



Palm Beach County
**COMMUNITY
SERVICES**

Helping People Build Better Communities

2019 Annual Report



MISSION:

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



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



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**Palm Beach County
Board of County Commissioners**

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

County Administrator

Verdenia C. Baker

Deputy County Administrator

Jon Van Arnam

Assistant County Administrator

Nancy Bolton

Community Services Department

James Green, *Director*
Taruna Malhotra, *Assistant Director*

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(Left to right): Hal R. Valeche, Vice Mayor Robert S. Weinroth, Mary Lou Berger, Mayor Dave Kerner, Melissa McKinlay, Mack Bernard, Gregg K. Weiss, County Administrator Verdenia C. Baker

From the Directors



JAMES GREEN
Department Director
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We are pleased to present the 2019 annual report for the Palm Beach County Community Services Department (CSD). The past twelve months have been extremely productive. We have worked diligently to develop our internal talent, improve our ability to measure and achieve results and increase our visibility throughout the County.

Through our various programs, CSD has served over 50,000 Palm Beach County residents. We made strategic investments in families, strengthening their abilities to become more self-reliant. We also increased collaboration and took significant steps towards creating systemic change to address issues with homelessness and poverty. As stewards of taxpayer dollars, we will continue to make strategic investments in families to enhance their opportunity for economic mobility.

We would like to thank all of the advisory board members, volunteers, community partners and other stakeholders who assisted CSD this past year. Special thanks to the Community Services staff for their dedication and commitment to serving our residents in need.

We look forward to the meaningful work ahead, as we continue to strengthen families, transform communities and positively impact the lives of our fellow residents.

James Green



TARUNA MALHOTRA
Assistant Department Director
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I am so grateful to the Community Services Department team for making great progress on our strategic plan's long term outcomes, throughout the 2019 Fiscal Year. Throughout the annual report you will see examples of the four long-term outcomes:

1. Improve financial stability and economic mobility for households serviced by CSD,
2. Improve access to affordable housing and shelter for people experiencing or at risk of homelessness,
3. Improve access to Health and Human Services for vulnerable populations, and
4. Strengthen community engagement and partnerships.

CSD strives to build internal efficiencies and implement best practices. Working with our community partners, we have increased our oversight in order to strengthen the health and human service system of care. We have worked to improve our services based on the feedback from community engagement efforts like forums, community conversations and surveys. The most critical needs identified have been economic mobility and financial stability, as well as affordable housing. Various strategies and interventions are under development to address these critical needs and to fill service gaps.

Finally, CSD has focused on an area I believe to be critical—racial equity. Our racial equity focus not only develops goals and outcomes that will result in improvements for all groups, but includes strategies that are targeted based on the needs of a particular group. Internally, for our staff members, as well as community members and contracted agencies, we have ensured opportunities to increase racial equity in our county through training, policy review and the Racial Equity Summit. We will continue our work in this critical area, because **“Systems that are failing communities of color, are actually failing all of us.”** —Government Alliance on Racial Equity (GARE)

Taruna Malhotra

Mission, Vision & Values

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 Team



Front Row:

Natalie Diaz-Rodriguez, Community Action Program Manager; Doris Davis, Training Program Coordinator; Meghan Parnell, Manager of Planning and Evaluation; Taruna Malhotra, Assistant Director; Julie Dowe, Director of Financial and Support Services; Faith Manfra, Director of Senior Services; Amalia Hernandez, Contract Manager

Back Row:

John Hulick, Behavioral Health & Substance Use Disorders Senior Program Manager; Thomas Eaton, Fiscal Manager I; James Green, Director; Wendy Tippett, Director of Human Services; Tammy Lampi, Senior Services Program Manager; Daniel Ramos, Human Services Senior Program Manager; Dr. Casey Messer, Ryan White Program Manager

Not Pictured:

Tammy Martinez, Manager Public Information Services

CSD by the Numbers



111

housed through
Rapid Rehousing



90

participants
obtained jobs



252,426

balanced meals for
older adults



83.9%

of people living with
HIV receiving Ryan
White program
services achieved
viral suppression



2,036

veterans and their
families were served

Program Highlights

Administration

Behavioral Health & Substance Use Disorder

- ▶ On July 20, 2019, a Recovery Community Summit hosted by the Florida Alcohol and Drug Abuse Association (FADAA) featuring over 25 resource tables and attended by over 120 persons focused on the development of Recovery Community Organizations and expanding the recovery movement.
- ▶ On September 24, 2019, the 2nd Annual Facing the Crisis Forum entitled “Recovery is Happening in Palm Beach County” was held. The event, with over 130 people in attendance included discussion on continuing challenges related to the opioid epidemic, shared the latest treatment and recovery trends, and provided pathways to galvanize the community at-large around next steps to address this complex challenge. The event featured a keynote address from Carol McDaid, an addiction and mental health policy expert and Principal at



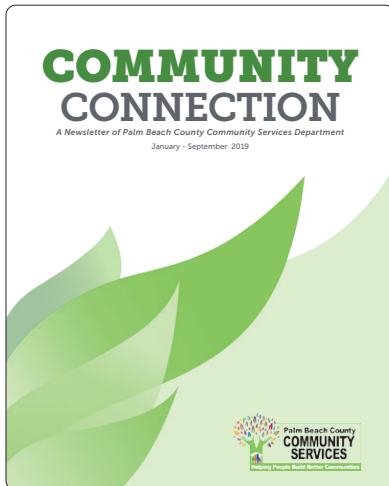
2nd Annual Facing the Crisis Forum

Capitol Decisions, Inc.; two working group sessions centered on the six key strategic areas contained in the County’s 2017 Opioid Crisis Response Plan and a concluding call to action by Andrew Burki, Chief Policy Officer for Hanley Foundation.

Community and Volunteer Engagement

- ▶ CSD created the Community and Volunteer Engagement (CVE) section in 2018 as part of the department’s new strategic plan with the goals to promote CSD’s programs and services, strengthen relationships with community-

Brand collateral created by Community and Volunteer Engagement used to better reach and inform the public of the department’s programs and services.



Palm Beach County COMMUNITY SERVICES
Helping People Build Better Communities

Community Services Department offers a broad range of programs, services and initiatives to enhance the quality of life for Palm Beach County residents.

