



Palm Beach County
**COMMUNITY
SERVICES**

Helping People Build Better Communities

ANNUAL REPORT 2021



MISSION:

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



Main Office: 810 Datura Street, West Palm Beach, FL 33401
(561) 355-4700 | pbcgov.com/communityservices

CONTENTS

02	Department Directors
04	Mission, Vision, Values
05	Leadership
06	Our Impact
08	BCC Priorities
18	Proclamations
20	Awards
22	Division Highlights
38	COVID-19 Response
40	Publications
41	Advisory Board Members
44	Our Team
46	Employee Development
50	Performance
52	Expenditures
54	Department Initiatives and Looking Ahead
56	Programs and Services



Palm Beach County Board of County Commissioners

Robert S. Weinroth, Mayor
Gregg K. Weiss, Vice Mayor
Maria G. Marino
Dave Kerner
Maria Sachs
Melissa McKinlay
Mack Bernard

County Administrator

Verdenia C. Baker

Assistant County Administrator

Reginald Duren

Community Services Department

James Green, Director
Taruna Malhotra, Assistant Director



(Back row, left to right) Palm Beach County Administrator Verdenia C. Baker, Commissioner Maria G. Marino, Commissioner Mark Bernard, Commissioner Maria Sachs, Commissioner Melissa McKinlay.

(Front row, left to right) Vice Mayor Gregg K. Weiss, Mayor Robert S. Weinroth, Commissioner Dave Kerner

DEPARTMENT DIRECTORS



James Green
Department Director
(561) 355-4702
jgreen1@pbcgov.org

2020-2021 was a very productive year for the Palm Beach County Community Services Department. We have continued to focus on building a culture of excellence by developing our employees, advancing the goals outlined in our strategic plan and providing emergency support services to residents who were impacted by COVID -19.

In the past 12 months, we have made strategic investments in families, strengthening their abilities to become more self-reliant. We have also enhanced our collaboration with key partners and took significant steps towards creating systemic change to address issues related to behavioral health and substance use disorders, HIV, homelessness and poverty.

In our effort to empower the individuals we serve, we are intentional about collaborating with customers and key stakeholders to improve the efficiency and effectiveness of our services.

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

James Green





Taruna Malhotra
Assistant Department Director
(561) 355-4716
tmalhotr@pbcgov.org

To say this past year has been unique is, obviously, an understatement. Through it all, however, the Community Services Department has continued to provide leadership, be the major funder of programs that serve health and human services and act as a trusted broker across sectors and communities. The work of our team and our department focuses on improving the lives of families and individuals. We have supported families and individuals through challenges big and small, and maintained flexibility to respond to new ones that arise.

In the pages ahead you will see the value and resilience of the systems of care that we have supported, and the ways we worked to respond quickly to urgent needs. Even as we moved to a remote workplace, and online platforms for our clients, we provided flexibility to funded nonprofits and our direct services programs to meet the physical, mental health, and economic needs of their participants, while maintaining accountability to the taxpayers and our funders. While many programs were able to seamlessly transition to creative and engaging virtual services, others served in new ways.

We have maintained our focus on the major challenges we intended to address this year: expanding work to dismantle racism in health and human services systems, crafting community-specific strategies to address trauma and its effects in addition to expanding access to services. We deepened conversations with residents and leaders in historically under-served areas, to better understand their economic challenges, mental health and wellness needs and assets. We continued to apply a racial equity lens to the way we procure and provide services and continued our leadership role in Palm Beach County. We hope you will share pride in the services provided by our department, the leadership shown by our Executive and Leadership team along with our Supervisors, various Board Members who have served over the years, and the commitment and dedication of the amazing staff of the CSD and our 50+ funded agencies.

Some of the main highlights this year include:

- ▶ **COVID-19:** As of September 1, 2021, the County processed 34,550 applications from 14,714 unique applicants spending a total of \$63,435,231 for rent and utility services. A Community Health Worker program was funded providing contact tracing assistance, COVID education and PPE to more than 100,000 residents.
- ▶ **Technology:** Launched a new integrated application system, OSCARSS. This enabled thousands of residents to successfully access the support services they needed during the pandemic.
- ▶ **Customer Service:** We implemented a new call center that received over 200,000 calls, which improved our ability to track services requested by the community and respond in a more effective and efficient manner.
- ▶ **Ryan White HIV/AIDS:** We became the first county in the state of Florida to expand the Needle Exchange Program beyond the pilot initiative. The rate of new HIV cases in the County decreased for the first time in years. We launched an initiative to enhance our focus on racial equity, and acquired additional funds to house people with HIV and AIDS. Overall, the Ryan White program increased local resources by more than 30%.
- ▶ **Seniors:** Our senior residents remained a high priority throughout the pandemic. We responded to the dramatic increase in senior homelessness, and delivered meals directly to the homes of seniors who requested the service. To prevent seniors from loneliness, our staff maintained contact with them throughout the pandemic and we expanded our virtual programming to keep them socially active.

As essential employees, the CSD team continued to show up and serve residents throughout the pandemic. We look forward to continuing our collaboration as we strive to strengthen families, transform communities and positively impact the lives of our fellow residents.

Taruna Malhotra



MISSION

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

VISION

A community where all residents of Palm Beach County have the resources and opportunities to achieve their full potential.

VALUES

Respect, Equity, Compassion, Integrity, Professionalism, Empowerment.

LEADERSHIP

EXECUTIVE TEAM



JAMES GREEN
Director



TARUNA MALHOTRA
Assistant Director

Financial & Supportive Services



JULIE DOWE
Director

Division of Senior and Veteran Services



FAITH MANFRA
Director

Division of Human Services & Community Action



WENDY TIPPETT
Director

LEADERSHIP TEAM

Training and Development



DORIS DAVIS
Training Program Coordinator

Community Action Program & Farmworker Career Development Program



NATALIE DIAZ-RODRIGUEZ
Program Manager

Financial & Supportive Services



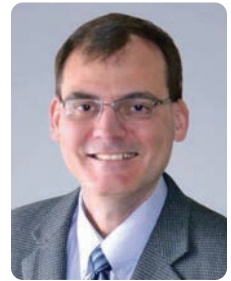
THOMAS EATON
Fiscal Manager I

Community and Volunteer Engagement



ELIZABETH HARFMANN
Manager of Public Information Services

Behavioral Health & Substance Use Disorders



JOHN HULICK
Senior Program Manager

Division of Senior and Veteran Services



TAMMY LAMPI
Program Manager

Ryan White Program



DR. CASEY MESSER
Program Manager

Strategic Planning, Research and Evaluation



MEGHAN PARNELL
Manager, Planning and Evaluation

Division of Human Services & Community Action



DANIEL RAMOS
Senior Program Manager

Contract Compliance & Program Performance



MICHAEL WRIGHT
Contract and Compliance Manager

OUR IMPACT

\$68,206,413

CARES and ERAP funding for client assistance

14,741

Applicants who received assistance

12,136

Applicants who received Grocery/Food Cards

10.5% DECREASE

of HIV cases in Palm Beach County

\$57 MILLION DOLLARS

Added to the community through contracts and grants

203,706

Calls made to the Call Center

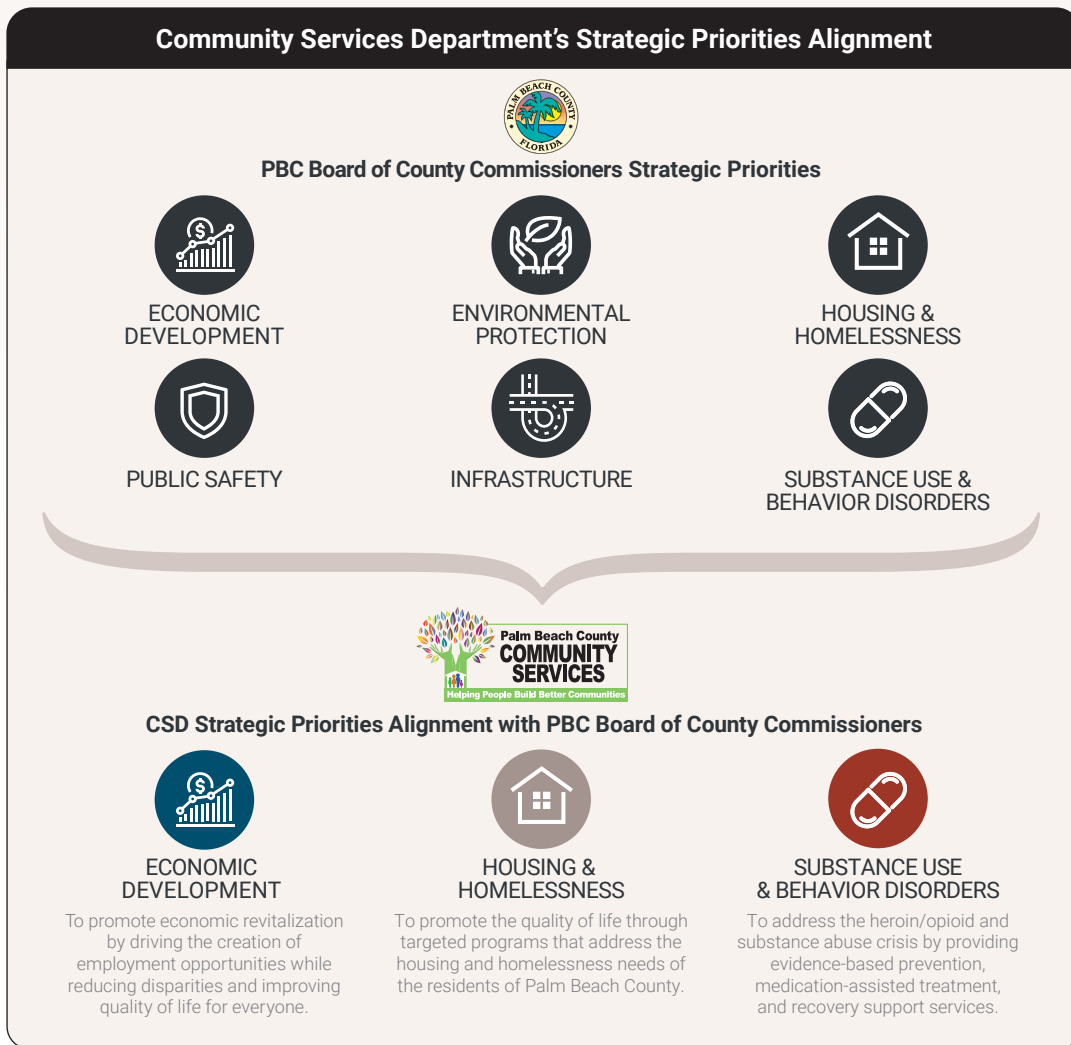
\$1,251,800 SAVINGS

Through the use of Volunteers reviewing and approving applications



OUR WORK AND BCC PRIORITIES

The work of Community Services has a broad impact in our community for the citizens of Palm Beach County. Our work also contributes to the Board of County Commissioners Strategic Priorities and the Cross Departmental Teams that focus their efforts on these strategic priorities. Staff from Community Services serve on 4 cross departmental teams including:





Behavioral Health and Substance Use Disorders



Behavioral Health & Substance Use Disorders – Our Work

The Office administers three categories of funding which include Financially Assisted Agencies and Opioid Response funds as well

as a federal Department of Justice grant. The FAA and ORP funds are allocated in the following service categories:

1

Support Services (includes crisis support, case management, care coordination, drop-in, intensive case management, mobile crisis, recovery support, supported housing, supported employment)

2

Community-Based Treatment and Services (includes outpatient individual, outpatient group, medical, MAT, in-home/on-site, day treatment)

3

Deep-End Treatment (includes crisis stabilization, detox, inpatient, residential, residential-levels 1, 2, and 4, room and board-levels 2 and 3)

The federal DOJ demonstration project is focused on achieving housing stability given its key predictive value in achieving long-term recovery outcomes and additional recovery supports.

