

COMMUNITY CONNECTION

A Newsletter of Palm Beach County Community Services Department

January - September 2019



**Palm Beach County
COMMUNITY
SERVICES**

Helping People Build Better Communities



James Green
Director

The second quarter FY19-20 began like so many of the prior years. We are excited about the new initiatives taking root in the community and the pride over the outcomes we were seeing as we reviewed the program performance of work Through our agencies and direct services.

We also launched our new initiative, *Securing Our Future Initiative*, and Virtual Appointments for our LIHEAP program, as well as continue building networks and identifying opportunities for innovation in the coming fiscal year.

Community collaboration is the cornerstone of great results. That is why the Community Services Department rolled the *2018-2023 Strategic Plan*, which harnesses the power of collective action and provides ample opportunities for stakeholders to improve the lives of the citizens of Palm Beach County.





Taruna Malhotra
Assistant Director

Our employees contribute to improving our community by participating in a committee, attending a community event, or sharing insightful feedback and data. It has always been our mantra that “we do not succeed unless our employees succeed, and they do not succeed unless the families and individuals in their care succeed”. That is why we provide various training programs like LEAD CSD, Six Sigma, ROMA, and networking opportunities and resources to help enhance the skills of our workforce and best deliver the mission of our department.

Taruna Malhotra

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SAVE THE DATE

**2020
HOMELESS
POINT-IN-TIME
COUNT
January 23 - 24**



Palm Beach County Counts!

For more information on how
to register, contact:
csd-pointintime@pbcgov.org



Palm Beach County
Board of County Commissioners
Dave Kerner, Mayor, Robert S. Weinroth, Vice Mayor
Hal R. Valeche, Gregg K. Weiss, Mary Lou Berger,
Melissa McKinlay, Mack Bernard
Verdenia C. Baker, County Administrator

DEPARTMENT

HIGHLIGHTS

Palm Beach County First in Florida to Join GARE Network

In collaboration with the entities involved with the Birth-to-22: United for Brighter Futures and the Citizens Advisory Committee, Palm Beach County became the first community in the State of Florida to become a member of the Governmental Alliance on Racial Equity (GARE), joining 30 other states and over 150 communities across the country.

Over the past years, CSD and its partners have worked extensively to create a system of care

that puts people at the center. Being part of this network will help assist the community in addressing the racial disparities that exist within the education, criminal justice, healthcare and labor/employment systems.

GARE is a national network of local government working to advance racial equity and increase opportunities for all. GARE is a joint project of Race Forward and the Haas Institute for a Fair and Inclusive Society at UC Berkeley.

CSD Launches Initiative to Increase Economic Mobility and Reduce Poverty in Palm Beach County

CSD in partnership with the Citizen's Advisory Committee on Health and Human Services and the Birth-to-22: United for Brighter Futures launched the *Securing Our Future Initiative* (SOFI) with the mission to create a system of care that maximizes opportunity for economic mobility and reduces poverty in Palm Beach County.

SOFI directly aligns with the PBC BCC's economic development priority that promotes economic revitalization by driving the creation of employment opportunities while reducing disparities and improving quality of life.

Organizations involved with the SOFI will seek to reduce child poverty by 10% over the next

ten years by building pathways for economic mobility for 188 households (with children ages 0- 18) annually.

SOFI will focus on families who are living below the 200% federal poverty threshold, with a special emphasis on those at or below the 100% federal poverty threshold, and who have the ability to work.

SOFI will help families increase their income above the living wage, and accelerate the building of an integrated Health and Human Services System of Care. The goal is that upon completion of the program, families will have gained the skills needed to obtain a higher wage job and will have increased their total household income.

During the course of the program, families will have direct access to support services amongst an array of different domains, such as childcare, healthcare, and others. During their participation, families will have the opportunity to provide feedback on systemic barriers that they face on a daily basis.

CSD's Community Action Program will serve as the backbone organization for the initiative and will collect data from families and other participating agencies to evaluate results and to make recommendations for policy reform.

To learn more about the SOFI, visit www.securingourfuturepbc.org.

Industry and Community Leaders Discuss Affordable Housing Needs



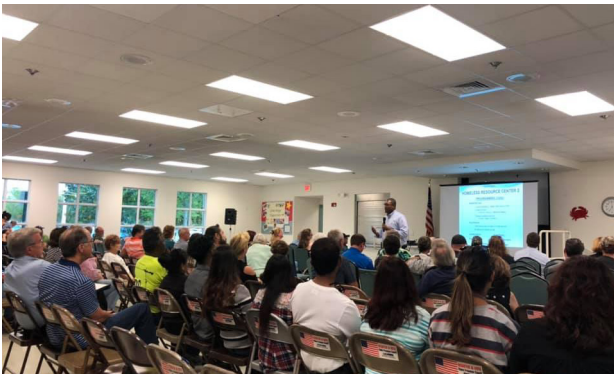
On January 10, James Green moderated Palm Beach State College's Housing Insecurities Forum. Industry and community leaders had conversations about the affordable housing crisis in Palm Beach County, as well as the needs and plans for affordable and quality housing in the community.

CSD Director Presents 'Systems Thinking' Approach to Solve Social Issues



During the Fair and Affordable Housing Symposium, Director James Green discussed how county leaders are using a 'systems thinking' approach to solve complex social problems like homelessness. James also emphasized on the importance of innovation and agility, and encouraged stakeholders to stop thinking "programs" and to start thinking "policy"!

PBC BCC Approves Proposed Site for Second Homeless Resource Center



On September 2008, the Palm Beach County Board of County Commissioners (PBC BCC) adopted the *Community Plan to End Homelessness*, which states the development of regional Homeless Resources Centers (HRC) throughout the county. The HRC is a government facility that operated by Palm Beach County and designed to assist the county's homeless population by providing services and training, helping to improve their quality of life in order to better integrate into the community.

Based upon recent homeless counts and operational experience with the Lewis Center, CSD identified a high need for interim housing beds to accommodate 30 men, ten women, ten youth of each gender, and 14 law enforcement/recuperative beds, based in terms of the number of individuals experiencing homelessness, which establishes a logical service area for siting the facility.

