



FY2020 FAA Annual Report



MISSION:

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

James Green
Department Director

Taruna Malhotra
Assistant Department Director



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



Financially Assisted Agencies (FAA) Annual Report FY20

Mission Statement

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

Department Director

James Green

Assistant Department Director

Taruna Malhotra

Community Services Department

March 2021

Document prepared by:

Stessy Cocerez

Planner II,

John Dlugosz

Planner I

&

Meghan Parnell

Manager, Planning and Evaluation

If you have questions or concerns, please contact:

Stessy Cocerez

at

Community Services Department

810 Datura Street

West Palm Beach, FL 33401

Phone:

561-355-4718

Email:

SCocerez@pbcgov.org

Table of Contents

	<u>Page #</u>
FAA Agency Alphabetical Reference	5
FY20 COVID-19 Narrative Alphabetical Reference by Agency	7
Background and Executive Summary	8
FAA Organizational Chart	10
FAA Summary	11
Behavioral Health	12
American Association of Caregiving Youth – Caregiving Youth Project	13
Drug Abuse Foundation (DAF) – Intensive Residential Services	14
Drug Abuse Foundation (DAF) – Medical Detox	15
Drug Abuse Treatment Association (DATA) – Non-Residential Treatment Services	16
Drug Abuse Treatment Association (DATA) – Residential Treatment Services	17
Father Flanagan’s BoysTown – Children’s Behavioral Health Collaborative	18
For the Children – Children Community Wellness	19
Housing Partnership – Community-Based Outpatient Services	20
Housing Partnership – Supportive Housing	21
Jeff Industries – Job Placement Program	22
Jeff Industries – Let’s Go to Work	23
Mental Health Association – Mental Health GPS: Breaking Barriers	24
South County Mental Health – Crisis Stabilization Unit	25
South County Mental Health – Crisis Stabilization Unit: Belle Glade	26
South County Mental Health – Intake and Evaluation	27
South County Mental Health – Mobile Crisis Team	28
South County Mental Health – Psychiatric and Medical Services	29
Economic Stability/Poverty	30
Community Child Care Center of Delray Beach – Family Strengthening	31
Coalition for Independent Living Options (CILO) – FIND	32
El Sol, JNRC – Worker Development Project	33
Families First – Kin Support Project	34
Farmworker’s Coordinating Council – Family Preservation & Economic Stabilization	35
Habilitation Center for the Handicapped – Employment Program for Adults with Disabilities.....	36
Pathways to Prosperity – CIRCLES Palm Beach County	37
Palm Beach Habilitation Center – Achieving Economic Stability	38
The Glades Initiative – Connecting the Glades	39
The Lord’s Place – Café Joshua	40
United Way of Palm Beach County – Volunteer Income Tax Assistance (VITA) Program	41
Urban League of Palm Beach County – Project THRIVE	42
Homelessness	43
Adopt-A-Family – Housing Stabilization Program	44
Adopt-A-Family – Project SAFE	45
Adopt-A-Family – Rapid Re-Housing	46

Coalition for Independent Living Options (CILO) – Senior FIND	47
Families First – Bridges to Success	48
Gulfstream Goodwill Industries – Employment Focused Case Management	49
Gulfstream Goodwill Industries – Senior Homeless Prevention	50
Gulfstream Goodwill Industries – Youth Permanent Supportive Housing	51
Gulfstream Goodwill Industries – Youth Rapid Re-Housing and Case Management	52
Legal Aid Society – Homeless Legal Prevention Project	53
The Lord's Place – Permanent Supportive Housing Programs	54
Special Needs/Developmental Disabilities	55
The ARC of the Glades – Adult Developmental Services System of Care	56
The ARC of Palm Beach County – PALS: Program for Adult Learning and Support	57
The ARC of Palm Beach County – Residential Group Home	58
Coalition for Independent Living Options (CILO) – ALERT	59
Coalition for Independent Living Options (CILO) – SAIL	60
Gulfstream Goodwill Industries – Client Assistance and Advocacy	61
Habilitation Center for the Handicapped – Day Program for Adults with Special Needs	62
Legal Aid Society – Guardian Advocacy Project	63
Palm Beach Habilitation Center – Computer Training Program	64
Palm Beach Habilitation Center – Seniors in Transition and Retirement Services (STARS)	65
Palm Beach Habilitation Center – Supported Employment	66
Seagull Industries – Achievement Center	67
Seagull Industries – SAIL: Seagull Academy for Independent Living	68
United Community Options – Behavior Focused Respite	69
Domestic Violence and Sheltering	70
Aid to Victims of Domestic Abuse (AVDA) – Casa Vegso	71
Young Women's Christian Association of Palm Beach County (YWCA) – Harmony House	72
Senior Services	73
Alzheimer's Community Care – Family Nurse Consultant	74
Alzheimer's Community Care – Specialized Alzheimer's Adult Day Services	75
Strategic Partnerships	76
211 Palm Beach/Treasure Coast – 211 HelpLine	77
211 Palm Beach/Treasure Coast – Elder Crisis Outreach	78
Adopt-A-Family – Program REACH	79
Adopt-A-Family – Traveler's Aid	80
Gulfstream Goodwill Industries – Assistive Communications – Audiology Services	81
Gulfstream Goodwill Industries – Assistive Communications – Interpreting Services	82
Gulfstream Goodwill Industries – Traveler's Aid	83
Palm Beach County Food Bank – Food Recovery and Distribution & Benefits Outreach Program	84
Southeast Florida Behavioral Health Network (SEFBHN) - Wraparound Services Training	85
The Volen Center – Match Funds & Transportation	86
United Way of Palm Beach County – Hunger Relief	87

FAA Agency Alphabetical Reference

Agency – Program	Page #
211 Palm Beach/Treasure Coast – 211 HelpLine	77
211 Palm Beach/Treasure Coast – Elder Crisis Outreach	78
Adopt-A-Family – Housing Stabilization Program	44
Adopt-A-Family – Program REACH	79
Adopt-A-Family – Project SAFE	45
Adopt-A-Family – Rapid Re-Housing	46
Adopt-A-Family – Traveler's Aid	80
Aid to Victims of Domestic Abuse (AVDA) – Casa Vegso	71
Alzheimer's Community Care – Family Nurse Consultant	74
Alzheimer's Community Care – Specialized Alzheimer's Adult Day Services	75
American Association of Caregiving Youth – Caregiving Youth Project	13
The ARC of the Glades – Adult Developmental Services System of Care	56
The ARC of Palm Beach County – PALS: Program for Adult Learning and Support	57
The ARC of Palm Beach County – Residential Group Home	58
Coalition for Independent Living Options (CILO) – ALERT	59
Coalition for Independent Living Options (CILO) – FIND	32
Coalition for Independent Living Options (CILO) – SAIL	60
Coalition for Independent Living Options (CILO) – Senior FIND	47
Community Child Care Center of Delray Beach – Family Strengthening	31
Drug Abuse Foundation (DAF) – Intensive Residential Services	14
Drug Abuse Foundation (DAF) – Medical Detox	15
Drug Abuse Treatment Association (DATA) – Non-Residential Treatment Services	16
Drug Abuse Treatment Association (DATA) – Residential Treatment Services	17
El Sol, JNRC – Worker Development Project	33
Families First – Bridges to Success	48
Families First – Kin Support Project	34
Farmworker's Coordinating Council – Family Preservation & Economic Stabilization	35
Father Flanagan's BoysTown – Children's Behavioral Health Collaborative	18
For the Children – Children Community Wellness	19
The Glades Initiative – Connecting the Glades	39
Gulfstream Goodwill Industries – Assistive Communications – Audiology Services	81
Gulfstream Goodwill Industries – Assistive Communications – Interpreting Services	82
Gulfstream Goodwill Industries – Client Assistance and Advocacy	61
Gulfstream Goodwill Industries – Employment Focused Case Management	49
Gulfstream Goodwill Industries – Senior Homeless Prevention	50
Gulfstream Goodwill Industries – Traveler's Aid	83
Gulfstream Goodwill Industries – Youth Permanent Supportive Housing	51
Gulfstream Goodwill Industries – Youth Rapid Re-Housing and Case Management	52
Habilitation Center for the Handicapped – Day Program for Adults with Special Needs	62
Habilitation Center for the Handicapped – Employment Program for Adults with Disabilities	36
Housing Partnership – Community-Based Outpatient Services	20

FAA Agency Alphabetical Reference Continues on next page

Agency – Program	Page #
Housing Partnership – Supportive Housing	21
Jeff Industries – Job Placement Program	22
Jeff Industries – Let's Go to Work	23
Legal Aid Society – Guardian Advocacy Project	63
Legal Aid Society – Homeless Legal Prevention Project	53
The Lord's Place – Café Joshua	40
The Lord's Place – Permanent Supportive Housing Programs	54
Mental Health Association – Mental Health GPS: Breaking Barriers	24
Palm Beach County Food Bank – Food Recovery and Distribution & Benefits Outreach Program	84
Palm Beach Habilitation Center – Achieving Economic Stability	38
Palm Beach Habilitation Center – Computer Training Program	64
Palm Beach Habilitation Center – Seniors in Transition and Retirement Services (STARS)	65
Palm Beach Habilitation Center – Supported Employment	66
Pathways to Prosperity – CIRCLES Palm Beach County	37
Seagull Industries – Achievement Center	67
Seagull Industries – SAIL: Seagull Academy for Independent Living	68
South County Mental Health – Crisis Stabilization Unit	25
South County Mental Health – Crisis Stabilization Unit: Belle Glade	26
South County Mental Health – Intake and Evaluation	27
South County Mental Health – Mobile Crisis Team	28
South County Mental Health – Psychiatric and Medical Services	29
Southeast Florida Behavioral Health Network (SEFBHN) - Wraparound Services Training	85
The Volen Center – Match Funds & Transportation	86
United Community Options – Behavior Focused Respite	69
United Way of Palm Beach County – Hunger Relief	87
United Way of Palm Beach County – Volunteer Income Tax Assistance (VITA) Program	41
Urban League of Palm Beach County – Project THRIVE	42
Young Women's Christian Association of Palm Beach County (YWCA) – Harmony House	72

FY20 COVID-19 Narrative Alphabetical Reference by Agency

Agency – Program	Page #
Introduction Page	88
211 Palm Beach/Treasure Coast (211)	89
Adopt-A-Family of the Palm Beaches (AAF)	89
Aid to Victims of Domestic Abuse (AVDA)	90
Alzheimer's Community Care (ACC)	90
American Association of Caregiving Youth (AACY)	N/A
The Arc of the Glades (ArcGlades)	91
The Arc of Palm Beach County (ArcPBC)	91
Coalition for Independent Living Options (CILO)	92
Community Caring Center of Palm Beach County (CCCPBC)	N/A
Community Child Care Center of Delray Beach (CCCCDB)	92
Drug Abuse Foundation of PBC (DAF)	94
Drug Abuse Treatment Association (DATA)	94
El Sol, JNRC (ES)	95
Families First of Palm Beach County (FF)	95
Farmworker Coordinating Council of Palm Beach County (FCC)	96
Father Flanagan's BoysTown of South FL (FFBTSFL)	97
For the Children (FTC)	97
The Glades Initiative (TGI)	N/A
Gulfstream Goodwill Industries (GGI)	98
Habilitation Center for the Handicapped (HCfH)	99
Housing Partnership (HP)	99
Jeff Industries (JI)	100
Legal Aid Society of Palm Beach County (LAS)	100
The Lord's Place (TLP)	101
Mental Health Association (MHA)	102
Palm Beach County Food Bank (PBCFB)	102
Palm Beach Habilitation Center (PBHC)	103
Pathways to Prosperity (P2P)	103
Seagull Industries (SI)	104
South County Mental Health Center (SCMH)	N/A
Southeast Florida Behavioral Health Network (SEFBHN)	105
United Community Options (UCO)	105
United Way of Palm Beach County (UW)	106
Urban League of Palm Beach County (ULPBC)	106
The Volen Center (TVC)	107
YWCA of Palm Beach County (YWCA)	107

Executive Summary

This fiscal year (FY), the Financially Assisted Agencies (FAA) shared the unexpected impact of the COVID-19 pandemic along with the rest of the world. While the experience was not ideal, all of the FAA programs continued to operate to the best of their ability in whichever capacity they could. Agencies that had to amend their service delivery due to the pandemic were asked to provide us with a COVID-19 Narrative to describe their changes. These documents have been added to the report and organized by Agency and/or Program name.