OBHSUD maintains its leadership role in the County-interdepartmental and strategic partners effort to achieve the Board's aim to establish a readily accessible, integrated and coordinated recovery-oriented system of care. An important component of this system, neutral care coordination, was launched via

a pilot project in FY21. Another important component, a recovery community center, was also opened in Delray Beach. And, the integration of a measuring and monitoring instrument, Recovery Capital Index, was integrated into all of OBHSUD's behavioral contracts.

The Office aims to fully implement neutral care coordination and expand the network of recovery community centers in the upcoming fiscal year.

Behavioral Health & Substance Use Disorders – Relation to BCC Priorities

The Office of Behavioral Health and Substance Use Disorder continues to align with the Board's strategic priority to establish a person-centered, recovery-oriented system of care through work with the County's cross-departmental team and strategic partners. The Office is responsible

for the administration and monitoring of FAA's behavioral health contracts; developing and executing the aforementioned system of care work; and, oversight of the County's Opioid Response Plan.



Ryan White



Ryan White – Our Work

65 persons received 356 hours of mental/behavioral health counseling and treatment.

5 persons enrolled under new mobile health app for medication adherence which includes daily check-ins for medications, mood and stress, as well as tele-adherence counseling, and anonymous community message boards (was recently launched October of 2021).

Mental health and substance use are being implemented for Ryan White Clients with regular screening, active referral, linkage to mental health and substance use services.



Ryan White – Relation to BCC Priority: *Housing and Homelessness*

13 families were provided transitional housing and assistance for 1,682 days.

Ryan White Part A is collaborating with the City of West Palm Beach HOPWA Program and the State HOPWA Program to provide additional housing services to people living with HIV in Palm Beach County. This includes an additional \$2 million toward housing assistance services for our clients.



Ryan White – Relation to BCC Priority: *Economic Stability*

28 Families were provided emergency financial assistance for utilities and rent.

77 persons were provided emergency financial assistance for 174 medication prescriptions.

625 persons were provided 6,127 food vouchers.



Community Action Program



Community Action Program – Our Work

Community Action Program (CAP) seeks to remove barriers and create opportunities for low-income individuals and families that will enable them to become more self-sufficient. CAP Administers federal funds for the Low Income Home Energy Assistance Program (LIHEAP) and the Community Services Block (CSBG) as well as other federal and County funds which provide assistance to stabilize low-income families and provide them with rental, utility or food assistance, case management and referrals.

Family Self Sufficiency Programs (FSSP) provides vocational training opportunities and wraparound services to move households away from poverty, toward greater financial independence and self-sufficiency.

Homeless Prevention/Economic Stability Services Housing Relocation/Eviction Prevention, Water and Gas Utility Assistance, Electrical Bill Assistance, Case Management and Referrals, Food Assistance, Transportation Assistance, Vocational Training, Job Readiness Training, Employment, Financial Management Training and VITA Tax Services.

Farmworker Career Development Program (FCDP) offers migrant and seasonal farmworkers the opportunity to strengthen their ability to achieve economic self-sufficiency through education, skills training, and support services. The program targets residents that receive at least 50% of the total income from agricultural work and provides them with occupational skills training, employment assistance, job placement and retention follow up, stipends, career counseling, and supportive services.



Community Action Program (CAP) – Relation to BCC Priority: *Housing and Homelessness*

Provided rental assistance payments to 385 families, which resulted in families staying in their homes.





Community Action Program (CAP) – Relation to BCC Priority: *Economic Stability*

Partnered with Debthelper.com and assisted 231 individuals to improve credit knowledge and improve financial literacy skills. In addition 28 individuals increased their savings and 224 individuals improved their credit score.

For LIHEAP 3,414 households received electric bill and emergency utility assistance including water and gas.

CAP partnered with CROS Ministries in the fight against Hunger in Palm Beach County by supporting their Gleaning Program. CROS Ministries volunteers gleaned 200,000 pounds of produce and distributed across pantries in Palm Beach County, where families can obtain fresh produce.

United Way partnered with CAP to provide free tax preparation assistance to low to moderate income families. As a result, 443 returns were processed, 82 households received the earned income credit and 72 households received the child tax credit.





Human Services and Community Action



Human Services and Community Action – Our Work

Human Services has the following programs that affect the BCC Priority of Housing and Homelessness: *Housing Stability Services, Homeless Outreach Team (HOT), Parks to Work (P2W), Coordinated Reentry, and Rapid Re-Housing Program (RRH).*

Housing Stability Services

The Housing Stability offices, located in Riviera Beach, Delray Beach and Belle Glade, serve those who are at risk of homelessness due to no fault of their own. Services offered include rental assistance, utility assistance, budgeting, and case management. In FY21, over 3,500 households with over 12,000 persons were served and 85% of those persons served remained housed at case closure.

Homeless Outreach Team (HOT)

locates and engages homeless residents on the street and parks. The HOT focuses their engagement on those who have been on the street the longest and are the hardest to engage. In FY21, the teams engaged over 560 homeless individuals throughout Palm Beach County.

Parks to Work (P2W)

was created in 2018 to train, employ and house chronically homeless individuals residing in the county-owned parks. In FY21 31 individuals have been or are enrolled in the program. To date, 75% of participants have remained in the program and/or became gainfully employed.

Coordinated Entry provides the community with one universal number to call if persons are homeless or in need of housing stability services. The process has been developed to ensure that all people experiencing a housing crisis have fair and equal access, are quickly identified, assessed, referred, and connected to housing and assistance based on their strengths and needs.

Rapid Re-Housing Program (RRH) was developed as a pilot program in 2016 in an effort to lower shelter costs and achieve positive programmatic outcomes. In FY21, 164 new individuals were enrolled in the Rapid Rehousing Program. 68% of individuals who have exited RRH have remained stably housed for 12 months after program exit. This program provides financial assistance in the form of a decreasing subsidy, housing location and case management services to homeless individuals. The ultimate goal is to assist the individuals' secure affordable stable housing and to remain stably housed upon completion of the program.



Human Services and Community Action – Relation to BCC Priority: *Housing and Homelessness*

The Division of Human Services & Community Action continues to play a leadership role in the Housing & Homelessness Cross Departmental Team (CDT). Collaboration among the departments on the CDT was evident during this past year when dealing with the challenges the COVID-19 Pandemic brought to our community. Collaborative efforts the CDT worked to strengthen during this past year include: processing Emergency Rental Assistance applications to provide

rent and utility assistance to households impacted by COVID-19; enhancing the local Continuum of Care’s Coordinated Entry System by incorporating a Call Center function to provide screening, assessments and referrals to services; coordinating and providing health screenings and vaccinations; and increasing outreach efforts to assist persons experiencing homelessness at risk being exposed to the COVID-19 virus.

Three goals were established to include:

INCREASE

the ability of those who work in Palm beach County to afford to live in the County

REDUCE

homelessness in Palm Beach County

IMPROVE

access to social services for PBC residents



Division of Senior and Veteran Services



Division of Senior and Veteran Services – Our Work

- ▶ Veteran Services assist and counsel former and current members of the armed forces and/or their families who reside in Palm Beach County with preparing and filing claims for benefits.
- ▶ Senior Centers provide senior participants with socialization through an array of health and wellness programs and activities which enhance quality of life.
- ▶ Nutrition program (congregate and home-delivered meals) meets the nutritional needs of seniors by increasing access to food and preventing hunger.
- ▶ Volunteers assist staff in meeting the needs of the community by working on various tasks that contribute to the lives of seniors.
- ▶ Adult Day Care provides seniors experiencing cognitive and functional impairments a structured program of therapeutic, rehabilitative, social and leisure activities; along with supportive services to the families/caregivers.
- ▶ In-Home Services/Case Management assist seniors and their families with the emotional, financial and physical demands of caregiving by assuring the coordination and linkage to in-home and community-based services which prevents institutionalization.
- ▶ Outreach provides education and awareness of resources to the community through events connecting those in need of services.
- ▶ Emergency Home Energy Assistance for the Elderly (EHEAP) funding assists low-income households who include at least one (1) individual age sixty and older who are at risk or in crisis for utility disconnection.
- ▶ Adult Protective Services serves seniors within seventy-two (72) hours of a Department of Children and Families referral to resolve crisis of high-risk cases of neglect, abuse and/or exploitation.



Senior Services – Relation to BCC Priority: *Economic Stability*

The Division of Senior and Veteran Services provides economic stability for seniors and veterans through case management and in-home services, Emergency Home Energy

Assistance for the Elderly Program (EHEAP), nutrition services (congregate and home delivered meals) and veteran assistance in preparing and filing claims for benefits.

**288,006
Hours**

of in-home services
were provided

606 EHEAP

applications
were processed

2,661 Claims

for veterans
were processed

**528,500
Meals**

were served throughout
Palm Beach County



Finance and Support Services



Finance and Support Services – Our Work

The Finance and Support Services section, under the leadership of Division Director Julie Dowe, works behind the scenes to support the divisions and ensure the clients receive the services they need. This section is responsible for the following:

- ▶ **Creation & maintenance of budget**
- ▶ **Grant accounting**
- ▶ **Payables and receivables**
- ▶ **Payroll**
- ▶ **Procurement**
- ▶ **Asset management**
- ▶ **Contracted agency fiscal monitoring**
- ▶ **Policy and procedure maintenance**
- ▶ **Human resources for the department**
- ▶ **Agenda items**

This past fiscal year has been an especially busy time for Finance and Support Services. At the beginning of the year, the processing of payments for the CARES Rental, Utility, and Food program (in addition to their regular duties) was completed. These payments totaled \$33,540,155 in FY21.