Community outreach meetings were held in March 14 and April 24 to address resident's questions and comments regarding the HRC2. On June 28, the PBC BCC unanimously approved the proposed site for the county's second Homeless Resource Center (HRC2). The HRC2 will be located at 3680 Lake Worth Road, Lake Worth with the goal to increase the number of interim housing beds and wrap-around services for homeless individuals and families, achieving the same successful results as the Lewis Center.



Advancing the Mission: Operationalizing and Institutionalizing Racial Equity Within Your Organization

On February 19, the Community Services Department in partnership with the Government Alliance on Race & Equity, and Birth to 22:United for Brighter Futures hosted the *Advancing the Mission: Operationalizing and Institutionalizing Racial Equity within your Organization* racial equity session.

More than 150 community leaders attended the session where they learned how to use the Racial Equity Tool to identify clear goals and measurable outcomes that will reduce racial inequities and improve success for all groups.

The objectives of this session were to develop skills using Racial Equity Tool; learn to identify policies and institutional practices that lead to racial inequities; and develop racial equity action plans within their respective organizations.



“Over the past few years, we have been working extensively to create a system of care that puts people at the center of what we do. We are beyond excited to be part of a network that will assist our community in addressing the racial disparities that exist within our education, criminal justice, healthcare and labor/employment systems. We will continue our efforts to operationalize and institutionalize policies, practices and programs that will advance our equity goals and improve success for all groups.”

-James Green
CSD Director

My Brother’s Keeper Network of Palm Beach County 2019 Race to Equity Summit

On February 20 and 21, My Brother’s Keeper (MBK) Network of Palm Beach County in partnership with the Birth to 22: United for Brighter Futures alliance of major community partners in the county hosted the 2019 Race to Equity Summit. This year’s theme was *Facing, Embracing and Leading with Equity*. The two-day summit fostered robust discussions on issues involving racial equity in government, education, health, labor, housing, social services and criminal justice.

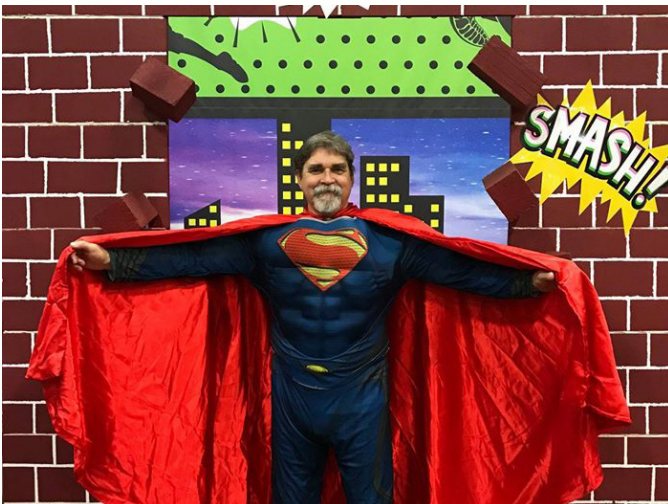
James Green moderated the *Embracing Racial Equity via Political Power* plenary panel where subject matter experts discussed how to use equity strategies to challenge reforms and demonstrated how several aspects of the political process (voting, protesting, ballot initiatives and advocacy) can collectively and individually be used to build political power in marginalized communities throughout the South.

Florida Chamber of Commerce's 2019 Prosperity Summit



On May 22-23, James Green presented *Working Up: Creating Pathways for Economic Mobility* at the 2019 Prosperity Summit. During the summit, James Green along with elite panelists Julia Dattollo, CareerSource Palm Beach County, Tammy Fields, PBC Youth Services Department, Michele Jacobs, Economic Council of PBC, Christine Koehn, ACHIEVE, and Patrick McNamara, Palm Health Foundation discussed Palm Beach County's practices in our collective impact and community change.

Team PBC Looked Out For You at the South Florida Fair!



This year's South Florida Fair theme was "Where Heroes Unite", featuring Marvel and DC Comics' most popular superheroes, such as Spiderman, Black Panther, Captain America, Thor, Batman, Green Lantern, and Wonder Woman, all who roamed through the fair posing for pictures.

The county's exhibit boast a colorful banner and comic book feel with the tag line: "Team PBC: Looking Out For You". Even CSD's own Superman made an appearance!

Nonprofits First Hosts its First 'Meet the Funders' Panel



On May 21, Nonprofit First hosted its first *Meet the Funders Panel*. Beth Johnston from Florida Blue, Randy Palo from Children's Services Council of Palm Beach County, Shannon Hawkins from Quantum Foundation, Pat Morris from Wells Fargo, and our assistant director Taruna Malhotra attended the event sharing their perspectives with attendees.

Raising Awareness through Proclamations

CSD accepted nine proclamations for different causes recognized by the Palm Beach County Board of Commissioners.

- **Older Americans Month**

Older Americans Month recognizes the contributions of older Americans, and serves to raise awareness concerning elder abuse and neglect and to ensure resources are available to assist this population from these risks. CSD's Division of Senior Services is committed to strengthening the elder community by administering programs designed to promote healthier lifestyles and independent living in their home and the community.

- **National HIV Testing Day**

More than 8,000 Palm Beach County residents are living with HIV and new infections occur almost every day. CSD's Ryan White Program, the PBC HIV CARE Council, and partnering agencies continue the efforts to lower the HIV case rate in the County through support of testing, prevention, outreach, and collaboration to ensure that individuals who are unaware of their HIV status are identified, informed of their status, referred to supportive services, and linked to medical care if HIV positive.

- **55th Anniversary of Legislation supporting War on Poverty**

On January 8, 1964, during his State of Union Address, President Lyndon B. Johnson announced his "War on Poverty" that led to enactment of the Economic Opportunity Act (EOA) on August 20, 1964. Since 1974, CSD's Community Action Program has effectively coordinated local efforts to fight the war on poverty and celebrated its 55th year of making essential contributions to individuals and families in Palm Beach County by providing innovative, cost-effective, and outcome-based economic opportunity.