Another change that occurred in FY20 was the postponement of the Notice of Funding Opportunity (NOFO) for the Behavioral Health service category. With the closure of the Jerome Golden Center, there was an opportunity to further plan for the Behavioral Health system. The Board of County Commissioners (BCC) adopted the goal to create a paradigm shift from a treatment-centric recovery-oriented System of Care to a person-centric recovery-oriented System of Care. The work has been ongoing and it continued throughout FY2020. Due to these changes, as well as COVID-19, the Behavioral Health NOFO is expected to be released during FY2021.

FY20 marks the fifth year the FAA program has issued a report with details including individual program descriptions, the amount of funding expended, the number of clients served, and program participant demographic data. The information is provided by program, service category, and in an overall summary for FAA.

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

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

About the Financially Assisted Agencies Program

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

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

The HHS Element defines the System of Care as follows:

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

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

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

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

Through a competitive procurement process, the Board of County Commissioners approved FAA funding for the Fiscal Year 2020, from October 1, 2019 through September 30, 2020. Thirty-six (36) agencies, operated seventy-one (71) programs across six (6) main service categories including Behavioral Health, Special Needs and Developmental Disabilities, Economic Stability and Poverty, Senior Services, Domestic Violence and Sheltering, and Homelessness. Additional programs identified that did not fit seamlessly within one of the six main categories received FAA funding under the Strategic Partnerships category. The standard funding cycle is for three (3) years.

Reporting Changes

This section outlines some of the methodological underpinnings that have been utilized to report the outcomes, demographics, and select information on the Financially Assisted Agencies data report pages. Data was either obtained from several shared databases or was self-reported by the agency. Data that was extracted from databases is reviewed by internal FAA staff, sent to the agency for review and/or adjustments, and then verified by each agency using a data verification form. For FY2020, data reporting modifications were made for the Economic Stability and Poverty service category due to the COVID-19 pandemic. An outline of the methods used and a list of modifications made can be found in the following paragraphs.

Economic Stability/Poverty and Mobility:

Several agencies within the Economic Stability/Poverty and Mobility service category were contractually required to track the following outcome indicator: 'A family/household/individual must demonstrate an increase in income and maintain the increase for 90 days or more within the fiscal year'. In response to the COVID-19 pandemic and the associated shutdowns that many FAA agencies experienced, the original outcome indicator was adjusted to: 'A family/household/individual must demonstrate an increase in income within the fiscal year'. Outcome indicators were modified for a total of eleven (11) agencies in the Economic Stability and Poverty category and a total of two (2) agencies in the Securing Our Future Initiative (SOFI) category.

All Service Categories:

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

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

Gender:

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

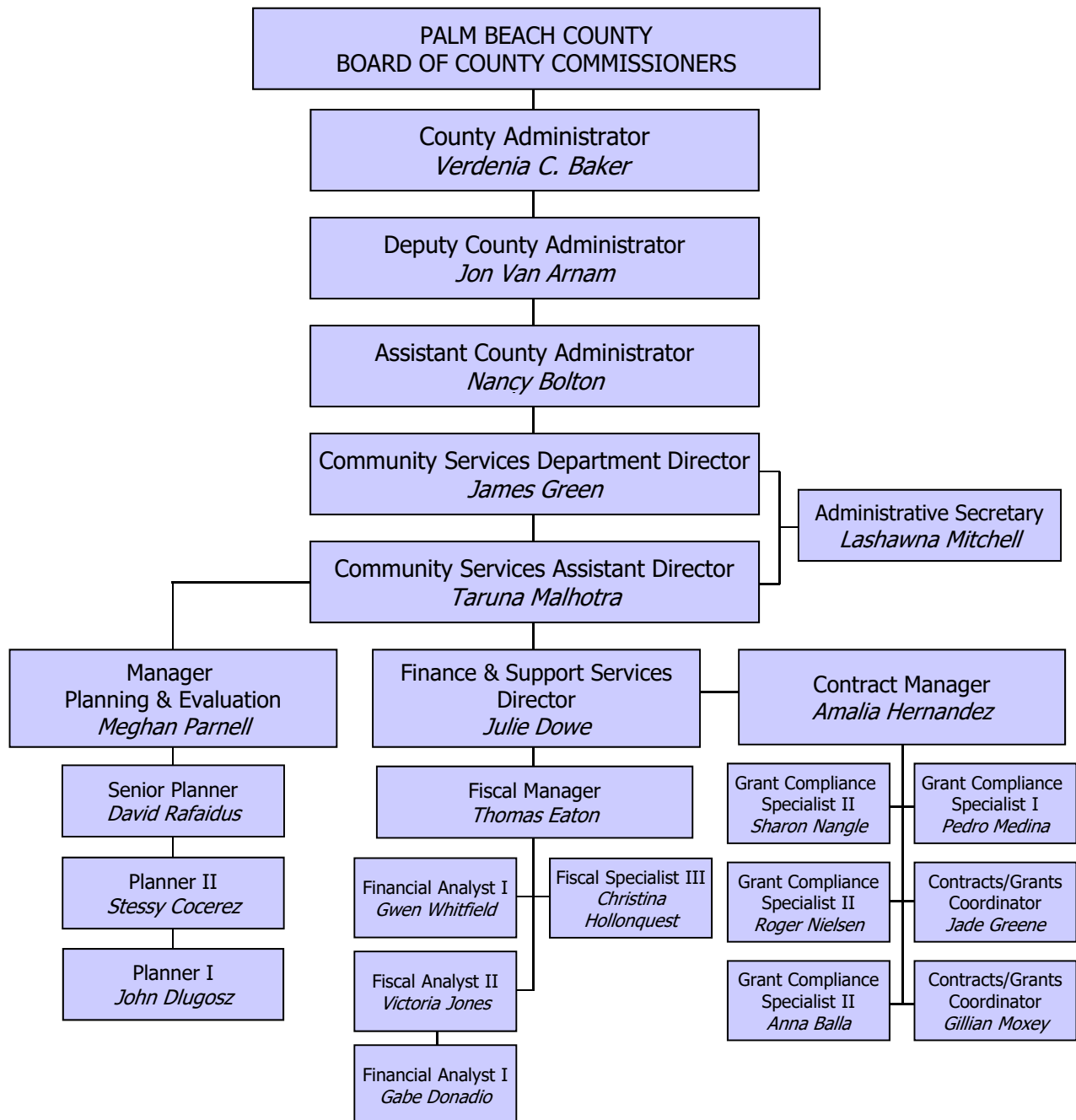
Race:

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

Ethnicity:

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

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



Financially Assisted Agencies

Overall Summary

The Board of County Commissioners (BCC) approved funding for FY20, from October 1, 2019 through September 30, 2020. Thirty-six (36) agencies were funded. They operated seventy-one (71) programs across seven (7) service categories including Behavioral Health, Economic Stability/Poverty and Mobility (SOFI), Homelessness, Special Needs and Developmental Disabilities, Senior Services, Domestic Violence and Sheltering, and Strategic Partnerships.

Program Participant Demographic Data			
Gender	Female	9662	52%
	Male	8066	44%
	Other/Unknown	777	4%
	TOTAL:	18505	100%
Veteran	Veteran	403	2%
	Non-Veteran	16530	89%
	Unknown	1572	8%
	TOTAL:	18505	100%
Race	White or Caucasian	8236	45%
	Black or African American	6183	33%
	American Indian/Alaskan Native	32	0%
	Asian	156	1%
	Native Hawaiian/Other Pacific Islander	36	0%
	Two or More Races (Multi-racial)	1887	10%
	Other/Unknown	1975	11%
	TOTAL:	18505	100%
Ethnicity	Hispanic or Latino	3306	18%
	Not Hispanic/Latino	10149	55%
	Other/Unknown	5050	27%
	TOTAL:	18505	100%
Age	17 and under	3337	18%
	18 to 24	1798	10%
	25 to 39	4969	27%
	40 to 59	4822	26%
	60 and above	3495	19%
	Unknown	84	0%
	TOTAL:	18505	100%

<u>NUMBER OF AGENCIES FUNDED:</u> 36
<u>NUMBER OF PROGRAMS FUNDED:</u> 71
<u>NUMBER TO BE SERVED:</u> 19,766*
<u>ACTUAL NUMBER SERVED:</u> 18,505**
<u>FUNDING AMOUNT AWARDED:</u> \$12,317,143.00
<u>FUNDING AMOUNT EXPENDED:</u> \$11,750,808.26 (95%)

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

The 'Number to be served' also excludes one (1) agency (Community Caring Center of Palm Beach County) because the agency closed its doors during FY20 and thus did not report client-level data to Financially Assisted Agencies (FAA).

** The 'Actual number served' is based on all the agency programs that submitted client-level data for FY20.

Behavioral Health

Overall Summary

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

<p><u>NUMBER OF AGENCIES FUNDED:</u> 9</p> <p><u>NUMBER OF PROGRAMS FUNDED:</u> 17</p> <p><u>NUMBER TO BE SERVED:</u> 9,600 adults, individuals, youth</p> <p><u>ACTUAL NUMBER SERVED:</u> 9,159 adults, individuals, youth</p> <p><u>FUNDING AMOUNT AWARDED:</u> \$5,453,344.00</p> <p><u>FUNDING AMOUNT EXPENDED:</u> \$5,346,460.72 (98%)</p>
--

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

Program Participant Demographic Data			
Gender	Female	4288	47%
	Male	4862	53%
	Other/Unknown	9	0%
	TOTAL:	9159	100%
Veteran	Veteran	125	1%
	Non-Veteran	8991	98%
	Unknown	43	0%
	TOTAL:	9159	100%
Race	White or Caucasian	4081	45%
	Black or African American	2901	32%
	American Indian/Alaskan Native	7	0%
	Asian	67	1%
	Native Hawaiian/Other Pacific Islander	11	0%
	Two or More Races (Multi-racial)	1810	20%
	Other/Unknown	282	3%
	TOTAL:	9159	100%
Ethnicity	Hispanic/Latino	1216	13%
	Not Hispanic/Latino	4664	51%
	Other/Unknown	3279	36%
	TOTAL:	9159	100%
Age	17 and under	2994	33%
	18 to 24	960	10%
	25 to 39	2816	31%
	40 to 59	1893	21%
	60 and above	485	5%
	Unknown	11	0%
	TOTAL:	9159	100%

American Association of Caregiving Youth

Caregiving Youth Project

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

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

OUTCOME INDICATOR:
60% of youth will improve their level of functioning on post-assessment compared to the pre-assessment baseline score on the CYP Behavioral Health Assessment (BHA).

OUTCOME PERCENTAGE ACHIEVED:
80%

NUMBER TO BE SERVED:
65 youth

ACTUAL NUMBER SERVED:
35 youth *

FUNDING AMOUNT AWARDED:
\$37,500.00

FUNDING AMOUNT EXPENDED:
\$29,469.18 (79%) *

PROGRAM HIGHLIGHTS:

- Over the summer, with the partnership of Spirit of Giving many families received school supplies.
- Families received cooked meals, PPEs, toiletries and other items to assist with basic needs.
- Zoom activities were created to provide a space virtually for students to still be able to meet with their peers. Some of the Zoom activities helped students with anxiety management and promotes social connectedness.

* The number to be served was not met because students were not in school due to COVID-19, there was limited privacy at home for counseling, and there were time constraints on the number of sessions per day.