Shortly after, in March 2021, the Emergency Rental Assistance Program (ERAP) was launched. The team was tasked with ensuring that payments were processed quickly and accurately, and has processed \$34,666,258 in FY21 for this program.



PROCLAMATIONS

October 2020

POVERTY AWARENESS MONTH

Sponsored by
PBC Commissioner
Mack Bernard

May 2021

OLDER AMERICANS MONTH

Sponsored by
PBC Commissioner
Maria G. Marino



September 2021

NATIONAL RECOVERY MONTH

Sponsored by
PBC Commissioner
Melissa McKinlay



December 2021

WORLD AIDS DAY

Sponsored by
PBC Commissioner
Mack Bernard



AWARDS

GOLDEN PALM

On March 5, 2020 the Community Services Department in collaboration with the ISS department, launched its first formal call center, as a part of strategies to increase access and effectiveness of services offered within the health and human services system of care. As an objective of CSD's strategic goals, the project created a centralized hub of resources, information and services for clients in need of health and human services including people experiencing homelessness.



(left to right) Serenia Page-Beckton, Cynthia Binnall, ISS, Natalie Diaz-Rodriguez, PBC Administrator Verdenia C. Baker, Mary Cristina Imitola Montes. (Not pictured: Angela Barco).



SAFETY COUNCIL

In June of 2021, The Division of Senior and Veteran Services received the *COVID Outstanding Services Recognition Award* for dedication and commitment to public safety from the Safety Council of Palm Beach County.



(left to right) Tammy Lampi, Sue Maharja, Teresa Pedicino, Susan Koestra

NACO

The Community Services Department was awarded with 4 NACo (National Association of Counties) Awards:

- ★ *COVID-19 Community Health Workers Program*
- ★ *Securing Our Future Initiative*
- ★ *Behavioral Health and Substance Use Disorder Initiatives*
- ★ *OSCARSS Client Assistance Application & Payment Interface*

NATIONAL ASSOCIATION OF COUNTIES AWARDS



COVID-19 Community Health Workers Program

The COVID-19 Community Health Worker Program (CHW) was developed to mitigate the spread of the coronavirus (COVID-19) virus through education and outreach services, as well as, contact tracing assistance. CHWs provided education and outreach to Palm Beach County residents at a variety of locations throughout the county, including but not limited to COVID-19 testing sites, food distribution sites, places of business, churches, and clinics. Educational sessions were provided one-on-one and in-group sessions. Educational materials and masks were widely distributed. The county's zip codes were divided among the five non-profit health

and human service agencies, according to the areas they typically serve to provide services to the community. The second component of the program was to assist the Florida Department of Health and Palm Beach County by urging COVID-19 positive residents to have a contact-tracing interview. The Health Department referred the case to the CHWs, who then tried to contact the referred case by phone and at their place of residence from September 18, 2020 through December 9, 2020. The overall CHW Program was funded with federal CARES Act funding and the contract term was July 1, 2020 through December 30, 2020.

OSCARSS Client Assistance Application & Payment Interface

As part of an ongoing effort to provide stellar service to the community, increase efficiency and reduce Palm Beach County's carbon footprint, the Palm Beach County Community Services Department, along with the County's Information System Services Department (ISS), recently implemented the paperless OSCARSS (Online System for Community Access to Resource and Social Services) Client Assistance Application and Payment Interface. This system allows clients to apply either online or in person for services (rental and utility assistance, food assistance, and cremation assistance), and allows Community Services staff to quickly and efficiently process applications and invoices electronically. OSCARSS also manages the tracking of funds (both grant and ad valorem) and has robust reporting imbedded to satisfy grant reporting requirements and ensure funds are not overspent. Using this system, clients can apply for services electronically using the county's secure web portal, or case managers or partner agencies may enter invoices on behalf of clients. The electronic invoices are reviewed

by Community Services' fiscal staff and then forwarded to the Clerk & Comptroller's Office for final processing and electronic storage. Approved invoices are uploaded to the County's financial system, which will generate a check to the vendor. 5,861 pound of paper were saved, the equivalent of roughly 49 trees. OSCARSS not only saves paper, but also allows for expedited approvals for services, accuracy in tracking expenses, and quicker payment to property owners and utility companies to ensure residents can remain in their homes with their utilities on. This increase in efficiency allows the Department's Case Management staff to serve more clients and assist them with self-sufficiency by reducing the amount of administrative work with manually creating invoices. Because of COVID-19, the Community Services Department saw an unprecedented increase in residents needing assistance, and added a food assistance program, which drastically increased the numbers of invoices processed by 200%.

Securing Our Future Initiative

The Securing Our Future Initiative (SOFI) is a collective impact initiative that is eradicating childhood poverty throughout Palm Beach County, Florida. The SOFI consists of over 100 community partners and seeks to build a system of care that maximizes economic mobility through people, partnerships, and policy. Collectively, our partners are creating an opportunity ecosystem to address poverty and support low-income families as they progress through the self-sufficiency continuum ultimately culminating in families earning a living wage and higher. This initiative is people-centered and supports families using the two-generation or whole family model by providing

basic needs of both the children and parents such as childcare, transportation, housing, and so much more by engaging multi-sector partners. While we provide direct support services, we understand that poverty will always exist with the current policies in place. Qualitative data collected from community conversations with families of low-income manifest into aggressive policy recommendations such as addressing the fiscal benefits cliff, at the local, state, and federal level. Our goal is to reduce poverty in Palm Beach County by 10% over 10 years. In our 2020 pilot year, we supported nearly 100 families and 44% of them increased their household income.

- ▶ **294 people served for FY21**
- ▶ **115 of families served for FY21**
- ▶ **79% of families that increased their income**
(not the families that increased and maintained)
- ▶ **SOFI hosted 20 events such as Webinars, Poverty Simulations, Racial Wealth Gap Simulations, Book Clubs**
- ▶ **1,781 people attended SOFI events**
- ▶ **Engaged the community in 7 community conversations, hosting 124 people**
- ▶ **Provided holiday gifts for 55 children and teens by engaging 20 volunteer shoppers**
- ▶ **52 active members of SOFI representing 35 distinct organizations providing: direct wrap-around supports (bus passes, material goods, mortgage assistance, etc.) logistical support, capacity building**

Gender

Male	117
Female	177

Ethnicity

Hispanic	14
Non-Hispanic	280

Race

Black/African American	282
Multi-Racial	2
White	10

SOFI Virtual Book Club Meeting



A photograph of a man with dark skin and dreadlocks, wearing a white t-shirt, sitting and holding a young child. The child is wearing a blue and black striped long-sleeved shirt and is clapping their hands. The background shows a green metal structure and concrete steps.

Securing Our Future Initiative Client Experience



Being out of work for eleven months took a toll on me mentally and financially for both me and my family. Being a single father who provides, the mother of my child and my mom did their best to step in where I had ultimately fell short. It was stressful for all of us. I vigorously put in applications and called jobs for months and for the first half I was disappointedly not receiving a response.

I've always could see the "light" at the end of the tunnel, so I kept going no matter how dull that light may have seemed, and with that perseverance I received an interview. I was ecstatic, but that feeling would be fallen short; I got all the way up to receiving a start date until the HR department called me back and said they couldn't hire me due to discrepancies in my background. I was devastated, and even though I'm not a felon I fought it and tried so hard to turn the tides but it didn't go through. Back to square one, back to the drawing board; And with my head held high and weight on my shoulders I kept looking for work. The interviews started to come in, I could smell the hope in the air something was going to breakthrough I just didn't know when.

Then the let downs came, for the first time in my life I was told I was over qualified and over dressed for a job, never in my young adult life have I heard this before. I was crushed, confused and so many times just wanted to give up and in. Becoming extremely desperate and frustrated I went to go sell myself short putting applications for fast food jobs, calling them seeking employment and with no response never got hired.

I then called CareerSource and with the help of Raniesha Perry, and starting to begin my Circles training I revised my resume. Between these two resources I started to get the confidence I needed to actively and strategically search for an occupation. I called Ms. Perry every other day and weekly trying to see who was hiring and who had open interviews within the job fields I was interested in. Every Thursday I would openly speak up in my circle meetings to my coach's about how I need employment.

I finally was employed but the job only lasted a week, it wasn't God's plan for me to be ten dollar an hour dishwasher, and I knew this but that desperate feeling was still lingering. Experiencing the job that let me go I met someone there who told me he just quit his cooking job at Agliolio's (an Italian restaurant in Boynton) I knew it was an opportunity for me. In a long time I can feel the universe speak to me, this was my time. So the next week of me being fired I got on the computer turned in an application and after I was done I went there dressed shirt tucked into my chef's pants, multiple copies of resume in a folder, smile on my face behind my protective mask. I opened the door to the restaurant and I asked for the general manager, and to my surprise Chef Amy was having interviews later on that day, perfect timing, we sat and talked about my experience and end the end she said "you're the perfect candidate, but I have to interview other people and give them a shot as well if anything I will call you later on before 5pm" I walked out of the restaurant and I knew deep down I set the bar high and that I was getting a job.

Soon as I got home I get a call from Agliolio's HR department saying they received my application and wanted to schedule me for an interview I replied "just left one from you guys" the nice lady on the phone said "wow your work fast how did it go?" I said with all the confidence I could muster "oh I'll be hearing from you very soon for me to fill out the on boarding paperwork." Later on that day Chef Amy calls me with a start date. A feeling of jubilee surged through my body repeatedly telling her "thank you" I finally got a job I could keep long term!

I couldn't have done without the Circles program teaching my life skills and the help of Raniesha Perry at CareerSource. I thank you for helping me and supporting me through this tough journey.

- Isaiah Brown



DIVISION HIGHLIGHTS



Ryan White

In 2020, Palm Beach County was included in the national Ending the HIV Epidemic initiative with the goal to reduce the number of new HIV infections in the United States by 75% within five years, and then by at least 90% within 10 years. Palm Beach County Received new funding in 2020 and awarded a 64% increase in Ending the HIV Epidemic Funding for 2021.

Ryan White Part A is collaborating with the City of West Palm Beach HOPWA program and the State HOPWA program to provide additional housing services to people living with HIV in Palm Beach County. This includes an additional \$2.34 million toward housing assistance services for our clients.