- **LIHEAP Awareness Day**

CSD's Community Action Program administers the Low Income Home Energy Assistance Program (LIHEAP), designed to provide eligible Palm Beach County residents financial relief from high home energy costs to restore or maintain utility services. LIHEAP helps reduce the energy burden for approximately 7,879 households locally, assisting 10,740 Palm Beach County residents. In Palm Beach County, one in five LIHEAP working recipient households spend almost one-third of their income on energy bills.

- **National Senior Center Month**

Each September, CSD's Division of Senior Services celebrates National Senior Center Month as an opportunity to showcase senior center programs, services, and activities. This year's theme was *Senior Centers: The Key to Aging Well*, recognizing senior centers as a vital resource to connect older adults to the community promoting independence and wellness.

- **Senior Citizens Day**

Senior Citizens Day was created as a day to support, honor, and recognize our seniors' achievements. According to the 2010 Census, in 2014, Florida had the highest percentage of senior residents at about 19 percent, and approximately 47 million seniors live in the United States.



LEAD CSD

Leadership Exploration and Development Community Services Department



In January, CSD launched and implemented an internal leadership development program, *Leadership, Exploration and Development - Community Services Department (LEAD CSD)*, with the mission to identify and develop CSD employees as passionate community leaders who inspire and effect change in others through vision, conviction and purpose.

LEAD CSD aims to identify and develop the department's employees in an environment which allows for leadership development and the cultivation of talent within the organization.

Throughout the program, participants learn effective strategies to handle leadership and organizational challenges through a multi-session format, comprised of focused trainings, panel discussions, assessments, mentorship, group exercises, and activities.

LEAD CSD hosted its first session in March 2019 and will run through December 2019.

Director of Finance Provides Uniform Grant Guidance (UGG) Seminar

Community Services Uniform Grant Guidance (UGG) Training



The Finance and Support services section now provides Uniform Grant Guidance (UGG) training for CSD staff. During this two-hour seminar, Julie Dowe, director of Finance and Support Services, discussed vital components of 2 CFR 200, including subrecipient vs. contractor determinations, monitoring standards, procurement rules, time and effort reporting, and cost principles.

This session is designed for contracts/grants coordinators, contract managers, program managers, grant compliance specialists and fiscal staff. CSD staff interested in this training, please contact Julie Dowe.

CSD Holds 3rd Annual All-Staff Retreat



On May 10th, CSD held its third annual All-Staff retreat. The theme this year was *Conserving Equity and Excellence*, focused on conservation while maintaining our core values of **R**espect, **E**quity, **C**ompassion, **I**ntegrity, **P**rofessionalism, and **E**mpowerment -- CSD's **RECIPE** for success!

The retreat was a vital moment to acknowledge the department's collective effort to helping people build better communities and learn about the steps taken to move forward to build a vision of excellence.

CSD's Green Team Initiative: A Passion for Conservation and Sustainability

Many organizations use green initiatives as a way to promote environmental sustainability and conservation in the workplace and to our environment.

During the All-Staff retreat, the department's new *Green Team Initiative* was announced and kicked-off with a 'Recycle Project Runway' activity where team members created costumes using materials from recycling bins. The goal is to implement initiatives that

minimizes the environmental impacts of their workplace.

On October 2019, the department's first-ever Green Team Initiative (GTI) was officially launched with the mission to educate the staff about environmental challenges and provide opportunities to inspire positive sustainable change.

CSD's GTI consists of a group of staff who are interested in

implementing sustainable practices and teach coworkers on positive remedies, such as:

- Recycling/waste reduction
- Ways to go green (simple changes that have big impacts)
- Clean water initiatives
- Composting at home
- Conserving energy

SERVING OUR COMMUNITY!

Martin Luther King Jr. Parade



Sleep Out: Homeless Coalition of PBC



Hurricane Dorian



Remembering Barbara H. Jacobowitz

Barbara H. Jacobowitz, passed away on Sunday, July 7. Barbara was born June 25, 1958 in Brooklyn, New York to Selwyn and Leona Kurta. She is survived by her loving husband of 38 years, Dr. Irwin Jacobowitz; daughter, Melissa Jacobowitz; son Joshua Jacobowitz; sister Pamela (Paul) Bierman; nieces Jacqueline and Haley Bierman.

Barbara was very involved in community and institution-specific health prevention, promotion and treatment activities as a professional and volunteer advocate for numerous diseases. Her bachelor's degree is in Political Science from the State University System in Stony Brook, New York and her Master of Science degree is in Public Health, with a concentration in Administration and Planning from the University of Massachusetts at Amherst.



Over the past 30+ years residing in Florida, Barbara was the Planning and Development Coordinator for Hospice By The Sea; director of Planning at the Palm Beach County Health and Human Services Planning Association; executive director of the Treasure Coast Health Council for 15 years; and served as the Health Services Administration University Department Chair at Keiser University. Barbara was a founding member of the Palm Beach County Diabetes Coalition and served as the Chair on the Diabetes Coalition Board of Directors, and Chair of the Data and Resources Committee.

She was the 2010-2011 Chair of the Florida Alliance for the Prevention and Treatment of Diabetes. She also serves on the Board of Trustees of the Palm Healthcare Foundation, where she served as the Secretary of the Board, and as a member of the Community Investment Committee for 17 years. Barbara was 2018 Heroes in Medicine awardee and has served over 30 years as a member and past Chair of the Citizen's Advisory Committee on Health and Human Services for the Palm Beach County Commission.

Program Updates

COMMUNITY ACTION PROGRAM

CAP & FCDP Merger Provides 'One-Stop-Shop' to Tri-City Glades Residents



On March 13, the offices of Community Action Program (CAP) and Farmworker Career Development Program (FCDP) announced the merger and relocation of its Belle Glade office to better accommodate the need of the residents. The new office is located at 38721 State Rd. #80, Belle Glade.

The move came as an effort to create a 'one-stop-shop' for health and human services in the Tri-City Glades area. The CAP and FCDP programs serve close to 2,500 clients in the Belle Glades area on a yearly basis. The decision

to relocate was a logical step to ensure that residents have the best access to services, as well as allows CAP to serve more clients and provide them with opportunities to become more self-sufficient.

