHLIGHTS:

- The program served 345 youth.
- 82% of clients achieved the program goal.

For The Children

Children Community Wellness

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.

<u>Program Participant Demographic Data</u>			
<i>Gender</i>	Female	35	49%
	Male	37	51%
	Other	0	0%
	TOTAL:	72	100%
<i>Veteran</i>	Veteran	0	0%
	Non-Veteran	72	100%
	Unknown	0	0%
	TOTAL:	72	100%
<i>Race</i>	White or Caucasian	0	0%
	Black or African American	70	97%
	American Indian/Alaska Native	0	0%
	Native Hawaiian/Pacific Islander	0	0%
	Hispanic	2	3%
	Asian	0	0%
	Two or More Races	0	0%
	Unknown	0	0%
	TOTAL:	72	100%
<i>Age</i>	17 and under	71	99%
	18 to 24	1	1%
	25 to 39	0	0%
	40 to 59	0	0%
	60 and above	0	0%
	Unknown	0	0%
	TOTAL:	72	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:

83%

NUMBER TO BE SERVED:

50 children

ACTUAL NUMBER SERVED:

72 children

FUNDING AMOUNT AWARDED:

\$245,366.00

FUNDING AMOUNT EXPENDED:

\$223,183.50 (91%)

PROGRAM HIGHLIGHTS:

- The program exceeded its program goal of successful discharges by 13% for FY2019.
- Parents were more engaged in services due to the agency's growing community presence.
- Local churches allowed the agency to present to their congregations to highlight the importance of mental health.

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 issue. The program seeks to keep clients in the community and out of institutionalized settings.

<u>Program Participant Demographic Data</u>			
Gender	Female	91	71%
	Male	38	29%
	Other	0	0%
	TOTAL:	129	100%
Veteran	Veteran	1	1%
	Non-Veteran	128	99%
	Unknown	0	0%
	TOTAL:	129	100%
Race	White	46	36%
	Black	77	60%
	American Indian/Alaskan Native	0	0%
	Asian	0	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Hispanic	0	0%
	Multi-Racial	0	0%
	Other/Unknown	6	5%
TOTAL:	129	100%	
Age	17 and under	1	1%
	18 to 24	9	7%
	25 to 39	63	49%
	40 to 59	35	27%
	60 and above	21	16%
	Unknown	0	0%
	TOTAL:	129	100%

OUTCOME INDICATOR:
90% of placed participants will live in a stable housing environment.

OUTCOME PERCENTAGE ACHIEVED:
87% **

NUMBER TO BE SERVED:
130 clients

ACTUAL NUMBER SERVED:
129 clients **

FUNDING AMOUNT AWARDED:
\$139,701.00

FUNDING AMOUNT EXPENDED:
\$139,701.00 (100%)

PROGRAM HIGHLIGHTS:

- The program was able to serve 129 FAA clients throughout FY19. Of those, 61 individuals/families were successfully placed in affordable housing.
- The program added an additional three (3) MOUs to their database in FY2019, which provides an additional fifteen (15) Extremely Low-Income Units.

** The agency did not meet their outcome percentage and number to be served due to several clients being carried over into the next fiscal year and unable to be measured at the time of reporting.

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 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	2	15%
	Male	11	85%
	Other	0	0%
	TOTAL:	13	100%
Veteran	Veteran	0	0%
	Non-Veteran	13	100%
	Unknown	0	0%
	TOTAL:	13	100%
Race	White	8	62%
	Black	4	31%
	American Indian/Alaskan Native	0	0%
	Asian	0	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Hispanic	0	0%
	Multi-Racial	1	8%
	Unknown	0	0%
	TOTAL:	13	100%
Age	17 and under	0	0%
	18 to 24	0	0%
	25 to 39	6	46%
	40 to 59	7	54%
	60 and above	0	0%
	Unknown	0	0%
	TOTAL:	13	100%

OUTCOME INDICATOR:

70% of adults with serious mental illness will be competitively employed for at least 92 days per year.

OUTCOME PERCENTAGE ACHIEVED:

89%

NUMBER TO BE SERVED:

20 clients

ACTUAL NUMBER SERVED:

13 clients **

FUNDING AMOUNT AWARDED:

\$26,123.00

FUNDING AMOUNT EXPENDED:

\$26,123.00 (100%)

PROGRAM HIGHLIGHTS:

- The program transitioned seven (7) adults with chronic and persistent mental illnesses into independent, stable, long-term community employments with supports.
- The program developed an alumni component where already transitioned and successful clients come back to encourage current job seekers.
- The program utilized Peer Specialists as an additional resource to holistically aid job seekers and make sure they had support beyond their transition out of services.

** The program had a larger-than-usual number of new participants who started with the on-site work training program and were not yet ready for community employment placement.

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	9	14%
	Male	56	86%
	Other	0	0%
	TOTAL:	65	100%
Veteran	Veteran	0	0%
	Non-Veteran	65	100%
	Unknown	0	0%
	TOTAL:	65	100%
Race	White	42	65%
	Black	18	28%
	American Indian/Alaskan Native	0	0%
	Asian	1	2%
	Native Hawaiian/Other Pacific Islander	0	0%
	Hispanic	0	0%
	Multi-Racial	4	6%
	Unknown	0	0%
TOTAL:	65	100%	
Age	17 and under	0	0%
	18 to 24	12	18%
	25 to 39	38	58%
	40 to 59	14	22%
	60 and above	1	2%
	Unknown	0	0%
	TOTAL:	65	100%

OUTCOME INDICATOR:

71% of those with severe and persistent mental illnesses will average 92 annual days of employment.

OUTCOME PERCENTAGE ACHIEVED:

92%

NUMBER TO BE SERVED:

45 clients

ACTUAL NUMBER SERVED:

65 clients

FUNDING AMOUNT AWARDED:

\$139,672.00

FUNDING AMOUNT EXPENDED:

\$139,672.00 (100%)

PROGRAM HIGHLIGHTS:

- The program collaborated with Mental Health America to produce "Buddy Benches" for an anti-bullying initiative.
- The program added a screen-printing component to the embroidery and graphics department, which has provided excellent work training for clients.
- The program collaborated with "Josh's Benches" to manufacture and install suicide awareness and prevention benches in Palm Beach County and beyond.

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	76	62%
	Male	45	37%
	Other	1	1%
	TOTAL:	122	100%
Veteran	Veteran	0	0%
	Non-Veteran	122	100%
	Unknown	0	0%
	TOTAL:	122	100%
Race	White	78	64%
	Black	18	15%
	American Indian/Alaskan Native	0	0%
	Asian	0	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Hispanic	0	0%
	Multi-Racial	0	0%
	Unknown	26	21%
TOTAL:	122	100%	
Age	17 and under *	23	19%
	18 to 24	16	13%
	25 to 39	31	25%
	40 to 59	28	23%
	60 and above	19	16%
	Unknown	5	4%
	TOTAL:	122	100%

<p><u>OUTCOME INDICATOR:</u> 95% of the people reached in a follow-up call will be satisfied with Mental Health GPS services.</p>
<p><u>OUTCOME PERCENTAGE ACHIEVED:</u> 40% **</p>
<p><u>NUMBER TO BE SERVED:</u> 240 individuals</p>
<p><u>ACTUAL NUMBER SERVED:</u> 122 individuals</p>
<p><u>FUNDING AMOUNT AWARDED:</u> \$69,883.00</p>
<p><u>FUNDING AMOUNT EXPENDED:</u> \$68,934.60 (99%)</p>

* 23 parents called on behalf of their minor children.

** Only 40% of the callers were able to be followed up with and asked the follow-up questions. The program was unable to meet the target outcome because not all callers could be reached for follow-up.

Parent-Child Center

Community-Based Outpatient Services

The program provides quality mental health therapy and care coordination to 2500 low-income children and families with a mental health diagnosis in Palm Beach County annually. Services include trauma informed and culturally competent evidence based mental health interventions provided by master level therapists.

Program Participant Demographic Data			
Gender	Female	1325	55%
	Male	1063	45%
	Other	0	0%
	TOTAL:	2388	100%
Veteran	Veteran	17	1%
	Non-Veteran	2368	99%
	Unknown	3	0%
	TOTAL:	2388	100%
Race	White or Caucasian	1254	53%
	Black or African American	980	41%
	American Indian/Alaska Native	0	0%
	Native Hawaiian/Pacific Islander	2	0%
	Asian	8	0%
	Two or More Races	144	6%
	Unknown	0	0%
TOTAL:	2388	100%	
Age	17 and under	1642	69%
	18 to 24	203	9%
	25 to 39	410	17%
	40 to 59	117	5%
	60 and above	16	1%
	Unknown	0	0%
	TOTAL:	2388	100%

OUTCOME INDICATOR:

70% of clients 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:

73%

NUMBER TO BE SERVED:

1875 clients

ACTUAL NUMBER SERVED:

2388 clients

FUNDING AMOUNT AWARDED:

\$236,275.00

FUNDING AMOUNT EXPENDED:

\$236,275.00 (100%)

PROGRAM HIGHLIGHTS:

- The program served 2392 clients, which is 517 clients more than anticipated.
- 73% of the discharged clients successfully improved their functioning according to C/FARS scores.
- 35 new therapists were hired and trained in The Academy in FY2019.

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	436	41%
	Male	621	59%
	Other	0	0%
	TOTAL:	1057	100%
Veteran	Yes	37	4%
	No	1020	96%
	Unknown	0	0%
	TOTAL:	1057	100%
Race	White	589	56%
	Black	266	25%
	American Indian/Alaskan Native	2	0%
	Asian	9	1%
	Native Hawaiian/Other Pacific Islander	2	0%
	Hispanic	126	12%
	Multi-Racial	54	5%
	Unknown	9	1%
TOTAL:	1057	100%	
Age	17 and under	0	0%
	18 to 24	198	19%
	25 to 39	430	41%
	40 to 59	351	33%
	60 and above	78	7%
	Unknown	0	0%
	TOTAL:	1057	100%

OUTCOME INDICATOR:
70% of clients admitted to the CSU will not have been inpatient during the previous 90 days.

OUTCOME PERCENTAGE ACHIEVED:
87%

NUMBER TO BE SERVED:
1707 clients

ACTUAL NUMBER SERVED:
1057 clients **

FUNDING AMOUNT AWARDED:
\$809,174.00

FUNDING AMOUNT EXPENDED:
\$809,170.56 (100%)

- PROGRAM HIGHLIGHTS:**
- 87% of individuals admitted to the CSU were not discharged within the previous 90 days.

** The agency did not provide a statement for why their number to be served was not met for FY2019.

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	761	52%
	Male	704	48%
	Other	0	0%
	TOTAL:	1465	100%
Veteran	Veteran	18	1%
	Non-Veteran	1447	99%
	Unknown	0	0%
	TOTAL:	1465	100%
Race	White	712	49%
	Black	334	23%
	American Indian/Alaskan Native	2	0%
	Asian	18	1%
	Native Hawaiian/Other Pacific Islander	0	0%
	Hispanic	273	19%
	Multi-Racial	77	5%
	Unknown	49	3%
TOTAL:	1465	100%	
Age	17 and under	429	29%
	18 to 24	175	12%
	25 to 39	400	27%
	40 to 59	349	24%
	60 and above	112	8%
	Unknown	0	0%
	TOTAL:	1465	100%

OUTCOME INDICATOR:
90% of SCMH clients with severe and persistent mental illness, who have had a performance evaluation completed monthly, will live in a stable housing environment.

OUTCOME PERCENTAGE ACHIEVED:
95%

NUMBER TO BE SERVED:
1484 clients

ACTUAL NUMBER SERVED:
1465 clients**

FUNDING AMOUNT AWARDED:
\$315,099.00 ***

FUNDING AMOUNT EXPENDED:
\$315,098.52 (100%) ***

- PROGRAM HIGHLIGHTS:**
- 95% of clients evaluated by the I&E were reported as living in a stable housing environment.

** The agency did not provide a statement for why their number to be served was not met for FY2019.

*** The Funding Amount Awarded and Expended is the same for Intake and Evaluation services and Mobile Crisis Team services 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	510	51%
	Male	497	49%
	Other	0	0%
	TOTAL:	1007	100%
Veteran	Veteran	12	1%
	Non-Veteran	995	99%
	Unknown	0	0%
	TOTAL:	1007	100%
Race	White	441	44%
	Black	229	23%
	American Indian/Alaskan Native	2	0%
	Asian	10	1%
	Native Hawaiian/Other Pacific Islander	0	0%
	Hispanic	218	22%
	Multi-Racial	44	4%
	Unknown	63	6%
TOTAL:	1007	100%	
Age	17 and under	452	45%
	18 to 24	125	12%
	25 to 39	165	16%
	40 to 59	168	17%
	60 and above	97	10%
	Unknown	0	0%
	TOTAL:	1007	100%

<p><u>OUTCOME INDICATOR:</u> 85% of clients 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> 90%</p> <p><u>NUMBER TO BE SERVED:</u> 135 clients</p> <p><u>ACTUAL NUMBER SERVED:</u> 1007 clients</p> <p><u>FUNDING AMOUNT AWARDED:</u> \$315,099.00 ***</p> <p><u>FUNDING AMOUNT EXPENDED:</u> \$315,098.52 (100%) ***</p> <p><u>PROGRAM HIGHLIGHTS:</u></p> <ul style="list-style-type: none"> 90% of the clients evaluated by the MRT did not require inpatient care within 30 days following the MRT intervention.
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*** The Funding Amount Awarded and Expended is the same for Mobile Crisis Team services and Intake and Evaluation services 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	1962	53%
	Male	1716	47%
	Other	0	0%
	TOTAL:	3678	100%
Veteran	Yes	50	1%
	No	3628	99%
	Unknown	0	0%
	TOTAL:	3678	100%
Race	White	2245	61%
	Black	714	19%
	American Indian/Alaskan Native	6	0%
	Asian	37	1%
	Native Hawaiian/Other Pacific Islander	2	0%
	Hispanic	489	13%
	Multi-Racial	136	4%
	Unknown	49	1%
TOTAL:	3678	100%	
Age	17 and under	0	0%
	18 to 24	393	11%
	25 to 39	1172	32%
	40 to 59	1411	38%
	60 and above	702	19%
	Unknown	0	0%
	TOTAL:	3678	100%

OUTCOME INDICATOR:

Of the clients receiving outpatient psychiatric services, the average calculated client days worked by Concordia will be more than the outcome of 40 days annually.