Drug Abuse Foundation

Intensive Residential Treatment

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

<u>Program Participant Demographic Data</u>			
Gender	Female	76	31%
	Male	171	69%
	Other/Unknown	0	0%
	TOTAL:	247	100%
Veteran	Veteran	3	1%
	Non-Veteran	239	97%
	Unknown	5	2%
	TOTAL:	247	100%
Race	White or Caucasian	172	70%
	Black or African American	49	20%
	American Indian/Alaskan Native	0	0%
	Native Hawaiian/Other Pacific Islander	1	0%
	Asian	0	0%
	Two or More Races (Multi-racial)	3	1%
	Other/Unknown	22	9%
	TOTAL:	247	100%
Ethnicity	Hispanic or Latino	23	9%
	Not Hispanic or Latino	224	91%
	Other/Unknown	0	0%
	TOTAL:	247	100%
Age	17 and under	0	0%
	18 to 24	16	6%
	25 to 39	119	48%
	40 to 59	100	40%
	60 and above	12	5%
	Unknown	0	0%
	TOTAL:	247	100%

OUTCOME INDICATOR:
61% of adults will successfully complete substance treatment services.

OUTCOME PERCENTAGE ACHIEVED:
51% *

NUMBER TO BE SERVED:
311 adults

ACTUAL NUMBER SERVED:
247 adults *

FUNDING AMOUNT AWARDED:
\$491,327.00

FUNDING AMOUNT EXPENDED:
\$491,260.00 (100%)

- PROGRAM HIGHLIGHTS:**
- The program was able to operate without interruption throughout COVID-19
 - Drug Abuse Foundation is nearing completion of a New Pavilion for Women and Children.

* Due to COVID-19, admission into residential services was slowed to allow some beds to be used for transition. Please see the COVID-19 Narrative page for Drug Abuse Foundation for additional comments.

Drug Abuse Foundation

Medical Detox

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

<u>Program Participant Demographic Data</u>			
Gender	Female	232	27%
	Male	628	73%
	Other/Unknown	0	0%
	TOTAL:	860	100%
Veteran	Veteran	24	3%
	Non-Veteran	832	97%
	Unknown	4	0%
	TOTAL:	860	100%
Race	White or Caucasian	645	75%
	Black or African American	109	13%
	American Indian/Alaskan Native	2	0%
	Native Hawaiian/Other Pacific Islander	3	0%
	Asian	0	0%
	Two or More Races (Multi-racial)	18	2%
	Other/Unknown	83	10%
TOTAL:	860	100%	
Ethnicity	Hispanic or Latino	81	9%
	Not Hispanic or Latino	779	91%
	Other/Unknown	0	0%
	TOTAL:	860	100%
Age	17 and under	2	0%
	18 to 24	31	4%
	25 to 39	503	58%
	40 to 59	282	33%
	60 and above	42	5%
	Unknown	0	0%
	TOTAL:	860	100%

OUTCOME INDICATOR:

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

OUTCOME PERCENTAGE ACHIEVED:

77%

NUMBER TO BE SERVED:

906 adults

ACTUAL NUMBER SERVED:

860 adults *

FUNDING AMOUNT AWARDED:

\$822,267.00

FUNDING AMOUNT EXPENDED:

\$822,194.00 (100%)

PROGRAM HIGHLIGHTS:

- Detox services continued operations without interruption throughout COVID-19.
- Drug Abuse Foundation is nearing completion of a New Pavilion for Women and Children.

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

Drug Abuse Treatment Association

Non-Residential Treatment Services

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

<u>Program Participant Demographic Data</u>			
Gender	Female	92	45%
	Male	112	55%
	Other/Unknown	0	0%
	TOTAL:	204	100%
Veteran	Veteran	0	0%
	Non-Veteran	204	100%
	Unknown	0	0%
	TOTAL:	204	100%
Race	White or Caucasian	89	44%
	Black or African American	70	34%
	American Indian/Alaskan Native	0	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Asian	0	0%
	Two or More Races (Multi-racial)	45	22%
	Other/Unknown	0	0%
	TOTAL:	204	100%
Ethnicity	Hispanic or Latino	58	28%
	Not Hispanic or Latino	146	72%
	Other/Unknown	0	0%
	TOTAL:	204	100%
Age	17 and under	189	93%
	18 to 24	15	7%
	25 to 39	0	0%
	40 to 59	0	0%
	60 and above	0	0%
	Unknown	0	0%
	TOTAL:	204	100%

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

OUTCOME PERCENTAGE ACHIEVED:
96%

NUMBER TO BE SERVED:
450 youth

ACTUAL NUMBER SERVED:
204 youth *

FUNDING AMOUNT AWARDED:
\$124,990.00

FUNDING AMOUNT EXPENDED:
\$124,990.00 (100%)

- PROGRAM HIGHLIGHTS:**
- Transitioned treatment services to telehealth platforms in response to COVID-19 and schools closing.
 - Continued to admit new clients despite staff not being in brick and mortar schools.
 - 96% of youth successfully completed the program despite the challenges of COVID-19.

* The closing of brick and mortar schools significantly impacted the number of youth referred to the program which adversely impacted the anticipated number of youth to be served for the year. Please see the COVID-19 Narrative page for Drug Abuse Treatment Association for additional comments.

Drug Abuse Treatment Association

Residential Treatment Services

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

Program Participant Demographic Data			
Gender	Female	10	22%
	Male	36	78%
	Other/Unknown	0	0%
	TOTAL:	46	100%
Veteran	Veteran	0	0%
	Non-Veteran	46	100%
	Unknown	0	0%
	TOTAL:	46	100%
Race	White or Caucasian	22	48%
	Black or African American	16	35%
	American Indian/Alaskan Native	0	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Asian	0	0%
	Two or More Races (Multi-racial)	8	17%
	Other/Unknown	0	0%
	TOTAL:	46	100%
Ethnicity	Hispanic or Latino	13	39%
	Not Hispanic or Latino	33	61%
	Other/Unknown	0	0%
	TOTAL:	46	100%
Age	17 and under	46	100%
	18 to 24	0	0%
	25 to 39	0	0%
	40 to 59	0	0%
	60 and above	0	0%
	Unknown	0	0%
	TOTAL:	46	100%

OUTCOME INDICATOR:

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

OUTCOME PERCENTAGE ACHIEVED:

85%

NUMBER TO BE SERVED:

36 youth

ACTUAL NUMBER SERVED:

46 youth

FUNDING AMOUNT AWARDED:

\$141,118.00

FUNDING AMOUNT EXPENDED:

\$141,118.00 (100%)

PROGRAM HIGHLIGHTS:

- 85% of youth successfully completed the residential program.
- Residential program continued admitting youth despite the COVID-19 pandemic.
- Youth and families adapted to telehealth strategies used for visitation and family therapy sessions.

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

Father Flanagan's Boystown

Children's Behavioral Health Collaborative

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

Program Participant Demographic Data			
Gender	Female	110	38%
	Male	183	62%
	Other/Unknown	0	0%
	TOTAL:	293	100%
Veteran	Veteran	0	0%
	Non-Veteran	293	100%
	Unknown	0	0%
	TOTAL:	293	100%
Race	White or Caucasian	139	47%
	Black or African American	104	35%
	American Indian/Alaskan Native	0	0%
	Native Hawaiian/Other Pacific Islander	1	0%
	Asian	0	0%
	Two or More Races (Multi-racial)	8	3%
	Other/Unknown	41	14%
	TOTAL:	293	100%
Ethnicity	Hispanic or Latino	53	18%
	Not Hispanic or Latino	199	68%
	Other/Unknown	41	14%
	TOTAL:	293	100%
Age	17 and under	277	95%
	18 to 24	16	5%
	25 to 39	0	0%
	40 to 59	0	0%
	60 and above	0	0%
	Unknown	0	0%
	TOTAL:	293	100%

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

OUTCOME PERCENTAGE ACHIEVED:
82%

NUMBER TO BE SERVED:
345 children

ACTUAL NUMBER SERVED:
293 children*

FUNDING AMOUNT AWARDED:
\$527,715.00

FUNDING AMOUNT EXPENDED:
\$521,809.11 (99%)

- PROGRAM HIGHLIGHTS:**
- Care Coordination Services were provided to 293 children from October 2019 to September 2020.
 - The program achieved 82% successful discharges from October 2019 to September 2020.
 - The program secured and delivered gifts to over 40 children and families in Palm Beach County during the 2020 holiday season.

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

For The Children

Children Community Wellness

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

Program Participant Demographic Data			
Gender	Female	27	54%
	Male	23	46%
	Other/Unknown	0	0%
	TOTAL:	50	100%
Veteran	Veteran	0	0%
	Non-Veteran	50	100%
	Unknown	0	0%
	TOTAL:	50	100%
Race	White or Caucasian	5	10%
	Black or African American	45	90%
	American Indian/Alaskan Native	0	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Asian	0	0%
	Two or More Races (Multi-racial)	0	0%
	Other/Unknown	0	0%
	TOTAL:	50	100%
Ethnicity	Hispanic or Latino	3	6%
	Not Hispanic or Latino	47	94%
	Other/Unknown	0	0%
	TOTAL:	50	100%
Age	17 and under	50	100%
	18 to 24	0	0%
	25 to 39	0	0%
	40 to 59	0	0%
	60 and above	0	0%
	Unknown	0	0%
	TOTAL:	50	100%

<p><u>OUTCOME INDICATOR:</u></p> <p>70% of children with emotional disturbances will improve their level of functioning as measured by an increased score on the discharge Child Functional Assessment Rating Scale (CFARS) over the baseline score.</p>
<p><u>OUTCOME PERCENTAGE ACHIEVED:</u></p> <p>94%</p>
<p><u>NUMBER TO BE SERVED:</u></p> <p>50 youth</p>
<p><u>ACTUAL NUMBER SERVED:</u></p> <p>50 youth</p>
<p><u>FUNDING AMOUNT AWARDED:</u></p> <p>\$245,366.00</p>
<p><u>FUNDING AMOUNT EXPENDED:</u></p> <p>\$245,365.32 (100%)</p>
<p><u>PROGRAM HIGHLIGHTS:</u></p> <ul style="list-style-type: none"> • The case manager linked families to rental and utility assistance. • Families were given access to telehealth and remained engaged in services. • The program reached their goal of providing services to 50 clients.

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

Housing Partnership

Community-Based Outpatient Services

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

Program Participant Demographic Data			
Gender	Female	1646	58%
	Male	1186	42%
	Other/Unknown	0	0%
	TOTAL:	2832	100%
Veteran	Veteran	22	1%
	Non-Veteran	2777	98%
	Unknown	33	1%
	TOTAL:	2832	100%
Race	White or Caucasian	815	29%
	Black or African American	1061	37%
	American Indian/Alaskan Native	3	0%
	Native Hawaiian/Other Pacific Islander	3	0%
	Asian	12	0%
	Two or More Races (Multi-racial)	938	33%
	Other/Unknown	0	0%
	TOTAL:	2832	100%
Ethnicity	Hispanic or Latino	101	4%
	Not Hispanic or Latino	2731	96%
	Other/Unknown	0	0%
	TOTAL:	2832	100%
Age	17 and under	1800	64%
	18 to 24	241	9%
	25 to 39	569	20%
	40 to 59	194	7%
	60 and above	28	1%
	Unknown	0	0%
	TOTAL:	2832	100%

OUTCOME INDICATOR:

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

OUTCOME PERCENTAGE ACHIEVED:

71%

NUMBER TO BE SERVED:

1875 individuals

ACTUAL NUMBER SERVED:

2832 individuals

FUNDING AMOUNT AWARDED:

\$236,275.00

FUNDING AMOUNT EXPENDED:

\$236,275.00 (100%)

PROGRAM HIGHLIGHTS:

- The program expanded Outpatient Services by 15%.
- The program increased Outpatient daily referral average.
- The program provided financial support to 128 clients affected by COVID-19.