Our Programs & Services

- Community Action Program (CAP)
- Behavioral Health & Substance Use Disorder (BHSUD)
- Farmworker Career Development Program (FCDP)
- Financially Assisted Agencies (FAA)
- Division of Human and Veteran Services (DHVS)
- Division of Senior Services (DOSS)
- Ryan White Program (RWP)

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

OUR VALUES
Respect
Equity
Compassion
Integrity
Professionalism
Empowerment

Financially Assisted Agencies (FAA)
The Financially Assisted Agencies (FAA) is a program within the Administrative Services of Community Services that provides financial assistance to community-based organizations, including more than 20 programs in the following categories:

- Domestic Violence
- Substance Abuse
- Senior Services
- Job Training
- Food Bank
- Financial Literacy
- Legal Services
- Job Placement
- Case Management
- Supportive Housing
- Domestic Violence
- Job Training
- Financial Literacy
- Legal Services
- Job Placement
- Case Management
- Supportive Housing

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ABOUT CSD
Community Services Department works to assist Palm Beach County residents in the areas of health and human services.

Our Programs & Services

- Community Action Program (CAP)
- Behavioral Health & Substance Use Disorder (BHSUD)
- Division of Human and Veteran Services (DHVS)
- Division of Senior Services (DOSS)
- Ryan White Program (RWP)
- Financially Assisted Agencies (FAA)
- Division of Senior Services (DOSS)
- Farmworker Career Development Program (FCDP)
- Financially Assisted Agencies (FAA)
- Division of Human and Veteran Services (DHVS)
- Division of Senior Services (DOSS)
- Ryan White Program (RWP)

Without community service, we would not have a strong, quality of life, or opportunity to thrive in the way in which we live our lives and prosper.

Division of Senior Services (DOSS)
DOSS provides essential services to help other adults whose independence and quality of life for older adults and their caregivers. Programs include:

- Senior centers
- Case management
- Volunteer program
- Transportation
- Adult Protective Services

Division of Human and Veteran Services (DHVS)
DHVS works to provide, assess and coordinate services to eligible residents of Palm Beach County who are in need of assistance to become self-sufficient members of the United States who reside in PBC and qualify dependent survivors. Services include:

- Food Bank
- Job Training
- Financial Literacy
- Legal Services
- Job Placement
- Case Management
- Supportive Housing
- Domestic Violence
- Job Training
- Financial Literacy
- Legal Services
- Job Placement
- Case Management
- Supportive Housing

Farmworker Career Development Program (FCDP)
FCDP offers program and assessment services to eligible residents of PBC, with an emphasis on female and current members of the United States who reside in PBC and qualify dependent survivors. Services include:

- Case management
- Financial Literacy
- Job Training
- Transportation
- Volunteer program

Financially Assisted Agencies (FAA)
FAA provides financial assistance to community-based organizations, including more than 20 programs in the following categories:

- Domestic Violence
- Substance Abuse
- Senior Services
- Job Training
- Food Bank
- Financial Literacy
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- Domestic Violence
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LEAD CSD Participants

- based organizations, and improve awareness. CVE uses integrated marketing communications and grassroots strategies to increase the department’s brand visibility by using public relations, marketing, digital communications, graphic design, and community outreach events.
- ▶ The need for digital presence is an essential component of the department’s community engagement strategy. CSD continued its active presence, growing its social media followers by 40% on all platforms; produced 14 new videos, including Facebook Live event coverage; and had a 22% increase of new visitors to the website.
- ▶ Every year, CSD attends and hosts events, such as panel discussions, symposiums, workshops, and health fairs, providing the opportunity to increase the department’s visibility and reach of external audiences and leverage partnership relationships with community-based and faith-based organizations.

- ▶ Yearly departmentwide events focus on discussions about economic mobility and sustainability, racial equity, poverty and homelessness, behavioral health and substance use disorders, and HIV care.
- ▶ CVE created CSD’s first-ever departmentwide marketing materials to enhance the department’s brand and ensure consistency in messaging and design. Those creative marketing collaterals were distributed at outreach events to better reach and inform the public of the department’s programs and services.

Financially Assisted Agencies

- ▶ The Financially Assisted Agencies (FAA) executed 55 contracts with 37 agencies for 2018–2019 in the amount totaling \$13,790,841.

Professional Development & Training

- ▶ The department’s strategic plan includes 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.

2019 HIGHLIGHTS

- ▶ LEAD CSD was created in 2018. Its implementation in 2019 has been a success with 10 participants. The mission of LEAD CSD is to identify and develop CSD employees and passionate community leaders who inspire and effect changes in others through vision, conviction, and purpose.
- ▶ Created a Learning Management System through WebAuthor to build, track, and provide online training.
- ▶ 14 internal promotions within the department and other county departments.
- ▶ 16 new hires within the department.

CERTIFICATIONS AND TRAININGS

- ▶ Racial equity training was provided to CSD partner agencies.
- ▶ One staff completed training to become a Certified ROMA Trainer.



Lean Six Sigma Black Belt Certification

- ▶ One staff completed Palm Beach County's Leadership NEXT program.
- ▶ 30 staff completed Lean Six Sigma Yellow Belt Certification.
- ▶ Five staff completed Lean Six Sigma Black Belt Certification.

Strategic Planning Research & Evaluation

- ▶ Published the FY 18 Financially Assisted Agencies annual report.
- ▶ Restructured the Financially Assisted Agencies categories to align with the Board of County Commissioners funding priorities, including aligning subpopulations of domestic violence, seniors and special needs.
- ▶ Completed funding competition for Economic Stability and Seniors. Funded a new program for Senior Housing.

Community Action Program & Farmworker Career Development Program

- ▶ Community Action Program (CAP) clients are now able to complete a Low Income Home Energy Assistance Program (LIHEAP) application without coming into the office, through OSCARSS, an electronic online system that can be accessed from any computer.
- ▶ CAP was audited by the FL Department of Economic Opportunity, with zero findings or concerns.
- ▶ 25 program unemployed participants obtained jobs above the living wage; 65 unemployed participants obtained jobs below the living wage, increasing their total household income.
- ▶ Farmworker Career Development Program had a 52.64% increase in new participants for Program Year 2018 compared to the previous program years.

Division of Human and Veteran Services

- ▶ The Homeless Point-in-Time (PIT) Count was completed in January 2019 with the assistance of 250 volunteers who surveyed 1,397 homeless persons in Palm Beach County.
- ▶ Ending Youth Homelessness in PBC Initiative was chosen as 1 of 20 communities to participate in the national A Way Home America's Grand Challenge to End Youth Homelessness project.
- ▶ Ending Youth Homelessness in PBC Initiative was awarded the 2019 Youth Demonstration Grant from the U.S. Department of Housing and Urban Development bringing \$4.93 million to Palm Beach County to end youth homelessness.
- ▶ 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 20 units of supportive housing to homeless families. Both projects are slated to open in 2022.