Community Action Program & Urban League of PBC Tax Refund Workshop

In anticipation of tax season, on January 9, a group of experts and community leaders met with residents at the Urban League of Palm Beach County to discuss how to use tax refunds to start and grow their businesses.

Panelists included CEO of the Center for Enterprise Opportunity Lia Gaines, director of Housing and Community Development for Debthelper.com Nathan Danus, executive director for Grassroots Consulting Shandra Stringer, and CAP program manager Natalie Diaz. Meri Weymer and Stacey Amodio from the Department of Housing and Economic Sustainability also participated in the event.



Panelists discussed the ways in which working families can maximize their tax refunds, what types of startup businesses can yield high levels of success for working families, first steps to starting a business, tips for growing and sustaining existing businesses, as well as services that are available to low-income working families that could increase household income. Participants were also informed about the Volunteer Income Tax Assistance (VITA) program through CSD's Community Action Program, which enables qualified participants to file their taxes free of charge.

The workshop was aimed at educating residents about opportunities available to help their business grow and prosper, and also provided an opportunity for residents and community leaders to network with one another.

LIHEAP Program Helps Eligible Residents with Energy Bills in Summer Heat

Each day in Palm Beach County, hundreds of families experience utility service disconnection, especially our most vulnerable residents. Out of all of the families that we served during our last grant year, 78 percent had either an elderly person, a disabled person, or a young child living in their home.

LIHEAP is vital and essential to the residents we serve. It saves lives. Without electric service, people won't receive oxygen from their tanks, have fresh food in the refrigerator or adequate lighting to complete homework. CAP provides economic stability for those in need.

Considering the summer temperatures and high home energy costs, August is Low-Income Home Energy Assistance Program (LIHEAP) awareness month in Palm Beach County. LIHEAP is a grant program that helps eligible families pay their energy bills. In grant year 2017, CAP helped 7,879 local families experiencing financial distress with home energy costs through LIHEAP. This assistance can reduce the percentage of household income spent on home energy bills and prevent disconnection or restore electric service.

Types of LIHEAP assistance categories available to eligible clients include home energy assistance (up to \$450 once every 12 months), crisis benefit (up to \$600 twice a year for past due bills) and weather-related assistance during a natural disaster. To learn more about eligibility requirements, visit <http://discover.pbcgov.org/communityservices/communityaction/Pages/Utility-Assistance.aspx>.

Clients can submit an application for LIHEAP funds through a self-service portal without having to visit an office. To access the portal, go to www.pbcgov.com/OSCARSS.

For more information or assistance, contact the Community Action Program at 355-4208.

Community Action Program Launched LIHEAP Virtual Appointments

CAP rolled out its new Low-Income Home Energy Assistance Program (LIHEAP) Virtual Appointments Pilot application to serve eligible repeat Palm Beach County clients aged 60 and older.

Each day in Palm Beach County, hundreds of families experience utility service disconnection. LIHEAP, a program administered by CSD's Community Action Program, designed to provide financial relief from high-energy costs to prevent disconnection or restore electric service to families in crisis.

"LIHEAP has proven to be an essential resource to our residents. Last year we provided residential energy assistance to more than 2,000 older adults," said Natalie Diaz, CAP program manager Rodriguez. "Many of our elderly clients experience physical difficulties in coming to our offices. We want to ensure adequate efforts are made to serve this population, and this enhancement will allow them to apply for assistance and submit supportive documents from the comfort of their homes."

LIHEAP Virtual Appointments Pilot application can be accessed at www.pbcgov.com/OSCARSS. To learn more about LIHEAP and the eligibility requirements, visit <http://discover.pbcgov.org/communityservices/communityaction/Pages/Utility-Assistance.aspx>.

First Visioning Forum for RCO Development in Palm Beach County



Event highlights include:

- Speakers from multiple pathways of recovery who shared their lived experience.
- Attendees engaged in conversations about what is working and what needs support, as well as discussions on how to develop local resources and leaders in recovery focused and supportive ways.
- Insight on national perspective about Recovery Community Organization (RCO).
- Discussions on how to promote community programs and/or services that are deemed necessary by the local community.

On July 20, the South Florida Recovery Action hosted the first visioning forum where community leaders gathered to discuss ways to grow community-oriented initiatives; cultivate community allies; develop recovery peer-based programs; and create a blueprint for our community peer-led recovery services.

Palm Beach County First in Florida to Adopt Ordinance for Sterile Needle and Syringe Exchange Program

Palm Beach County became the first county in the state of Florida to adopt an Infectious Disease Elimination Program ordinance that allows the establishment of a Syringe Exchange Program within its geographic boundaries. The Board of County Commissioners adopted the ordinance pursuant to legislation signed by Governor Ron DeSantis establishing the Infectious Disease Elimination Act (IDEA).

“Research shows that programs like these help reduce the prevalence of blood-borne diseases associated with the reuse of contaminated needles and syringes, and increases entry into substance use disorder treatment centers,” said Palm Beach County Commissioner Melissa McKinlay. “We are excited to be the first county in Florida to pass an ordinance that enables us to establish this type of program. This will prove to be an effective and integral component to our effort to prevent HIV/AIDS and opioid overdoses.”

The Palm Beach County Community Services Department will now begin working with community partners to further develop this initiative. It is expected that the Syringe Exchange Program will operate from one or more fixed locations and utilize mobile units to provide services in targeted areas throughout Palm Beach County.

The program is expected to offer free one-to-one exchange of clean, unused hypodermic syringes for used syringes and needles to help prevent the transmission of HIV, AIDS, Hepatitis C, and/or other blood-borne diseases. The program is also expected to provide a bridge to drug treatment, recovery support as well as other primary health and social services for intravenous drug users.

In 2017, there were 647 opioid-related deaths in Palm Beach County. In addition, more than 8,400 county residents are currently living with HIV with nearly one new infection occurring every day.

Celebrating September as National Recovery Month

Mental and substance use disorders can affect anyone. Recovery has been identified as a primary goal for behavioral health care and the process for individuals to live self-directed lives and strive to reach their full potential.