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

Housing Partnership

Supportive Housing

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

Program Participant Demographic Data			
Gender	Female	56	77%
	Male	17	23%
	Other/Unknown	0	0%
	TOTAL:	73	100%
Veteran	Veteran	0	0%
	Non-Veteran	73	100%
	Unknown	0	0%
	TOTAL:	73	100%
Race	White or Caucasian	33	45%
	Black or African American	40	55%
	American Indian/Alaskan Native	0	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Asian	0	0%
	Two or More Races (Multi-racial)	0	0%
	Other/Unknown	0	0%
	TOTAL:	73	100%
Ethnicity	Hispanic or Latino	12	16%
	Not Hispanic or Latino	61	84%
	Other/Unknown	0	0%
	TOTAL:	73	100%
Age	17 and under	0	0%
	18 to 24	3	4%
	25 to 39	36	49%
	40 to 59	27	37%
	60 and above	7	10%
	Unknown	0	0%
	TOTAL:	73	100%

<p><u>OUTCOME INDICATOR:</u> 90% of placed individuals will live in a stable housing environment.</p> <p><u>OUTCOME PERCENTAGE ACHIEVED:</u> 61% *</p> <p><u>NUMBER TO BE SERVED:</u> 130 individuals</p> <p><u>ACTUAL NUMBER SERVED:</u> 73 individuals *</p> <p><u>FUNDING AMOUNT AWARDED:</u> \$139,701.00</p> <p><u>FUNDING AMOUNT EXPENDED:</u> \$139,701.00 (100%)</p> <p><u>PROGRAM HIGHLIGHTS:</u></p> <ul style="list-style-type: none"> • The program placed 73 individuals/families into affordable housing. • The program expanded Outpatient Services by 15%. • The program made additions to the affordable housing database and provided eight (8) additional Extremely Low Income Units to individuals. • The program increased Outpatient daily referral average. • The program provided financial support to 128 individuals affected by COVID-19.
--

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

Jeff Industries

Job Placement Program

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

Program Participant Demographic Data			
Gender	Female	3	21%
	Male	11	79%
	Other/Unknown	0	0%
	TOTAL:	14	100%
Veteran	Veteran	0	0%
	Non-Veteran	14	100%
	Unknown	0	0%
	TOTAL:	14	100%
Race	White or Caucasian	9	64%
	Black or African American	4	29%
	American Indian/Alaskan Native	0	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Asian	1	7%
	Two or More Races (Multi-racial)	0	0%
	Other/Unknown	0	0%
	TOTAL:	14	100%
Ethnicity	Hispanic or Latino	1	7%
	Not Hispanic or Latino	13	93%
	Other/Unknown	0	0%
	TOTAL:	14	100%
Age	17 and under	0	0%
	18 to 24	0	0%
	25 to 39	8	57%
	40 to 59	6	43%
	60 and above	0	0%
	Unknown	0	0%
	TOTAL:	14	100%

<p><u>OUTCOME INDICATOR:</u> 70% of adults with serious mental illness will be competitively employed for at least 92 days per year.</p> <p><u>OUTCOME PERCENTAGE ACHIEVED:</u> 100%</p> <p><u>NUMBER TO BE SERVED:</u> 20 adults</p> <p><u>ACTUAL NUMBER SERVED:</u> 14 adults *</p> <p><u>FUNDING AMOUNT AWARDED:</u> \$26,123.00</p> <p><u>FUNDING AMOUNT EXPENDED:</u> \$26,123.00 (100%)</p> <p><u>PROGRAM HIGHLIGHTS:</u></p> <ul style="list-style-type: none"> • The program assisted the majority of program participants with staying employed through pandemic. • The program developed partnerships with Sunshine Cleaning Services to employ program participants who do not pass standard background checks. • The program engaged program participants in My Strengths mental health support platform.

* Please see the COVID-19 Narrative page for Jeff Industries – Job Program Placement for additional comments.

Jeff Industries

Let's Go To Work

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

Program Participant Demographic Data			
Gender	Female	7	13%
	Male	47	87%
	Other/Unknown	0	0%
	TOTAL:	54	100%
Veteran	Veteran	0	0%
	Non-Veteran	54	100%
	Unknown	0	0%
	TOTAL:	54	100%
Race	White or Caucasian	39	72%
	Black or African American	14	26%
	American Indian/Alaskan Native	0	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Asian	1	2%
	Two or More Races (Multi-racial)	0	0%
	Other/Unknown	0	0%
	TOTAL:	54	100%
Ethnicity	Hispanic or Latino	5	9%
	Not Hispanic or Latino	49	91%
	Other/Unknown	0	0%
	TOTAL:	54	100%
Age	17 and under	0	0%
	18 to 24	10	19%
	25 to 39	34	63%
	40 to 59	9	17%
	60 and above	1	2%
	Unknown	0	0%
	TOTAL:	54	100%

OUTCOME INDICATOR:

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

OUTCOME PERCENTAGE ACHIEVED:

93%

NUMBER TO BE SERVED:

45 individuals

ACTUAL NUMBER SERVED:

54 individuals

FUNDING AMOUNT AWARDED:

\$139,672.00

FUNDING AMOUNT EXPENDED:

\$139,672.00 (100%)

PROGRAM HIGHLIGHTS:

- The agency was able to engage program participants and keep those who wanted to continue employment participating in services despite the challenges the pandemic presented.
- Through remote engagement, work from home, telehealth, and the My Strength platform, the agency was able to assist many program participants in becoming more proficient with technology usage.

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

Mental Health Association

Mental Health GPS: Breaking Barriers

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

Program Participant Demographic Data			
Gender	Female	204	56%
	Male	154	42%
	Other/Unknown	9	2%
	TOTAL:	367	100%
Veteran	Veteran	3	1%
	Non-Veteran	364	99%
	Unknown	0	0%
	TOTAL:	367	100%
Race	White or Caucasian	194	53%
	Black or African American	85	23%
	American Indian/Alaskan Native	0	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Asian	3	1%
	Two or More Races (Multi-racial)	1	0%
	Other/Unknown	84	23%
	TOTAL:	367	100%
Ethnicity	Hispanic or Latino	60	16%
	Not Hispanic or Latino	0	0%
	Other/Unknown	307	84%
	TOTAL:	367	100%
Age	17 and under	42	11%
	18 to 24	41	11%
	25 to 39	91	25%
	40 to 59	95	26%
	60 and above	87	24%
	Unknown	11	3%
	TOTAL:	367	100%

OUTCOME INDICATOR:

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

OUTCOME PERCENTAGE ACHIEVED:

99%

NUMBER TO BE SERVED:

375 individuals

ACTUAL NUMBER SERVED:

367 individuals*

FUNDING AMOUNT AWARDED:

\$69,883.00

FUNDING AMOUNT EXPENDED:

\$69,877.50 (100%)

PROGRAM HIGHLIGHTS:

- The helpline successfully transitioned to fully remote operations.
- Helpline staff were quick to update provider database regarding telehealth services.

* Before the pandemic, the majority of helpline callers were from individuals seeking in-person mental health services. The pandemic impacted the need for in-person services. Please see the COVID-19 Narrative page for Mental Health Association for additional comments.

South County Mental Health Center

Crisis Stabilization Unit

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

Program Participant Demographic Data			
Gender	Female	80	28%
	Male	209	72%
	Other/Unknown	0	0%
	TOTAL:	289	100%
Veteran	Veteran	6	2%
	Non-Veteran	283	98%
	Unknown	0	0%
	TOTAL:	289	100%
Race	White or Caucasian	131	45%
	Black or African American	97	34%
	American Indian/Alaskan Native	0	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Asian	4	1%
	Two or More Races (Multi-racial)	54	19%
	Other/Unknown	3	1%
	TOTAL:	289	100%
Ethnicity	Hispanic or Latino	30	10%
	Not Hispanic or Latino	247	86%
	Other/Unknown	12	4%
	TOTAL:	289	100%
Age	17 and under	0	0%
	18 to 24	57	20%
	25 to 39	111	38%
	40 to 59	103	36%
	60 and above	18	6%
	Unknown	0	0%
	TOTAL:	289	100%

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

OUTCOME PERCENTAGE ACHIEVED:
84%

NUMBER TO BE SERVED:
600 individuals

ACTUAL NUMBER SERVED:
289 individuals *

FUNDING AMOUNT AWARDED:
\$1,179,979.00

FUNDING AMOUNT EXPENDED:
\$1,179,978.54 (100%)

PROGRAM HIGHLIGHTS:

- 84% of individuals that were admitted to inpatient care did not require another inpatient stay within 90 days of prior discharge.

* The agency did not provide a statement for why their number to be served was not met for FY2020.

South County Mental Health Center

Crisis Stabilization Unit Belle Glade *

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

Program Participant Demographic Data			
Gender	Female	16	26%
	Male	46	74%
	Other/Unknown	0	0%
	TOTAL:	62	100%
Veteran	Veteran	1	2%
	Non-Veteran	61	98%
	Unknown	0	0%
	TOTAL:	62	100%
Race	White or Caucasian	14	23%
	Black or African American	34	55%
	American Indian/Alaskan Native	0	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Asian	0	0%
	Two or More Races (Multi-racial)	0	0%
	Other/Unknown	14	23%
	TOTAL:	62	100%
Ethnicity	Hispanic or Latino	14	22%
	Not Hispanic or Latino	6	10%
	Other/Unknown	42	68%
	TOTAL:	62	100%
Age	17 and under	0	0%
	18 to 24	4	6%
	25 to 39	35	56%
	40 to 59	18	29%
	60 and above	5	8%
	Unknown	0	0%
	TOTAL:	62	100%

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

OUTCOME PERCENTAGE ACHIEVED:
84%

NUMBER TO BE SERVED:
65 individuals

ACTUAL NUMBER SERVED:
62 individuals **

FUNDING AMOUNT AWARDED:
\$226,191.00

FUNDING AMOUNT EXPENDED:
\$133,395.45 (59%)

PROGRAM HIGHLIGHTS:

- 84% of individuals that were admitted to the inpatient program did not require another inpatient stay within 90 days of prior discharge.

* Because South County Mental Health Center (SCMH) was contracted to provide Crisis Stabilization Unit services in Belle Glade beginning in the fourth quarter of FY20, the Program Participant Demographic Data table and the associated information on the program is only for data collected during this timeframe.

** The agency did not provide a statement for why their number to be served was not met for FY2020.

South County Mental Health Center

Intake and Evaluation

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

Program Participant Demographic Data			
Gender	Female	436	34%
	Male	857	66%
	Other/Unknown	0	0%
	TOTAL:	1293	100%
Veteran	Veteran	31	2%
	Non-Veteran	1262	98%
	Unknown	0	0%
	TOTAL:	1293	100%
Race	White or Caucasian	620	48%
	Black or African American	424	33%
	American Indian/Alaskan Native	0	0%
	Native Hawaiian/Other Pacific Islander	1	0%
	Asian	19	1%
	Two or More Races (Multi-racial)	216	17%
	Other/Unknown	13	1%
	TOTAL:	1293	100%
Ethnicity	Hispanic or Latino	226	17%
	Not Hispanic or Latino	116	9%
	Other/Unknown	951	74%
	TOTAL:	1293	100%
Age	17 and under	3	0%
	18 to 24	255	20%
	25 to 39	540	42%
	40 to 59	412	32%
	60 and above	83	6%
	Unknown	0	0%
	TOTAL:	1293	100%

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

OUTCOME PERCENTAGE ACHIEVED:
90%

NUMBER TO BE SERVED:
1484 individuals

ACTUAL NUMBER SERVED:
1293 individuals*

FUNDING AMOUNT AWARDED:
\$315,099.00 **

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

PROGRAM HIGHLIGHTS:

- 90% of individuals served will live in a stable housing environment because of consistency in treatment.

* The agency did not provide a statement for why their number to be served was not met for FY2020.