- ▶ 7,686 calls were received and 3,025 received a comprehensive intake and assessment through Coordinated Entry.
- ▶ 111 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 845 homeless individuals throughout Palm Beach County.
- ▶ 37 individuals have been or are enrolled in the Parks to Work (P2W) Program. To date, 70% of participants have remained in the program and/or became gainfully employed.
- ▶ Housing stability services including rental assistance, utility assistance, budgeting, and case management were provided to 741 households with 2,668 people and 82% of those clients served remained housed at case closure.

Division of Senior Services

- ▶ Senior centers are a community focal point that are widely used among older adults. The County's three (3) centers registered approximately 2,628 older adults to participate in the various programs and services, to improve physical, social, emotional, and mental well-being.
- ▶ Nutrition program provided approximately 252,426 balanced meals for older adults and encouraged socialization and wellness through this health promotion program.

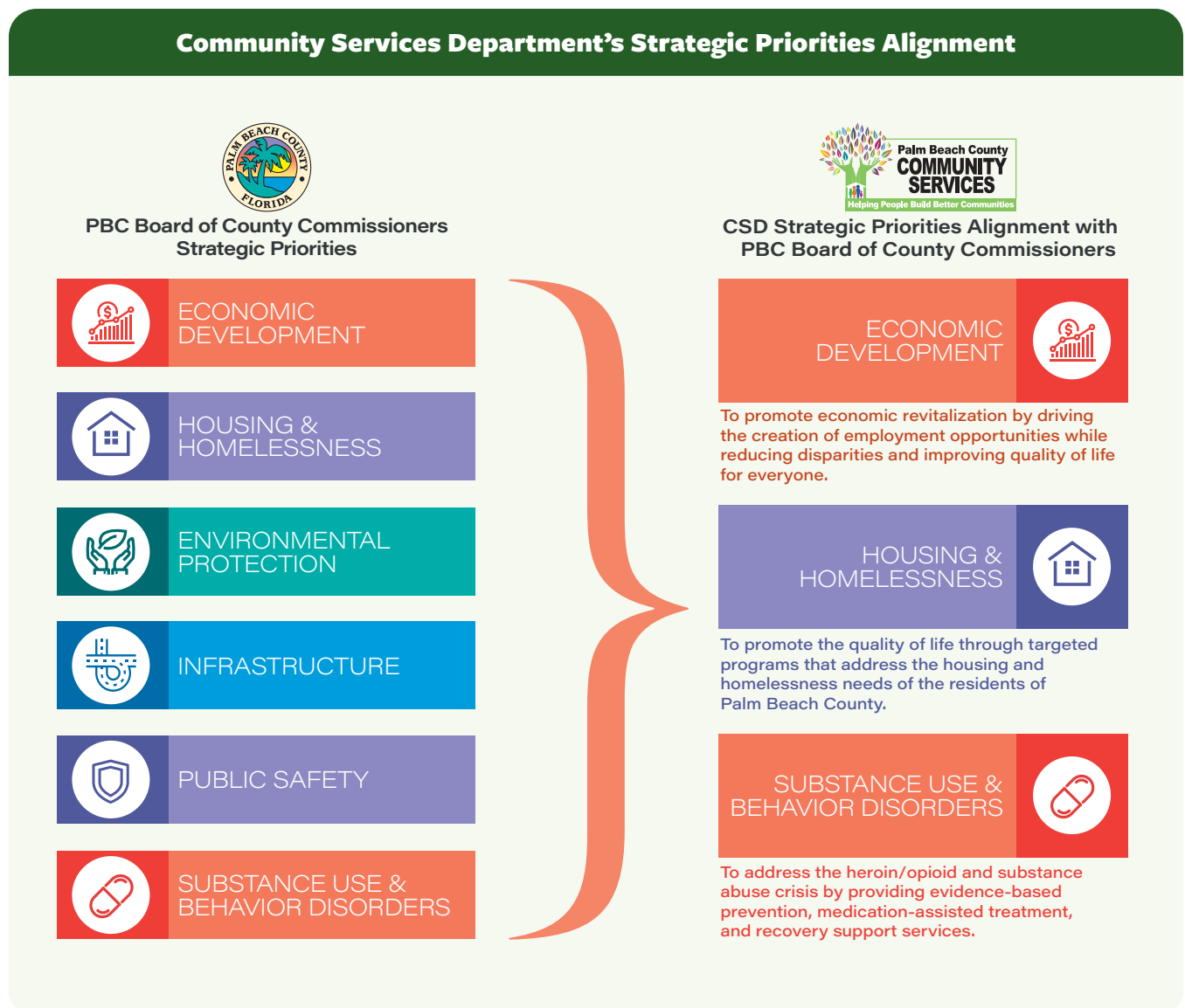
- ▶ Case management provided approximately 322,807 hours of in-home services organized in a continuum of care to functionally impaired, homebound elders. Services such as companionship, emergency alert response, homemaker, personal care, respite and other community-based services assist with independently living.

Ryan White Program

- ▶ In February, the Palm Beach County HIV Care Council held an annual retreat focusing on homelessness, quality improvement initiatives, and education. Education included understanding that a person who achieves an undetectable viral load through treatment cannot transmit HIV, a concept known as Undetectable=Untransmittable (U=U).
- ▶ In April, a jail/prison initiative began with a focus on linkage and retention in care for individuals reentering the community from incarceration.
- ▶ In October, 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. New funding will be provided to Palm Beach County beginning in 2020 to support innovative models of care.
- ▶ The 3rd Annual Communitywide Health and Wellness Festival was a success. Held in Belle Glade, FL, the festival brought valuable health education information, HIV testing and linkage to care service, and community awareness resources for Palm Beach County residents.

BCC Priorities

The Community Services department provides services and leadership that are aligned with three of the Board of County Commissioners Priorities: **Economic Development, Housing and Homelessness** and **Substance Use and Behavior Disorders**. Highlighted in the next few pages is some of the work that is happening throughout the department in each of these areas:





Economic Development

Community Action Program

CAP partnered with Debthelper.com to assist 47 individuals in opening a bank account. In addition, 208 individuals increased their savings and 210 individuals improved their credit score. 3,748 households received emergency utility assistance (not including LIHEAP). For LIHEAP, 5,123 households obtained electric bill assistance.