We received CARES Act funding to expand our existing services to ensure clients are brought into care and maintain eligibility to receive needed services from our program.

A Quality Improvement Project (QIP) was conducted to re-engage out-of-care clients back into care. The project resulted in re-engaging 54% clients who were out of care as identified by inactive client lists in Ryan White and out of care data from Florida Department of Health.

A cost-effectiveness project with Florida International University (FIU) has determined client utilization parameters of when it is more cost-effective to enroll a client into health insurance and provide premium and cost-sharing assistance support than to pay directly for medical and lab services.

A Needle Exchange program (NEP) was initiated in Palm Beach County in collaboration with Rebel Recovery. NEP is a community-based program that provides access to sterile needles and syringes free of cost, facilitates safe disposal of used needles and syringes, and offers safer injection to reduce the transmission of HIV and other blood-borne viruses caused by the sharing of injecting equipment. There are currently 121 enrolled clients and has removed 21,656 used needles in the county since April.

Ryan White Client Experience

In 2018, the nurse delivered the news of my HIV status. I felt as if someone took something and hit me the hardest they could. I could not move... everything was now in slow motion. It was a heavy atmosphere and I could barely breathe. I was positive with HIV and I just knew I was going to die immediately. My children, my family and friends that depend on me... my life... my job. I could not stop crying... it seemed I was stuck for hours in the same spot. The nurse and doctor came back in the room but I truly do not recall what they were saying. I could not stop crying and I could not move. Life was over.

I recall laying in my bed for days. Not eating, not drinking. Just waiting for death to come. I cried and could not stop even when I tried to force myself to try and not be so sad. I quit my job out of fear and the stigmatism of HIV. I became homeless, with my children, and we were living out of my vehicle. I went to my first doctor appointment. The doctor told me I could take the medications and I would get better and regain my strength. I made him promise to take care of me because I had children, they depended on me, and I could not die now. I did not prepare for death. I did not even think about it before. I must have asked him so many times in that appointment if I would die and he always was calm and explained to me about HIV, the medications, and the process to control the viral load. I would actually look forward to my appointments with the doctor because at his office, I could breathe and I could ask him questions. I was always so scared.

A few things changed my life on my journey to where I am today. One of the most significant changes was my introduction to the Palm Beach County HIV Care Council. I remember hearing the Chair of the Care Council speaking. This man said HIV and then the other folks were talking about the numbers and resources. I could not believe this group of individuals would just sit there talking about HIV (the forbidden). I listened as they carefully decided to vote on something. I could not believe it. I looked at all of their faces and did not see any signs of disgust or looking at me badly and they did not mind me sitting with them. They actually cared if I was doing okay. I looked back at the group and felt that I should try to tell them what I was going through. I just wanted someone to hear me. They listened to me. I could literally see tears in some of their eyes and I felt a deep sorrow and joy within myself. Could someone still actually know I was positive with HIV and care about me? After that meeting, I had two individuals come to me and shared that they were positive as well and they told me they were living with HIV since... I had to ask again to make sure I heard it right. Years, it was years and they looked good. That was most important for me I think. They were talking and moving around and they looked okay. Not looking like death... but alive.

I started looking forward to going to the meetings. I decided I wanted to help others like myself. People who do not know they have resources, people who do not know they can still live, people who gave up and just exist, to help others from getting such a life changing diagnosis. As I went to the meetings, it made me want to do more and more each time to help others. I thought to myself, if people without HIV can care so much and try to make positive changes and better the care of individuals living with HIV, why can't I, whom is living with HIV? I am eternally grateful to the young woman that referred me to the Palm Beach County HIV Care Council because she would not know it, but it saved and changed my life at the same time. In just one instance of one meeting, I saw a completely new world with limitless opportunities and possibilities. HIV CARE, not death, but care.

Thank you to everyone that works with anything related to HIV and HIV care. You make a difference. You may be the only individual that person gets to talk to about HIV, you may be the only kind face, the only acceptance and/or the only time their mind is at peace. If it is even only for a few minutes, it makes a huge difference and I thank you!



Behavioral Health and Substance Use Disorders

The Palm Beach County Board of County Commissioners (PBC BCC) Substance Use priority focuses on providing evidence-based prevention, medication-assisted treatment, and recovery support services. A recommendation to achieve this priority was to establish a central receiving facility to assist individuals struggling with addiction and in danger of losing their lives due to overdoses. Palm Beach County adopted a strategic goal to establish a system of care that was person-centered and recovery-oriented. A recommendation of the PBC Opioid Response Plan was to establish a central receiving facility, such as the JFK Medical Center Addiction Stabilization Center.

The facility would assist individuals struggling with addiction and in danger of losing their lives due to overdoses, and address immediate critical care of individuals experiencing medical emergencies due to opioid or other substance use disorders. Additionally, the Flash Exchange Program provides a connection to substance use disorder treatment, recovery support, as well as other primary health and social services for intravenous drug users. The exchange of used needles and syringes for unused hypodermic syringes not only bridges substance use disorder, but it also helps prevent the transmission of HIV, viral hepatitis, and other blood-borne diseases in our community.

Important Events

- ▶ *Floridians for Recovery First Annual Statewide Recovery Conference (June)*
- ▶ *Facing the Crisis, "Building Recovery Capital in the Recovery Capitol" (September)*
- ▶ *Recovery Capital Index Provider Training (September)*
- ▶ *BCC National recovery Month Proclamation (September)*

Behavioral Health Client Experience

Despite the pandemic and all its challenges, the County opened the Palm Beach County HUB in May 2021. The HUB, a Recovery Community Center provides support and solutions for those living with substance use disorders, and empowers, connects, and advocates for individuals and their families in all stages of recovery.

Ian Stone is the Site Coordinator at the HUB. He says that many people needing basic needs are “met with assistance from their peers.” This peer-based approach helps fight stigma and increase opportunities to access resources in the community.

Given the population the HUB serves — typically high need and underserved — Stone and his team slowly introduced the Recovery Capital Index, a tool to measure a person's recovery in key areas, into its processes. Many people require immediate attention and with the most basic needs, a questionnaire can be disruptive to meeting those needs first.

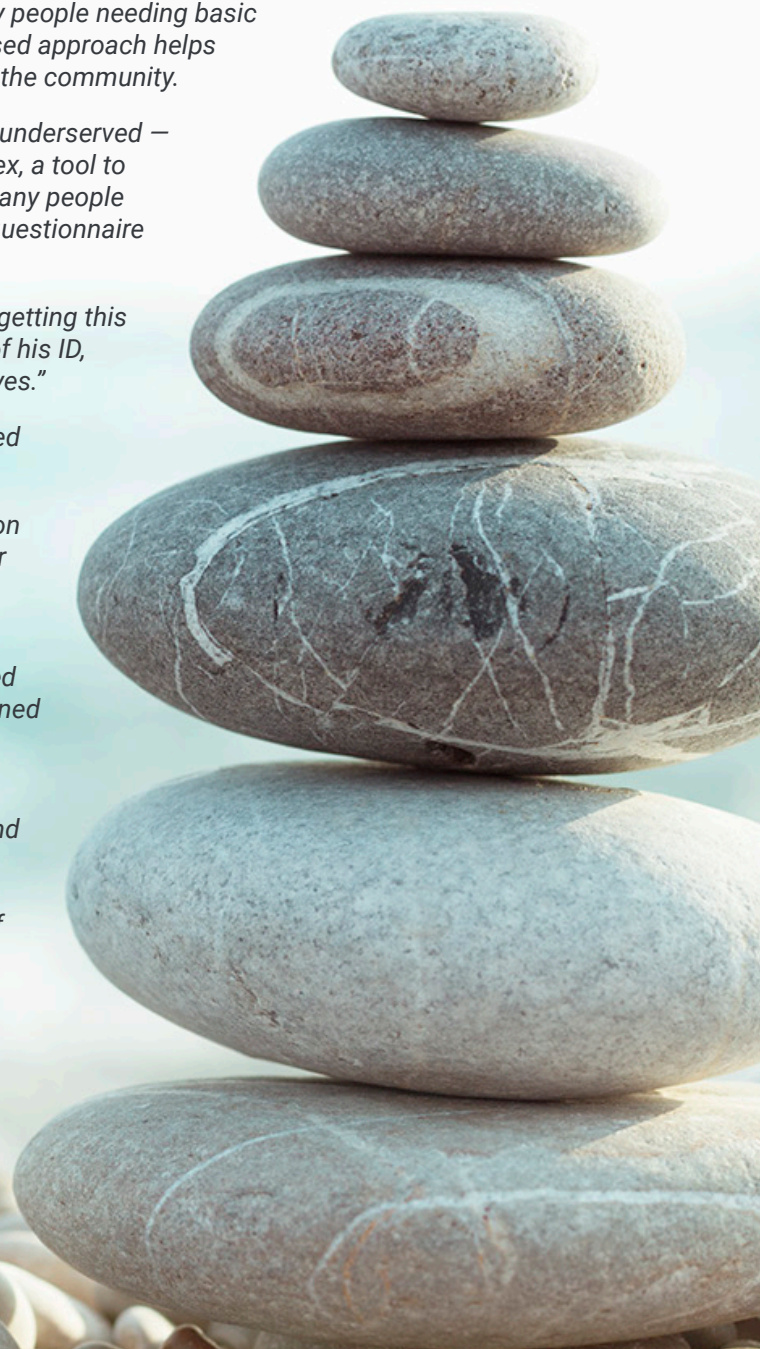
That was just the case with one community member. But after getting this person a new social security card, food, clothes, and a copies of his ID, Stone asked if they could review his recovery capital. He said “yes.”

There was a noticeable deficit. The community member reported health concerns that were “really bothering him.”

“We made a plan to address these issues,” Stone said. “Based on the reporting narrative of the community member, I would never have known this need was outweighing the rest. The Recovery Capital Index helped tease out this critical issue.”

The community member and Stone put together a plan, engaged a Peer Specialist, and scheduled a time to follow-up on the defined action steps and reassess his recovery capital.

The Palm Beach County HUB is immediately living up to its name. “Our sense of ‘system’ has been in the context of care and providers and direct services,” Hulick said. “Those we serve are telling us what elements of the community are impacting them most—this is a new kind of recovery advocacy and the future of communities being truly recovery-oriented.”



Community Action Program Client Experiences



Our Client, enrolled in the FSSP June 29, 2021 and had set a career goal to obtain a security guard license and was eager to begin training. He completed the course July 27, 2021 and was very excited to obtain his Blue Security D License as a Security Guard. Employment Counselors are providing assistance with obtaining employment in the current job sector.