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

South County Mental Health Center

Mobile Crisis Team

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

Program Participant Demographic Data			
Gender	Female	716	55%
	Male	592	45%
	Other/Unknown	0	0%
	TOTAL:	1308	100%
Veteran	Veteran	16	1%
	Non-Veteran	1292	99%
	Unknown	0	0%
	TOTAL:	1308	100%
Race	White or Caucasian	550	42%
	Black or African American	441	34%
	American Indian/Alaskan Native	1	0%
	Native Hawaiian/Other Pacific Islander	2	0%
	Asian	16	1%
	Two or More Races (Multi-racial)	278	21%
	Other/Unknown	20	2%
	TOTAL:	1308	100%
Ethnicity	Hispanic or Latino	269	20%
	Not Hispanic or Latino	89	7%
	Other/Unknown	950	73%
	TOTAL:	1308	100%
Age	17 and under	557	43%
	18 to 24	129	10%
	25 to 39	269	21%
	40 to 59	222	17%
	60 and above	131	10%
	Unknown	0	0%
	TOTAL:	1308	100%

<p><u>OUTCOME INDICATOR:</u> 85% of individuals who have had a Mobile Crisis intervention will not result in an inpatient stay within 30 days of the intervention.</p> <p><u>OUTCOME PERCENTAGE ACHIEVED:</u> 95%</p> <p><u>NUMBER TO BE SERVED:</u> 135 individuals</p> <p><u>ACTUAL NUMBER SERVED:</u> 1308 individuals</p> <p><u>FUNDING AMOUNT AWARDED:</u> \$315,099.00 *</p> <p><u>FUNDING AMOUNT EXPENDED:</u> \$315,098.52 (100%) *</p> <p><u>PROGRAM HIGHLIGHTS:</u></p> <ul style="list-style-type: none"> 95% of the individuals served who were evaluated by the MRT did not require inpatient care within 30 days following the MRT intervention.
--

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

South County Mental Health Center

Psychiatric and Medical Services

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

<u>Program Participant Demographic Data</u>			
Gender	Female	553	49%
	Male	579	51%
	Other/Unknown	0	0%
	TOTAL:	1132	100%
Veteran	Veteran	19	2%
	Non-Veteran	1112	98%
	Unknown	1	0%
	TOTAL:	1132	100%
Race	White or Caucasian	597	53%
	Black or African American	296	26%
	American Indian/Alaskan Native	1	0%
	Native Hawaiian/Other Pacific Islander	1	0%
	Asian	10	1%
	Two or More Races (Multi-racial)	211	19%
	Other/Unknown	16	1%
	TOTAL:	1132	100%
Ethnicity	Hispanic or Latino	222	20%
	Not Hispanic or Latino	116	10%
	Other/Unknown	794	70%
	TOTAL:	1132	100%
Age	17 and under	1	0%
	18 to 24	134	12%
	25 to 39	501	44%
	40 to 59	425	38%
	60 and above	71	6%
	Unknown	0	0%
	TOTAL:	1132	100%

OUTCOME INDICATOR:

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

OUTCOME PERCENTAGE ACHIEVED:

46%

NUMBER TO BE SERVED:

1616 individuals

ACTUAL NUMBER SERVED:

1132 individuals *

FUNDING AMOUNT AWARDED:

\$415,039.00

FUNDING AMOUNT EXPENDED:

\$415,035.69 (100%)

PROGRAM HIGHLIGHTS:

- 46% of individuals served were gainfully employed because of consistency in treatment.

* The agency did not provide a statement for why their number to be served was not met for FY2020.

Economic Stability/Poverty and Mobility

Overall Summary

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

<u>NUMBER OF AGENCIES FUNDED:</u> 13*
<u>NUMBER OF PROGRAMS FUNDED:</u> 13*
<u>NUMBER TO BE SERVED:</u> 6,992 individuals and households
<u>ACTUAL NUMBER SERVED:</u> 6,102 individuals and households
<u>FUNDING AMOUNT AWARDED:</u> \$1,050,691.00
<u>FUNDING AMOUNT EXPENDED:</u> \$913,765.04 (87%)

Funded agencies under this service category include the following:
 Community Child Care Center of Delray Beach (CCCCDB)
 Community Caring Center of Palm Beach County (CCCPBC)
 Coalition for Independent Living Options (CILO)
 El Sol, JNRC (ES)
 Families First of Palm Beach County (FF)
 Farmworker Coordinating Council (FCC)
 The Glades Initiative (TGI)
 Habilitation Center for the Handicapped (HCftH)
 Palm Beach Habilitation Center (PBHC)
 Pathways to Prosperity (P2P)
 The Lord's Place (TLP)
 United Way of Palm Beach County (UW)
 Urban League of Palm Beach County (ULPBC)

Demographic tables that do not solely address individuals will be labeled according to the following abbreviations:
 ➤ Heads of Households: **HoH**
 ➤ Family Members: **FM**

<u>Program Participant Demographic Data</u>			
Gender	Female	3241	53%
	Male	2124	35%
	Other/Unknown	767	13%
	TOTAL:	6132	100%
Veteran	Veteran	188	3%
	Non-Veteran	4564	74%
	Unknown	1380	23%
	TOTAL:	6132	100%
Race	White or Caucasian	2525	41%
	Black or African American	1852	30%
	American Indian/Alaskan Native	10	0%
	Asian	74	1%
	Native Hawaiian/Other Pacific Islander	15	0%
	Two or More Races (Multi-racial)	7	0%
	Other/Unknown	1649	27%
	TOTAL:	6132	100%
Ethnicity	Hispanic or Latino	1534	25%
	Not Hispanic/Latino	2829	46%
	Other/Unknown	1769	29%
	TOTAL:	6132	100%
Age	17 and under	174	3%
	18 to 24	591	10%
	25 to 39	1346	22%
	40 to 59	2019	33%
	60 and above	1930	31%
	Unknown	72	1%
	TOTAL:	6132	100%

* This category includes three (3) agencies and three (3) programs funded under the Securing Our Future Initiative (SOFI). One (1) program from SOFI did not report client-level data for FY20 because the agency (Community Caring Center of Palm Beach County) shut its doors in the middle of the fiscal year.

Community Child Care Center of Delray Beach

Family Strengthening

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

Program Participant Demographic Data (FM)			
Gender	Female	72	60%
	Male	49	40%
	Other/Unknown	0	0%
	TOTAL:	121	100%
Veteran	Veteran	0	0%
	Non-Veteran	92	76%
	Unknown	29	24%
	TOTAL:	121	100%
Race	White or Caucasian	6	5%
	Black or African American	114	94%
	American Indian/Alaskan Native	0	0%
	Asian	0	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Two or More Races (Multi-racial)	1	1%
	Other/Unknown	0	0%
	TOTAL:	121	100%
Ethnicity	Hispanic/Latino	4	3%
	Not Hispanic/Latino	117	97%
	Other/Unknown	0	0%
	TOTAL:	121	100%
Age	17 and under	65	54%
	18 to 24	3	2%
	25 to 39	28	23%
	40 to 59	16	13%
	60 and above	2	2%
	Unknown	7	6%
	TOTAL:	121	100%

<p><u>OUTCOME INDICATOR:</u> 35% of those served will increase disposable income for basic living expenses.</p>
<p><u>OUTCOME PERCENTAGE ACHIEVED:</u> 88%</p>
<p><u>NUMBER TO BE SERVED:</u> 50 households</p>
<p><u>ACTUAL NUMBER SERVED:</u> 45 households *</p>
<p><u>FUNDING AMOUNT AWARDED:</u> \$100,000.00</p>
<p><u>FUNDING AMOUNT EXPENDED:</u> \$99,998.75 (100%)</p>
<p><u>PROGRAM HIGHLIGHTS:</u></p> <ul style="list-style-type: none"> Households who achieved the program’s outcome developed a change in behavior regarding managing their finances. Households who were impacted financially due to COVID-19 remained engaged despite their financial hardship.

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

Coalition for Independent Living

Financial Independence Need Disability (FIND)

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

Program Participant Demographic Data (HoH)			
Gender	Female	41	72%
	Male	16	28%
	Other/Unknown	0	0%
	TOTAL:	57	100%
Veteran	Veteran	1	2%
	Non-Veteran	53	93%
	Unknown	3	5%
	TOTAL:	57	100%
Race	White or Caucasian	24	42%
	Black or African American	33	58%
	American Indian/Alaskan Native	0	0%
	Asian	0	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Two or More Races (Multi-racial)	0	0%
	Other/Unknown	0	0%
	TOTAL:	57	100%
Ethnicity	Hispanic/Latino	8	14%
	Not Hispanic/Latino	49	86%
	Other/Unknown	0	0%
	TOTAL:	57	100%
Age	17 and under	3	5%
	18 to 24	2	4%
	25 to 39	16	28%
	40 to 59	27	47%
	60 and above	9	16%
	Unknown	0	0%
	TOTAL:	57	100%

<p><u>OUTCOME INDICATOR:</u> 20% of households will increase disposable income for basic living expenses.</p> <p><u>OUTCOME PERCENTAGE ACHIEVED:</u> 65%</p> <p><u>NUMBER TO BE SERVED:</u> 60 households</p> <p><u>ACTUAL NUMBER SERVED:</u> 57 households *</p> <p><u>FUNDING AMOUNT AWARDED:</u> \$78,500.00</p> <p><u>FUNDING AMOUNT EXPENDED:</u> \$78,178.00 (100%)</p> <p><u>PROGRAM HIGHLIGHTS:</u></p> <ul style="list-style-type: none"> • 65% of households served increased income 90 days after receiving assistance. • Of the households served, 3 adults with disabilities moved from homelessness to stable housing and remain stably housed. • 24% of 55 households applied for and received food stamps, Medicare premium assistance and/or home delivered meals which increased their incomes a combined total of \$2,752.00 a month.
--

* The program was unable to obtain the goal of serving sixty (60) households due to strict income guidelines which made the program inaccessible to most impoverished people for the first six (6) months. The pandemic also reduced the number of available jobs. Please see the COVID-19 Narrative page for Coalition for Independent Living Options (CILO) for additional comments.

El Sol, JNRC

Worker Development Project

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

Program Participant Demographic Data			
Gender	Female	124	31%
	Male	280	69%
	Other/Unknown	1	0%
	TOTAL:	405	100%
Veteran	Veteran	1	0%
	Non-Veteran	393	97%
	Unknown	11	3%
	TOTAL:	405	100%
Race	White	395	98%
	Black or African American	6	1%
	American Indian/Alaska Native	0	0%
	Asian	0	0%
	Native Hawaiian/Other Pacific Islander	1	0%
	Multi-Racial	0	0%
	Other/Unknown	3	1%
	TOTAL:	405	100%
Ethnicity	Hispanic/Latino	379	94%
	Non-Hispanic/Latino	25	6%
	Other/Unknown	1	0%
	TOTAL:	405	100%
Age	17 and under	0	0%
	18 to 24	42	10%
	25 to 39	149	37%
	40 to 59	183	45%
	60 and above	31	8%
	Unknown	0	0%
	TOTAL:	405	100%

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

OUTCOME PERCENTAGE ACHIEVED:
91%

NUMBER TO BE SERVED:
400 individuals

ACTUAL NUMBER SERVED:
405 individuals

FUNDING AMOUNT AWARDED:
\$55,034.00

FUNDING AMOUNT EXPENDED:
\$40,300.00 (73%)

PROGRAM HIGHLIGHTS *:

- The program surpassed its outcome goal.
- The program successfully adjusted its practices to provide necessary services in response to COVID-19.
- The program was able to provide extensive Case Management services to program participants.