The use of opioids and the subsequent toll on individuals, families, and the community has reached epidemic proportions. For many years, National Recovery Month has promoted and supported new evidence-based treatment and recovery practices, the strong and proud recovery community, and the dedication of service providers and community members across the nation who make recovery in all its forms possible.

On September 24, CSD hosted the second annual Facing the Crisis Forum celebrating September as National Recovery Month. This year's forum emphasized the need to share resources and build networks across the country to support the many paths to recovery.

Community partners discussed continuing challenges related to the epidemic; latest treatment and recovery trends and related research; and ways to galvanize stakeholders, as well as the community-at-large around further action steps to address this complex challenge. "We will continue to move forward and work together to address behavioral health and substance use disorders, and spread the message that people can and do recover – every day."





On Jan. 3, the Palm Beach County Continuum of Care; Palm Beach County Community Services Department Division of Human and Veteran Service; the West Palm Beach Veteran Affairs Medical Center; Stand Down/ Faith, Hope, Love, Charity, Inc.; The Lord's Place; Adopt-A-Family of the Palm Beaches, Inc.; Gulfstream Goodwill Industries; the Salvation Army; and the Senator Philip D. Lewis Center partnered to launch the From Serving to Served initiative.

This initiative focused on ending veteran homelessness by serving 110 veterans in 111 days through a range of services to include temporary and permanent housing, medical treatment, access to transportation and employment, thus taking immediate steps toward achieving functional zero.

From January 4 through April 24, community partners and volunteers served over 120 veterans with supported services. Twenty of these veterans have been placed in permanent housing through various programs, such as HUD-VASH. Thank you to all the partners for the support on this initiative!

New Mobile Application Streamlined 2019 Point-In-Time Count Process



This year, organizers opted to use a new strategy of utilizing a mobile application to conduct the annual Point-In-Time (PIT) count. This technology streamlined the application process, decreasing the amount of time needed to collect information from individuals experiencing homelessness. This improved efficiency along with the increased number of volunteers, which allowed for more coverage throughout the county to conduct surveys.

The Department of Housing and

Urban Development defines homelessness as people who lack a fixed, regular, and adequate nighttime residence; individuals or families who will imminently lose their primary nighttime residence; families with children or youth who are unstably housed; or people fleeing or attempting to flee domestic violence or life-threatening situations related to violence.

More than 200 volunteers from the Homeless and Housing Alliance, Palm Beach County Community Services Department, PBC Parks and Recreation, PBC Youth Services, Veterans Affairs Administration, PBC School District, Homeless Coalition of Palm Beach County, United Way, as well as other non-profit organizations, municipal staff, and college students surveyed individuals and families experiencing

homelessness during the annual PIT count on January 24-25.

In addition, the PBC Sheriff's Office and law enforcement officers from the cities of Boca Raton, Delray Beach, Boynton Beach, Riviera Beach, and West Palm Beach provided assistance to the field outreach teams conducting the surveys in wooded areas, abandoned buildings, parks, and places, such as food pantries, soup kitchens, and libraries.



NAEH Recognizes the Homeless and Housing Alliance with 2019 *Excellence in Ending Youth Homelessness Award*



The National Alliance on Ending Homelessness (NAEH) recognized the Palm Beach County Community Services Department's Division of Human and Veteran Services as winner of the *2019 Excellence in Ending Youth Homelessness Award* for the system-transforming work during and after the 100-Day Challenge.

Beginning in late 2017, staff gathered dozens of stakeholders and led a 100-day housing challenge with service providers. As a result, Palm Beach County was able to house 121 youth within the 100-day period -- despite having no youth homelessness system in place before starting the challenge.

A total of 367 homeless youth have been housed in the past 20 months, using strategies such as youth outreach and coordinated entry specialists, partnering with the Housing Authorities and Child Welfare to secure vouchers with homeless youth prioritized, and expanding a Youth Advisory Board.

Community leaders crafted multisector partnerships between the county, service providers, and corporate and philanthropic organizations. The focus was on providing a Housing First intervention of Rapid Re-housing to youth and room-sharing arrangements to maximize that resource. Palm Beach County's annual Point-in-Time Count conducted in January showed a 30 percent drop in youth homelessness.

Palm Beach County's successes demonstrate what happens when community leaders and stakeholders all pull in the same direction. They identified an area of need, set targets, and centered the right voices in developing a dynamic strategy to house more youth.

DHVS Achieves a Quality by Name Lists Landmark during FY19 First Quarter

Community Solutions: Built for Zero Initiative recognized the Community Services Department's Division of Human & Veteran Services for achieving a Quality by Name Lists (BNL) landmark for this quarter. The BNL is a tool used to identify vulnerable persons experiencing an extended period or recurring episodes of homelessness in Palm Beach County, as well as prioritize the limited housing stock available.

The purpose of the BNL is to identify the number of chronic homeless individuals or veterans that enter the system inflow and those currently in the system outflow, in order to determine the services needed to reach functional zero. This tool also helps prioritize those in need of housing based on their acuity, which allows providing unduplicated services to the most vulnerable clients first rather than on a first-come, first-serve basis.

Street outreach teams and emergency shelter staff uses BNL to place clients on the list while providing services, facilitating the housing placement process for those who have been previously declined shelter. Additionally, BNL allows housing staff and providers to access the list at any time to fill vacancies quickly with the individual or family who are currently the most acute and in need of the unit.

NACo Awards PBC with 2019 Achievement Award

The National Association of Counties (NACo) granted Palm Beach County a 2019 Achievement Award for its program titled "Coordinated Entry System" (CES) in the category of Human Services.

As part of an on-going effort to ensure that timely and relevant services are continuously provided to individuals and families at-risk or experiencing homelessness in Palm Beach County (PBC), CSD's Division of Human and Veteran Services (DHVS) reallocated resources and funding to enhance the CES to include homeless prevention services, which include diversion efforts, rental and utility assistance and case management.

This evidence-based model was selected to address the at-risk of homelessness epidemic in our community under the oversight and management of the DHVS.