Division of Senior Services

DOSS provides economic stability for seniors through case management, EHEAP and congregate meal services.

Financially Assisted Agencies

The goal of this program in FAA is to increase financial stability for vulnerable populations, increase wages and maintain wage increase over a period of time so that household income is above the living wage. The FAA Program has 23 contracts supporting this priority. The contract total \$3,324,890 in FY19 Funding.

Ryan White Program

- ▶ 36 families were provided emergency financial assistance for utilities.

- ▶ 178 persons were provided emergency financial assistance for 620 medication prescriptions.
- ▶ 561 persons were provided 10,580 food bank/home delivered meal vouchers.



Housing and Homelessness

Community Action Program

CAP provided eviction prevention and housing relocation assistance to 125 families.

Division of Human and Veteran Services

The Division of Human and Veteran Services had the honor of co-chairing the Cross Departmental Team of Housing and Homelessness in 2019. Sixteen Countywide departments participated in the project designed to bring synergy and collaboration to county departments who often operate in a vacuum. The presentation focused on persons earning under 140% of Area Median Income. Three goals were established and include:

- 1. Increase the ability of those who work in the County to afford to live in the County**
- 2. Reduce Homelessness in PBC**

3. Improve access to social services

Human and Veteran Services has the following programs that affect the BCC Priority of Housing and Homelessness: **Coordinated Entry, Rapid Re-Housing Program, Homeless Outreach Team, Parks to Work and Housing Stability Services.**

- ▶ **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 and are quickly identified, assessed for, 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 late 2016 in an effort to lower shelter costs and achieve positive programmatic outcomes. In 2018-19, 111 new individuals participated 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 limited financial assistance, housing location and case management services to homeless individuals.
- ▶ **Homeless Outreach Team (HOT Team)** 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 2019, the teams engaged 845 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. Thirty-seven

Parks 2 Works Program



individuals have been or are enrolled in the program. To date, 70% of participants have remained in the program and/or became gainfully employed.

- ▶ **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 FY 2019, 741 households with 2,668 people were served and 82% of those clients served remained housed at case closure.

Division of Senior Services

DOSS is currently seeking strategies for senior homelessness prevention by carving out an avenue for the prevention piece for this vulnerable population. DOSS has been meeting with community partners to build on DOSS's areas of prevention already in place, such as case management, EHEAP and congregate meal services.

Financially Assisted Agencies

Financially Assisted Agencies (FAA) category of Housing/Homelessness has a goal to end homelessness through affordable housing, increase housing through focused case management and prevent homelessness. The FAA Program has 15 contracts supporting this priority. The contract total \$4,303,142 in FY19 Funding.

Ryan White Program

- ▶ 11 families were provided transitional housing assistance for 936 days.
- ▶ In July, Ryan White Part A and City of West Palm Beach HOPWA programs completed the integration of data systems to better serve, track, and report on needs of people living with HIV in Palm Beach County.



Substance Use & Behavioral Health Disorders

Financially Assisted Agencies

FAA Behavioral Health contracts have a goal to ensure a behavioral health system of care driven by consumers, providers, and other stakeholders, in which innovation and collaboration are the norm and diversified financial resources comfortably support an array of prevention and treatment practices leading to excellent outcomes for individuals served, providers, and the community. This will be accomplished by developing, supporting, and managing an integrated network of behavioral health services to promote the emotional and mental well-being and drug-free living of children and adults. The FAA Program has 11 contracts supporting this priority. The contract total \$6,162,809 in FY19 Funding.

Office of Behavioral Health and Substance Use Disorder

In response to the opioid crisis, the Office of Behavioral Health and Substance Use Disorder implemented a plan to establish a person-centered and recovery-centric system of care. Prevention, treatment and continuum of care capacity for the residents of Palm Beach County and for those experiencing or at risk of experiencing a substance use disorder was expanded. Recovery support services—through peer supports and the establishment of recovery community centers—as well as allied recovery community organizations were launched as was an Opioid Response Plan Steering Committee which is aiding in the Office's planning, systemic care coordination, and data integration efforts. The Office also successfully hosted the second annual Facing the Crisis Forum to report on progress related to the Opioid Response Plan and celebrate National Recovery Month. It also launched a public informational website, facingthecrisis.org.

Ryan White Program

Ninety-four persons received 771 hours of mental/behavioral health counseling and treatment.

Awards and Recognitions



From Serving to Served Initiative

On January 3, 2019, the Palm Beach County Continuum of Care (CoC); Palm Beach County Community Services Department Division of Human and Veteran Service (DHVS); 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 providing needed services to veterans experiencing homelessness in Palm Beach County from January 4 through April 24. Since its launch, community partners have served over 110 veterans with support services such as bus passes, access to mobile showers, health care services, and providing meals. Twenty of these veterans have been placed in permanent housing through various programs, such as HUD-VASH.





PBC First in Florida to Join Governmental Alliance on Racial Equity (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 first community in the State of Florida to be a GARE member, 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.



Awards and Recognitions



NAEH 2019 Excellence in Ending Youth Homelessness Award

On July 2019, the National Alliance on Ending Homelessness recognized the Palm Beach County Community Services Department Division of Human and Veteran as winner of the 2019 Excellence in Ending Youth Homelessness Award for the system-transforming work of housing 121 youth within a 100-day period – despite having no youth homelessness system in place before the challenge started.

A total of 367 homeless youth have been housed in the past two years, 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.

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.





COMMUNITY SOLUTIONS

DHVS Recognition from *Community Solutions: Built for Zero Initiative* for its Quality By Name List (BNL)

On April 2019, Community Solutions: Built for Zero Initiative recognized the Palm Beach County 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.

During the initiative, street outreach teams used 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 allowed housing staff and providers to access the list at any time to fill vacancies quickly with the individual or family who is currently the most acute and in need of the unit.