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

Families First

Kin Support Project

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

Program Participant Demographic Data (HoH)			
Gender	Female	35	90%
	Male	4	10%
	Other/Unknown	0	0%
	TOTAL:	39	100%
Veteran	Veteran	1	3%
	Non-Veteran	38	97%
	Unknown	0	0%
	TOTAL:	39	100%
Race	White or Caucasian	11	28%
	Black or African American	26	67%
	American Indian/Alaskan Native	0	0%
	Asian	0	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Two or More Races (Multi-racial)	0	0%
	Other/Unknown	2	29%
	TOTAL:	39	100%
Ethnicity	Hispanic/Latino	7	18%
	Not Hispanic/Latino	32	82%
	Other/Unknown	0	0%
	TOTAL:	39	100%
Age	17 and under	0	0%
	18 to 24	0	0%
	25 to 39	1	3%
	40 to 59	23	59%
	60 and above	15	38%
	Unknown	0	0%
	TOTAL:	39	100%

<p><u>OUTCOME INDICATOR:</u> 48% of households will increase disposable income for basic living expenses</p> <p><u>OUTCOME PERCENTAGE ACHIEVED:</u> 90%</p> <p><u>NUMBER TO BE SERVED:</u> 25 households</p> <p><u>ACTUAL NUMBER SERVED:</u> 39 households</p> <p><u>FUNDING AMOUNT AWARDED:</u> \$62,500.00</p> <p><u>FUNDING AMOUNT EXPENDED:</u> \$62,499.84 (100%)</p> <p><u>PROGRAM HIGHLIGHTS</u> *:</p> <ul style="list-style-type: none"> • Kin Support staff successfully navigated program services during the COVID-19 pandemic. • Due to the pandemic, staff facilitated the 1st virtual support group for relative caregivers via Zoom meeting, since this initial meeting the program has facilitated virtual monthly groups. • Successful navigation of services entailed establishment of safety protocols, meeting with families virtually, or conducting visits outside.

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

Farmworker's Coordinating Council

Family Preservation and Economic Stability

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

Program Participant Demographic Data (HoH)			
Gender	Female	155	59%
	Male	107	41%
	Other/Unknown	0	0%
	TOTAL:	262	100%
Veteran	Veteran	0	0%
	Non-Veteran	254	97%
	Unknown	8	3%
	TOTAL:	262	100%
Race	White or Caucasian	83	32%
	Black or African American	137	52%
	American Indian/Alaskan Native	0	0%
	Asian	0	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Two or More Races (Multi-racial)	2	1%
	Other/Unknown	40	15%
TOTAL:	262	100%	
Ethnicity	Hispanic/Latino	124	47%
	Not Hispanic/Latino	135	52%
	Other/Unknown	3	1%
	TOTAL:	262	100%
Age	17 and under	1	0%
	18 to 24	8	3%
	25 to 39	91	35%
	40 to 59	111	42%
	60 and above	51	19%
	Unknown	0	0%
	TOTAL:	262	100%

OUTCOME INDICATOR:

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

OUTCOME PERCENTAGE ACHIEVED:

63% *

NUMBER TO BE SERVED:

350 households

ACTUAL NUMBER SERVED:

262 households *

FUNDING AMOUNT AWARDED:

\$165,850.00

FUNDING AMOUNT EXPENDED:

\$165,850.00 (100%)

PROGRAM HIGHLIGHTS:

- The program served approximately 900 individuals who received food benefits.
- The program was able to provide approximately 784 individuals with clothing.
- The program provided approximately 613 individuals with toiletries.

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

Habilitation Center for the Handicapped

Employment Program for Adults with Disabilities

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

Program Participant Demographic Data			
Gender	Female	10	31%
	Male	22	69%
	Other/Unknown	0	0%
	TOTAL:	32	100%
Veteran	Veteran	0	0%
	Non-Veteran	21	66%
	Unknown	11	34%
	TOTAL:	32	100%
Race	White or Caucasian	13	41%
	Black or African American	7	22%
	American Indian/Alaskan Native	0	0%
	Asian	1	3%
	Native Hawaiian/Other Pacific Islander	0	0%
	Two or More Races (Multi-racial)	0	0%
	Other/Unknown	11	34%
	TOTAL:	32	100%
Ethnicity	Hispanic/Latino	3	9%
	Not Hispanic/Latino	1	3%
	Other/Unknown	28	88%
	TOTAL:	32	100%
Age	17 and under	0	0%
	18 to 24	7	22%
	25 to 39	16	50%
	40 to 59	9	28%
	60 and above	0	0%
	Unknown	0	0%
	TOTAL:	32	100%

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

OUTCOME PERCENTAGE ACHIEVED:
52%

NUMBER TO BE SERVED:
20 individuals

ACTUAL NUMBER SERVED:
32 individuals

FUNDING AMOUNT AWARDED:
\$60,054.00

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

- PROGRAM HIGHLIGHTS:**
- 50% of individuals served successfully increased their disposable income and met outcomes.

Pathways to Prosperity

CIRCLES Palm Beach County

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

Program Participant Demographic Data (FM)			
Gender	Female	40	68%
	Male	19	32%
	Other/Unknown	0	0%
	TOTAL:	59	100%
Veteran	Veteran	0	0%
	Non-Veteran	51	86%
	Unknown	8	14%
	TOTAL:	59	100%
Race	White or Caucasian	1	2%
	Black or African American	58	98%
	American Indian/Alaskan Native	0	0%
	Asian	0	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Two or More Races (Multi-racial)	0	0%
	Other/Unknown	0	0%
	TOTAL:	59	100%
Ethnicity	Hispanic/Latino	0	0%
	Not Hispanic/Latino	59	100%
	Other/Unknown	0	0%
	TOTAL:	59	100%
Age	17 and under	37	63%
	18 to 24	2	3%
	25 to 39	15	25%
	40 to 59	2	3%
	60 and above	3	5%
	Unknown	0	0%
	TOTAL:	59	100%

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

OUTCOME PERCENTAGE ACHIEVED:
77% *

NUMBER TO BE SERVED:
40 households

ACTUAL NUMBER SERVED:
19 households *

FUNDING AMOUNT AWARDED:
\$70,000.00

FUNDING AMOUNT EXPENDED:
\$56,850.00 (81%)

PROGRAM HIGHLIGHTS:

- Multiple households increased their income, which helped them improve self-sufficiency.
- All households served are employed, have bank accounts and are registered in the Florida Employment System.

* The agency office closed in Mid-March 2020 which delayed their enrollment process. The agency developed a virtual process to serve new program participants. Please see the COVID-19 Narrative page for Pathways for Prosperity for additional comments.

Palm Beach Habilitation Center

Achieving Economic Stability

The program assists individuals with developmental disabilities and income below the poverty level to achieve and maintain economic and housing stability. Services to be provided include coaching and training in skills to improve financial management. We will also provide emergency service if necessary to keep the person economically stable.

<u>Program Participant Demographic Data</u>			
Gender	Female	14	47%
	Male	16	53%
	Other/Unknown	0	0%
	TOTAL:	30	100%
Veteran	Veteran	0	0%
	Non-Veteran	30	100%
	Unknown	0	0%
	TOTAL:	30	100%
Race	White or Caucasian	29	97%
	Black or African American	1	3%
	American Indian/Alaskan Native	0	0%
	Asian	0	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Two or More Races (Multi-racial)	0	0%
	Other/Unknown	0	0%
	TOTAL:	30	100%
Ethnicity	Hispanic/Latino	0	0%
	Not Hispanic/Latino	30	100%
	Other/Unknown	0	0%
	TOTAL:	30	100%
Age	17 and under	0	0%
	18 to 24	0	0%
	25 to 39	1	3%
	40 to 59	17	57%
	60 and above	12	40%
	Unknown	0	0%
	TOTAL:	30	100%

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

OUTCOME PERCENTAGE ACHIEVED:
84%

NUMBER TO BE SERVED:
30 individuals

ACTUAL NUMBER SERVED:
30 individuals

FUNDING AMOUNT AWARDED:
\$60,000.00

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

- PROGRAM HIGHLIGHTS *:**
- Our program served 30 individuals.
 - 28 program participants completed the program.
 - 98% of program participants have maintained their independence and economic stability.

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

The Glades Initiative

Connecting the Glades

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

Program Participant Demographic Data (FM)			
Gender	Female	86	53%
	Male	55	34%
	Other/Unknown	22	13%
	TOTAL:	163	100%
Veteran	Veteran	0	0%
	Non-Veteran	147	90%
	Unknown	16	10%
	TOTAL:	163	100%
Race	White or Caucasian	64	39%
	Black or African American	98	60%
	American Indian/Alaskan Native	0	0%
	Asian	0	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Two or More Races (Multi-racial)	0	0%
	Other/Unknown	1	1%
	TOTAL:	163	100%
Ethnicity	Hispanic/Latino	66	40%
	Not Hispanic/Latino	96	59%
	Other/Unknown	1	1%
	TOTAL:	163	100%
Age	17 and under	0	0%
	18 to 24	10	6%
	25 to 39	15	9%
	40 to 59	40	25%
	60 and above	36	22%
	Unknown	62	38%
	TOTAL:	163	100%

OUTCOME INDICATOR:

50% of households served will increase disposable income for basic living expenses and maintain an increase for 90 days or more.

OUTCOME PERCENTAGE ACHIEVED:

90%

NUMBER TO BE SERVED:

60 households

ACTUAL NUMBER SERVED:

90 households

FUNDING AMOUNT AWARDED:

\$142,053.00

FUNDING AMOUNT EXPENDED:

\$142,053.00 (100%)

PROGRAM HIGHLIGHTS:

- 90% achievement rate in helping clients increase income for living expenses.
- 28,213 family members across 7,995 households received food from our weekly food distributions.
- 2,738 residents benefited from navigation and application assistance services.

The Lord's Place

Café Joshua Job Training & Employment

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

<u>Program Participant Demographic Data</u>			
Gender	Female	8	29%
	Male	20	71%
	Other/Unknown	0	0%
	TOTAL:	28	100%
Veteran	Veteran	3	11%
	Non-Veteran	25	89%
	Unknown	0	0%
	TOTAL:	28	100%
Race	White	3	11%
	Black or African American	25	89%
	American Indian/Alaska Native	0	0%
	Asian	0	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Multi-Racial	0	0%
	Other/Unknown	0	0%
TOTAL:	28	100%	
Ethnicity	Hispanic/Latino	1	4%
	Non-Hispanic/Latino	27	96%
	Other/Unknown	0	0%
	TOTAL:	28	100%
Age	17 and under	0	0%
	18 to 24	1	4%
	25 to 39	7	25%
	40 to 59	19	68%
	60 and above	1	4%
	Unknown	0	0%
	TOTAL:	28	100%

<p><u>OUTCOME INDICATOR:</u> 50% of individuals served will increase disposable income for basic living expenses and maintain an increase for 90 days or more.</p> <p><u>OUTCOME PERCENTAGE ACHIEVED:</u> 72%</p> <p><u>NUMBER TO BE SERVED:</u> 20 individuals</p> <p><u>ACTUAL NUMBER SERVED:</u> 28 individuals</p> <p><u>FUNDING AMOUNT AWARDED:</u> \$50,000.00</p> <p><u>FUNDING AMOUNT EXPENDED:</u> \$50,000.00 (100%)</p> <p><u>PROGRAM HIGHLIGHTS:</u></p> <ul style="list-style-type: none"> • The program met the goal of serving 20 individuals despite difficulty adapting to COVID-19. • The program established a new initiative across all employment services to promote digital literacy. • The program provided scholarships through private funding for program participants to obtain industry certifications such as forklift and CDL.