DHVS previously used funds and resources to serve individuals and families at-risk of experiencing homelessness at each of their locations throughout the county. Households on the verge of experiencing homelessness would call each office seeking assistance.

CES is a best practice that has proven to yield positive results for every community that has made it a part of their service delivery system. CES is a process developed to ensure that all people experiencing

a housing crisis have fair and equal access and are quickly identified, assessed for, referred, and connected to housing and assistance based on their strengths and needs, whether they are at-risk of experiencing homelessness or currently experiencing homelessness.

PBC's CES expansion serves at-risk of homeless households providing one main number for households to call. Having one number has several benefits including: decreases the levels of stress for the callers, avoids duplicate calls, allows the caller to speak with a subject matter expert, immediately resulting in fewer delays for needed services, and increases the quality of data gathered community-wide to effectively make necessary changes to improve system and processes. Effective qualities of CES are:

- Person-centered
- Fair and equal access
- Emergency services
- Standardized access and assessment
- Inclusive
- Referral to projects
- Outreach
- Ongoing planning and stakeholder consultation
- Informing local planning
- Safety planning
- The use of HMIS
- Full coverage

DHVS reallocated the same funding and staffing to serve individuals prevention services

for at-risk households. Funding and staff reallocation resulted in a better return on investment as anticipated. Some outcomes during the first year of the program in 2018-2019 were:

- Reduced homelessness
- Improved access to social services
- Improved housing stability
- Higher levels of cross-collaboration among service providers
- Decrease in the amount of duplicated calls
- Decrease in the amount of duplicated services

This program has had a positive impact on the lives of some of the most vulnerable individuals in the community and it has honored the core value of client centered services. In addition, the program has demonstrated a greater return on investment of funding and resources through its outcomes. In a field of work, that constantly faces the tension between limited resources and a high demand for services it is imperative to regularly assess programmatic outcomes and ensure services are timely, relevant, yield optimum results and are cost effective. PBC's CES expansion program has achieved this and continues to strive towards excellence in its services delivery system and commitment towards financial stewardship.

CSD Volunteers at 25th Annual Letter Carrier's Stamp Out Hunger Food Drive

Every year, the National Association of Letter Carriers hosts the *Annual Letter Carrier's Stamp Out Hunger Food Drive*. More than 10,000 towns across the country participate in collecting non-perishable food donations to be delivered to local food banks.

On May 13, hundreds of volunteers from different organizations collected over 80,000 pounds of food donated by thousands of food donors. The Palm Beach County Food Bank in partnership with stakeholders and organizations across the county work together to fight and alleviate hunger in Palm Beach County.



Remembering our Heroes!



DHVS' Veterans Services Officer, Jose Capellán, served as the Master of Ceremony at the Palm Beach County Veterans Coalition's memorial service ceremony at the South Florida Cemetery. This year, thousands attended the ceremony, including veterans, loved ones of the fallen, and children who learned about those who paid the ultimate price for freedom.

Flowers and flags placed at the headstones of fallen service members reminds us that Memorial Day is about more than a day off or the unofficial start of the summer.

"Each fallen service member dies twice -- once when they take their last breath and the second when their memory is forgotten", expressed Director of the South Florida National Cemetery Sonny Peppers.

This Memorial Day ceremony works to ensure that those who paid the ultimate price are never forgotten.

DHVS Staff Presents at 7th Annual VA Community Mental Health

At the 7th Annual VA Community Mental Health Summit, James Green and Charlesy Nance, along with other Veteran Affairs staff and service providers, discussed ways to assure every veteran and their family can receive quality and accessible social services, as well as collectively shared resources, information, and referrals to better reach those in need.



DIVISION OF SENIOR SERVICES

US Senator Rick Scott Visits West County Senior Center

The senior citizens attending the West County Senior Center got a surprise visitor on Tuesday, February 2!

United States Senator Rick Scott paid a visit to West County Senior Center.

During his time at the county - operated senior center, Senator Scott toured the center's different areas to see

what activities we offer, greeted elderly residents and elected officials. Seniors were impressed with the Senator.

CSD's Division of Senior Services (DOSS) continues to expand the visibility of the center, as well as increase awareness of the important role West County Senior Center plays within the community.



DOSS Recognizes Senior Center Volunteers

April is National Volunteer Month. On April 9, CSD's Division of Senior Services (DOSS) hosted their annual Volunteer Appreciation Breakfast as celebration of the amazing job and commitment of its senior center volunteers.



DOSS Senior Center Field Trips

DOSS' senior centers are an integral part of the health and well-being of Palm Beach County's senior residents and the future of aging by providing older adults a variety of innovative programs and activities that can help them stay healthy, active, and engaged. Below are some of the field trips planned for our seniors.

South Florida Fair



Hoffman's Chocolate



Annual BBQ and Picnic Day at Ocean Cay Park



DIVISION OF SENIOR SERVICES Cont'd

DOSS Hosts Annual Walk/Run to End Alzheimer's to Raise Awareness

On September 18, DOSS hosted its third annual *Mini Walk/Run to End Alzheimer's* event in observance of World Alzheimer's Month.

There are over 50 million people around the world living with dementia and someone in the world develops dementia every three seconds. World Alzheimer's Month is an international campaign coordinated by Alzheimer's Disease International to raise awareness and challenge the stigma that surrounds dementia. More than 600 communities in the United States participate in the Walk to End Alzheimer's®, the world's largest event to raise awareness and funds for Alzheimer's care, support, and research. This year's theme was "Let's Talk About Dementia".

The amount of people living with Alzheimer's or dementia is expected to reach 150 million by 2050. Since 2017, DOSS has hosted this event with the purpose to help the West Palm Beach chapter reach their fundraising goal. This year, all three senior centers came together to raise awareness and funds for Alzheimer's care, support and research.

The goal is to continue to raise awareness and help break down the fear and stigma associated with this disease. This event allows us to educate the community and learn what can be done to help support those living with this disease.