OUTCOME PERCENTAGE ACHIEVED:

33%

NUMBER TO BE SERVED:

1616 clients

ACTUAL NUMBER SERVED:

3678 clients

FUNDING AMOUNT AWARDED:

\$415,039.00

FUNDING AMOUNT EXPENDED:

\$415,001.52 (100%)

PROGRAM HIGHLIGHTS:

- 33% of individuals with mental health issues who also need outpatient services for stabilization have been enabled to be gainfully employed for 40 days or more annually.

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.

<u>NUMBER OF AGENCIES FUNDED:</u> 9
<u>NUMBER OF PROGRAMS FUNDED:</u> 14
<u>NUMBER TO BE SERVED:</u> 992
<u>ACTUAL NUMBER SERVED:</u> 1,130
<u>FUNDING AMOUNT AWARDED:</u> \$1,763,817.00
<u>FUNDING AMOUNT EXPENDED:</u> \$1,711,411.89 (97%)

Funded agencies under this service category include the following:
 Coalition for Independent Living Options (CILO)
 Gulfstream Goodwill Industries (GGI)
 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)

<u>Program Participant Demographic Data</u>			
<i>Gender</i>	Female	544	48%
	Male	586	52%
	Other	0	0%
	TOTAL:	1130	100%
<i>Veteran</i>	Veteran	42	4%
	Non-Veteran	874	77%
	Unknown	214	19%
	TOTAL:	1130	100%
<i>Race</i>	White or Caucasian	663	59%
	Black or African American	402	36%
	American Indian/Alaskan Native	6	1%
	Asian	3	0%
	Native Hawaiian/Other Pacific Islander	1	0%
	Hispanic	0	0%
	Two or More Races	55	5%
	Unknown	0	0%
	TOTAL:	1130	100%
<i>Ethnicity</i>	Hispanic or Latino	185	16%
	Non-Hispanic/Latino	945	84%
	Other	0	0%
	Unknown	0	0%
	TOTAL:	1130	100%
<i>Age</i>	17 and under	49	4%
	18 to 24	143	13%
	25 to 39	274	24%
	40 to 59	399	35%
	60 and above	265	23%
	Unknown	0	0%
	TOTAL:	1130	100%

Coalition for Independent Living Options

ALERT – Accessible Lifesaving Education for At-Risk Teens

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	18	27%
	Male	48	73%
	Other	0	0%
	TOTAL:	66	100%
Veteran	Veteran	0	0%
	Non-Veteran	64	97%
	Unknown	2	3%
	TOTAL:	66	100%
Race	White or Caucasian	38	58%
	Black or African American	21	32%
	American Indian/Alaska Native	0	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Asian	2	3%
	Two or More Races	5	8%
	Unknown	0	0%
	TOTAL:	66	100%
Ethnicity	Hispanic or Latino	13	20%
	Not Hispanic or Latino	53	80%
	Unknown	0	0%
	TOTAL:	66	100%
Age	17 and under	24	36%
	18 to 24	40	61%
	25 to 39	2	3%
	40 to 59	0	0%
	60 and above	0	0%
	Unknown	0	0%
	TOTAL:	66	100%

OUTCOME INDICATOR:

70% of youth/young adults 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:

92%

NUMBER TO BE SERVED:

50 youth

ACTUAL NUMBER SERVED:

66 youth

FUNDING AMOUNT AWARDED:

\$56,777.00

FUNDING AMOUNT EXPENDED:

\$56,776.98 (100%)

PROGRAM HIGHLIGHTS:

- The program youth participants with disabilities received 2,000.25 hours of lifesaving education as preparation for adulthood – 9% above the contract target.
- 92% of the participants learned at least one (1) job readiness/life skill – 22% more than the contract performance goal.
- Fifteen (15) youth ages 18-26 participated in post-secondary activities, which included visits to college campuses and workplace experiences at local businesses.

Coalition for Independent Living Options

SAIL – Supports and Independent Living

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.

Program Participant Demographic Data			
Gender	Female	217	52%
	Male	202	48%
	Other	0	0%
	TOTAL:	419	100%
Veteran	Veteran	37	9%
	Non-Veteran	327	78%
	Unknown	55	13%
	TOTAL:	419	100%
Race	White or Caucasian	252	60%
	Black or African American	157	37%
	American Indian/Alaska Native	2	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Asian	0	0%
	Two or More Races	8	2%
	Unknown	0	0%
	TOTAL:	419	100%
Ethnicity	Hispanic or Latino	81	19%
	Not Hispanic or Latino	338	81%
	Unknown	0	0%
	TOTAL:	419	100%
Age	17 and under	0	0%
	18 to 24	25	6%
	25 to 39	84	20%
	40 to 59	168	40%
	60 and above	142	34%
	Unknown	0	0%
	TOTAL:	419	100%

OUTCOME INDICATOR:

70% of participants 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:

92%

NUMBER TO BE SERVED:

150 participants

ACTUAL NUMBER SERVED:

419 participants

FUNDING AMOUNT AWARDED:

\$154,581.00

FUNDING AMOUNT EXPENDED:

\$154,580.08 (100%)

PROGRAM HIGHLIGHTS:

- The program provided 2,970 hours of direct service to adults with disabilities – 8% above the contracted amount.
- 92% of participants increased their knowledge of a life skill, which they use to remain independent in the community.
- 173 households applied for/were awarded food stamps and/or Medicare premium benefits totaling \$22,449 monthly into local economy.

Gulfstream Goodwill Industries

Client Assistance and Advocacy

This program provides one-to-one assistance to people with hearing loss in Palm Beach County (PBC) in order to resolve daily living issues. Clients are served through proper communication, assessment, equipment, advocacy, education, resources, and service facilitation. The goal of the program is to resolve unmet needs by bridging the gap between the hearing-loss and hearing communities in PBC.

Program Participant Demographic Data			
Gender	Female	57	63%
	Male	34	37%
	Other	0	0%
	TOTAL:	91	100%
Veteran	Veteran	0	0%
	Non-Veteran	91	100%
	Unknown	0	0%
	TOTAL:	91	100%
Race	White or Caucasian	54	59%
	Black or African American	33	36%
	American Indian/Alaska Native	0	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Asian	0	0%
	Two or More Races	4	4%
	Unknown	0	0%
TOTAL:	91	100%	
Ethnicity	Hispanic or Latino	26	29%
	Not Hispanic or Latino	65	71%
	Unknown	0	0%
	TOTAL:	91	100%
Age	17 and under	0	0%
	18 to 24	7	8%
	25 to 39	26	29%
	40 to 59	35	38%
	60 and above	23	25%
	Unknown	0	0%
	TOTAL:	91	100%

<p><u>OUTCOME INDICATOR:</u> 80% of people receiving Client Assistance and Advocacy Services will resolve their unmet needs or crisis situation successfully.</p> <p><u>OUTCOME PERCENTAGE ACHIEVED:</u> 99%</p> <p><u>NUMBER TO BE SERVED:</u> 250 clients</p> <p><u>ACTUAL NUMBER SERVED:</u> 91 clients **</p> <p><u>FUNDING AMOUNT AWARDED:</u> \$108,515.00</p> <p><u>FUNDING AMOUNT EXPENDED:</u> \$93,716.71 (86%)</p> <p><u>PROGRAM HIGHLIGHTS:</u></p> <ul style="list-style-type: none"> • The program was able to place a homeless deaf family in housing after collaborating with the Lewis Center. • The program was able to advocate for a participant that was being isolated and harassed at her place of employment. • The program was able to assist three (3) participants with becoming U.S. Citizens.
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** The program did not serve all the clients it had intended to. The program does not have a referral process so it was difficult to obtain new clients. In the future, the program plans to conduct more marketing and outreach to reach higher numbers.

Habilitation 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.

<u>Program Participant Demographic Data</u>			
Gender	Female	26	46%
	Male	30	54%
	Other	0	0%
	TOTAL:	56	100%
Veteran	Veteran	0	0%
	Non-Veteran	56	100%
	Unknown	0	0%
	TOTAL:	56	100%
Race	White or Caucasian	44	79%
	Black or African American	8	14%
	American Indian/Alaska Native	0	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Asian	0	0%
	Two or More Races	4	7%
	Unknown	0	0%
	TOTAL:	56	100%
Ethnicity	Hispanic or Latino	4	7%
	Not Hispanic or Latino	52	93%
	Unknown	0	0%
	TOTAL:	56	100%
Age	17 and under	0	0%
	18 to 24	5	9%
	25 to 39	17	30%
	40 to 59	19	34%
	60 and above	15	27%
	Unknown	0	0%
	TOTAL:	56	100%

OUTCOME INDICATOR:
80% of FAA clients will achieve at least one (1) objective of one (1) goal from their Annual Plan.

OUTCOME PERCENTAGE ACHIEVED:
98%

NUMBER TO BE SERVED:
50 clients

ACTUAL NUMBER SERVED:
56 clients

FUNDING AMOUNT AWARDED:
\$75,000.00

FUNDING AMOUNT EXPENDED:
\$75,000.00 (100%)

PROGRAM HIGHLIGHTS:

- 98% of clients served in the Day Program for Adults with Special Needs met at least one (1) objective of one (1) goal from their comprehensive annual plan.

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	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/Alaska Native	0	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Asian	0	0%
	Two or More Races	0	0%
	Unknown	0	0%
	TOTAL:	21	100%
Ethnicity	Hispanic or Latino	3	14%
	Not Hispanic or Latino	18	86%
	Unknown	0	0%
	TOTAL:	21	100%
Age	17 and under	0	0%
	18 to 24	2	10%
	25 to 39	18	86%
	40 to 59	1	5%
	60 and above	0	0%
	Unknown	0	0%
	TOTAL:	21	100%

<p><u>OUTCOME INDICATOR:</u> 80% of clients 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> 89%</p>
<p><u>NUMBER TO BE SERVED:</u> 20 clients</p>
<p><u>ACTUAL NUMBER SERVED:</u> 21 clients</p>
<p><u>FUNDING AMOUNT AWARDED:</u> \$92,245.00</p>
<p><u>FUNDING AMOUNT EXPENDED:</u> \$92,244.99 (100%)</p>
<p><u>PROGRAM HIGHLIGHTS:</u></p> <ul style="list-style-type: none"> • 21 clients received services through the Guardian Advocacy Project. • 89% of 21 clients served achieved their outcome goals.

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.

Program Participant Demographic Data			
Gender	Female	38	46%
	Male	45	54%
	Other	0	0%
	TOTAL:	83	100%
Veteran	Veteran	0	0%
	Non-Veteran	47	57%
	Unknown	36	43%
	TOTAL:	83	100%
Race	White or Caucasian	58	70%
	Black or African American	24	29%
	American Indian/Alaska Native	0	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Asian	0	0%
	Two or More Races	1	1%
	Unknown	0	0%
	TOTAL:	83	100%
Ethnicity	Hispanic or Latino	9	11%
	Not Hispanic or Latino	74	89%
	Unknown	0	0%
	TOTAL:	83	100%
Age	17 and under	0	0%
	18 to 24	12	14%
	25 to 39	28	34%
	40 to 59	35	42%
	60 and above	8	10%
	Unknown	0	0%
	TOTAL:	83	100%

OUTCOME INDICATOR:

70% of participants will increase their computer skills by completing at least three personal achievement goals.

OUTCOME PERCENTAGE ACHIEVED:

94%

NUMBER TO BE SERVED:

80 participants

ACTUAL NUMBER SERVED:

83 participants

FUNDING AMOUNT AWARDED:

\$73,389.00

FUNDING AMOUNT EXPENDED:

\$73,389.00 (100%)

PROGRAM HIGHLIGHTS:

- Eighty-four participants received software training to that allowed them to improve their reading, math, and reasoning skills.
- Participants learned to use computers for job searches as well as personal uses to communicate and learn about the world around them.
- Individualized training was offered to encourage personal growth and accomplishments, utilizing specialized software and hardware to accommodate special needs.

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.