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

United Way of Palm Beach County

Volunteer Income Tax Assistance (VITA) Program

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

Program Participant Demographic Data			
Gender	Female	2590	54%
	Male	1505	31%
	Other/Unknown *	744	15%
	TOTAL:	4839	100%
Veteran	Veteran	182	4%
	Non-Veteran	3395	70%
	Unknown	1262	26%
	TOTAL:	4839	100%
Race	White or Caucasian	1896	39%
	Black or African American	1254	26%
	American Indian/Alaskan Native	10	0%
	Asian	14	0%
	Native Hawaiian/Other Pacific Islander	73	2%
	Two or More Races (Multi-racial)	0	0%
	Other/Unknown	1592	33%
	TOTAL:	4839	100%
Ethnicity	Hispanic/Latino	942	19%
	Not Hispanic/Latino	2161	45%
	Other/Unknown	1736	36%
	TOTAL:	4839	100%
Age	17 and under	15	0%
	18 to 24	504	10%
	25 to 39	983	20%
	40 to 59	1565	32%
	60 and above	1772	37%
	Unknown	0	0%
	TOTAL:	4839	100%

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

NUMBER TO BE SERVED:
5,900 individuals

ACTUAL NUMBER SERVED:
4,839 individuals **

FUNDING AMOUNT AWARDED:
\$28,904.00

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

PROGRAM HIGHLIGHTS:

- Of the tax returns that were prepared, \$3.8 million were provided for Earned Income Tax Credits (EITC) and \$1.2 million was saved in filling fees.
- 165 volunteers were trained and deployed providing 4,734 hours of service; an in-kind value of \$120,385.
- 16 VITA sites and an additional 10 mobile sites provided county-wide.
- Of the \$11.8 million in refunds, \$1.4 million was due to child tax credits.
- The overall economic impact of the VITA Program equates to \$17.4 million.

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

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

Urban League of Palm Beach County

Project THRIVE

Urban League of Palm Beach County’s Project THRIVE – Advancing towards economic mobility program offers low-income families in high-poverty areas the ability to advance toward economic mobility. Project THRIVE is family centered and facilitated collaboratively in an efficacious seamless integrated approach

Program Participant Demographic Data (FM)			
Gender	Female	66	66%
	Male	34	34%
	Other/Unknown	0	0%
	TOTAL:	100	100%
Veteran	Veteran	0	0%
	Non-Veteran	66	66%
	Unknown	34	34%
	TOTAL:	100	100%
Race	White or Caucasian	1	1%
	Black or African American	95	95%
	American Indian/Alaskan Native	0	0%
	Asian	0	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Two or More Races (Multi-racial)	4	4%
	Other/Unknown	0	0%
TOTAL:	100	100%	
Ethnicity	Hispanic/Latino	0	0%
	Not Hispanic/Latino	100	100%
	Other/Unknown	0	0%
	TOTAL:	100	100%
Age	17 and under	56	56%
	18 to 24	11	11%
	25 to 39	25	25%
	40 to 59	7	7%
	60 and above	1	1%
	Unknown	0	0%
	TOTAL:	100	100%

<p><u>OUTCOME INDICATOR:</u></p> <p>30% of households served will increase wages through entrepreneurship or by gaining employment and maintain the increase for 90 days or more.</p>
<p><u>OUTCOME PERCENTAGE ACHIEVED:</u></p> <p>94% *</p>
<p><u>NUMBER TO BE SERVED:</u></p> <p>47 households</p>
<p><u>ACTUAL NUMBER SERVED:</u></p> <p>37 households*</p>
<p><u>FUNDING AMOUNT AWARDED:</u></p> <p>\$112,500.00</p>
<p><u>FUNDING AMOUNT EXPENDED:</u></p> <p>\$52,752.00 (47%)</p>
<p><u>PROGRAM HIGHLIGHTS:</u></p> <ul style="list-style-type: none"> • Nine (9) participants gained employment. • Delivered Personal Protection Equipment and food to eleven (11) participants. • Secured funding from a private funder to provide gas cards and gift cards to our participants.

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

Homelessness

Overall Summary

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

<u>NUMBER OF AGENCIES FUNDED:</u>	6
<u>NUMBER OF PROGRAMS FUNDED:</u>	12
<u>NUMBER TO BE SERVED:</u>	582 individuals, households, seniors, and youth
<u>ACTUAL NUMBER SERVED:</u>	1,072 individuals, households, seniors, and youth
<u>FUNDING AMOUNT AWARDED:</u>	\$1,127,573.00
<u>FUNDING AMOUNT EXPENDED:</u>	\$1,090,201.48 (97%)

<u>Program Participant Demographic Data</u>			
<i>Gender</i>	Female	747	70%
	Male	324	30%
	Other/Unknown	1	0%
	TOTAL:	1072	100%
<i>Veteran</i>	Veteran	24	2%
	Non-Veteran	915	85%
	Unknown	133	12%
	TOTAL:	1072	100%
<i>Race</i>	White or Caucasian	349	33%
	Black or African American	657	61%
	American Indian/Alaskan Native	5	0%
	Asian	3	0%
	Native Hawaiian/Other Pacific Islander	4	0%
	Two or More Races (Multi-racial)	10	1%
	Other/Unknown	44	4%
	TOTAL:	1072	100%
<i>Ethnicity</i>	Hispanic or Latino	160	15%
	Not Hispanic/Latino	910	85%
	Other/Unknown	2	0%
	TOTAL:	1072	100%
	<i>Age</i>	17 and under	132
18 to 24		100	9%
25 to 39		406	38%
40 to 59		280	26%
60 and above		153	14%
Unknown		1	0%
TOTAL:		1072	100%

<u>Program Participant Entry & Exit Data</u>			
<i>Program Entry Housing Category</i>	Homeless	290	27%
	Permanent	594	55%
	Temporary	112	10%
	Temporary/Permanent	12	1%
	Other	64	6%
	TOTAL:	1072	100%
<i>Program Exit Housing Category</i>	Homeless	8	1%
	Permanent	584	54%
	Temporary	21	2%
	Other *	459	43%
	TOTAL:	1072	100%

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

Demographic tables that do not solely address individuals, seniors, or youth will be labeled according to the following abbreviations:
 ➤ Heads of Households: **HoH**
 ➤ Family Members: **FM**

* The “Other” category at Program Exit includes 300 participants across eleven (11) programs that had not exited the program yet by the end of the 2020 fiscal year.

Adopt-A-Family

Housing Stabilization Program

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

<u>Program Participant Demographic Data (HoH)</u>			
Gender	Female	275	90%
	Male	29	10%
	Other/Unknown	1	0%
	TOTAL:	305	100%
Veteran	Veteran	2	1%
	Non-Veteran	298	98%
	Unknown	5	2%
	TOTAL:	305	100%
Race	White or Caucasian	97	32%
	Black or African American	205	67%
	American Indian/Alaskan Native	0	0%
	Asian	1	0%
	Native Hawaiian/Other Pacific Islander	1	0%
	Two or More Races (Multi-racial)	0	0%
	Other/Unknown	1	0%
	TOTAL:	305	100%
Ethnicity	Hispanic/Latino	59	19%
	Not Hispanic/Latino	246	81%
	Other/Unknown	0	0%
	TOTAL:	305	100%
Age	17 and under	1	0%
	18 to 24	11	4%
	25 to 39	208	68%
	40 to 59	81	27%
	60 and above	4	1%
	Unknown	0	0%
	TOTAL:	305	100%

OUTCOME INDICATOR:

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

OUTCOME PERCENTAGE ACHIEVED:

91%

NUMBER TO BE SERVED:

200 households

ACTUAL NUMBER SERVED:

305 households

FUNDING AMOUNT AWARDED:

\$143,040.00

FUNDING AMOUNT EXPENDED:

\$143,039.99 (100.00%)

PROGRAM HIGHLIGHTS *:

- Multiple households received emergency assistance through the Housing Stabilization Program.
- 91% of those due for a 6 month follow up remained stably housed.

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

Adopt-A-Family

Project SAFE

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

Program Participant Demographic Data (FM)			
Gender	Female	42	86%
	Male	7	14%
	Other/Unknown	0	0%
	TOTAL:	49	100%
Veteran	Veteran	0	0%
	Non-Veteran	49	100%
	Unknown	0	0%
	TOTAL:	49	100%
Race	White or Caucasian	17	35%
	Black or African American	31	63%
	American Indian/Alaskan Native	1	2%
	Asian	0	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Two or More Races (Multi-racial)	0	0%
	Other/Unknown	0	0%
	TOTAL:	49	100%
Ethnicity	Hispanic/Latino	7	14%
	Not Hispanic/Latino	42	86%
	Other/Unknown	0	0%
	TOTAL:	49	100%
Age	17 and under	0	0%
	18 to 24	7	14%
	25 to 39	31	63%
	40 to 59	9	18%
	60 and above	2	4%
	Unknown	0	0%
	TOTAL:	49	100%

OUTCOME INDICATOR:

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

OUTCOME PERCENTAGE ACHIEVED:

70%

NUMBER TO BE SERVED:

38 households

ACTUAL NUMBER SERVED:

45 households

FUNDING AMOUNT AWARDED:

\$106,636.00

FUNDING AMOUNT EXPENDED:

\$106,636.00 (100%)

PROGRAM HIGHLIGHTS *:

- 70% of households maintained or increased their income this year.
- 45 households were served through Project SAFE this year.
- Project SAFE had five (5) households exit to permanent housing with the assistance of a voucher, ensuring long-term affordable housing.

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

Adopt-A-Family

Rapid Re-Housing

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

Program Participant Demographic Data (FM)			
Gender	Female	65	63%
	Male	38	37%
	Other/Unknown	0	0%
	TOTAL:	103	100%
Veteran	Veteran	0	0%
	Non-Veteran	42	41%
	Unknown	61	59%
	TOTAL:	103	100%
Race	White or Caucasian	17	17%
	Black or African American	82	80%
	American Indian/Alaskan Native	0	0%
	Asian	0	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Two or More Races (Multi-racial)	4	4%
	Other/Unknown	0	0%
	TOTAL:	103	100%
Ethnicity	Hispanic/Latino	14	14%
	Not Hispanic/Latino	89	86%
	Other/Unknown	0	0%
	TOTAL:	103	100%
Age	17 and under	65	63%
	18 to 24	3	3%
	25 to 39	31	30%
	40 to 59	4	4%
	60 and above	0	0%
	Unknown	0	0%
	TOTAL:	103	100%

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

OUTCOME PERCENTAGE ACHIEVED:
100%

NUMBER TO BE SERVED:
15 households

ACTUAL NUMBER SERVED:
33 households

FUNDING AMOUNT AWARDED:
\$131,950.00

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

- PROGRAM HIGHLIGHTS:**
- Multiple households were served through Rapid Re-Housing this year.
 - Seven (7) households exited to permanent housing and will be measured for success next year.
 - 100% of families who exited the program remained stably housed for 1 year.

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

Coalition for Independent Living Options

Senior Financial Independence Need Disability (FIND)

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

Program Participant Demographic Data			
Gender	Female	24	69%
	Male	11	31%
	Other/Unknown	0	0%
	TOTAL:	35	100%
Veteran	Veteran	0	0%
	Non-Veteran	33	94%
	Unknown	2	6%
	TOTAL:	35	100%
Race	White or Caucasian	15	43%
	Black or African American	20	57%
	American Indian/Alaskan Native	0	0%
	Asian	0	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Two or More Races (Multi-racial)	0	0%
	Other/Unknown	0	0%
	TOTAL:	35	100%
Ethnicity	Hispanic/Latino	2	6%
	Not Hispanic/Latino	33	94%
	Other/Unknown	0	0%
	TOTAL:	35	100%
Age	17 and under	0	0%
	18 to 24	0	0%
	25 to 39	0	0%
	40 to 59	0	0%
	60 and above	35	100%
	Unknown	0	0%
	TOTAL:	35	100%

OUTCOME INDICATOR:
20% of seniors will maintain their housing for 6 months or more after receiving financial assistance.

OUTCOME PERCENTAGE ACHIEVED:
89%

NUMBER TO BE SERVED:
20 seniors

ACTUAL NUMBER SERVED:
35 seniors

FUNDING AMOUNT AWARDED:
\$44,047.00

FUNDING AMOUNT EXPENDED:
\$43,924.00 (100.00%)

- PROGRAM HIGHLIGHTS *:**
- Our agency served a total of 35 seniors with disabilities – 75% more than contracted to serve.
 - 89% of participants achieved housing stability 6 months after receiving assistance which greatly exceeded the target.