Employment Training Opportunities

FARMWORKER CAREER DEVELOPMENT PROGRAM

SERVICES PROVIDED:

- Adult basic education
- English as a second language
- Occupational skills training programs
- On-the-job training programs
- Employment assistance
- Job placement and retention follow-up
- Stipends while attending eligible training programs
- Career counseling and evaluation
- Transportation
- Pre-apprenticeship programs
- Supportive services

Non-discrimination Statement and Policy: *The Community Services Department Farmworker Career Development Program does not and shall not discriminate on the basis of race, color, religion (creed), gender, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, or military status, in any of its activities or operations.*

WHO IS ELIGIBLE?

Farmworkers who are:

- U.S. Citizens or legally authorized to work in the United States
- Employed in agricultural jobs recognized by the U.S. Department of Labor (or within the last 24-month period)
- Receiving at least 50% of total income from agricultural work
- Earning less than the poverty guidelines
- Registered with Selective Service (if male born after January 1, 1960)

**If above conditions are met, dependents and spouses are also eligible.*

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@PBCCSD   



Palm Beach County
Board of County Commissioners



PROGRAMA DE DESARROLLO DE CARRERAS PARA TRABAJADORES AGRÍCOLAS

SERVICIOS OFRECIDOS:

- Educación básica para adultos
- Inglés como segundo idioma (ESL, por sus siglas en inglés)
- Programas de entrenamiento de destrezas ocupacionales
- Programas de entrenamiento en el trabajo
- Asistencia de empleo
- Colocación laboral y seguimiento de retención
- Estipendios al asistir a programas de capacitación elegibles
- Asesoramiento y evaluación profesional
- Transportación
- Programas de pre-aprendizaje
- Servicios de apoyo

QUIÉNES SON ELEGIBLES?

Agricultores que:

- Son ciudadanos o residentes legales de los Estados Unidos (E.E.U.U.)
- Están empleado en un trabajo agrícola reconocido por el Departamento de Trabajo de los E.E.U.U. por los últimos 24 meses.
- Al menos el 50% de su ingreso total es de un trabajo agrícola.
- Gane menos de las pautas de pobreza.
- Esté registrado en el Servicio Selectivo (si es varón nacido después del 1 de enero de 1960).

Si se cumplen las condiciones anteriores, los dependientes y los cónyuges también son elegibles.

Declaración y Política Anti- Discrimen: El Programa de Desarrollo de Carreras para Trabajadores Agrícolas del Departamento de Servicios Comunitarios prohíbe la discriminación por motivos de raza, color, religión (credo), sexo, identidad de género, edad, origen de nacionalidad (ancestral), discapacidad, estado marital, orientación sexual, o estado militar, en cualquiera de sus actividades u operaciones.

PWOGRAM DEVLOPMAN RAS POU TRAVAYÈ AGRIKL

SÈVIS PRIYE:

- Edikasyon de baz pou granmoun
- Angle kòm yon dezyèm lang
- Pwogram fòmasyon konpetans okipasyonèl
- Pwogram fòmasyon sou travay la
- Asistans pou travay
- Plasman travay ak retansyon swiv-up
- Kanpe pandan wap patisipe nan pwogram fòmasyon ki kalifye yo
- Konsèy ak evalyasyon karyè
- Transpò
- Pwogram pre-aprantisaj
- Sèvis sipò yo

KI MOUN KI ELIJIB?

Travayè agrikòl ki se:

- Sitwayen Ameriken oswa legalman otorize pou travay nan Etazini.
- Anplwaye nan yon travay agrikòl ke Depatman Travay Ameriken rekonèt nan dènye peryòd 24 mwa.
- Te resevwa omwen 50% nan revni total soti nan travay agrikòl.
- Touche mwens pase direktiv povrete yo.
- Anrejistre ak sèvis selektif (si gason ki fèt apre 1 janvyè 1960).

Si kondisyon ki anwo yo satisfè, depandan ak mari oswa madanm yo tou kalifye.

Deklarasyon de Non-Diskriminasyon ak règleman: Kominote sèvis depatman Farmworker karyè devlopman pwogram lan pa fè diskriminasyon sou baz ras, koulè, relijyon (kredo), idantite senksyèl, idantite senksyèl espresyon, laj, orijin nasyonal (ansèt), desabilite, sivil, kondisyon matrimonyal, seksyèl oryantasyon, ni estati militè, nan nenpòt aktivite nou oswa nan operasyon nou.

Farmworker Career Development Program

2019 FCDP Conference Provides Outcome-Driven Program Insight



On August 7 and 8, CSD's Farmworker Career Development (FCDP) staff attended the Farmworker Career Development Program Conference held at Indian River State College in Fort Pierce.

Day one consisted of a CareerSource Palm Beach County (CareerSource) migrant and seasonal farmworker panel who presented best practices between the CareerSource migrant and seasonal farmworker outreach staff and FCDP counselors.

Geographic Solutions discussed recent changes, updates and questions about the Employ Florida system, which is used

by CareerSource and FCDP for client registration and case management.

The Community Action Program's Agricultural and Labor Program, Inc. (ALPI) provided a presentation on the emergency services they provide to farmworkers with their program funding. The second day consisted of an apprenticeship panel who discussed working with different schools and employers to start industry-driven apprenticeship programs in their area.

Polk County's FCDP has a robust outreach, recruitment and placement system and provided insight and best practices for a well-established outcome driven program. FCDP staff left with a wealth of knowledge and strategies to help achieve program outcomes.



Ryan White Program

31st National Conference on Social Work and HIV/AIDS - Washington, D.C.



Our department Assistant Director, Taruna Malhotra, presented at the 31st National Conference on Social Work and HIV/AIDS in Washington, D.C., joined by our partners FoundCare, Inc. and the City of West Palm Beach.