Program Participant Demographic Data			
Gender	Female	15	37%
	Male	26	63%
	Other	0	0%
	TOTAL:	41	100%
Veteran	Veteran	0	0%
	Non-Veteran	41	100%
	Unknown	0	0%
	TOTAL:	41	100%
Race	White or Caucasian	31	76%
	Black or African American	10	24%
	American Indian/Alaska Native	0	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Asian	0	0%
	Two or More Races	0	0%
	Unknown	0	0%
	TOTAL:	41	100%
Ethnicity	Hispanic or Latino	1	2%
	Not Hispanic or Latino	40	98%
	Unknown	0	0%
	TOTAL:	41	100%
Age	17 and under	0	0%
	18 to 24	0	0%
	25 to 39	4	10%
	40 to 59	27	66%
	60 and above	10	24%
	Unknown	0	0%
	TOTAL:	41	100%

OUTCOME INDICATOR:

80% of program participants will be able to maintain their community based employment situation.

OUTCOME PERCENTAGE ACHIEVED:

100%

NUMBER TO BE SERVED:

40 participants

ACTUAL NUMBER SERVED:

41 participants

FUNDING AMOUNT AWARDED:

\$67,113.00

FUNDING AMOUNT EXPENDED:

\$67,113.00 (100%)

PROGRAM HIGHLIGHTS:

- Program served 41 individuals, who successfully completed the program.
- 100% of individuals have maintained employment.

Palm Beach Habilitation Center

Seniors in Transition and Retirement Services

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	19	53%
	Male	17	47%
	Other	0	0%
	TOTAL:	36	100%
Veteran	Veteran	0	0%
	Non-Veteran	36	100%
	Unknown	0	0%
	TOTAL:	36	100%
Race	White or Caucasian	32	89%
	Black or African American	4	11%
	American Indian/Alaska Native	0	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Asian	0	0%
	Two or More Races	0	0%
	Unknown	0	0%
	TOTAL:	36	100%
Ethnicity	Hispanic or Latino	1	3%
	Not Hispanic or Latino	35	97%
	Unknown	0	0%
	TOTAL:	36	100%
Age	17 and under	0	0%
	18 to 24	0	0%
	25 to 39	0	0%
	40 to 59	13	36%
	60 and above	23	64%
	Unknown	0	0%
	TOTAL:	36	100%

OUTCOME INDICATOR:

80% of participants 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 participants

ACTUAL NUMBER SERVED:

36 participants

FUNDING AMOUNT AWARDED:

\$215,327.00

FUNDING AMOUNT EXPENDED:

\$215,327.00 (100%)

PROGRAM HIGHLIGHTS:

- In review, all outcome goals were successfully met by the end of the year.
- There was an increase of 82% of program participants eating more nutritious meals throughout each week.
- Exercise continues to be a successful focus, with creating interactive group and individual activity opportunities.

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.

<u>Program Participant Demographic Data</u>			
Gender	Female	55	46%
	Male	64	54%
	Other	0	0%
	TOTAL:	119	100%
Veteran	Veteran	0	0%
	Non-Veteran	5	4%
	Unknown	114	96%
	TOTAL:	119	100%
Race	White or Caucasian	60	50%
	Black or African American	46	39%
	American Indian/Alaska Native	3	3%
	Native Hawaiian/Other Pacific Islander	1	1%
	Asian	0	0%
	Two or More Races	9	8%
	Unknown	0	0%
	TOTAL:	119	100%
Ethnicity	Hispanic or Latino	12	10%
	Not Hispanic or Latino	107	90%
	Unknown	0	0%
	TOTAL:	119	100%
Age	17 and under	0	0%
	18 to 24	4	3%
	25 to 39	43	36%
	40 to 59	46	39%
	60 and above	26	22%
	Unknown	0	0%
	TOTAL:	119	100%

<p><u>OUTCOME INDICATOR:</u> 90% of participants will increase independence as evidenced by achieving one short-term objective from their Individualized Implementation Plan (IIP).</p> <p><u>OUTCOME PERCENTAGE ACHIEVED:</u> 100%</p> <p><u>NUMBER TO BE SERVED:</u> 110 participants</p> <p><u>ACTUAL NUMBER SERVED:</u> 119 participants</p> <p><u>FUNDING AMOUNT AWARDED:</u> \$278,393.00</p> <p><u>FUNDING AMOUNT EXPENDED:</u> \$278,393.00 (100%)</p> <p><u>PROGRAM HIGHLIGHTS:</u></p> <ul style="list-style-type: none"> • The program provides the following to adults with intellectual disabilities – educational opportunities, vocational training, work opportunities, and enrichment activities (ex. access to studio art and fitness programs, as well as social and community-based activities). • The program also provides special services for seniors, including personal care.
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Seagull Industries

SAIL – Seagull Academy for Independent Living

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.

<u>Program Participant Demographic Data</u>			
<i>Gender</i>	Female	19	45%
	Male	23	55%
	Other	0	0%
	TOTAL:	42	100%
<i>Veteran</i>	Veteran	5	12%
	Non-Veteran	37	88%
	Unknown	0	0%
	TOTAL:	42	100%
<i>Race</i>	White or Caucasian	10	24%
	Black or African American	23	55%
	American Indian/Alaska Native	0	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Asian	0	0%
	Two or More Races	9	21%
	Unknown	0	0%
	TOTAL:	42	100%
<i>Ethnicity</i>	Hispanic or Latino	15	36%
	Not Hispanic or Latino	27	64%
	Unknown	0	0%
	TOTAL:	42	100%
<i>Age</i>	17 and under	1	2%
	18 to 24	37	88%
	25 to 39	4	10%
	40 to 59	0	0%
	60 and above	0	0%
	Unknown	0	0%
	TOTAL:	42	100%

<p><u>OUTCOME INDICATOR:</u> 80% of participants will achieve employment skills as evidenced by annual goal in the employment plan.</p> <p><u>OUTCOME PERCENTAGE ACHIEVED:</u> 95%</p> <p><u>NUMBER TO BE SERVED:</u> 50 participants</p> <p><u>ACTUAL NUMBER SERVED:</u> 42 participants **</p> <p><u>FUNDING AMOUNT AWARDED:</u> \$30,000.00</p> <p><u>FUNDING AMOUNT EXPENDED:</u> \$29,396.40 (98%)</p> <p><u>PROGRAM HIGHLIGHTS:</u></p> <ul style="list-style-type: none"> • Seven (7) students gained employment within the community. • The program completed seven (7) Employment Launch Classes.

** The program needed to hire an Outreach Coordinator. The numbers were not met but one (1) Outreach Coordinator and one (1) employee will be fully certified with training by April 2020.

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.

Program Participant Demographic Data			
Gender	Female	24	50%
	Male	24	50%
	Other	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	41	85%
	American Indian/Alaska Native	0	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Asian	0	0%
	Two or More Races	4	8%
	Unknown	0	0%
	TOTAL:	48	100%
Ethnicity	Hispanic or Latino	7	15%
	Not Hispanic or Latino	41	85%
	Unknown	0	0%
	TOTAL:	48	100%
Age	17 and under	0	0%
	18 to 24	2	4%
	25 to 39	14	29%
	40 to 59	26	54%
	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 (STO) during the program year.

OUTCOME PERCENTAGE ACHIEVED:

86%

NUMBER TO BE SERVED:

47 individuals

ACTUAL NUMBER SERVED:

48 individuals

FUNDING AMOUNT AWARDED:

\$201,474.00

FUNDING AMOUNT EXPENDED:

\$201,472.37 (100%)

PROGRAM HIGHLIGHTS:

- The agency received a grant to implement a virtual reality-training program.
- One (1) individual obtained community-based employment at a new restaurant in town.
- One (1) individual has met prior goals and is now seeking independent living.

The Arc of Palm Beach County

PALS – Program for Adult Learning And Support

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	29	55%
	Male	24	45%
	Other	0	0%
	TOTAL:	53	100%
Veteran	Veteran	0	0%
	Non-Veteran	53	100%
	Unknown	0	0%
	TOTAL:	53	100%
Race	White or Caucasian	34	64%
	Black or African American	17	32%
	American Indian/Alaska Native	0	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Asian	0	0%
	Two or More Races	2	4%
	Unknown	0	0%
	TOTAL:	53	100%
Ethnicity	Hispanic or Latino	4	8%
	Not Hispanic or Latino	49	92%
	Unknown	0	0%
	TOTAL:	53	100%
Age	17 and under	0	0%
	18 to 24	4	8%
	25 to 39	30	57%
	40 to 59	17	32%
	60 and above	2	4%
	Unknown	0	0%
	TOTAL:	53	100%

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

OUTCOME PERCENTAGE ACHIEVED:
96%

NUMBER TO BE SERVED:
65 participants

ACTUAL NUMBER SERVED:
53 participants **

FUNDING AMOUNT AWARDED:
\$83,845.00

FUNDING AMOUNT EXPENDED:
\$83,840.00 (100%)

PROGRAM HIGHLIGHTS:

- Ten (10) PALS participants participated in Enclave Employment. Enclave employment is a group or collective approach to employment where individuals work in an inclusive work environment making at least minimum wage.
- Four (4) PALS program participants were either placed, or continued community-based integrated employment.

** The number of individuals in the PALS program was not served. There were only 53. This number was reduced due to the availability of spots in the program.

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	11	42%
	Male	15	58%
	Other	0	0%
	TOTAL:	26	100%
Veteran	Veteran	0	0%
	Non-Veteran	25	96%
	Unknown	1	4%
	TOTAL:	26	100%
Race	White or Caucasian	24	92%
	Black or African American	1	4%
	American Indian/Alaska Native	1	4%
	Native Hawaiian/Other Pacific Islander	0	0%
	Asian	0	0%
	Two or More Races	0	0%
	Unknown	0	0%
	TOTAL:	26	100%
Ethnicity	Hispanic or Latino	1	4%
	Not Hispanic or Latino	25	96%
	Unknown	0	0%
	TOTAL:	26	100%
Age	17 and under	0	0%
	18 to 24	0	0%
	25 to 39	4	15%
	40 to 59	12	46%
	60 and above	10	38%
	Unknown	0	0%
	TOTAL:	26	100%

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

OUTCOME PERCENTAGE ACHIEVED:
100%

NUMBER TO BE SERVED:
30 participants

ACTUAL NUMBER SERVED:
26 participants **

FUNDING AMOUNT AWARDED:
\$253,134.00

FUNDING AMOUNT EXPENDED:
\$218,234.64 (86%)

- PROGRAM HIGHLIGHTS:**
- 100% of the Residential participants achieved one or more of their goals during the fiscal year.

** The number of individuals in the Residential program was not achieved. There were only 26. This number was reduced due to the availability of spots in the program.

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	8	28%
	Male	21	72%
	Other	0	0%
	TOTAL:	29 *	100%
Veteran	Veteran	0	0%
	Non-Veteran	23	79%
	Unknown	6	21%
	TOTAL:	29 *	100%
Race	White or Caucasian	12	41%
	Black or African American	7	24%
	American Indian/Alaska Native	0	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Asian	1	3%
	Two or More Races	9	31%
	Unknown	0	0%
	TOTAL:	29 *	100%
Ethnicity	Hispanic or Latino	8	28%
	Not Hispanic or Latino	21	72%
	Unknown	0	0%
	TOTAL:	29 *	100%
Age	17 and under	24	83%
	18 to 24	5	17%
	25 to 39	0	0%
	40 to 59	0	0%
	60 and above	0	0%
	Unknown	0	0%
	TOTAL:	29 *	100%

OUTCOME INDICATOR:
80% of caregivers served for at least three (3) months will experience relief from the stress of caring for their child with special needs.

OUTCOME PERCENTAGE ACHIEVED:
76%

NUMBER TO BE SERVED:
20 individuals

ACTUAL NUMBER SERVED:
29 individuals

FUNDING AMOUNT AWARDED:
\$74,024.00

FUNDING AMOUNT EXPENDED:
\$71,927.28 (97%)

PROGRAM HIGHLIGHTS:

- The agency has served 29 clients in a 12-month period providing in-home respite seven (7) days a week on an as-needed basis.
- 85% of caregivers served for at least three (3) months have experienced relief from the stress of caring for their child with special needs.
- Since Implementing the monthly respite newsletter, communication with our respite families have greatly improved as well as their participation in the agency's activities.

* The demographic table refers to the 29 children within the Behavior Focused Respite program. The outcome calculation is based on the caregivers.

Domestic Abuse / Sheltering

Overall Summary

This category focuses on providing safe shelter for individuals and families seeking safety while fleeing from domestic violence and reducing the occurrence of domestic violence through preventative programs.