Community Action Program (CAP)

CAP has worked with ISS to enhance their online application self-service system. As a result, CAP increased access to services during the COVID-19 Pandemic, when offices were closed to clients.

CAP also met the State Organizational Standards requirements which is led by the Center of Excellence for meeting the performance standards with the mission of ensuring all Community Action Agencies provide high-quality services to low income individuals, families and communities with funds provided by the Department of Health and Human Services.

CAP provided a one-time \$1000 Home Energy credit to clients that were adversely affected by the COVID-19 Pandemic. Over 2,800 families electric services were either restored or preserved, as a result of the service.



Mr. Stevens was referred by one of our partners and enrolled in the FSSP April 14, 2021 and expressed interest in setting a career goal to become a Commercial Truck Driver. He was motivated to start training and within 2 days provided all required documents requested by the Outreach Case manager. He enrolled and started CDL training May 10, 2021 and successfully completed training July 23, 2021. He was able to obtain full time employment at \$ 22.67 with Schneider National on August 17, 2021 as Driver Associate since the start employment he's also received a salary increase and is now making \$24.00 an hour.



Farmworker Client Experiences

Through a collaboration with West Technical Education Center, an employment initiative was launched this summer to enroll and hire student interns for the summer to assist with Emergency Rental Assistance (ERA) applications. **Our client**, a high school senior, was enrolled as a participant with Farmworker Career Development Program (FCDP). He received career assessment, job interview, resume assistance, and was referred to work as a summer intern at the local Belle Glade library.

He is currently participating with the CHOICE program at West Tech, enrolled in the Carpentry course and receiving an allowance for classroom training hours. He has received numerous certifications that will assist him in obtaining employment after graduation.

He is considering furthering his education and his goal is to work in the Carpentry field.

Andrea Arroyo-Castro

enrolled in the Farmworker Career Development Program in December of 2020 and had set a career goal to complete her self-paid vocational training in Cosmetology and obtain her occupational license.

Andrea completed the Cosmetology Training on July 20, 2021.

On July 30, 2021 she passed her State exam and obtained her DBPR Occupational License. She was very excited as she was thinking of having evening employment from her home. She wanted to help her family.

Prior to enrolling in the FCDP Program she obtained her AA Degree from Palm Beach State College. Her secondary goal was to obtain employment where she had room to grow and use her experience and skills and continue her from home employment.

She was assisted with job searching and was referred to the Community Services Program for the Outreach Specialist. She successfully gained employment as an Outreach Specialist and is stationed at the Belle Glade Library assisting clients of Palm Beach County Western Communities.

She assists by uploading documents, assisting clients while they complete the online application, answering questions and following up with clients.

She is of great service to the community in Western Palm Beach County; most importantly continues striving for herself.



Division of Human Services and Community Action

- ▶ As a part of a restructuring process implemented at CSD, Veteran Services who was a part of the Human Services division is now a part of DOSS.
- ▶ In response to the COVID-19 pandemic, CSD strengthened its Call Center function and the OSCARSS system. Both of these resources are now a part of the Coordinated Entry System that the Continuum of Care uses to serve both Homeless and At Risk of Homeless households.
- ▶ Two homeless shelters opened in the western part of our county. As part of the CoC's ongoing efforts to address the issues of homelessness in our county, the Belle Glade and Pahokee shelter sites opened. The Belle Glade facility serves as an assessment site where individuals and families are screened and connected to services. The Pahokee facility has 42 units providing Emergency Shelter and Supportive Housing to youth, seniors and families.
- ▶ 164 new individuals participated in the Rapid Re-Housing Program (RRH). 68% of individuals who have exited RRH have remained stably housed for 12 months after program exit.
- ▶ Homeless Outreach Team (HOT Team) engaged over 560 homeless individuals throughout Palm Beach County.
- ▶ The second Homeless Resource Center (HRC) was approved for Palm Beach County. The new HRC will bring an additional 74 beds of emergency shelter to the community as well as provide for interim housing for families and rapid rehousing for families, youth and singles. Additionally, the cottage homes of Lake Worth were approved, providing 17 units of supportive housing to homeless families. Due to the impact of COVID-19 both projects are projected to be complete by 2023.
- ▶ 30 individuals have been or are enrolled in the Parks to Work (P2W) Program. To date, 75% of participants have remained in the program, are stably housed and/or became gainfully employed.
- ▶ Housing stability services including rental assistance, utility assistance, budgeting, and case management were provided to over 11,000 and 92% of those clients served remained housed at case closure. The significant increase in households served was due to COVID-19.

Human Services Client Stories

Ms. T

Ms. T is a 45 year old African-American Female that entered the Rapid Rehousing Program in June 2020. She established three Housing Stability Goals when she entered the program that consisted of paying her rent independently, developing a budget to increase her savings, and obtaining transportation primarily to get back and forth to work. Upon entering the Rapid Rehousing Program, Ms. T was only working 20 hours per week. She was determined to increase her savings and find full time employment to maintain her housing.

Ms. T searched for employment and soon obtained a position at the Senator Lewis Center as a Housing Tech. She went from working 20 hours per week to working full-time 40 hours per week. Shortly after being employed at the Senator Lewis Center, Ms. T was able to purchase a vehicle with the money she saved to ensure she had reliable transportation to work. She was such a dedicated employee at the Senator Lewis Center that she was promoted from a Housing Tech I to a Housing Tech II. Ms. T was living in a studio apartment when she entered the Rapid Rehousing Program. Due to her ability to save her money and find better employment, she was able to accomplish all of her housing goals and was able to move from a small studio unit to a 2 bedroom apartment.

Mr. J

Mr. J is a 58 year old man who was a Jerome Golden client. The county assisted with his rent when the center closed in November of 2019. In June 2020, he transitioned into the Rapid Rehousing Program and began paying a portion of his rent. The full rent was beyond his means. Because of Mr. J's multiple medical and mental health issues, finding more affordable housing was difficult because he and his primary care physician did not want him in a shared housing situation because he was immunocompromised and at higher risk for COVID-19. Multiple options were explored and then in January 2021, Mr. J was referred for a PBCHA Housing Choice Voucher. He received the voucher and was able to remain in the same apartment where he continues to live. He has a good relationship with his landlord who was happy to have him stay as his tenant. His Rapid Rehousing case was closed in April 2021.



An American flag is visible on the left side of the page, partially cut off by the edge. The stars and stripes are clearly visible, and the flag appears to be waving. The background of the page is a light blue gradient.

Veteran Services Client Story

Patrick H., a 100% disabled Veteran, passed away on July 20, 2021. His wife Barbara was devastated. In addition to the emotional distress from the loss, the loss of income from the Veteran's disability payments was crippling. Veteran Services filed dependent compensation and burial claims on her behalf. The VSO contacted the Pension Management Center (PMC) and explained the situation. The PMC staff designated the claim "automatic" allowing it to be completed digitally. This action resulted in the claim being approved in less than a month. Without the Veteran Services Officer (VSO) alerting PMC the claim would have taken months to be approved. While counseling Barbara it was brought to the VSO's attention that her father, a 97 year old WWII Veteran, lived with her. Caring for her father, Martin S., only exasperated an already stressful situation. The VSO contacted the VA Medical Center and referred Barbara and Martin to the social work department to obtain part time home care for Martin. In addition the VSO completed a wartime pension request on behalf of Martin. Martin's pension was approved. Barbara and Martin can now afford to hire additional home care. Between the care provided by the VA and the additional care, Barbara no longer has to solely care for her father. Barbara is still grieving and keeps Patrick's ashes at home. When the time is right she wishes to have him buried at the South Florida National Cemetery. Her VSO has contacted the SFNC and preapproved the burial and military honors. Barbara is now able to heal without having to worry about her income, her father or future burial issues.



Senior Services Client Stories

*A current Nutrition Program client recently had been hospitalized to undergo chemotherapy treatments. Upon her return home client received wellness calls and prepared frozen meals from the Division of Senior and Veteran Services (DSVS). Client informed staff that her assistance from DSVS gives her strength to heal. In her own words she informs us, **“Thank you for checking on me. These meals are such a blessing.”***

A client was transferred to a newly hired Case Manager. The client’s caregiver (her brother) passed away and another family member (client’s niece) had to take over the role as the client’s caregiver. The new caregiver expressed that her other parent was diagnosed with cancer as well and it had been really hard on her. The Case Manager looked into the client’s file and found that they were not receiving any in-home services anymore, as the previous services had ended earlier in the year. The new caregiver was so happy to hear that the client was eligible for services. The Case Manager prescribed respite care based on the client’s needs. The caregiver was so appreciative and the good news brought her to tears. The new caregiver expressed how thankful and appreciative she was for the help that Senior Services provided. This was not only rewarding to the client and the caregiver, but the new case manager as well.



Adult Daycare staff assisted with emergency rental assistance applications and the call center while the daycare was closed. The following are two (2) constituent thank you letters:



I really want to thank Lourdes so much for all her help and assistance. Sometimes it is just a small leg up that makes a difference in another's world. I have secured a full time position and also moving into a less expensive living situation while continuing my education. I am feeling much better about my near future. Thank you for that. You're an amazing soul.



I would like to express my gratitude about how well Malillard did with assisting me. I had no job and was unemployed but she told me exactly what I needed to do to get assistance. I am grateful and appreciative of her hard work.





Contracts, Compliance and Program Performance (CCPP)

The Administrative Portal System (TAPS)

TAPS is the Department's online system for managing Contracts and Notice of Funding Opportunities

Requisition Portal	✓	Fully implemented
Contracts Portal	✓	Fully Implemented
Proposal Portal	✓	Fully Implemented
NOFO Portal	✓	Fully Implemented
Agenda Portal	●	In development - automation in testing mode
Monitoring Portal	●	In development - final process flow and automation
Risk Assessment Portal	✗	Not started - project scope development in process
Advisory Board Portal	✗	Not started - project scope development in process



COVID-19 RESPONSE

2021 was another busy year of response to the COVID-19 Pandemic. Community Services staff worked to ensure the community was safe and had access to the resources they needed.

Human Services and Community Action

Homeless Prevention through ESG-CV1&2 partnered with community partners to provide prevention assistance to households impacted by COVID-19.

Provided hotel/motel vouchers for Palm Beach County Sheriff's Office to house homeless impacted by COVID-19.

Developed non-congregant sheltering to COVID-19 impacted households.

Collaborated with Palm Beach County Fire Rescue to provide COVID-19 vaccinations to persons experiencing homelessness.

Senior Services

Nutrition Services addressed the food security needs of seniors during COVID-19 by continuously providing home-delivered meals to seniors in need. Seniors who attended the Division's 13 congregate meal sites were provided with uninterrupted meals through the *Home Delivered Meals Program*.