The National Conference on Social Work and HIV/AIDS is an annual event where more than 500 HIV/AIDS-care social workers and service providers from across the country and nations abroad meet to discuss the work that has been done towards social change, ending HIV/AIDS epidemic, and share best practices, prevention, and research. This year's theme was: *Social Work: Leadership. Change. Hope.*

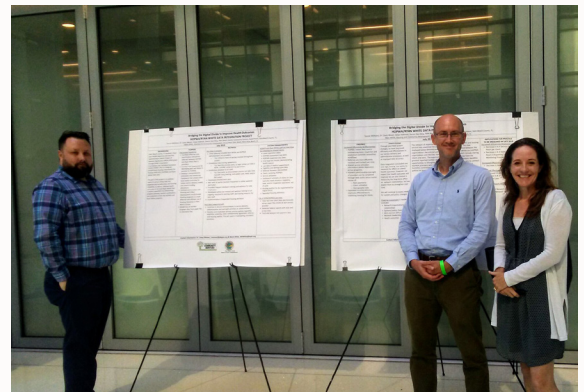


Data Integration Project Addresses Housing Needs of People Living with HIV/AIDS (PLWHA)

On July, Dr. Casey Messer, Ryan White Program manager, Sonja Holbrook, CSD strategic planner, and Mark White, Housing Opportunity for Persons with AIDS (HOPWA) administrator, presented on the Ryan White and HOPWA data integration project at the HRSA offices in Washington, D.C.

About the Project

Palm Beach County received a four-year Health Resources and Services Administration Special Project of National Significance (HRSA SPNS) grant through RAND Corporation Coordination and Technical Assistance Center (RAND CTAC) to integrate jurisdictional HOPWA and Ryan White data.



The goal of this project is to address needs of persons living with HIV experiencing homelessness and housing instability, as well as, improve health outcomes in the local Ryan White Part A patient population by streamlining program planning, service coordination, and evaluation across the HOPWA and Ryan White programs. The project intends to:

- Facilitate effective care coordination and service referrals between HOPWA and Ryan White Part A providers;
- Increase viral suppression by identifying gaps and delays in services for PLWHA;
- Develop a comprehensive evaluation and monitoring framework that utilizes client-level health outcomes to assess service delivery models and inform funding allocations;
- Facilitate partnerships with Housing and Urban Development (HUD)-funded housing programs to create effective and efficient use of housing resources in Palm Beach County.
- Modernize all HOPWA program data from paper files to electronic files.

PBC HIV CARE Council

Ryan White Program and PBC HIV CARE Council Host Annual Retreat

On February 22, more than 120 health and human services industry professionals attended the CSD's Ryan White Program/Palm Beach County HIV CARE Council annual retreat. This year's theme focused on aligning Palm Beach County's integrated plan goals with the general goals of the UNAIDS 90-90-90 initiative. Discussion topics included:

- Components of clinical quality management in the Ryan White Program
- How opioids affect the HIV population in Palm Beach County
- Viral suppression and our service environment
- U=U: undetectable equals untransmittable
- Prioritizing change ideas that work

The UNAIDS 90-90-90 initiative aims to build a new narrative on HIV treatment with an ambitious, but achievable target:

- 90 percent of all people living with HIV knowing their HIV status
- 90 percent of all people with diagnosed HIV infection receiving sustained antiretroviral therapy
- 90 percent of all people receiving antiretroviral therapy having viral suppression by 2020

The Palm Beach County HIV CARE Council is a community-based organization that supports local participation in planning for a system of medical and supportive services for individuals and families living with HIV & AIDS. Community Services administers Ryan White Act Part A funding for eligible metropolitan areas hardest hit by the HIV/AIDS epidemic.



PBC HIV CARE Council Cont'd

Reaching the Community through Outreach Events

The global spread of HIV infection and AIDS, lack of awareness of HIV status, stigma, and discrimination contribute to the risk of acquiring the virus, which necessitates a worldwide effort to increase communication, education and action to stop the spread of HIV.

Every year, the PBC HIV CARE Council (CARE Council) attends health and awareness events that promote a community where individuals living with HIV/AIDS do so without prejudice, abandonment, or social stigma. The CARE Council believes in the ability to make a difference in the community by being dedicated to serving Palm Beach County residents.

At every event, CARE Council committee members ensure that eligible disproportionately affected and historically undeserved groups and populations are provided with medical and support services.

National Women and Girls HIV/AIDS Awareness Day



Palm Beach Pride Festival



Caribbean-American HIV/AIDS Awareness Day



Employee Recognition

CSD Promotions

- **Natalie Diaz Rodriguez**, from program coordinator to program manager
Community Action Program
- **Paula Bastidas**, from lead clerk to case manager I
Division of Human & Veteran Services
- **Randall Graham**, from casework supervisor to human services operations supervisor
Division of Human & Veteran Services
- **Simone Jackson**, from nutrition services coordinator to casework supervisor
Division of Senior Services
- **Kim Parnett**, from casework supervisor to human services operations supervisor
Division of Human & Veteran Services
- **Cirillo Benitez**, from senior clerk typist to senior secretary
Division of Human & Veteran Services
- **Sabrena Cooper**, from case manager I to casework supervisor
Division of Senior Services
- **Claudia Penry**, case manager II to casework supervisor
Division of Human & Veteran Services
- **Atisha Robinson-Latimore**, from case manager II to casework supervisor
Division of Human & Veteran Services
- **Tammy Lampi**, from senior services operations supervisor to program manager
Division of Senior Services
- **Era Allen**, from case manager I to case manager II
Division of Human & Veteran Services
- **Teresa Pedicino**, from adult day care center manager II to senior services ops. supervisor
Division of Senior Services
- **Doris Davis**, from grant compliance specialist III to training program coordinator
Administration

New Hires

- **Serenia Page-Beckton**, program coordinator, Community Action Program
- **Latonya Denise Clark**, community outreach specialist III, Community Action Program
- **Gillian Moxey**, contracts/grants coordinator, Administration
- **Rohn Charles Hultgren**, temp. paraprofessional, Division of Human & Veteran Services
- **Madge Moodie Titre**, Case manager I, Division of Human & Veteran Services
- **Stephen Wise**, FRS-paraprofessional, Division of Human & Veteran Services
- **Maria Bond**, FRS-paraprofessional, Division of Human & Veteran Services
- **Dr. Casey Messer**, program manager, Ryan White Program
- **Dr. Daisy Krakowiak-Wiebe**, quality management clinician, Ryan White Program
- **Maria Corona**, financial analyst II, Financial & Support Services
- **Jordan Carter**, case manager II, Division of Human & Veteran Services

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