<p><u>NUMBER OF AGENCIES FUNDED:</u> 2</p> <p><u>NUMBER OF PROGRAMS FUNDED:</u> 2</p> <p><u>NUMBER TO BE SERVED:</u> 320</p> <p><u>ACTUAL NUMBER SERVED:</u> 307</p> <p><u>FUNDING AMOUNT AWARDED:</u> \$421,234.00</p> <p><u>FUNDING AMOUNT EXPENDED:</u> \$421,234.00 (100%)</p>				<p><u>Program Participant Demographic Data</u></p> <table border="1"> <tr> <td rowspan="4">Gender</td> <td>Female</td> <td>307</td> <td>100%</td> </tr> <tr> <td>Male</td> <td>0</td> <td>0%</td> </tr> <tr> <td>Other</td> <td>0</td> <td>0%</td> </tr> <tr> <td>TOTAL:</td> <td>307</td> <td>100%</td> </tr> <tr> <td rowspan="4">Veteran</td> <td>Veteran</td> <td>1</td> <td>0%</td> </tr> <tr> <td>Non-Veteran</td> <td>298</td> <td>97%</td> </tr> <tr> <td>Unknown</td> <td>8</td> <td>3%</td> </tr> <tr> <td>TOTAL:</td> <td>307</td> <td>100%</td> </tr> <tr> <td rowspan="8">Race</td> <td>White or Caucasian</td> <td>100</td> <td>33%</td> </tr> <tr> <td>Black or African American</td> <td>185</td> <td>60%</td> </tr> <tr> <td>American Indian/Alaskan Native</td> <td>2</td> <td>1%</td> </tr> <tr> <td>Asian</td> <td>3</td> <td>1%</td> </tr> <tr> <td>Native Hawaiian/Other Pacific Islander</td> <td>1</td> <td>0%</td> </tr> <tr> <td>Hispanic</td> <td>0</td> <td>0%</td> </tr> <tr> <td>Two or More Races</td> <td>16</td> <td>5%</td> </tr> <tr> <td>Unknown</td> <td>0</td> <td>0%</td> </tr> <tr> <td>TOTAL:</td> <td>307</td> <td>100%</td> </tr> <tr> <td rowspan="5">Ethnicity</td> <td>Hispanic or Latino</td> <td>53</td> <td>17%</td> </tr> <tr> <td>Non-Hispanic/Latino</td> <td>254</td> <td>83%</td> </tr> <tr> <td>Other</td> <td>0</td> <td>0%</td> </tr> <tr> <td>Unknown</td> <td>0</td> <td>0%</td> </tr> <tr> <td>TOTAL:</td> <td>307</td> <td>100%</td> </tr> <tr> <td rowspan="7">Age</td> <td>17 and under</td> <td>0</td> <td>0%</td> </tr> <tr> <td>18 to 24</td> <td>63</td> <td>21%</td> </tr> <tr> <td>25 to 39</td> <td>174</td> <td>57%</td> </tr> <tr> <td>40 to 59</td> <td>66</td> <td>21%</td> </tr> <tr> <td>60 and above</td> <td>4</td> <td>1%</td> </tr> <tr> <td>Unknown</td> <td>0</td> <td>0%</td> </tr> <tr> <td>TOTAL:</td> <td>307</td> <td>100%</td> </tr> </table>				Gender	Female	307	100%	Male	0	0%	Other	0	0%	TOTAL:	307	100%	Veteran	Veteran	1	0%	Non-Veteran	298	97%	Unknown	8	3%	TOTAL:	307	100%	Race	White or Caucasian	100	33%	Black or African American	185	60%	American Indian/Alaskan Native	2	1%	Asian	3	1%	Native Hawaiian/Other Pacific Islander	1	0%	Hispanic	0	0%	Two or More Races	16	5%	Unknown	0	0%	TOTAL:	307	100%	Ethnicity	Hispanic or Latino	53	17%	Non-Hispanic/Latino	254	83%	Other	0	0%	Unknown	0	0%	TOTAL:	307	100%	Age	17 and under	0	0%	18 to 24	63	21%	25 to 39	174	57%	40 to 59	66	21%	60 and above	4	1%	Unknown	0	0%	TOTAL:	307	100%
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Funded agencies under this service category include the following:
Aid to Victims of Domestic Abuse (AVDA), Young Women's Christian Association of Palm Beach County (YWCA)

* Due to the nature of these programs, the living arrangement at program exit was not reported for FY19.

Aid to Victims of Domestic Abuse (AVDA)

Casa Vegso

The program provides services to victims of domestic abuse 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			
Gender	Female	137	100%
	Male	0	0%
	Other	0	0%
	TOTAL:	137	100%
Veteran	Veteran	0	0%
	Non-Veteran	137	100%
	Unknown	0	0%
	TOTAL:	137	100%
Race	White or Caucasian	49	36%
	Black or African American	69	50%
	American Indian/Alaska Native	2	1%
	Native Hawaiian/Other Pacific Islander	1	1%
	Asian	2	1%
	Two or More Races	14	10%
	Unknown	0	0%
	TOTAL:	137	100%
Ethnicity	Hispanic or Latino	25	18%
	Not Hispanic or Latino	112	82%
	Unknown	0	0%
	TOTAL:	137	100%
Age	17 and under	0	0%
	18 to 24	29	21%
	25 to 39	70	51%
	40 to 59	36	26%
	60 and above	2	1%
	Unknown	0	0%
	TOTAL:	137	100%

OUTCOME INDICATOR:

80% of shelter residents who complete the exit survey will exit the program to violence-free living conditions.

OUTCOME PERCENTAGE ACHIEVED:

100%

NUMBER TO BE SERVED:

120 adults

ACTUAL NUMBER SERVED:

137 adults

FUNDING AMOUNT AWARDED:

\$282,024.00

FUNDING AMOUNT EXPENDED:

\$282,024.00 (100%)

PROGRAM HIGHLIGHTS:

- The program housed fifteen (15) pets alongside their adult survivor living in Casa Vegso this past FY2019.
- The program was approved for an industrial capacity generator to power the emergency shelter during outages.
- The average length of stay for survivors was 61 days, a 30% increase from the previous FY, to move into violence-free living.

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	170	100%
	Male	0	0%
	Other	0	0%
	TOTAL:	170	100%
Veteran	Veteran	1	1%
	Non-Veteran	161	95%
	Unknown	8	5%
	TOTAL:	170	100%
Race	White or Caucasian	51	30%
	Black or African American	116	68%
	American Indian/Alaska Native	0	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Asian	1	1%
	Two or More Races	2	1%
	Unknown	0	0%
	TOTAL:	170	100%
Ethnicity	Hispanic or Latino	28	16%
	Not Hispanic or Latino	142	84%
	Unknown	0	0%
	TOTAL:	170	100%
Age	17 and under	0	0%
	18 to 24	34	20%
	25 to 39	104	61%
	40 to 59	30	18%
	60 and above	2	1%
	Unknown	0	0%
	TOTAL:	170	100%

<u>OUTCOME INDICATOR:</u> 70% of adult participants will exit to safe, alternative, violence-free housing with their children if applicable.
<u>OUTCOME PERCENTAGE ACHIEVED:</u> 82%
<u>NUMBER TO BE SERVED:</u> 200 adults
<u>ACTUAL NUMBER SERVED:</u> 170 adults **
<u>FUNDING AMOUNT AWARDED:</u> \$139,210.00
<u>FUNDING AMOUNT EXPENDED:</u> \$139,210.00 (100%)
<u>PROGRAM HIGHLIGHTS:</u>
<ul style="list-style-type: none"> • The program received a Foundation grant that allows them to make prevention full-time. • The program added a second Children's Advocate; there are now two (2) advocates for Children and three (2) advocates for Adults. • The program added a Women's Health Institute to address women's health and health insurance needs.

** The projected number to be served is always based on the previous year's data, but it is difficult to know how many survivors will be from Palm Beach County as the agency serves all survivors in danger, regardless of location.

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>
5
<u>NUMBER OF PROGRAMS FUNDED:</u>
9
<u>NUMBER TO BE SERVED:</u>
507
<u>ACTUAL NUMBER SERVED:</u>
761
<u>FUNDING AMOUNT AWARDED:</u>
\$1,127,573.00
<u>FUNDING AMOUNT EXPENDED:</u>
\$1,090,201.48 (97%)

<u>Program Participant Demographic Data</u>			
Gender	Female	545	72%
	Male	212	28%
	Other	4	1%
	TOTAL:	761	100%
Veteran	Veteran	23	3%
	Non-Veteran	736	97%
	Unknown	2	0%
	TOTAL:	761	100%
Race	White or Caucasian	247	32%
	Black or African American	446	59%
	American Indian/Alaskan Native	2	0%
	Asian	2	0%
	Native Hawaiian/Other Pacific Islander	2	0%
	Hispanic	0	0%
	Two or More Races	9	1%
	Unknown	53	7%
TOTAL:	761	100%	
Ethnicity	Hispanic or Latino	118	16%
	Non-Hispanic/Latino	635	83%
	Other	0	0%
	Unknown	8	1%
	TOTAL:	761	100%
Age	17 and under	1	0%
	18 to 24	68	9%
	25 to 39	320	42%
	40 to 59	288	38%
	60 and above	83	11%
	Unknown	1	0%
	TOTAL:	761	100%

<u>Program Participant Entry & Exit Data</u>			
Program Entry Housing Category	Homeless	208	27%
	Institutional	5	1%
	Permanent	470	62%
	Temporary	19	2%
	Temporary/Permanent	14	2%
	Other	45	6%
	TOTAL:	761	100%
Program Exit Housing Category	Homeless	3	0%
	Institutional	6	1%
	Permanent	299	39%
	Temporary	6	1%
	Other	447*	59%
	TOTAL:	761	100%

Funded agencies under this service category include the following:
 Adopt-A-Family of the Palm Beaches (AAF), Families First of Palm Beach County (FF), Gulfstream Goodwill Industries (GGI), Legal Aid Society (LAS), The Lord's Place (TLP)

* 259 participants across multiple programs had not exited the programs yet by the end of FY19.

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			
Gender	Female	203	87%
	Male	30	13%
	Other	0	0%
	TOTAL:	233 *	100%
Veteran	Non-Veteran	225	97%
	Veteran	6	3%
	Unknown	2	1%
	TOTAL:	233 *	100%
Race	Black or African American	169	73%
	White	56	24%
	Unknown	5	2%
	Multi-Racial	2	1%
	Asian	1	0%
	American Indian/Alaska Native	0	0%
	Native Hawaiian/Other Pacific Islander	0	0%
TOTAL:	233 *	100%	
Ethnicity	Non-Hispanic/Latino	190	82%
	Hispanic/Latino	43	18%
	Other	0	0%
	TOTAL:	233*	100%
Age	17 and under	0	0%
	18 to 24	8	3%
	25 to 39	149	64%
	40 to 59	70	30%
	60 and above	6	3%
	Unknown	0	0%
	TOTAL:	233 *	100%

OUTCOME INDICATOR:

75% of families 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 months following agency intervention.

OUTCOME PERCENTAGE ACHIEVED:

90%

NUMBER TO BE SERVED:

200 families

ACTUAL NUMBER SERVED:

233 families

FUNDING AMOUNT AWARDED:

\$143,040.00

FUNDING AMOUNT EXPENDED:

\$143,040.00 (100.00%)

PROGRAM HIGHLIGHTS:

- HSP served 233 families in this reporting period (October 1, 2018 – September 30, 2019).
- Of the families due for a follow-up, 90% remained stably housing for 6 months post agency intervention.

* The demographic table refers to the 233 Heads of Households (HoH) within all the families served in FY19.

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.

Program Participant Demographic Data			
Gender	Female	33	92%
	Male	3	8%
	Other	0	0%
	TOTAL:	36 *	100%
Veteran	Veteran	0	0%
	Non-Veteran	36	100%
	Unknown	0	0%
	TOTAL:	36 *	100%
Race	White	12	33%
	Black or African American	23	64%
	American Indian/Alaskan Native	1	3%
	Asian	0	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Multi-Racial	0	0%
	Unknown	0	0%
TOTAL:	36 *	100%	
Ethnicity	Hispanic/Latino	5	14%
	Non-Hispanic/Latino	31	86%
	Other	0	0%
	TOTAL:	36 *	100%
Age	17 and under	0	0%
	18 to 24	3	8%
	25 to 39	24	67%
	40 to 59	7	19%
	60 and above	2	6%
	Unknown	0	0%
	TOTAL:	36 *	100%

OUTCOME INDICATOR:

68% of households will maintain or increase their earned income or non-employment cash income during the FY2019 contract year.

OUTCOME PERCENTAGE ACHIEVED:

58% **

NUMBER TO BE SERVED:

38 families

ACTUAL NUMBER SERVED:

36 families **

FUNDING AMOUNT AWARDED:

\$106,636.00

FUNDING AMOUNT EXPENDED:

\$106,636.00 (100%)

PROGRAM HIGHLIGHTS:

- Project SAFE served 36 families in this reporting period (October 1, 2018 – September 20, 2019).
- Project SAFE has seen an increase in client participation in job training programs over the last year.
- Project SAFE had four (4) families exit to permanent housing with the assistance of a voucher, which ensures long-term affordable housing.

* The demographic table refers to the 36 Heads of Households (HoH) within all the families served in FY19.

** Project SAFE missed the outcome goal by 10%. The reasons for families decreasing their income this year include loss of SSI, inconsistent part-time jobs, and/or the loss of a household member with income.

Adopt-A-Family

Rapid Re-Housing

The program provides up to 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			
Gender	Female	14	93%
	Male	1	7%
	Other	0	0%
	TOTAL:	15 *	100%
Veteran	Non-Veteran	15	100%
	Unknown	0	0%
	Veteran	0	0%
	TOTAL:	15 *	100%
Race	Black or African American	10	67%
	White	4	27%
	Multi-Racial	1	7%
	American Indian/Alaska Native	0	0%
	Asian	0	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Unknown	0	0%
	TOTAL:	15 *	100%
Ethnicity	Non-Hispanic/Latino	12	80%
	Hispanic/Latino	3	20%
	Other	0	0%
	TOTAL:	15 *	100%
Age	17 and under	0	0%
	18 to 24	4	27%
	25 to 39	10	67%
	40 to 59	1	7%
	60 and above	0	0%
	Unknown	0	0%
	TOTAL:	15 *	100%

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

OUTCOME PERCENTAGE ACHIEVED:
N/A **

NUMBER TO BE SERVED:
15 families

ACTUAL NUMBER SERVED:
15 families

FUNDING AMOUNT AWARDED:
\$131,950.00

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

PROGRAM HIGHLIGHTS:

- RRH served 15 families in this reporting period (October 1, 2018 – September 20, 2019).
- 90% of families exited to permanent housing during this reporting period (October 1, 2018 – September 20, 2019).