Proclamations

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



Older Americans Month



National HIV Testing Day



55th Anniversary of Legislation Supporting War on Poverty



LIHEAP Awareness Day



National Senior Center Month



Senior Citizens Day / Poverty Awareness Month



Hunger and Homelessness Awareness Month



World AIDS Day



55th Anniversary of Legislation Supporting War on Poverty Proclamation

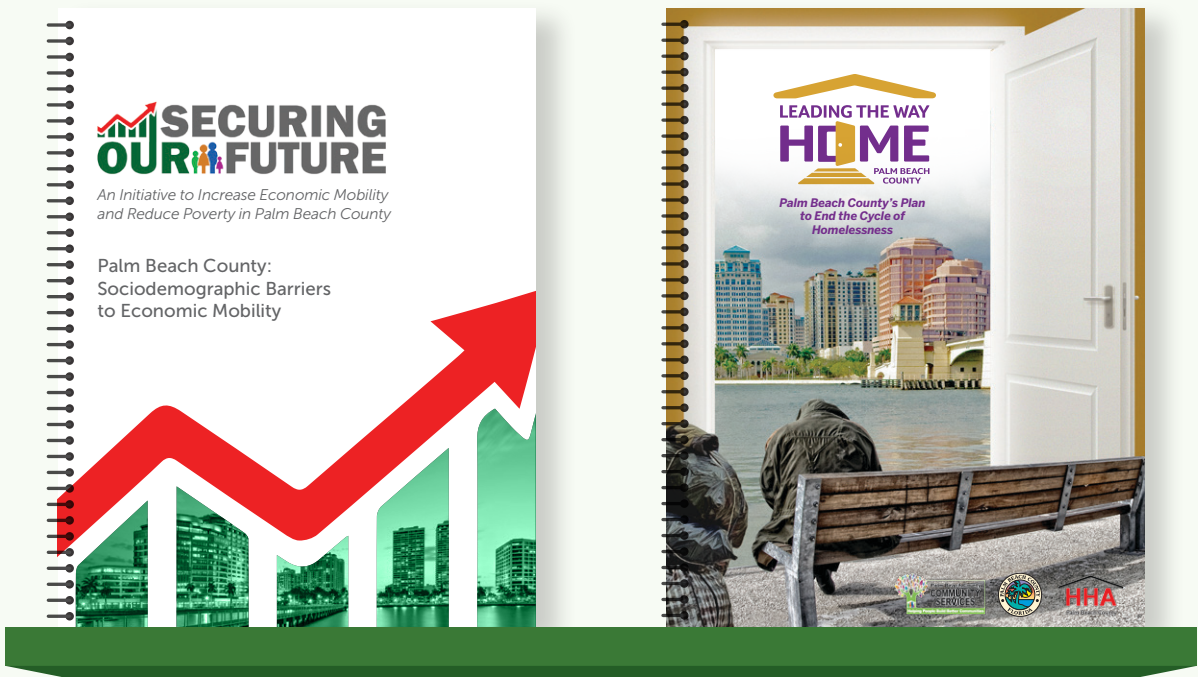
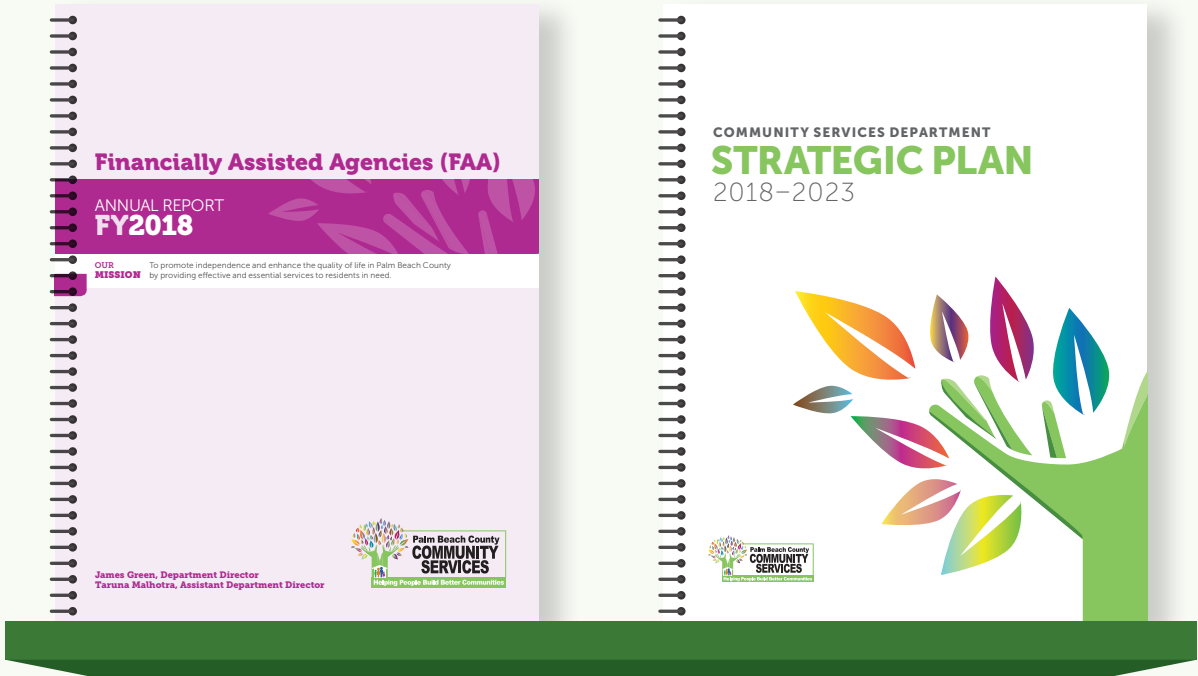


LIHEAP Awareness Day Proclamation



National Senior Center Month Proclamation



Publications





Performance

Key Performance Indicators (KPI)

KPIs are tracked to monitor program performance.