- **3,304 persons served.**
- **961 \$400 Food Cards were distributed to seniors in need.**

Senior Centers and Adult Daycare provided uninterrupted activities and programs through Virtual Programming and Drive-through events to keep participants active and engaged.

- **397 persons participated.**





Ryan White

CARES Act funding had been allocated by the Ryan White Planning Council to provide additional services to our Ryan White population. These services include Early Intervention Services (EIS), Non-Medical Case Management (NMCM), and Housing services. The program contracted with an existing sub-recipient to increase the capacity of their staff to provide these services to both existing clients experiencing COVID-19 related needs and new clients presenting due to COVID-19

related issues. Services provided under CARES Act funding for our Ryan White clients include activities to Prevent, Prepare, and Respond to COVID-19 needs; such as performing outreach, linkage, and education under EIS services and enrollment and follow-up under NMCM services. In addition, we had a late contract for a few months to fund a new Provider to assist with COVID-19 related housing needs for the Ryan White clients.

Services provided under the CARES Act funding for Ryan White clients:

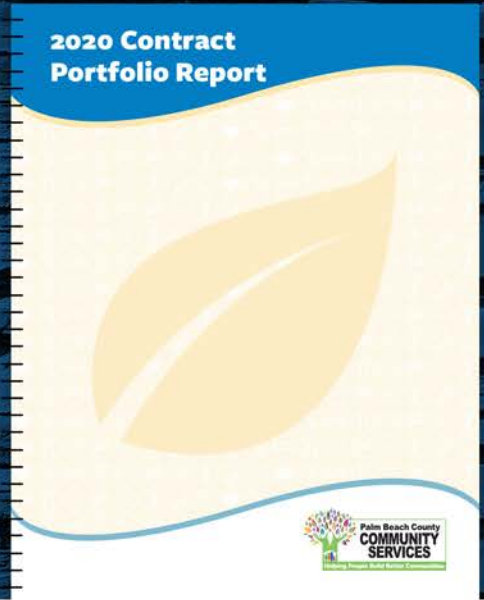
Total number of clients served through September 30, 2021: **44**

Community Action

CAP received US Treasury dollars to serve individuals and households who either lost income or incurred in extra expenses due to the COVID-19 Pandemic. During that time, CAP also received additional LIHEAP and CSBG allocations (LIHEAP Cares and CSBG Cares). CAP was able to merge with the Homeless Prevention side of the Human Services Department and hire additional staff to provide rental, utilities, and food assistance to Palm

Beach County residents. In addition, CAP partnered with Palm Beach County libraries, and a number of non-profit agencies to reach the neediest. Mobile intake took place in various zip codes where elderly and low-income residents live in. Additional partnerships were secured to prevent vulnerable households from being evicted from their homes. Staff worked tireless hours to process all applications and to make sure that services were provided expeditiously.

PUBLICATIONS



ADVISORY BOARD MEMBERS

Community Services can't accomplish all the work we do without the input and guidance of our advisory committees and boards. Our boards are made up of volunteers with expertise across our service areas.

Citizens Advisory Committee on Health and Human Services CAC/HHS

The mission of the Citizen's Advisory Committee on Health and Human Services was established in 1990 by the Board of County Commissioners. Its mission is to assist the Board of County Commissioners in the assessment of need, planning, implementation and evaluation of Systems of Care was defined in the Health and Human Services Element.

Heather Tate-Boldt

Chair

Dr. Marlene Ramnon

Vice-Chair

Dr. Christine Koehn

Immediate Past Chair

Dr. Thomas Cleare

Immediate Past Vice-Chair

Alan Bottorff

Elisa Crame

Anne Gerwig

Inger Harvey

Randy Palo

Dr. Constance Siskowski

Anne Caroline Valtin

Dr. Barbara Cox Gerlock

ex-officio

Scot Kannel

ex-officio

Houston Tate

ex-officio

Andrea Stephenson

ex-officio

Community Action Board

Community Action changes people's lives, embodies the spirit of hope, improves communities, and makes America a better place to live. We care about the entire community, and we are dedicated to helping people help themselves and each other.

Kevin Jones

Chair

Denise Brown

Aundrea Lowe

Cynthia Ridley

Georgia Smith-Gilbert

Mary Wilkerson

Sandra S. Wright

Farmworker Program Advisory Board

The purpose of the Farmworker Program Advisory Board is to advise, assist, and support and advocate for the Farmworker Career Development Program (FCDP) on matters that will strengthen employment opportunities for clients served by the agency. Members are volunteers who share an expert knowledge of the career tasks and competency requirements for specific occupations.

Douglas Brown

Charles Duval

Karis Engle

Irene Figueroa

Cosha Jackson

Danielle Santoyo

Cergile Sincere



HIV CARE Council

The Palm Beach County HIV CARE Council is intended to be a collaborative organization of the affected community, service providers, and non-elected community leaders. Members of the CARE Council are evenly divided among four groups: People living with HIV & Community, Public Health & Health Planning, Health & Social Service providers and Federal HIV Programs. Every effort is made to ensure that the representation of the affected community reflects the demographics of the epidemic in Palm Beach County, with particular consideration given to disproportionately affected and historically under-served groups and subpopulations.

Chris Dowden, *Chair*

Kim Rommel Enright, *Vice Chair*

Kenny Talbot, *Treasurer*

Richardo Jackson, *Secretary*

HIV CARE Council Members:

Bring the most effective treatments for HIV/AIDS to those in need

Provide services in the most effective, compassionate manner

Are nominated through a process which is open to public participation

Appointment to the Council is made by the Palm Beach County Board of County Commissioners for a two-year term

Membership is guided by federal principals guiding participation which reflects demographic makeup of the disease in this County

Homeless and Housing Alliance (HHA)



The HHA is intended to deliver a comprehensive and coordinated continuum of services for homeless individuals and families. The system's fundamental components include homeless prevention, outreach and assessment, emergency shelter, transitional housing, supportive services, permanent housing, and permanent supportive housing. The HHA includes community-based membership with representatives from government, business, formerly homeless individuals, law enforcement, banking, housing service providers, faith groups, education, veterans, health care, and concerned individuals. Palm Beach County Division of Human Services (the Division) continues its role as the lead entity for the HHA which began in January 2006.

Uwe K. Naujak

Chairman

Elizabeth Jo Miller

Vice-Chair

Gibbie Nauman

Secretary

Robbriannia Johnson

Race & Equity Pillar Chair

Linda Kane

Healthcare Pillar Chair

Jennifer Sellars

Engagement & Advocacy Pillar Chair

Beth Lefler

Member at Large

Cristina Lucier, Ph.D.

Supportive Services Pillar Chair

Steven Coufal

Community Member

Maria Batista

Youth Advisory Board President

Josh Maddock

Member at Large

Lyndsey Morrell

HMIS Chair

Nydia Sabugo-Marrou

Member at Large

Shelby Swiderski

Community Member

Steven Tillman

Member at Large

Ezra Krieg

Permanent Housing Pillar Chair

Lisa Kemp

Systems Chair

Homeless Advisory Board

The Homeless Advisory Board was established by the Palm Beach County Board of County Commissioners on May 1, 2007. The Board's mission is the development of the Ten Year Plan to End Homelessness as conceived by HUD; "leading a collaborative planning process to design, execute, and evaluate programs, policies and practices to prevent and end homelessness." The responsibilities of the Homeless Advisory Board are to assist the County in reaching its Ten-Year Plan to End Homelessness goals.

Mack Bernard, Chair

Katrina Long-Robinson, Vice Chair

Joshua Butler

Elisa Cramer

Sophia Eccelston

Anne Gerwig

Carol Jones-Gilbert

Linda Kane

Ezra Krieg

Uwe K. Naujak

Javaro Sims

Steven Tillman

Erica Whitfield

OUR TEAM



Activities with a Purpose

Community Services is made up of 168 passionate and professional employees who dedicate their time and expertise to serving our community. We serve others and have fun along the way!

Operation Santa

Community Services employees signed up for Operation Santa. They purchased and delivered toys to children throughout Palm Beach County as part of our Securing our Future Initiative.

United Way

Outcomes

Every year, CSD raises funds for United Way during the county-wide United Way Campaign. In FY21, 40 employees contributed \$7,147 through donations of cash, vacation time or money raised during events.

Zombie Run Fundraiser

CSD enjoys having fun while raising money for United Way! Employees took place in the Zombie Run to earn money for United Way Palm Beach County.

Event: *United Way Zombie Fun Run 2021; to raise money for Peggy Adams Animal Shelter*

Team Names: *Courageous Slayers of the Dead (CSD) and Little Butt Kickers*

Members: *Stessy Cocerez, Randy Paul, Julie Dowe, Michelle Jones, Doris Davis*



Zombie Fun Run



EMPLOYEE DEVELOPMENT

The Training Program Coordinator continues the work of the department's Strategic Plan by assisting with the development of CSD staff, ensuring compliance of required training, and providing opportunities for professional and personal development, while assisting divisions and individuals with the development of training opportunities.

Highlights

The department continues to adjust during the Coronavirus Pandemic and working in a virtual new normal. CSD continues to grasp this challenge and handle it with precision. CSD has maintained its status as a uniting force in the community.

In partnership with the Financially Assisted Agencies, United Way volunteers, Youth Services Department, and Palm Beach County Libraries, CSD lead the charge of responding to residents in need of rental, utility and food assistance.

8 partner agencies were trained to process CARES and ERA1 applications for rent and utilities.

22 volunteers were recruited to assist with ERA Applications. The volunteers were provided with training and ongoing technical assistance.

7 application meetings with a total of 321 attendees and an average 45 attendees at each meeting.

6 "Preventing the Spread of COVID-19" Partner Updates for partner agencies with an average attendance of 114 persons.

23 public OSCARSS Lunch and Learn sessions with an overall total of 141 attendees; with an average of 6 attendees per meeting.



169 CSD employees completed 882 hours of training (not OSCARSS related).

2,484 total attendees participated in 134 OSCARSS focused training that covered CARES, ERA, LIHEAP and HMIS with an average of 18 attendees per training.

ROMA Training was provided to 16 CSD and partner agency staff.

33 CSD and FAA staff earned Lean Six Sigma Green Belt Certifications.

28 CSD and FAA staff earned Lean Six Sigma DMAIC Method Certifications.

46 CSD and FAA staff earned Lean Six Sigma Project Management Certifications.

6 internal promotions from within the department and other county departments.