* The demographic table refers to the 15 Heads of Households (HoH) within all the families served in FY19.

** The program's outcome is based on the families remaining housed for one (1) year following exit from their program. Due to this being the first year of the program, none of the families can be measured until FY2020.

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			
Gender	Female	11	85%
	Male	2	15%
	Other	0	0%
	TOTAL:	13 *	100%
Veteran	Veteran	0	0%
	Non-Veteran	13	100%
	Unknown	0	0%
	TOTAL:	13 *	100%
Race	White	2	15%
	Black or African American	11	85%
	American Indian/Alaska Native	0	0%
	Asian	0	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Multi-Racial	0	0%
	Unknown	0	0%
TOTAL:	13 *	100%	
Ethnicity	Hispanic/Latino	0	0%
	Non-Hispanic/Latino	13	100%
	Other	0	0%
	TOTAL:	13 *	100%
Age	17 and under	1	8%
	18 to 24	0	0%
	25 to 39	5	38%
	40 to 59	5	38%
	60 and above	2	15%
	Unknown	0	0%
	TOTAL:	13 *	100%

<p><u>OUTCOME INDICATOR:</u> 80% of families will increase or maintain their earned income or non-employment cash income.</p> <p><u>OUTCOME PERCENTAGE ACHIEVED:</u> 73% **</p> <p><u>NUMBER TO BE SERVED:</u> 10 families</p> <p><u>ACTUAL NUMBER SERVED:</u> 11 families</p> <p><u>FUNDING AMOUNT AWARDED:</u> \$48,000.00</p> <p><u>FUNDING AMOUNT EXPENDED:</u> \$48,000.00 (100%)</p> <p><u>PROGRAM HIGHLIGHTS:</u></p> <ul style="list-style-type: none"> • The program successfully exited a family from the program who became homeowners. • The program addressed immigration issues affecting families within the program.

* Within the eleven (11) families served in the program during FY19, there were two (2) families with two (2) family members earning/reporting income.

** There were three (3) families who did not achieve their outcome for FY2019 due to personal decisions made by the family members that were out of the control of the agency.

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	18	38%
	Male	29	62%
	Other	0	0%
	TOTAL:	47	100%
Veteran	Veteran	1	2%
	Non-Veteran	46	98%
	Unknown	0	0%
	TOTAL:	47	100%
Race	White	26	55%
	Black or African American	21	45%
	American Indian/Alaska Native	0	0%
	Asian	0	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Multi-Racial	0	0%
	Unknown	0	0%
	TOTAL:	47	100%
Ethnicity	Hispanic/Latino	3	6%
	Non-Hispanic/Latino	44	94%
	Other	0	0%
	TOTAL:	47	100%
Age	17 and under	0	0%
	18 to 24	0	0%
	25 to 39	7	15%
	40 to 59	24	51%
	60 and above	16	34%
	Unknown	0	0%
	TOTAL:	47	100%

<p><u>OUTCOME INDICATOR:</u> 50% of participants will become employed during the contract year.</p> <p><u>OUTCOME PERCENTAGE ACHIEVED:</u> 29% **</p> <p><u>NUMBER TO BE SERVED:</u> 30 individuals</p> <p><u>ACTUAL NUMBER SERVED:</u> 47 individuals</p> <p><u>FUNDING AMOUNT AWARDED:</u> \$46,348.00</p> <p><u>FUNDING AMOUNT EXPENDED:</u> \$46,348.00 (100%)</p> <p><u>PROGRAM HIGHLIGHTS:</u></p> <ul style="list-style-type: none"> • The program moved to an Individual Placement & Support (IPS) model that allows for more focus on working with individuals during stages of change including contemplation. • The program is focusing on engaging those who have higher barriers to employment; utilizing evidenced-based model of motivational interviewing. • The lead position for the program is fully integrated into the Residential Clinical Team serving formally chronically homeless individuals with disabilities.
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** The role overseeing this program was vacant for some time as there was difficulty finding a qualified candidate. The position has been filled and the program expects to meet outcome goals moving forward.

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	8	47%
	Male	7	41%
	Other	2	12%
	TOTAL:	17	100%
Veteran	Veteran	0	0%
	Non-Veteran	17	100%
	Unknown	0	0%
	TOTAL:	17	100%
Race	White	5	29%
	Black or African American	11	65%
	American Indian/Alaska Native	0	0%
	Asian	0	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Multi-Racial	1	6%
	Unknown	0	0%
	TOTAL:	17	100%
Ethnicity	Hispanic/Latino	3	18%
	Non-Hispanic/Latino	14	82%
	Other	0	0%
	TOTAL:	17	100%
Age	17 and under	0	0%
	18 to 24	16	94%
	25 to 39	1	6%
	40 to 59	0	0%
	60 and above	0	0%
	Unknown	0	0%
	TOTAL:	17	100%

OUTCOME INDICATOR:

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

OUTCOME PERCENTAGE ACHIEVED:

82% **

NUMBER TO BE SERVED:

10 youth

ACTUAL NUMBER SERVED:

17 youth

FUNDING AMOUNT AWARDED:

\$160,715.00

FUNDING AMOUNT EXPENDED:

\$158,464.31 (99%)

PROGRAM HIGHLIGHTS:

- Midyear, the agency hired a program director to manage youth homeless services to improve oversight of both youth PSH and youth RRH.
- The program has integrated youth into a Youth Leadership Board to help improve services throughout the Continuum of Care including shelter, housing, and navigation services.
- The program developed case conferencing with youth partners – Vita Nova, Adopt-A-Family, ChildNet, and PBC School District

** The program missed the outcome goal percentage. Changes in staff contributed to this. In addition, since the onset of the program, administrators have learned that the youth have complex needs that include their extended family, aggression, and long-term trauma (such as increased impulsive behaviors) that affect housing.

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.

Program Participant Demographic Data			
Gender	Female	17	74%
	Male	6	26%
	Other	0	0%
	TOTAL:	23	100%
Veteran	Veteran	0	0%
	Non-Veteran	23	100%
	Unknown	0	0%
	TOTAL:	23	100%
Race	White	2	9%
	Black or African American	21	91%
	American Indian/Alaska Native	0	0%
	Asian	0	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Multi-Racial	0	0%
	Unknown	0	0%
TOTAL:	23	100%	
Ethnicity	Hispanic/Latino	3	13%
	Non-Hispanic/Latino	20	87%
	Other	0	0%
	TOTAL:	23	100%
Age	17 and under	0	0%
	18 to 24	23	100%
	25 to 39	0	0%
	40 to 59	0	0%
	60 and above	0	0%
	Unknown	0	0%
	TOTAL:	23	100%

<p><u>OUTCOME INDICATOR:</u> 82% of youth will remain housed for one (1) year following exit from program.</p> <p><u>OUTCOME PERCENTAGE ACHIEVED:</u> N/A **</p> <p><u>NUMBER TO BE SERVED:</u> 17 youth</p> <p><u>ACTUAL NUMBER SERVED:</u> 23 youth</p> <p><u>FUNDING AMOUNT AWARDED:</u> \$173,142.00</p> <p><u>FUNDING AMOUNT EXPENDED:</u> \$138,051.22 (80%)</p> <p><u>PROGRAM HIGHLIGHTS:</u></p> <ul style="list-style-type: none"> • Midyear, the agency hired a program director to manage youth homeless services to improve oversight of both youth PSH and youth RRH. • The program has integrated youth into a Youth Leadership Board to help improve services throughout the Continuum of Care including shelter, housing, and navigation services. • The program developed case conferencing with youth partners – Vita Nova, Adopt-A-Family, ChildNet, and PBC School District

** The program’s outcome is based on the youth remaining housed for one (1) year following exit from their program. Due to this being the first year of the program, none of the youth can be measured until FY2020.

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	190	70%
	Male	79	29%
	Other	2	1%
	TOTAL:	271	100%
Veteran	Veteran	13	5%
	Non-Veteran	258	95%
	Unknown	0	0%
	TOTAL:	271	100%
Race	White	93	34%
	Black or African American	124	46%
	American Indian/Alaska Native	0	0%
	Asian	1	0%
	Native Hawaiian/Other Pacific Islander	1	0%
	Multi-Racial	4	1%
	Unknown	48	18%
	TOTAL:	271	100%
Ethnicity	Hispanic/Latino	51	19%
	Non-Hispanic/Latino	212	78%
	Other	8	3%
	TOTAL:	271	100%
Age	17 and under	0	0%
	18 to 24	10	4%
	25 to 39	88	32%
	40 to 59	135	50%
	60 and above	37	14%
	Unknown	1	0%
	TOTAL:	271	100%

OUTCOME INDICATOR:

80% of clients 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:

90%

NUMBER TO BE SERVED:

95 clients

ACTUAL NUMBER SERVED:

271 clients

FUNDING AMOUNT AWARDED:

\$33,495.00

FUNDING AMOUNT EXPENDED:

\$33,464.96 (100%)

PROGRAM HIGHLIGHTS:

- Program staff served 271 clients who were at risk of homelessness.
- Program staff delivered in excess of the required eight (8) education and outreach events throughout the county.
- The agency was connected to other organizations that are or have supported the program's participants.

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.

<u>Program Participant Demographic Data</u>			
Gender	Female	51	48%
	Male	55	52%
	Other	0	0%
	TOTAL:	106	100%
Veteran	Veteran	3	3%
	Non-Veteran	103	97%
	Unknown	0	0%
	TOTAL:	106	100%
Race	White	47	44%
	Black or African American	56	53%
	American Indian/Alaska Native	1	1%
	Asian	0	0%
	Native Hawaiian/Other Pacific Islander	1	1%
	Multi-Racial	1	1%
	Unknown	0	0%
	TOTAL:	106	100%
Ethnicity	Hispanic/Latino	7	7%
	Non-Hispanic/Latino	99	93%
	Other	0	0%
	TOTAL:	106	100%
Age	17 and under	0	0%
	18 to 24	4	4%
	25 to 39	36	34%
	40 to 59	46	43%
	60 and above	20	19%
	Unknown	0	0%
	TOTAL:	106	100%

OUTCOME INDICATOR:

54% of households served will increase or maintain their earned income or non-employment cash income.

OUTCOME PERCENTAGE ACHIEVED:

62%

NUMBER TO BE SERVED:

92 households

ACTUAL NUMBER SERVED:

106 households

FUNDING AMOUNT AWARDED:

\$284,247.00

FUNDING AMOUNT EXPENDED:

\$284,246.99 (100%)

PROGRAM HIGHLIGHTS:

- The program exceeded its target outcome related to improving clients' self-sufficiency through increased income.
- The program strengthened the implementation of Housing First and the integration of peer support.

Economic Stability/Poverty

Overall Summary

This category addresses outcomes and performance measures that demonstrate positive change toward self-sufficiency and economic stability 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>
9
<u>NUMBER OF PROGRAMS FUNDED:</u>
9
<u>NUMBER TO BE SERVED:</u>
887*
<u>ACTUAL NUMBER SERVED:</u>
1,183*
<u>FUNDING AMOUNT AWARDED:</u>
\$685,008.00
<u>FUNDING AMOUNT EXPENDED:</u>
\$674,908.00 (99%)

Funded agencies under this service category include the following:
 Adopt-A-Family of the Palm Beaches (AAF)
 El Sol, JNRC (ES)
 Families First of Palm Beach County (FF)
 Farmworker Coordinating Council (FCC)
 The Glades Initiative (TGI)
 Habilitation Center for the Handicapped (HCftH)
 Pathways to Prosperity (P2P)
 The Lord's Place (TLP)
 United Way of Palm Beach County (UW)

<u>Program Participant Demographic Data</u>			
<i>Gender</i>	Female	633	54%
	Male	550	46%
	Other	0	0%
	TOTAL:	1183	100%
<i>Veteran</i>	Veteran	9	1%
	Non-Veteran	1125	95%
	Unknown	49	4%
	TOTAL:	1183	100%
<i>Race</i>	White or Caucasian	734	62%
	Black or African American	407	34%
	American Indian/Alaskan Native	1	0%
	Asian	1	0%
	Native Hawaiian/Other Pacific Islander	1	0%
	Hispanic	0	0%
	Two or More Races	2	0%
	Unknown	37	3%
TOTAL:	1183	100%	
<i>Ethnicity</i>	Hispanic or Latino	723	61%
	Non-Hispanic/Latino	457	39%
	Other	3	0%
	Unknown	0	0%
	TOTAL:	1183	100%
<i>Age</i>	17 and under	0	0%
	18 to 24	117	10%
	25 to 39	484	41%
	40 to 59	439	37%
	60 and above	143	12%
	Unknown	0	0%
	TOTAL:	1183	100%

* The 'Number To Be Served' and the 'Actual Number Served' excludes one (1) program under United Way of Palm Beach County because the agency did not report client-level data to Financially Assisted Agencies (FAA) for FY19.