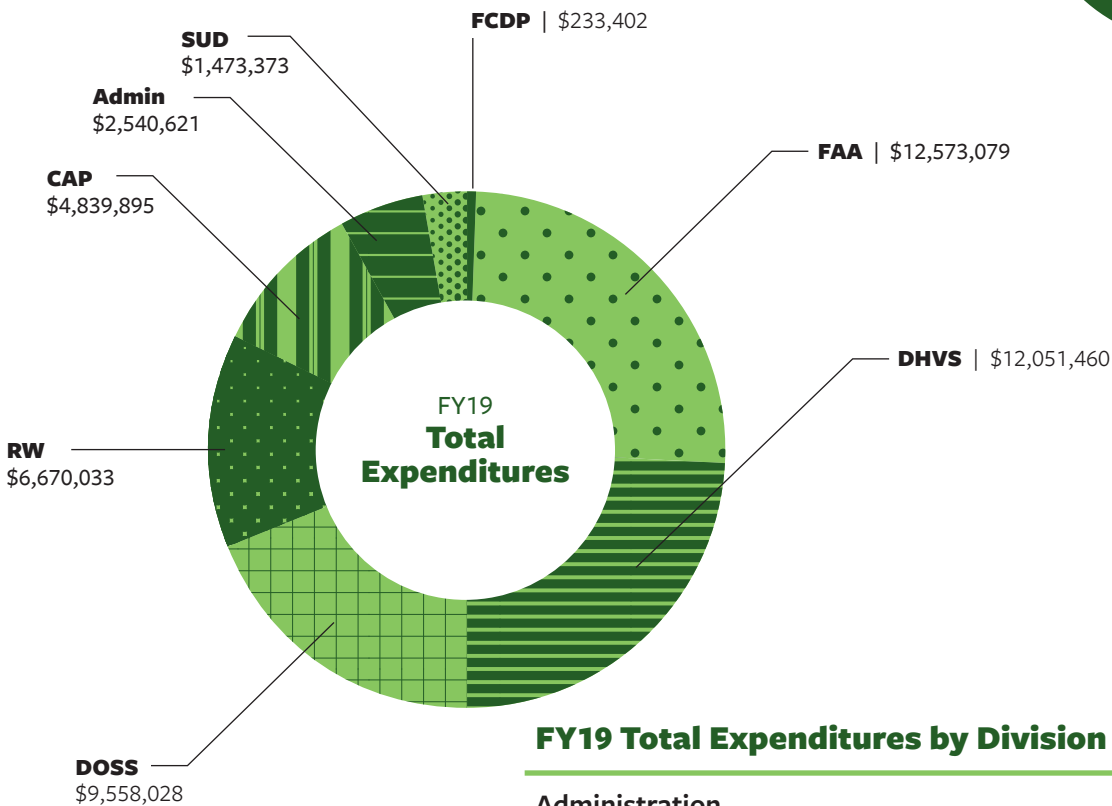
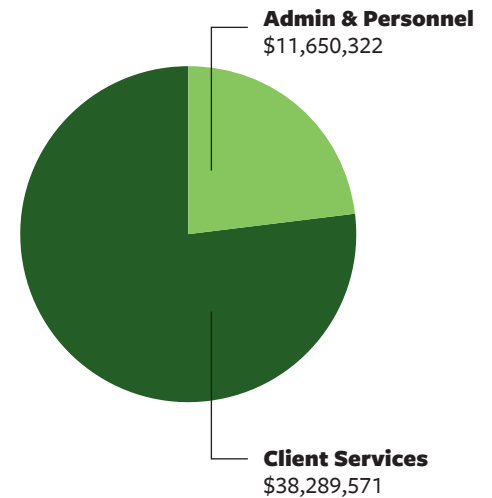
	Target 	Achieved 
Community Action Program (CAP) and Farmworker Career Development Program (FCDP)		
<i>CAP</i>		
Number of households who received utility assistance	8,000	8,177
Number of households who improved their credit score	100	210
Number of unemployed adults who obtained and maintained employment for at least 90 days up to living wage	36	52
Number of unemployed adults who obtained and maintained employment for at least 90 days up to living wage or higher	10	32
<i>FCDP</i>		
Number of new participants enrolled	49	42
Number of participants who obtained employment	33	20
Human and Veteran Services (DHVS)		
Number of households stabilized through Housing Stability Program	935	741
Number of clients placed in Permanent Housing through Rapid Rehousing	130	111
Number of people accepted into Homeless Resource Center	560	720
Number of Veterans and/or their families served by Veteran Services Office	2600	2036

	Target 	Achieved 
Senior Services (DOSS)		
Number of Adult Day Care Hours provided to seniors with cognitive and functional impairments	46,000	46,567
Number of outreach events that provide education and awareness of resources	64	87
Number of volunteer hours to assist staff in meeting the needs of the community	29,400	31,353
Percentage of senior center participants self report improved quality of life through socialization	81%	91%
Ryan White (RW)		
% of clients retained in Care	76%	69.2%
% of clients virally suppressed	90%	83.9%
Behavioral Health & Substance Use Disorders (BHSUD)		
Increase the number of key community stakeholders receiving training in the Recovery Oriented System of Care (ROSC)	150	204

Expenditures

Client Services vs. Admin

Client Services	38,289,571
Admin & Personnel	11,650,322
	\$49,939,892

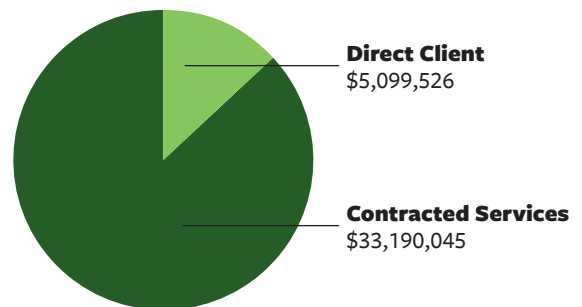


FY19 Total Expenditures by Division

Administration	2,540,621
Behavioral Health & Substance Use Disorders (BHSUD)	1,473,373
Division of Human & Veterans Services (DHVS)	12,051,460
Community Action Program (CAP)	4,839,895
Ryan White Program (RWP)	6,670,033
Farmworker Career Development Program (FCDP)	233,402
Financially Assisted Agencies (FAA)	12,573,079
Division of Senior Services (DOSS)	9,558,028
	\$49,939,892

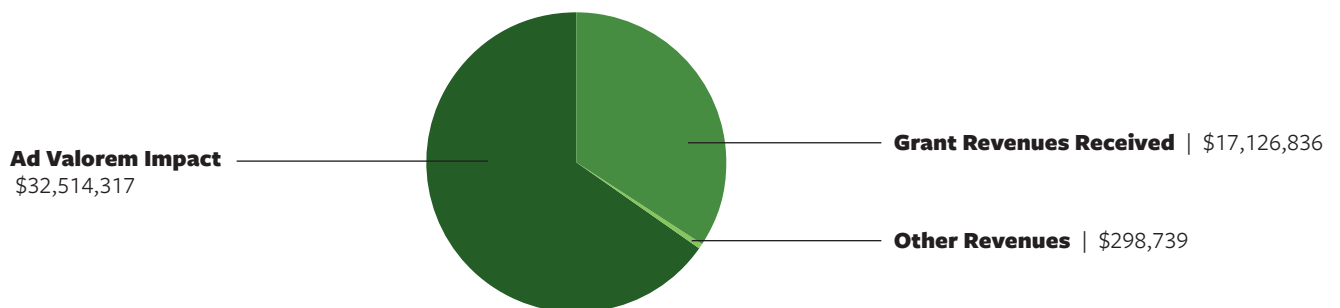
Client Services Summary

Direct Client Services	5,099,526	Direct Client	5,099,526
Contracted Services (FAA)	12,329,816	Contracted Services	33,190,045
Contracted Services (RWP)	5,700,631	Total Client Services	\$38,289,571
Contracted Services (DOSS)	4,970,432		
Contracted Services (DHVS)	4,768,493		
Contracted Services (CAP)	321,147		
Total Contracted Services	\$33,190,045		