10 New Hire Orientations welcomed 42 new hires to the department in FY 2021.



Six Sigma Green Belt Projects

Community Services believes in investing in the professional development of our staff. For the last 3 years team members have been trained in the Six Sigma process and have earned their yellow, green and black belts. This year multiple teams formed to be trained in the six sigma

process and earned their green belts. Each team picks a unique challenge related to their work and then follows a process to address and solve the problem. 3 teams were trained and presented their projects at the end of their training.

Team: *Homeless to Housed*



- ▶ **Team Leader:** Maria Bond
- ▶ **Team Members:** Maria Bond, Gabriel Donadio, Yrinea DelBosque, Haclyn Lazarus
- ▶ **Theme Statement:** Reduce the time it takes for a youth or young adult experiencing homelessness to be housed from an average of 131 days to 90 days by December 31, 2021.

Team: *Recruitment and Selection Navigators*



- ▶ **Team Co-Leaders:** Doris Davis and Stessy Cocerez
- ▶ **Team Members:** Lashawna Mitchell, Victoria Jones, Stessy Cocerez, Doris Davis, Gillian Moxey
- ▶ **Theme Statement:** To reduce CSD's new hire processing time from an average of 148 days to 87 days.
- ▶ **Theme Indicator/Key Outcome Measures:** To implement workflows and processes that will enable CSD to reduce the new hire processing time.

Team: *Housing for Health*



- ▶ **Team Leader:** Dr. Casey Messer
- ▶ **Team Members:** Daisy Wiebe, Jade Greene, Keianna Pierre Louis
- ▶ **Theme Indicator/Key Outcome Measures:** Number of clients linked to housing services who are living with HIV and are experiencing homelessness.

Team Recruitment & Selection Navigators

(Left to right)
Doris Davis,
La'Shawna Mitchell,
Victoria Jones,
Stessy Cocerez.





Team Housing for Health

(Left to right)
Keianna Pierre Louis,
Dr. Casey Messer,
Dr. Daisy Weibe.





PERFORMANCE

Community Services tracks its Key Performance Indicators through an electronic system. Each section chooses meaningful indicators to measure their work. Below are a selection of performance indicators.

	Target 	Achieved 
Behavioral Health		
Increase the utilization of indigent residents receiving services by the two established Recovery Community Centers (RCCs) in Palm Beach County	450	495
Ensure uninsured PBC residents served through the ASU are provided services	200	414
CSD providers will implement RCI	75	461
Community Action Program (CAP) and Farmworker Career Development Program		
<i>CAP</i>		
Households showing increased self-sufficiency and/or financial assets/skills	100	231
Number of clients who obtained a recognized credential or certificate, including Educational or vocational skills	46	18
Number of unemployed adults who obtained employment up to a living wage	10	14
Tax Preparation Assistance	553	443
<i>FCDP</i>		
Number of participants who obtained employment	33	10
Number of new participants enrolled in the FCDP	47	10

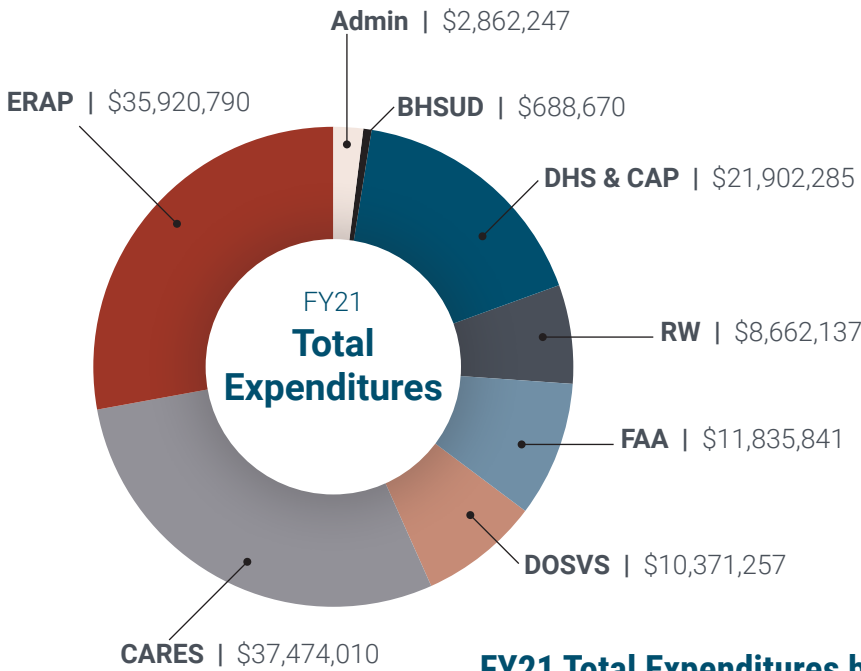
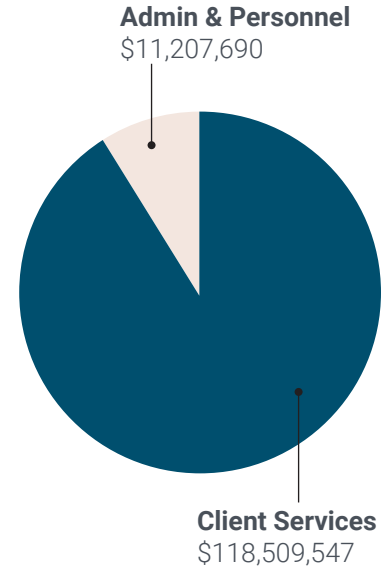
Performance

	Target 	Achieved 
Human Services		
Increase the number of homeless clients that enter the Rapid Rehousing and sign a lease for permanent housing	130	164
Increase the number of households served currently experiencing a housing crisis through Housing Stability	935	12,484
Senior Services		
<i>Veteran Services</i>		
Increase number of Veterans and/or their families who receive assistance to increase their benefits	2,600	2,661
<i>Nutrition Program (congregate and home-delivered)</i>		
To increase access to nutritious meals for seniors to prevent hunger <i>Target was far exceeded due to additional funding to serve the need of seniors and disabled adults in crisis as a result of the COVID-19 emergency</i>	95	528,500
<i>In-Home Services/Case Management</i>		
To prevent institutionalization by providing In-Home Services	340,000	288,006
<i>Emergency Home Energy Assistance Program for the Elderly (EHEAP)</i>		
To provide funds for seniors at risk or in crisis for utility disconnection	700	606
Ryan White		
Increase Ryan White clients retained in care	69%	65.4%
Increase Ryan White achieving viral suppression	84%	84.425%

EXPENDITURES

Client Services vs. Admin

Client Services	\$118,509,547
Admin & Personnel	\$11,207,690
	\$129,717,237



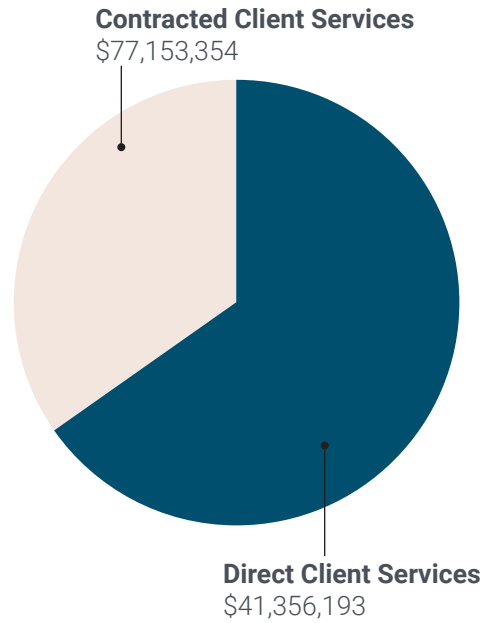
FY21 Total Expenditures by Division

Administration	\$2,862,247
Behavioral Health & Substance Use Disorders (BHSUD)	\$688,670
Division of Human Services and Community Action Program (DHS & CAP)	\$21,902,285
Ryan White Program (RW)	\$8,662,137
Financially Assisted Agencies (FAA)	\$11,835,841
Division of Seniors and Veteran Services (DOSVS)	\$10,371,257
Coronavirus Aid, Relief and Economic Security Act (CARES)	\$37,474,010
Emergency Rental Assistance Program (ERAP)	\$35,920,790
	\$129,717,237

Expenditures

Client Services Summary

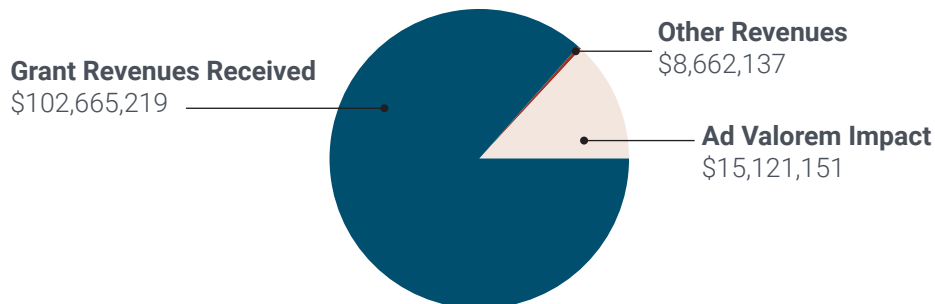
Direct Client Services*	\$5,588,870	Direct Client Services	\$77,153,354
Direct Client Services - CARES Treasury Program	\$33,540,155	Contracted Client Services	\$41,356,193
Direct Client Services - ERAP Program	\$34,666,258	Total Client Services	\$118,509,547
Direct Client Services - DHES	\$3,358,071		
Contracted Services - DHES	\$874,430		
Contracted Services - FAA	\$11,835,841		
Contracted Services - RW only	\$7,300,863		
Contracted Services - DOSS	\$6,707,571		
Contracted Services - HS/CAP	\$8,877,673		
Contracted Services - SUD	\$2,120,104		
CARES Treasury Program Contracted Services**	\$3,313,352		
ERAP Program Contracted Services	\$326,359		
Total Contracted Services	\$41,356,193		



*Most rental assistance was processed through CARES/ERA.
**DOSS Food: \$1,759,421.84 | ERA Nav: \$310,800.00 | CHW: \$1,243,130.45

Ad Valorem Impact

	CSD	FAA	Total
Total Expenses	\$117,881,396	\$11,835,841	\$129,717,237
Grant Revenues Received	\$102,665,219	0	\$102,665,219
Other Revenues	\$95,026	0	\$95,026
Ad Valorem Impact	\$15,121,151	\$11,835,841	\$26,956,992



DEPARTMENT WIDE INITIATIVES AND LOOKING AHEAD

SENIOR SERVICES

Challenges	<ul style="list-style-type: none"> ▶ As the elder population increases, the demand for services continues to grow, and has been particularly heightened by COVID-19. ▶ Challenges such as isolation, mobility issues, economic insecurities and nutrition insecurities as well as mental health concerns continue to inhibit independence, even with in-home and community-based support services in place.
Changes	<ul style="list-style-type: none"> ▶ HRC After decades of using the current state database, a new E-CIRTS data system will be launched through the Department of Elder Affairs (funder) to improve processes and workflow.