Adopt-A-Family

Service Enriched Housing

The program provides affordable housing for low-income families with children whose monthly earnings are at or below 80% of the Area Median Income (AMI) and who cannot afford fair market rent but are disqualified from traditional assistance programs because of their income.

The program provides a path to long-term stability through twenty-seven (27) affordable housing units, financial literacy training, and a unique rent structure that allows residents to save a portion of their monthly rent payment in an escrow account.

<u>Program Participant Demographic Data</u>			
Gender	Female	31	89%
	Male	4	11%
	Other	0	0%
	TOTAL:	35 *	100%
Veteran	Veteran	0	0%
	Non-Veteran	34	97%
	Unknown	1	3%
	TOTAL:	35 *	100%
Race	White	5	14%
	Black or African American	30	86%
	American Indian or Alaska Native	0	0%
	Asian	0	0%
	Native Hawaiian or Other Pacific Islander	0	0%
	Multi-Racial	0	0%
	Unknown	0	0%
	TOTAL:	35 *	100%
Ethnicity	Hispanic/Latino	4	11%
	Non-Hispanic/Latino	31	89%
	Other	0	0%
	TOTAL:	35 *	100%
Age	17 and under	0	0%
	18 to 24	1	3%
	25 to 39	23	66%
	40 to 59	11	31%
	60 and above	0	0%
	Unknown	0	0%
	TOTAL:	35 *	100%

OUTCOME INDICATOR:
70% of families will improve their attitudes regarding the importance of savings as evidenced by improved scores on Success Measures surveys or by depositing at least \$150 into their escrow accounts each quarter.

OUTCOME PERCENTAGE ACHIEVED:
79%

NUMBER TO BE SERVED:
27 families

ACTUAL NUMBER SERVED:
35 families

FUNDING AMOUNT AWARDED:
\$62,118.00

FUNDING AMOUNT EXPENDED:
\$62,118.00 (100%)

- PROGRAM HIGHLIGHTS:**
- The program served 35 families in this reporting period (October 1, 2018 – September 30, 2019).
 - The program had two (2) families exit to homeownership this year.

* The demographic table refers to the 35 Heads of Households (HoH) within all the families served in FY19.

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.

Program Participant Demographic Data			
Gender	Female	217	39%
	Male	336	61%
	Other	0	0%
	TOTAL:	553	100%
Veteran	Veteran	4	1%
	Non-Veteran	539	97%
	Unknown	10	2%
	TOTAL:	553	100%
Race	White	540	98%
	Black or African American	10	2%
	American Indian/Alaska Native	0	0%
	Asian	0	0%
	Native Hawaiian/Other Pacific Islander	1	0%
	Multi-Racial	2	0%
	Unknown	0	0%
	TOTAL:	553	100%
Ethnicity	Hispanic/Latino	516	93%
	Non-Hispanic/Latino	36	7%
	Other	1	0%
	TOTAL:	553	100%
Age	17 and under	0	0%
	18 to 24	93	17%
	25 to 39	235	42%
	40 to 59	201	36%
	60 and above	24	4%
	Unknown	0	0%
	TOTAL:	553	100%

OUTCOME INDICATOR:

60% of participants will report an increase in their self-sufficiency score along with progress on their action plan agreements.

OUTCOME PERCENTAGE ACHIEVED:

76%

NUMBER TO BE SERVED:

400 participants

ACTUAL NUMBER SERVED:

553 participants

FUNDING AMOUNT AWARDED:

\$55,034.00

FUNDING AMOUNT EXPENDED:

\$55,034.00 (100%)

PROGRAM HIGHLIGHTS:

- The program increased the number of clients seen in case management during this year.
- The program increased the number of vocational training courses and workshops offered.
- The program held several worker-led vocational training opportunities (i.e. landscaping).

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			
Gender	Female	45	90%
	Male	5	10%
	Other	0	0%
	TOTAL:	50 *	100%
Veteran	Veteran	1	2%
	Non-Veteran	49	98%
	Unknown	0	0%
	TOTAL:	50 *	100%
Race	White	17	34%
	Black or African American	31	62%
	American Indian or Alaska Native	1	2%
	Asian	0	0%
	Native Hawaiian or Other Pacific Islander	0	0%
	Multi-Racial	0	0%
	Unknown	1	2%
	TOTAL:	50 *	100%
Ethnicity	Hispanic/Latino	7	14%
	Non-Hispanic/Latino	43	86%
	Other	0	0%
	TOTAL:	50 *	100%
Age	17 and under	0	0%
	18 to 24	0	0%
	25 to 39	6	12%
	40 to 59	22	44%
	60 and above	22	44%
	Unknown	0	0%
	TOTAL:	50 *	100%

OUTCOME INDICATOR:
84% of kinship families will remain stable and intact (children not removed & placed in foster care) during the contract year.

OUTCOME PERCENTAGE ACHIEVED:
100%

NUMBER TO BE SERVED:
42 families

ACTUAL NUMBER SERVED:
50 families

FUNDING AMOUNT AWARDED:
\$90,106.00

FUNDING AMOUNT EXPENDED:
\$90,106.00 (100%)

- PROGRAM HIGHLIGHTS:**
- The program hosted the holiday support group on 12/5/2018; 21 caregivers participated.
 - The program hosted its annual picnic on 6/13/2019; 19 Kin families attended.
 - 23 grandparents/caregivers attended the Grandparent Luncheon in September 2019.

* The demographic table refers to the 50 Heads of Households (HoH) within all the families served in FY19.

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			
Gender	Female	265	63%
	Male	155	37%
	Other	0	0%
	TOTAL:	420 *	100%
Veteran	Veteran	1	0%
	Non-Veteran	396	94%
	Unknown	23	5%
	TOTAL:	420 *	100%
Race	White	142	34%
	Black or African American	242	58%
	American Indian/Alaska Native	0	0%
	Asian	0	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Multi-Racial	0	0%
	Unknown	36	9%
TOTAL:	420 *	100%	
Ethnicity	Hispanic/Latino	174	41%
	Non-Hispanic/Latino	245	58%
	Other	1	0%
	TOTAL:	420 *	100%
Age	17 and under	0	0%
	18 to 24	12	3%
	25 to 39	170	40%
	40 to 59	161	38%
	60 and above	77	18%
	Unknown	0	0%
	TOTAL:	420 *	100%

OUTCOME INDICATOR:
80% of families will increase their scores on the Self-Sufficiency Matrix.

OUTCOME PERCENTAGE ACHIEVED:
53% **

NUMBER TO BE SERVED:
325 families

ACTUAL NUMBER SERVED:
418 families

FUNDING AMOUNT AWARDED:
\$155,653.00

FUNDING AMOUNT EXPENDED:
\$155,653.00 (100%)

PROGRAM HIGHLIGHTS:

- The program assisted 418 households.
- 43 households facing eviction were able to avoid homelessness by receiving rental assistance.
- Families were able to reduce their expenses and improve their quality of life by receiving food, clothing, toiletries and other services.

* The demographic table displays 420 individuals compared to the 418 families served because within the 418 families served in the program during FY19, there were several families with multiple family members who completed a Self-Sufficiency Matrix.

** The program met the number of clients served but was not able to meet the outcome percentage. The population served by this program is of very low income and includes elderly, retired, and disabled individuals.

Habilitation Center for the Handicapped

Hab Center's Plant Nursery

The program 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 through its Plant Nursery.

Program Participant Demographic Data			
Gender	Female	0	0%
	Male	12	100%
	Other	0	0%
	TOTAL:	12	100%
Veteran	Veteran	0	0%
	Non-Veteran	12	100%
	Unknown	0	0%
	TOTAL:	12	100%
Race	White	6	50%
	Black or African American	6	50%
	American Indian/Alaska Native	0	0%
	Asian	0	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Multi-Racial	0	0%
	Unknown	0	0%
TOTAL:	12	100%	
Ethnicity	Hispanic/Latino	2	17%
	Non-Hispanic/Latino	10	83%
	Other	0	0%
	TOTAL:	12	100%
Age	17 and under	0	0%
	18 to 24	2	17%
	25 to 39	8	67%
	40 to 59	2	17%
	60 and above	0	0%
	Unknown	0	0%
	TOTAL:	12	100%

OUTCOME INDICATOR:

80% of clients will demonstrate marked improvement in understanding personal financial management.

OUTCOME PERCENTAGE ACHIEVED:

100%

NUMBER TO BE SERVED:

10 clients

ACTUAL NUMBER SERVED:

12 clients

FUNDING AMOUNT AWARDED:

\$20,000.00

FUNDING AMOUNT EXPENDED:

\$20,000.00 (100%)

PROGRAM HIGHLIGHTS:

- 10 of 12 clients who attended the program demonstrated marked improvement in understanding financial management as demonstrated by pre and post financial literacy tests.

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			
Gender	Female	24	69%
	Male	11	31%
	Other	0	0%
	TOTAL:	35	100%
Veteran	Veteran	1	3%
	Non-Veteran	21	60%
	Unknown	13	37%
	TOTAL:	35	100%
Race	White	2	6%
	Black or African American	33	94%
	American Indian/Alaska Native	0	0%
	Asian	0	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Multi-Racial	0	0%
	Unknown	0	0%
TOTAL:	35	100%	
Ethnicity	Hispanic/Latino	2	6%
	Non-Hispanic/Latino	33	94%
	Other	0	0%
	TOTAL:	35	100%
Age	17 and under	0	0%
	18 to 24	6	17%
	25 to 39	20	57%
	40 to 59	9	26%
	60 and above	0	0%
	Unknown	0	0%
	TOTAL:	35	100%

OUTCOME INDICATOR:

70% of Circle Leaders will improve their condition as evidenced by an increase of the baseline self-sufficiency score compared to score upon program exit.

OUTCOME PERCENTAGE ACHIEVED:

76%

NUMBER TO BE SERVED:

30 clients

ACTUAL NUMBER SERVED:

35 clients

FUNDING AMOUNT AWARDED:

\$75,000.00

FUNDING AMOUNT EXPENDED:

\$64,900.00 (100%)

PROGRAM HIGHLIGHTS:

- The programmatic outcome goal was achieved.
- Clients served improved and gained new employment opportunities.
- Clients achieved higher level of education.

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	39	81%
	Male	9	19%
	Other	0	0%
	TOTAL:	48	100%
Veteran	Veteran	1	2%
	Non-Veteran	45	94%
	Unknown	2	4%
	TOTAL:	48	100%
Race	White	16	33%
	Black or African American	32	67%
	American Indian/Alaska Native	0	0%
	Asian	0	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Multi-Racial	0	0%
	Unknown	0	0%
	TOTAL:	48	100%
Ethnicity	Hispanic/Latino	16	33%
	Non-Hispanic/Latino	31	65%
	Other	1	2%
	TOTAL:	48	100%
Age	17 and under	0	0%
	18 to 24	0	0%
	25 to 39	17	35%
	40 to 59	15	31%
	60 and above	16	33%
	Unknown	0	0%
	TOTAL:	48	100%

OUTCOME INDICATOR:

80% of clients will increase knowledge based on an increased score on financial literacy pre/post tests.

OUTCOME PERCENTAGE ACHIEVED:

100%

NUMBER TO BE SERVED:

30 clients

ACTUAL NUMBER SERVED:

48 clients

FUNDING AMOUNT AWARDED:

\$152,250.00

FUNDING AMOUNT EXPENDED:

\$152,250.00 (100%)

PROGRAM HIGHLIGHTS:

- 48 FAA clients participated in Financial Literacy Trainings and 100% gained knowledge.
- 3,294 clients received assistance with applications for Department of Children & Families or Palm Beach County HealthCare District.

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.

Program Participant Demographic Data			
Gender	Female	12	40%
	Male	18	60%
	Other	0	0%
	TOTAL:	30	100%
Veteran	Veteran	1	3%
	Non-Veteran	29	97%
	Unknown	0	0%
	TOTAL:	30	100%
Race	White	6	20%
	Black or African American	23	77%
	American Indian/Alaska Native	0	0%
	Asian	1	3%
	Native Hawaiian/Other Pacific Islander	0	0%
	Multi-Racial	0	0%
	Unknown	0	0%
TOTAL:	30	100%	
Ethnicity	Hispanic/Latino	2	7%
	Non-Hispanic/Latino	28	93%
	Other	0	0%
	TOTAL:	30	100%
Age	17 and under	0	0%
	18 to 24	3	10%
	25 to 39	5	17%
	40 to 59	18	60%
	60 and above	4	13%
	Unknown	0	0%
	TOTAL:	30	100%

OUTCOME INDICATOR:

40% of participants will obtain meaningful employment evidenced by maintaining employment for a minimum of 90 days.

OUTCOME PERCENTAGE ACHIEVED:

56%

NUMBER TO BE SERVED:

20 clients

ACTUAL NUMBER SERVED:

30 clients

FUNDING AMOUNT AWARDED:

\$50,000.00

FUNDING AMOUNT EXPENDED:

\$50,000.00 (100%)

PROGRAM HIGHLIGHTS:

- The program exceeded its target outcome related to improving clients' self-sufficiency through increased income.
- The program expanded job training opportunities and facilitation of access to cognitive behavioral training.

United Way of Palm Beach County

Volunteer Income Tax Assistance (VITA) Program

The program helps to strengthen family financial stability through utilization of the earned income tax credit and providing free tax preparation services.