Ad Valorem Impact

	CSD	FAA	Total
Total Expenses	37,366,813	12,573,079	49,939,892
Grant Revenues Received	17,126,836	0	17,126,836
Other Revenues	298,739	0	298,739
Ad Valorem Impact	\$19,941,238	\$12,573,079	\$32,514,317



Client Profiles



Veteran Services

In 2015, a homeless female veteran asked for assistance after being denied twice by Veteran Affairs. Veteran Services Officer Andy Reese, along with Congresswoman Lois Frankel and Ms. Amanda Mineer, an attorney with the Veterans Law Group, helped to acquire a 100% disability rating and back pay totaling approximately \$300,000.00. This female

veteran will now get all of the medical and financial benefits she earned while serving the U.S. Armed Forces while working on improving her life and well-being. Help was provided along with linking to many non-profit organizations in the area to help with her homelessness and medical issues.



Community Action Program

Ms. D. was a client that was first introduced to Community Action Program when she attended an orientation in our South County Office. She is a single mother who was unemployed at the time. During orientation, she expressed a desire to secure child care services and job readiness skills. She was screened and deemed eligible enrollment into our Family Self-Sufficiency program. Her assigned case worker referred her for child care services and to a work readiness classes for skill building. She completed the class and was hired temporarily into our Human Services Department. She left for maternity leave, which she sought assistance for electricity. She was aware of the services provided by CAP and applied for assistance was deemed eligible and receive

payment and her electricity was restored. Shortly after her delivery and receiving LIHEAP assistance, she contacted the temporary employment agency to report that she was ready to return to work. She had maintained a good work ethic, the Temporary Agency Liaison contacted CAP program to ask if there were vacancies available. Ms. D returned to work providing services in CAP, the very program from which she had received assistance. She furthered gained skills while working in CAP to successfully obtain employment that has provided and eventually increase her self-sufficiency when she gained employment elsewhere with an increase in salary wages.



Division of Senior Services

Ms. K was depressed and isolated. Her aunt, who raised her and volunteered for DOSS's senior center, had passed away. Ms. K decided to start attending North County Senior Center, soon after her aunt's death, as she knew her aunt was happy and active when involved at the senior center. Ms. K participated in the many activities at the center such as crochet class, exercise class and computer classes. She began to socialize more with the

other participants. Motivated by feeling better and enjoying the atmosphere, she became a volunteer and started helping with tasks such as checking in clients and assisting with the nutrition breakfast and lunch program. The senior center gave Ms. K the motivation and inspiration to help her through her grief. The senior center was an asset to her life and she highly recommends it for other seniors.



Human and Veteran Services—Parks 2 Work

Failure is not the alternative to success. It is something to be avoided, but it is only a temporary setback on a bigger, more significant course. Everybody encounters setbacks at one point or another. What truly matters is how you react to and learn from that failure.

Mr. C is a success story from the Parks 2 Work program. Mr. C became a client of Parks 2 Work program in February of 2018. With the assistance of case management, Mr. C was able to pay for his license (with the help of the public defender’s office) and even purchased himself a scooter.

Mr. C was also provided case management to assist him with additional goals while in the program. Mr. C was placed into housing in June of 2018 and continued to work towards self-sufficiency through the P2W program. Mr. C became employed with Parks and Recreation on September 25, 2019. Presently, Mr. C continues to work in landscaping with the Parks department. He has moved into his own apartment and has even purchased himself a vehicle. He continues to be a thriving member of the community and a prime example of having a minor setback for a major comeback!



Ryan White Program

Many clients in the Ryan White program come to the program without a medical home, substance abuse or mental health issues, and sometimes without a place to live. A client shared, “I think I waited so long to see a doctor because I was very afraid of what they might tell me. My boyfriend had been diagnosed 6 months earlier, but I was too afraid to know. Finally, after I became ill and in the hospital, I realized I needed help. The Ryan White case managers helped me to get in to see a doctor and then get medication. They also helped with housing and someone to talk to about the problems and issues I faced. I not am sure what would have become of me, if it had not been for someone helping me navigate and learn how to get the medications I needed and seeing a doctor for my illness. Now I am undetectable and help others figure out how to take care of themselves and get the help they need. I used to be afraid to tell people I was HIV positive, now I see it helps others who are positive to take care of themselves and stay healthy.”

“The Ryan White Program has helped me from being homeless to having a place to live and not being sick anymore.”

—Ryan White client



The Green Team



Departmentwide Initiatives

Future Initiatives and Looking Ahead

Community Action Program

CAP now has a “Sign-in Kiosk” at all locations used to track when clients sign in and will track client’s wait time and offer customer surveys, which will assist us in ongoing improving and efficiency. Beginning October 2019, CAP began participating in the “Securing Our Future Initiative”, serving as the backbone agency for this initiative.

Division of Senior Services

As the elder population increases, the demand for services continues to grow. Challenges such as access to transportation, lack of affordable housing and rising substance use issues impede independence, even with preventive in-home and community-based support services in place.

There are opportunities to build onto current strategies of case management, EHEAP and congregate meal sites in efforts to prevent homelessness.

Opioid use for older adults with chronic pain conditions are more prevalent for those 65 years and older, which can result in mobility problems, increased risk of falls, and the development of depression, leading to isolation.

Ryan White Program

The Ryan White Program is looking ahead with several projects:

- ▶ Ending the HIV Epidemic Initiative will be a major focus for the program next year. This initiative will leverage critical scientific advances in HIV prevention, diagnosis, treatment, and care by coordinating programs, resources, and infrastructure of many health and human services agencies and offices in addition to local coordination of programs.
- ▶ “Housing is Healthcare” 100 Day Challenge will improve access to services through intersectional work between the Division of Human and Veteran Services and the Ryan White Program.
- ▶ Intensive training on stigma and HIV, motivational interviewing, and trauma-informed care will be provided to community-partners who serve people living with HIV in Palm Beach County.

The Green Team

The Community Services Department (CSD) organized the Green Team—a group of individuals passionate about the environment who are committed to effecting positive change. Green Team’s mission is to educate Community Services employees about environmental challenges and provide opportunities to inspire positive sustainable change.