RYAN WHITE

- ▶ Development of our client level database system, Provide Enterprise, to enhance collection of additional data for all new initiatives will be a focus. This will assist in tracking, analyzing, and reporting health outcomes of our clients receiving available services. It will also assist in identifying the gaps in needed services.
- ▶ A Quality Improvement Project (QIP) is ongoing for mental health as part of a nationwide collaborative called the Create Equity Collaborative. Motivational interviewing training for case management and linkage staff was conducted in summer 2020 to improve interactions between staff and clients. Active screening and linkage for mental health and substance use conditions is currently being implemented, as well as enrollment of clients receiving mental health services who are not virally suppressed into a mobile phone app for medication adherence and support.
- ▶ Collaboration with Florida Department of Health for data sharing on out of care clients reengage out of care clients is ongoing through a regional collaborative with Georgetown University and NASTAD.
- ▶ Ending the HIV Epidemic will be launching a large public information campaign to combat stigma and educate the public about available services and how they can help end the epidemic.
- ▶ Ending the HIV Epidemic is coordinating with county Re-entry services, the criminal justice Taskforce, and other stakeholders to create a linkage program for persons with HIV who are involved in the justice system with the goal of improving their outcomes and reducing recidivism.
- ▶ Ending the HIV Epidemic plans to enroll clients in expanded insurance coverage during ACA Marketplace Open Enrollment and will vigorously explore options to get cost effective health coverage to all affected clients.
- ▶ Ending the HIV Epidemic will explore ways to support clients experiencing housing insecurity and homelessness by developing a robust housing program throughout the next year.
- ▶ Ending the HIV Epidemic is purchasing two mobile units that will be used to provide Rapid Entry to Care and linkage to other services to clients with limited access to clinical care in their area.



HUMAN SERVICES

Challenges	<ul style="list-style-type: none">▶ Anticipate a challenge in decreased affordable housing units.▶ According to the National Alliance to End Homelessness, homelessness is projected to increase by 40% as a result of the COVID-19 pandemic.▶ Increased rental amounts make it extremely difficult for clients to secure stable – and safe – units; even shared housing has become too expensive.
Goals	<ul style="list-style-type: none">▶ HRC2 Lake Worth and the Cottages project in Lake Worth.▶ Enhanced Coordinated Entry System for homeless and at-risk of homeless households.

CONTRACTS, COMPLIANCE AND PROGRAM PERFORMANCE

- ▶ Use technology and enhanced internal communication to streamline monitoring process to prevent multiple visits to funded agencies.
- ▶ Coordinated monitoring activities to streamline monitoring and compliance to prevent conflicting assessments in same monitoring areas.
- ▶ Utilize technology and TAPS to strengthen connection between NOFO and contracting.
- ▶ Enhance the connection between programmatic performance and gaps identified in needs assessment.
- ▶ Synch the NOFO, monitoring and program evaluation processes to ensure maximum benefit for funded services/programs.
- ▶ Create cross training opportunities for succession planning.



PROGRAMS AND SERVICES

Division of Human Services & Community Action

SERVICES:

Housing Relocation, Eviction Prevention, Water and Gas Assistance, LIHEAP (Electric Bill Assistance), Case Management, Vocational Training, Financial Management Training, Transportation, VITA Tax Services, Job Readiness, Skills Training and Referrals, Rental Assistance, Utility Assistance, Information and Referral, Indigent Cremation, and FPL Care to Share

LOCATIONS & HOURS:

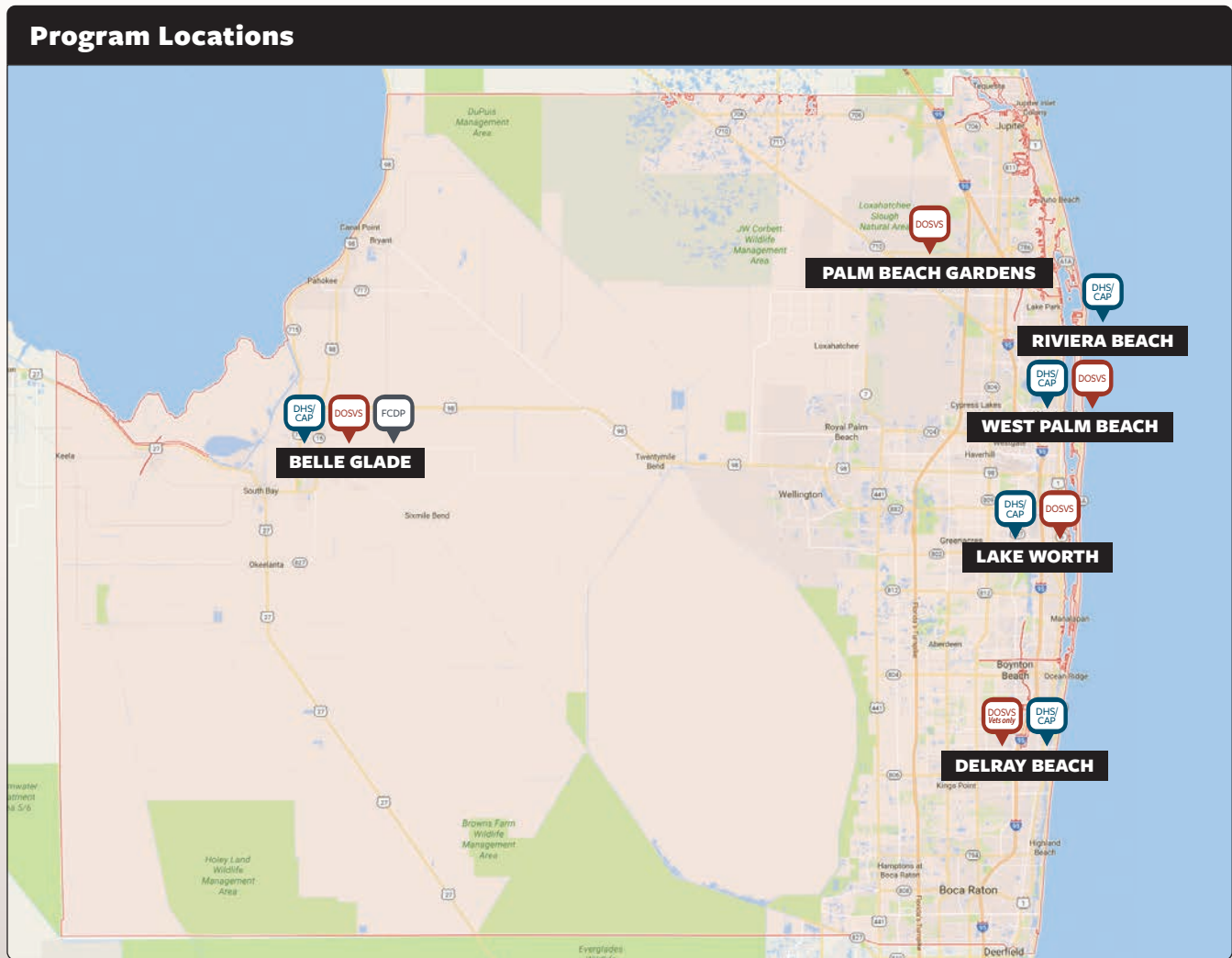
Belle Glade
 38754 State Road #80, Room 216
 Belle Glade, FL 33430
 561-996-0660
 Monday–Friday 8:00AM–5:00PM

Delray Beach
 225 South Congress Avenue
 Delray Beach, FL 33444
 561-274-3130
 Monday–Friday 8:00AM–5:00PM

Lake Worth
 1699 Wingfield Street
 Lake Worth, FL 33460
 561-694-5415
 Monday–Friday 8:00AM–5:00PM

Riviera Beach
 1440 Martin Luther King, Jr. Boulevard
 Riviera Beach, FL 33404
 561-694-7463
 Monday–Friday 8:00AM–5:00PM

West Palm Beach
 810 Datura Street
 West Palm Beach, FL 33401
 561-355-4792
 Monday–Friday 8:00AM–5:00PM



Division of Senior and Veteran Services

SERVICES:

Emergency Home Energy Assistance, Adult Protective Services, Nutrition: Home Delivered & Congregate Meals, Case Management, Adult Day Care, Volunteer & Volunteer Stipend Programs: Senior Companion & Respite for Elders Living in Everyday Families, Outreach, Information & Referral, and Caregiver Support

LOCATIONS & HOURS:

Belle Glade

West County Senior Center
2916 State Road #15
Belle Glade, FL 33430
561-996-4808 | fax: 561-992-1011
Monday–Friday 8:00AM–5:00PM

Lake Worth

Mid County Senior Center
3680 Lake Worth Road
Lake Worth, FL 33461
561-357-7100 | fax: 561-357-7114
Monday–Friday 8:00AM–5:00PM

Palm Beach Gardens

North County Senior Center
5217 Northlake Boulevard
Palm Beach Gardens, FL 33418
561-694-5435 | fax: 561-694-9611
Monday–Friday 8:00AM–5:00PM

West Palm Beach

810 Datura Street
West Palm Beach, FL 33401
561-355-4792
Monday–Friday 8:00AM–5:00PM

(Services for Veterans only)

SERVICES:

Compensation Claims, Pension Claims, Aid and Attendance or Housebound Benefits, Income Verification Letters, Homestead Tax Discount Letter, Application for Certification of Discharge Papers, Assistance with Requesting Discharge Upgrades, Identification Applications for 100% Disabled Veterans and Referrals

LOCATIONS & HOURS:

Delray Beach

345 South Congress Avenue, Suite 104
Delray Beach, FL 33444
561-276-1225
Monday–Friday 8:00AM–5:00PM

Farmworker Career Development Program

SERVICES:

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

LOCATIONS & HOURS:

Belle Glade

38754 State Road #80, Room 216
Belle Glade, FL 33430
561-996-0660
Monday–Friday 8:00AM–5:00PM



Community-Based Funded Partners

211

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

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



**Palm Beach County
Board of County Commissioners**
Robert S. Weinroth, Mayor, Gregg K. Weiss, Vice Mayor
Maria G. Marino, Dave Kerner, Maria Sachs
Melissa McKinlay, Mack Bernard
County Administrator Verdenia C. Baker