OUTCOME INDICATOR:

Low-income individuals will increase their disposable income by receiving an Earned Income Tax Credit (EITC) and decrease usage of high tax preparation services.

NUMBER TO BE SERVED:

5,473 clients

ACTUAL NUMBER SERVED:

5,767 clients

FUNDING AMOUNT AWARDED:

\$24,847.00

FUNDING AMOUNT EXPENDED:

\$24,847.00 (100%)

PROGRAM HIGHLIGHTS:

- There were 10,003 tax returns prepared which provided \$15 million in refunds and \$5 million in EITC.
- \$1.5 million were saved in preparation services.
- 160 volunteers were recruited, trained and deployed. This provided 6,500 hours of service and an in-kind value of \$160,000.
- Sixteen (16) fixed VITA sites and an additional fifteen (15) mobile sites were provided and made available countywide.
- Of the \$15 million acquired in refunds, \$1.5 million was due to Child Tax Credits.
- The overall economic impact of the VITA Program equates to \$22 million.

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>
5
<u>NUMBER OF PROGRAMS FUNDED:</u>
6
<u>NUMBER TO BE SERVED:</u>
2,873
<u>ACTUAL NUMBER SERVED:</u>
2,356
<u>FUNDING AMOUNT AWARDED:</u>
\$788,187.00
<u>FUNDING AMOUNT EXPENDED:</u>
\$778,197.49 (99%)

Funded agencies under this service category include the following:
 211 Palm Beach / Treasure Coast (211)
 Alzheimer's Community Care (ACC)
 Gulfstream Goodwill Industries (GGI)
 Palm Beach Habilitation Center (PBHC)
 Ruth and Norman Rales Jewish Family Services (JFS)

<u>Program Participant Demographic Data</u>			
<i>Gender</i>	Female	1590	67%
	Male	766	33%
	Other	0	0%
	TOTAL:	2356	100%
<i>Veteran</i>	Veteran	256	11%
	Non-Veteran	1920	81%
	Unknown	180	8%
	TOTAL:	2356	100%
<i>Race</i>	White or Caucasian	1292	55%
	Black or African American	462	20%
	American Indian/Alaskan Native	8	0%
	Asian	11	0%
	Native Hawaiian/Other Pacific Islander	10	0%
	Hispanic	0	0%
	Two or More Races	18	1%
	Unknown	555	24%
TOTAL:	2356	100%	
<i>Ethnicity</i>	Hispanic or Latino	269	11%
	Non-Hispanic/Latino	1541	65%
	Other	0	0%
	Unknown	546	23%
	TOTAL:	2356	100%
<i>Age</i>	17 and under	0	0%
	18 to 24	0	0%
	25 to 39	1	0%
	40 to 59	0	0%
	60 and above	2355	100%
	Unknown	0	0%
	TOTAL:	2356	100%

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	623	67%
	Male	308	33%
	Other	0	0%
	TOTAL:	931	100%
Veteran	Veteran	103	11%
	Non-Veteran	671	72%
	Unknown	157	17%
	TOTAL:	931	100%
Race	White or Caucasian	698	75%
	Black or African American	199	21%
	American Indian/Alaska Native	1	0%
	Asian	7	1%
	Native Hawaiian/Other Pacific Islander	2	0%
	Hispanic	0	0%
	Two or More Races	15	2%
	Unknown	9	1%
TOTAL:	931	100%	
Age	17 and under	0	0%
	18 to 24	0	0%
	25 to 39	1	0%
	40 to 59	0	0%
	60 and above	930	100%
	Unknown	0	0%
	TOTAL:	931	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:

931 elders

FUNDING AMOUNT AWARDED:

\$38,558.00

FUNDING AMOUNT EXPENDED:

\$38,558.00 (100%)

PROGRAM HIGHLIGHTS:

- During FY19, the program assisted almost 1000 seniors in Palm Beach County who were in some type of need and/or crisis situation. This is an increase of over 45% from FY18.
- The program successfully applied for and received a grant from the Palm Beach County Partnership for Aging for the program's emergency ECO fund. The program has also applied for a small grant from a foundation to assist seniors with small financial shortfalls.
- The program participated in Feeding South Florida & Food for Families this year and were the recipients of over 2000lbs. of canned and dry food for their Food Pantry.

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	231	66%
	Male	118	34%
	Other	0	0%
	TOTAL:	349	100%
Veteran	Veteran	33	9%
	Non-Veteran	309	89%
	Unknown	7	2%
	TOTAL:	349	100%
Race	White or Caucasian	226	65%
	Black or African American	115	33%
	American Indian/Alaska Native	2	1%
	Native Hawaiian/Other Pacific Islander	4	1%
	Asian	1	0%
	Two or More Races	1	0%
	Unknown	0	0%
	TOTAL:	349	100%
Ethnicity	Hispanic or Latino	85	24%
	Not Hispanic or Latino	264	76%
	Unknown	0	0%
	TOTAL:	349	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	349	100%
	Unknown	0	0%
	TOTAL:	349	100%

OUTCOME INDICATOR:

80% of caregivers who complete an annual reassessment will indicate stable or increased likelihood of continuing to provide home-based care.

OUTCOME PERCENTAGE ACHIEVED:

100%

NUMBER TO BE SERVED:

501 caregivers

ACTUAL NUMBER SERVED:

349 caregivers **

FUNDING AMOUNT AWARDED:

\$341,649.00

FUNDING AMOUNT EXPENDED:

\$341,649.00 (100%)

PROGRAM HIGHLIGHTS:

- Of the 1,289 unduplicated Family Nurse Consultant (FNC) patients served in Palm Beach County, 365 of those were a part of Financially Assisted Agencies (FAA).
- 100% of FAA caregivers indicated their likelihood of providing home-based care.

** Families are remaining in care for longer periods of time. In 2016, the length service was approximately 1.85 years. In FY 2018-19, the service length increased by 42% to 2.63 years.

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	231	66%
	Male	118	34%
	Other	0	0%
	TOTAL:	349	100%
Veteran	Veteran	33	9%
	Non-Veteran	309	89%
	Unknown	7	2%
	TOTAL:	349	100%
Race	White or Caucasian	226	65%
	Black or African American	115	33%
	American Indian/Alaska Native	2	1%
	Native Hawaiian/Other Pacific Islander	4	1%
	Asian	1	0%
	Two or More Races	1	0%
	Unknown	0	0%
TOTAL:	349	100%	
Ethnicity	Hispanic or Latino	85	24%
	Not Hispanic or Latino	264	76%
	Unknown	0	0%
	TOTAL:	349	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	349	100%
	Unknown	0	0%
	TOTAL:	349	100%

OUTCOME INDICATOR:

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

OUTCOME PERCENTAGE ACHIEVED:

95%

NUMBER TO BE SERVED:

137 patients

ACTUAL NUMBER SERVED:

349 patients

FUNDING AMOUNT AWARDED:

\$201,884.00

FUNDING AMOUNT EXPENDED:

\$201,883.99 (100%)

PROGRAM HIGHLIGHTS:

- The program served 447 unduplicated Adult Day Services (ADS) patients in Palm Beach County and 364 of those were a part of Financially Assisted Agencies (FAA).

Gulfstream Goodwill Industries

Assistive Communications – Audiology Services

The program provides special amplified telephones and other assistive equipment (at no charge), including related testing, training and demonstration to individuals who have a certified hearing loss or speech impairment. The target population is deaf and hard-of-hearing individuals/seniors and their families.

Program Participant Demographic Data			
Gender	Female	98	70%
	Male	43	30%
	Other	0	0%
	TOTAL:	141	100%
Veteran	Veteran	11	8%
	Non-Veteran	122	87%
	Unknown	8	6%
	TOTAL:	141	100%
Race	White or Caucasian	104	74%
	Black or African American	31	22%
	American Indian/Alaska Native	3	2%
	Native Hawaiian/Other Pacific Islander	0	0%
	Asian	2	1%
	Two or More Races	1	1%
	Unknown	0	0%
	TOTAL:	141	100%
Ethnicity	Hispanic or Latino	14	10%
	Not Hispanic or Latino	127	90%
	Unknown	0	0%
	TOTAL:	141	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	141	100%
	Unknown	0	0%
	TOTAL:	141	100%

OUTCOME INDICATOR:

83% of senior residents will achieve total resolution and/or easing of difficulty related to hearing loss by accessing hearing aids and assistance.

OUTCOME PERCENTAGE ACHIEVED:

94%

NUMBER TO BE SERVED:

188 seniors

ACTUAL NUMBER SERVED:

141 seniors **

FUNDING AMOUNT AWARDED:

\$86,096.00 ***

FUNDING AMOUNT EXPENDED:

\$76,106.50 (88%) ***

PROGRAM HIGHLIGHTS:

- Between both Audiology and Interpreting, the program was able to assist 175 “seniors”, which allows them to be independent.
- The program was able to collaborate with Florida Outreach for the Blind to help the blind with their hearing loss needs.
- The program educated the Marriott Hotel about the Americans with Disabilities Act and the requirements.

** The agency fell short of the target due to a lower than anticipated demand for the service. Every senior that qualified and requested services received them. No waiting list was initiated.

*** The funding amount awarded/expended is the same for Assistive Communications – Audiology and

Gulfstream Goodwill Industries

Assistive Communications – Interpreting Services

The program provides interpreting sessions to Palm Beach County residents, age 60 and older, who require the service in order to conduct activities of daily living. The target population is deaf and hard-of-hearing individuals/seniors and their families.

Program Participant Demographic Data			
Gender	Female	14	44%
	Male	18	56%
	Other	0	0%
	TOTAL:	32	100%
Veteran	Veteran	1	3%
	Non-Veteran	30	94%
	Unknown	1	3%
	TOTAL:	32	100%
Race	White or Caucasian	30	94%
	Black or African American	2	6%
	American Indian/Alaska Native	0	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Asian	0	0%
	Two or More Races	0	0%
	Unknown	0	0%
	TOTAL:	32	100%
Ethnicity	Hispanic or Latino	1	3%
	Not Hispanic or Latino	31	97%
	Unknown	0	0%
	TOTAL:	32	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	32	100%
	Unknown	0	0%
	TOTAL:	32	100%

OUTCOME INDICATOR:

85% of interpreting sessions will be provided to senior residents with a certified hearing loss who have been refused an interpreter and require one in order to access services and information.

OUTCOME PERCENTAGE ACHIEVED:

97%

NUMBER TO BE SERVED:

90 seniors

ACTUAL NUMBER SERVED:

32 seniors **

FUNDING AMOUNT AWARDED:

\$86,096.00 ***

FUNDING AMOUNT EXPENDED:

\$76,106.50 (88%) ***

PROGRAM HIGHLIGHTS:

- Between both Audiology and Interpreting, the program was able to assist 175 “seniors”, which allows them to be independent.
- The program was able to collaborate with Florida Outreach for the Blind to help the blind with their hearing loss needs.
- The program educated the Marriott Hotel about the Americans with Disabilities Act and the requirements.

** The program reported that the number to be served for interpreting services was lower than expected due to a shortage of advertising.

*** The funding amount awarded/expended is the same for Assistive Communications – Interpreting and Assistive Communications – Audiology as these are two (2) services under one (1) program.

Palm Beach Habilitation Center

Senior Residential Supports

The program serves individuals with developmental disabilities who have developed Alzheimer's or other age-related disorders and are in need of supports in order to enable them to continue living in their residential setting. The primary focus of this program is to provide intensive Daily Living Skills Supports, which will enable them to continue living in the residence of their choice rather than in a skilled nursing home or assisted living facility.

Program Participant Demographic Data			
Gender	Female	2	25%
	Male	6	75%
	Other	0	0%
	TOTAL:	8	100%
Veteran	Veteran	0	0%
	Non-Veteran	8	100%
	Unknown	0	0%
	TOTAL:	8	100%
Race	White or Caucasian	8	100%
	Black or African American	0	0%
	American Indian/Alaska Native	0	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Asian	0	0%
	Two or More Races	0	0%
	Unknown	0	0%
	TOTAL:	8	100%
Ethnicity	Hispanic or Latino	0	0%
	Not Hispanic or Latino	8	100%
	Unknown	0	0%
	TOTAL:	8	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	8	100%
	Unknown	0	0%
	TOTAL:	8	100%

OUTCOME INDICATOR:

71% of individuals who access the program will be able to remain in their living environment with the supports and services provided by the Senior Residential Supports Program.

OUTCOME PERCENTAGE ACHIEVED:

100%

NUMBER TO BE SERVED:

7 seniors

ACTUAL NUMBER SERVED:

8 seniors

FUNDING AMOUNT AWARDED:

\$45,000.00

FUNDING AMOUNT EXPENDED:

\$45,000.00 (100%)

PROGRAM HIGHLIGHTS:

- 100% of seniors served continued to live in their community home.
- The program was able to advocate for and support three (3) seniors who were in the hospital for a short-term stay.
- One (1) client, who is considered Total Care, is able to receive the care he needs on a daily basis.

Ruth & Norman Rales Jewish Family Services

Weisman Center Aging in Place Program

The program serves seniors residing in South Palm Beach County, who might otherwise be homebound, isolated, and lack social, familial or community support. Programs promote active participation in social, health/wellness, cultural, intellectual and educational opportunities. The program also provides linkages to all agency services including case management, counseling and mental health programs, food, and financial assistance.