The group plans to implement and teach sustainable practices and remedies to co-workers, such as: recycling/waste reduction, easy ways to go green that have big

impacts, clean water initiatives, composting at home and conserving energy.

The Green Team concept was introduced during an all-staff meeting in May 2019. In October 2019, the group held a Halloween Candy Wrapper Drive and collected several boxes of candy wrappers to recycle at Loggerhead Marinelife Center. On December 6, team members visited all Community Services branch offices to “spread green cheer” and hear employees’ ideas. In December 2019, the team collected holiday gift-wrapping for a recycling drive.

Future planned initiatives include energy conservation challenges, sustainable event planning standards, and more education and advocacy.

The Green Team consists of founder Julie Dowe, co-chairs Gillian Moxey, Stessy Cocerez and Daisy Wiebe, CSD Director James Green, and dedicated team members Hugo Montenegro, Jose Zayas, Randy Paul, Paula Bastidas, Tammy Martinez, Wally Lugo and Doris Davis.

List of Programs and Services

Community Action Program

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

LOCATIONS & TIMES:

Belle Glade

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

Lake Worth

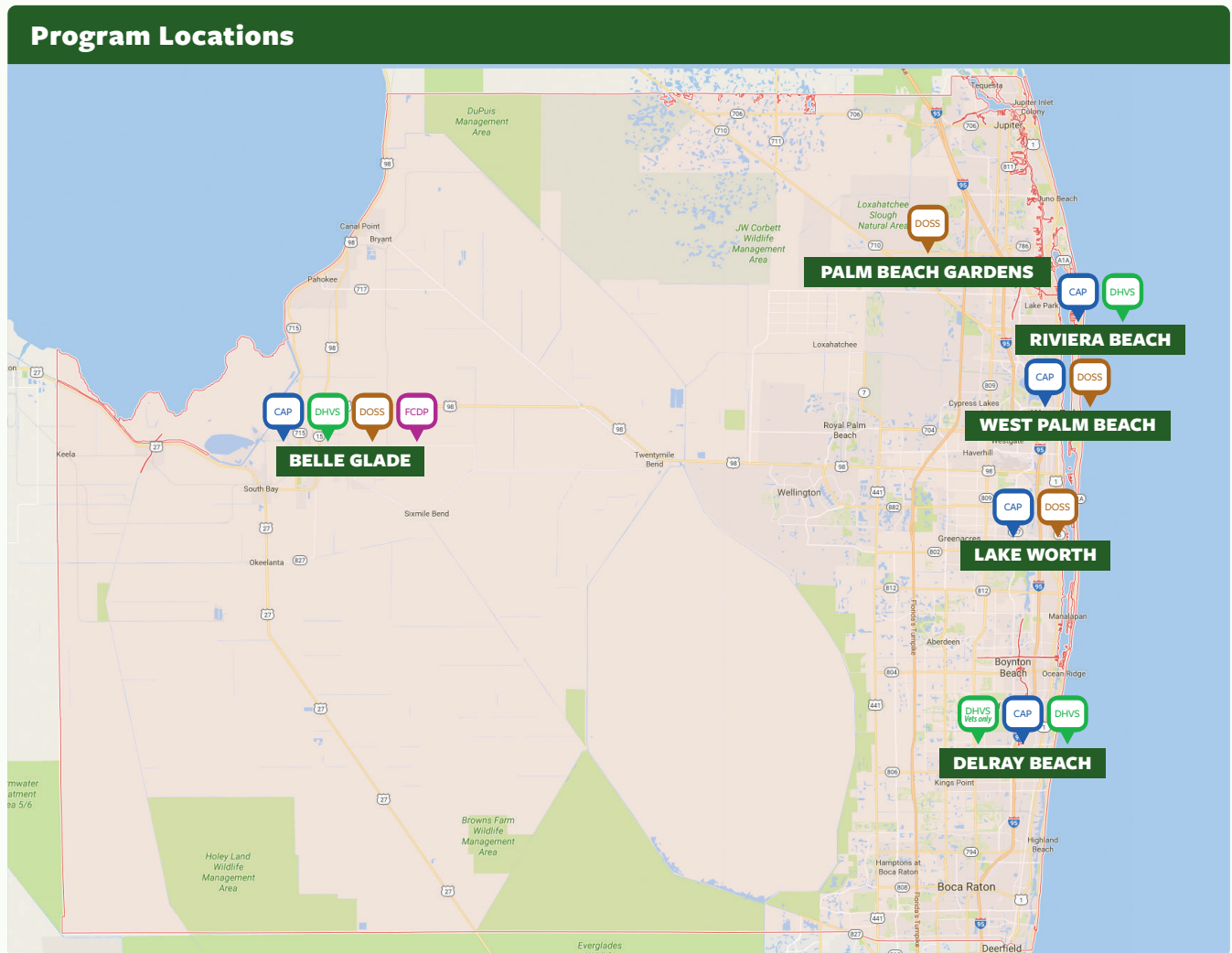
1699 Wingfield Street
Lake Worth, FL 33460
561-694-5415
Monday–Friday 8:00AM–5:00PM

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 Human and Veteran Services

SERVICES:

Case Management, Rental Assistance, Utility Assistance, Information and Referral, Indigent Cremation, and FPL Care to Share

LOCATIONS & TIMES:

Belle Glade

38754 State Road 80
Belle Glade, FL 33430
561-996-1630
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

Riviera Beach

1440 Martin Luther King, Jr. Boulevard
Riviera Beach, FL 33404
561-694-7450
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 & TIMES:

Delray Beach

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

Division of Senior 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 & TIMES:

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

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 & TIMES:

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

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Adopt-A-Family of the Palm Beaches

Academy for Nursing and Health Occupations

Aid To Victims Of Domestic Assault

AIDS Healthcare Foundation

Alzheimer's Community Care Association

ARC of the Glades

CareerSource

Catholic Charities of Palm Beach

Coalition For Independent Living

Community Caring Center

Compass

Credit Card Management Services

CROS Ministries

Drug Abuse Foundation of PBC

Drug Abuse Treatment Association

Families First of Palm Beach County

Farmworker Coordinating Council

Father Flanagan'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

Jerome Golden Center

Legal Aid Society

Mae Volen Transportation

Mental Health Association

Morse Life

Palm Beach County Food Bank

Palm Beach County Health Care District

Palm Beach Habilitation Center

PBC ARC

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 Community Options

YWCA



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