Program Participant Demographic Data			
Gender	Female	391	72%
	Male	155	28%
	Other	0	0%
	TOTAL:	546	100%
Veteran	Veteran	75	14%
	Non-Veteran	471	86%
	Unknown	0	0%
	TOTAL:	546	100%
Race	White	0	0%
	Black	0	0%
	American Indian/Alaskan Native	0	0%
	Asian	0	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Hispanic	0	0%
	Multi-Racial	0	0%
	Unknown - Data Not Collected by Agency	546	100%
	TOTAL:	546	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	546	100%
	Unknown	0	0%
	TOTAL:	546	100%

OUTCOME INDICATOR:
85% of center members will remain in their homes.

OUTCOME PERCENTAGE ACHIEVED:
100%

NUMBER TO BE SERVED:
1500 seniors

ACTUAL NUMBER SERVED:
546 seniors **

FUNDING AMOUNT AWARDED:
\$75,000.00

FUNDING AMOUNT EXPENDED:
\$75,000.00 (100%)

PROGRAM HIGHLIGHTS:

- Program refers members to services that help them remain in their homes and thrive.
- Program provides members with emotional support and encourages their return.
- Program allows members to bond, which empowers them to be responsible for each other.

** While the program has over 1,000 members, not all of them were able to complete surveys during the period of time that coincides with the county fiscal year. It is difficult to acquire completed surveys from members as well because attendance is not consistent for everyone and many are snowbirds that do not reside in South Florida permanently.

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 six (6) service categories. Services include crisis lines, hunger relief partnerships, match funds, and more.

<u>NUMBER OF AGENCIES FUNDED:</u>
8
<u>NUMBER OF PROGRAMS FUNDED:</u>
9
<u>NUMBER TO BE SERVED:</u>
260*
<u>ACTUAL NUMBER SERVED:</u>
204*
<u>FUNDING AMOUNT AWARDED:</u>
\$2,250,191.00
<u>FUNDING AMOUNT EXPENDED:</u>
\$2,233,414.68 (99%)

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

* Due to the nature of these programs, the 'Number to be Served', 'Actual Number Served', and 'Program Participant Entry & Exit Data' is only based on three (3) programs under the two (2) 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 FY19.

<u>Program Participant Entry & Exit Data</u>			
<i>Program Entry Housing Category</i>	Homeless	182	89%
	Institutional	1	0%
	Permanent	1	0%
	Temporary	1	0%
	Temporary/Permanent	19	9%
	Other	0	0%
	TOTAL:	204*	100%
<i>Program Exit Housing Category</i>	Homeless	14	7%
	Institutional	0	0%
	Permanent	153	75%
	Temporary	9	4%
	Other	28	14%
	TOTAL:	204*	100%

Adopt-A-Family

Program REACH

The program serves homeless families with dependent children by providing emergency/interim housing and wraparound services to help them return to self-sufficiency.

Program Participant Demographic Data			
Gender	Female	104	97%
	Male	3	3%
	Other	0	0%
	TOTAL:	107 *	100%
Veteran	Veteran	0	0%
	Non-Veteran	107	100%
	Unknown	0	0%
	TOTAL:	107 *	100%
Race	White	14	13%
	Black or African American	91	85%
	American Indian/Alaska Native	0	0%
	Asian	0	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Multi-Racial	2	2%
	Unknown	0	0%
	TOTAL:	107 *	100%
Ethnicity	Hispanic/Latino	12	11%
	Non-Hispanic/Latino	95	89%
	Other	0	0%
	TOTAL:	107 *	100%
Age	17 and under	0	0%
	18 to 24	21	20%
	25 to 39	69	64%
	40 to 59	16	15%
	60 and above	1	1%
	Unknown	0	0%
	TOTAL:	107 *	100%

OUTCOME INDICATOR:
70% of families served in program will enter permanent housing within 90 days from admission to the shelter.

OUTCOME PERCENTAGE ACHIEVED:
82%

NUMBER TO BE SERVED:
80 families

ACTUAL NUMBER SERVED:
107 families

FUNDING AMOUNT AWARDED:
\$322,810.00

FUNDING AMOUNT EXPENDED:
\$322,810.00 (100%)

PROGRAM HIGHLIGHTS:

- Program REACH served families in this reporting period (October 1, 2018 – September 30, 2019).
- 82% of families exited to stable housing within 90 days of admission.
- Of the families due for a follow-up, 91% remained stably housed for 90 days post stable exit.

* The demographic table refers to the 107 Heads of Households (HoH) within all the families served in FY19.

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.

<u>Program Participant Demographic Data</u>			
Gender	Female	28	54%
	Male	24	46%
	Other	0	0%
	TOTAL:	52	100%
Veteran	Veteran	0	0%
	Non-Veteran	18	35%
	Unknown	34	65%
	TOTAL:	52	100%
Race	White	12	23%
	Black or African American	40	77%
	American Indian/Alaska Native	0	0%
	Asian	0	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Multi-Racial	0	0%
	Unknown	0	0%
	TOTAL:	52	100%
Ethnicity	Hispanic/Latino	10	19%
	Non-Hispanic/Latino	42	81%
	Other	0	0%
	TOTAL:	52	100%
Age	17 and under	34	65%
	18 to 24	2	4%
	25 to 39	12	23%
	40 to 59	4	8%
	60 and above	0	0%
	Unknown	0	0%
	TOTAL:	52	100%

OUTCOME INDICATOR:
100% of clients will receive a bus ticket, train ticket, or airfare, to return safely home to their support system.

OUTCOME PERCENTAGE ACHIEVED:
100%

NUMBER TO BE SERVED:
80 families

ACTUAL NUMBER SERVED:
52 families **

FUNDING AMOUNT AWARDED:
\$15,000.00

FUNDING AMOUNT EXPENDED:
\$11,196.80 (75%)

PROGRAM HIGHLIGHTS:

- 52 tickets were purchased through Traveler's Aid this year.
- All families successfully made it to their support system outside of Palm Beach County.

** The program explores diversion with every family that comes through the Lewis Center. Tickets are not purchased for families to depart Palm Beach County until staff can verify the stability of their intended destination.

Area Agency on Aging of Palm Beach/Treasure Coast, Inc.

Match Funds

Palm Beach County funds support services for seniors under the Older Americans Act. These funds are used as matching funds by Your Aging Resource Center/Area Agency on Aging, enabling them to draw down additional state and federal funds for Palm Beach County.

NUMBER OF UNDUPLICATED INDIVIDUALS SERVED WITHIN PALM BEACH COUNTY:

140,000

FUNDING AMOUNT AWARDED:

\$272,875.00

FUNDING AMOUNT EXPENDED:

\$272,875.00 (100%)

PROGRAM HIGHLIGHTS:

- The Helpline served a total call volume of 200,082; 70% of those calls were serving Palm Beach County.
- The Helpline provided 33 seniors with crisis solutions such as homeless prevention, air conditioning repair, appliance replacement, extermination, and more.
- Agency staff participated in 43 hours at the Emergency Operations Center (EOC) during Hurricane Dorian by staffing emergency shelter(s) and address senior needs.
- The agency obtained ten (10) Statements of Participation agreements from senior communities to participate as Senior Community Distribution sites. In the event of EOC activation, the agency would respond to food, water, and ice requests from seniors.
- Agency staff contacted an additional ten (10) senior communities to educate them regarding the Palm Beach County Distribution site opportunity and invite them to participate.

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	15	33%
	Male	29	64%
	Other	1	2%
	TOTAL:	45	100%
Veteran	Veteran	2	4%
	Non-Veteran	41	91%
	Unknown	2	4%
	TOTAL:	45	100%
Race	White	24	53%
	Black or African American	19	42%
	American Indian/Alaska Native	0	0%
	Asian	0	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Multi-Racial	2	4%
	Unknown	0	0%
	TOTAL:	45	100%
Ethnicity	Hispanic/Latino	0	0%
	Non-Hispanic/Latino	45	100%
	Other	0	0%
	TOTAL:	45	100%
Age	17 and under	0	0%
	18 to 24	7	16%
	25 to 39	16	36%
	40 to 59	20	44%
	60 and above	2	4%
	Unknown	0	0%
	TOTAL:	45	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:

100 individuals

ACTUAL NUMBER SERVED:

45 individuals **

FUNDING AMOUNT AWARDED:

\$25,000.00

FUNDING AMOUNT EXPENDED:

\$12,026.88 (48%)

PROGRAM HIGHLIGHTS:

- The program was able to successfully relocate individuals to their family units outside of Palm Beach County.

** Traveler's Aid is available to individuals experiencing homelessness and who seek relocation to family and friends in other communities. During FY19, the agency received fewer requests for relocation.

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:

3,230

FUNDING AMOUNT AWARDED:

\$155,295.00

FUNDING AMOUNT EXPENDED:

\$155,295.00 (100%)

PROGRAM HIGHLIGHTS:

- Food Recovery and Distribution
 - Total families served: duplicated = 675,089; unduplicated = 357,797
 - Total individuals served: duplicated = 1,482,831; unduplicated = 785,900
 - Pounds distributed = 4,951,094 – equivalent to 412,912 meals
 - In-kind = 5,355,315 pounds valued at \$8,996,928.
 - Purchased = 405,155 pounds
- Benefits Outreach Program
 - Total applications completed = 3,230; approved = 2,879 (89%); denied = 351 (11%)
 - Total people served, duplicated = 7,470
 - Total benefits awarded = \$3,984,228.

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 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:

N/A

FUNDING AMOUNT AWARDED:

\$57,619.00

FUNDING AMOUNT EXPENDED:

\$57,619.00 (100%)

PROGRAM HIGHLIGHTS:

- Coordinated and provided seven (7) Wraparound trainings to over 95 persons in workforce.
- Increased capacity to serve youth and families by certifying fourteen (14) new Wraparound facilitators and seven (7) new Wraparound coaches.
- Organized nine (9) Wraparound Learning Communities to support the coaching of High Fidelity Wraparound and prevention of practice drift.
- Facilitated seven (7) Supervisors' System meetings to increase communication and decrease barriers to services and waitlists.
- Guided 46 coaching and technical assistance meetings specific to Wraparound implementation and fidelity efforts.

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's Transportation program provides transportation services to seniors living in southern Palm Beach County so they may access Adult Day Care programs, food programs, medical appointments, and other necessary appointments to maintain independence.

MATCH FUNDS

NUMBER OF UNDUPLICATED INDIVIDUALS SERVED WITHIN PALM BEACH COUNTY:

2,567

FUNDING AMOUNT AWARDED:

\$225,093.00

FUNDING AMOUNT EXPENDED:

\$225,093.00 (100%)

PROGRAM HIGHLIGHTS:

- Successful audits show that the program is managed effectively and meets or exceeds programmatic requirements.
- Client satisfaction surveys conducted on a regular basis continue to demonstrate that the program is highly rated by the program participants.

TRANSPORTATION

NUMBER OF UNDUPLICATED INDIVIDUALS SERVED WITHIN PALM BEACH COUNTY:

1,080

FUNDING AMOUNT AWARDED:

\$969,042.00

FUNDING AMOUNT EXPENDED:

\$969,042.00 (100%)

PROGRAM HIGHLIGHTS:

- During the Volen Center's 2019 Client Satisfaction Survey, 81% of respondents indicated that the rides they receive through the Volen Center's Transportation department enabled them to use their limited financial resources more efficiently.
- 92% of survey respondents indicated that the rides have improved their access to healthcare and quality of life.

United Way of Palm Beach County and 211 Palm Beach/Treasure Coast

HelpLine

The HelpLine provides crisis intervention, suicide prevention, and information, assessment and referrals. The services are offered 24 hours per day / 7 days a week for the five county region comprised of Palm Beach, Martin, St. Lucie, Okeechobee, and Indian River. The linkages provide resources to residents, which assist with stabilizing their lives.

NUMBER OF UNDUPLICATED INDIVIDUALS SERVED WITHIN PALM BEACH COUNTY:

49,042

FUNDING AMOUNT AWARDED:

\$162,457.00

FUNDING AMOUNT EXPENDED:

\$162,457.00 (100%)

PROGRAM HIGHLIGHTS:

- The program responded to hundreds of requests for information from local residents preparing for Hurricane Dorian.
- The program took a lead role in helping clients of the former Jerome Golden Center after it closed.
- The program collaborated with other community partners to assist Bahamian evacuees.
- The program started a new initiative to help veterans in need and increased crisis chat services.
- The agency was re-accredited by NonProfits First, the Alliance for Information and Referral Services (AIRS), and the American Association of Suicidology.

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.

NUMBER OF UNDUPLICATED INDIVIDUALS SERVED WITHIN PALM BEACH COUNTY:

23,496

FUNDING AMOUNT AWARDED:

\$45,000.00

FUNDING AMOUNT EXPENDED:

\$45,000.00 (100%)

PROGRAM HIGHLIGHTS:

- The agency expanded the Mobile Summer BreakSpot Program to include fifteen (15) sites and offer nutrition education workshops.
- The agency expanded the Weekend Backpack Program to include family size servings, now called the Family Weekend Backpack Program.
- The agency established a SNAP outreach/advocacy workgroup.
- The agency developed a Cold Storage Capacity grant.
- The agency worked alongside community partners to implement the Healthy Corner Store Initiative.



**Palm Beach County
Board of County Commissioners**

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