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

Families First

Bridges to Success

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

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

Program Participant Demographic Data (FM)			
Gender	Female	16	94%
	Male	1	6%
	Other/Unknown	0	0%
	TOTAL:	17	100%
Veteran	Veteran	0	0%
	Non-Veteran	16	94%
	Unknown	1	6%
	TOTAL:	17	100%
Race	White or Caucasian	2	12%
	Black or African American	15	88%
	American Indian/Alaskan Native	0	0%
	Asian	0	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Two or More Races (Multi-racial)	0	0%
	Other/Unknown	0	0%
	TOTAL:	17	100%
Ethnicity	Hispanic/Latino	0	0%
	Not Hispanic/Latino	17	100%
	Other/Unknown	0	0%
	TOTAL:	17	100%
Age	17 and under	0	0%
	18 to 24	2	12%
	25 to 39	8	47%
	40 to 59	6	35%
	60 and above	1	6%
	Unknown	0	0%
	TOTAL:	17	100%

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

OUTCOME PERCENTAGE ACHIEVED:
73% *

NUMBER TO BE SERVED:
10 households

ACTUAL NUMBER SERVED:
13 households

FUNDING AMOUNT AWARDED:
\$48,000.00

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

PROGRAM HIGHLIGHTS:

- The program successfully transitioned two households to independent housing outside of Bridges to Success.
- The program successfully transitioned a dual contract between Adopt-A-Family and Families First for permanent supportive housing to a sole contract for Families First.
- Staff was able to continue building relationships with local landlords to secure safe and appropriate housing despite the impact of the pandemic.

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

Gulfstream Goodwill Industries

Employment Focused Case Management

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

<u>Program Participant Demographic Data</u>			
Gender	Female	36	47%
	Male	40	53%
	Other/Unknown	0	0%
	TOTAL:	76	100%
Veteran	Veteran	1	1%
	Non-Veteran	75	99%
	Unknown	0	0%
	TOTAL:	76	100%
Race	White or Caucasian	28	37%
	Black or African American	47	62%
	American Indian/Alaskan Native	1	1%
	Asian	0	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Two or More Races (Multi-racial)	0	0%
	Other/Unknown	0	0%
	TOTAL:	76	100%
Ethnicity	Hispanic/Latino	7	9%
	Not Hispanic/Latino	69	91%
	Other/Unknown	0	0%
	TOTAL:	76	100%
Age	17 and under	0	0%
	18 to 24	24	32%
	25 to 39	12	16%
	40 to 59	24	32%
	60 and above	16	21%
	Unknown	0	0%
	TOTAL:	76	100%

<p><u>OUTCOME INDICATOR:</u> 50% of individuals will become employed during the contract year.</p>
<p><u>OUTCOME PERCENTAGE ACHIEVED:</u> 0% *</p>
<p><u>NUMBER TO BE SERVED:</u> 30 individuals</p>
<p><u>ACTUAL NUMBER SERVED:</u> 76 individuals</p>
<p><u>FUNDING AMOUNT AWARDED:</u> \$46,348.00</p>
<p><u>FUNDING AMOUNT EXPENDED:</u> \$40,046.85 (86%)</p>
<p><u>PROGRAM HIGHLIGHTS:</u></p> <ul style="list-style-type: none"> • The program met the goal for number of individuals served for the contract year. • Program staff continued to meet with individuals throughout the pandemic. • Although employers were not hiring, the program staff continued making contacts to develop relationships for future partnerships.

* The Program manager resigned in the beginning of the contract year and a replacement was not hired until January 2020; by then, most employers were not hiring due to the pandemic. Please see the COVID-19 Narrative page for Gulfstream Goodwill Industries for additional comments.

Gulfstream Goodwill Industries

Senior Homeless Prevention

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

<u>Program Participant Demographic Data</u>			
Gender	Female	22	61%
	Male	14	39%
	Other/Unknown	0	0%
	TOTAL:	36	100%
Veteran	Veteran	3	8%
	Non-Veteran	32	89%
	Unknown	1	3%
	TOTAL:	36	100%
Race	White or Caucasian	21	58%
	Black or African American	13	36%
	American Indian/Alaskan Native	0	0%
	Asian	0	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Two or More Races (Multi-racial)	2	6%
	Other/Unknown	0	0%
	TOTAL:	36	100%
Ethnicity	Hispanic/Latino	5	14%
	Not Hispanic/Latino	31	86%
	Other/Unknown	0	0%
	TOTAL:	36	100%
Age	17 and under	0	0%
	18 to 24	0	0%
	25 to 39	0	0%
	40 to 59	0	0%
	60 and above	36	100%
	Unknown	0	0%
	TOTAL:	36	100%

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

OUTCOME PERCENTAGE ACHIEVED:
100%

NUMBER TO BE SERVED:
55 seniors

ACTUAL NUMBER SERVED:
36 seniors *

FUNDING AMOUNT AWARDED:
\$100,000.00

FUNDING AMOUNT EXPENDED:
\$79,728.66 (80%)

PROGRAM HIGHLIGHTS:

- The program maximized their contract by adjusting the agency budget to provide additional supports to seniors served.
- The agency was able to remain open and serve seniors throughout the pandemic.
- The program directly prevented many seniors from entering the homeless pipeline.

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

Gulfstream Goodwill Industries

Youth Permanent Supportive Housing

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

Program Participant Demographic Data			
Gender	Female	6	46%
	Male	7	54%
	Other/Unknown	0	0%
	TOTAL:	13	100%
Veteran	Veteran	0	0%
	Non-Veteran	13	100%
	Unknown	0	0%
	TOTAL:	13	100%
Race	White or Caucasian	4	31%
	Black or African American	8	62%
	American Indian/Alaskan Native	0	0%
	Asian	0	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Two or More Races (Multi-racial)	1	8%
	Other/Unknown	0	0%
	TOTAL:	13	100%
Ethnicity	Hispanic/Latino	3	23%
	Not Hispanic/Latino	10	77%
	Other/Unknown	0	0%
	TOTAL:	13	100%
Age	17 and under	0	0%
	18 to 24	10	77%
	25 to 39	3	23%
	40 to 59	0	0%
	60 and above	0	0%
	Unknown	0	0%
	TOTAL:	13	100%

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

OUTCOME PERCENTAGE ACHIEVED:
85% *

NUMBER TO BE SERVED:
10 youth

ACTUAL NUMBER SERVED:
13 youth

FUNDING AMOUNT AWARDED:
\$160,715.00

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

- PROGRAM HIGHLIGHTS:**
- The program was able to facilitate successful exits to permanent housing throughout the course of the pandemic.
 - The program integrated services to support youth in housing with education and vocational training.

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

Gulfstream Goodwill Industries

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

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

<u>Program Participant Demographic Data</u>			
Gender	Female	25	69%
	Male	11	31%
	Other/Unknown	0	0%
	TOTAL:	36	100%
Veteran	Veteran	0	0%
	Non-Veteran	36	100%
	Unknown	0	0%
	TOTAL:	36	100%
Race	White or Caucasian	4	11%
	Black or African American	32	89%
	American Indian/Alaskan Native	0	0%
	Asian	0	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Two or More Races (Multi-racial)	0	0%
	Other/Unknown	0	0%
	TOTAL:	36	100%
Ethnicity	Hispanic/Latino	4	11%
	Not Hispanic/Latino	32	89%
	Other/Unknown	0	0%
	TOTAL:	36	100%
Age	17 and under	0	0%
	18 to 24	31	86%
	25 to 39	5	14%
	40 to 59	0	0%
	60 and above	0	0%
	Unknown	0	0%
	TOTAL:	36	100%

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

OUTCOME PERCENTAGE ACHIEVED:
75% *

NUMBER TO BE SERVED:
17 youth

ACTUAL NUMBER SERVED:
36 youth

FUNDING AMOUNT AWARDED:
\$173,142.00

FUNDING AMOUNT EXPENDED:
\$143,547.42 (83%)

PROGRAM HIGHLIGHTS:

- The program continued to achieve successful exits to permanent housing throughout the pandemic.
- The program provided integrated services to support youth in housing with education and vocational coaching.

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

Legal Aid Society

Homeless Legal Prevention Project

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

Program Participant Demographic Data**			
Gender	Female	141	69%
	Male	62	31%
	Other/Unknown	0	0%
	TOTAL:	203	100%
Veteran	Veteran	13	6%
	Non-Veteran	188	93%
	Unknown	2	1%
	TOTAL:	203	100%
Race	White or Caucasian	77	38%
	Black or African American	77	38%
	American Indian/Alaskan Native	1	0%
	Asian	1	0%
	Native Hawaiian/Other Pacific Islander	2	1%
	Two or More Races (Multi-racial)	2	1%
	Other/Unknown	43	21%
	TOTAL:	203	100%
Ethnicity	Hispanic/Latino	42	21%
	Not Hispanic/Latino	159	78%
	Other/Unknown	2	1%
	TOTAL:	203	100%
Age	17 and under	0	0%
	18 to 24	5	2%
	25 to 39	69	34%
	40 to 59	94	46%
	60 and above	34	17%
	Unknown	1	0%
	TOTAL:	203	100%

<p><u>OUTCOME INDICATOR:</u></p> <p>80% of individuals receiving a pro se answer or direct legal representation will avoid seeking or entering emergency shelter & will not request additional housing-related financial assistance during the 6-month follow-up period.</p> <p><u>OUTCOME PERCENTAGE ACHIEVED:</u></p> <p>86%</p> <p><u>NUMBER TO BE SERVED:</u></p> <p>95 individuals</p> <p><u>ACTUAL NUMBER SERVED:</u></p> <p>88 individuals *</p> <p><u>FUNDING AMOUNT AWARDED:</u></p> <p>\$33,495.00</p> <p><u>FUNDING AMOUNT EXPENDED:</u></p> <p>\$33,495.00 (100%)</p> <p><u>PROGRAM HIGHLIGHTS:</u></p> <ul style="list-style-type: none"> • The program's influx of cases has grown significantly throughout the pandemic due to a sharp increase in Landlord-Tenant issues. • The agency prevented individuals from being evicted, harassed, or discriminated against as a tenant. • The agency was able to use rental assistance to prevent homelessness. Also, through Pro-Se guidance, the agency has educated people regarding their rights, and have prevented many cases from having defaulted against the individual for lack of representation.

** The agency did not provide comments or explanation as to why the number to be served was not met.

** The number and the demographic table includes all individuals served during FY20, however, only 88 of these cases were for a pro-se answer or direct legal representation while 115 of these cases only received legal advice & counseling. The latter is looked at as an output but is not used for determining the outcome.

The Lord's Place

Permanent Supportive Housing

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

Program Participant Demographic Data (FM)			
Gender	Female	95	48%
	Male	104	52%
	Other/Unknown	0	0%
	TOTAL:	199	100%
Veteran	Veteran	5	3%
	Non-Veteran	133	67%
	Unknown	61	31%
	TOTAL:	199	100%
Race	White or Caucasian	67	34%
	Black or African American	127	64%
	American Indian/Alaskan Native	2	1%
	Asian	1	1%
	Native Hawaiian/Other Pacific Islander	1	1%
	Two or More Races (Multi-racial)	1	1%
	Other/Unknown	0	0%
	TOTAL:	199	100%
Ethnicity	Hispanic/Latino	17	9%
	Not Hispanic/Latino	182	91%
	Other/Unknown	0	0%
	TOTAL:	199	100%
Age	17 and under	66	33%
	18 to 24	7	4%
	25 to 39	39	20%
	40 to 59	62	31%
	60 and above	25	13%
	Unknown	0	0%
	TOTAL:	199	100%

<p><u>OUTCOME INDICATOR:</u> 54% of households served will increase or maintain their earned income or non-employment cash income.</p> <p><u>OUTCOME PERCENTAGE ACHIEVED:</u> 55%</p> <p><u>NUMBER TO BE SERVED:</u> 92 households</p> <p><u>ACTUAL NUMBER SERVED:</u> 122 households</p> <p><u>FUNDING AMOUNT AWARDED:</u> \$284,247.00</p> <p><u>FUNDING AMOUNT EXPENDED:</u> \$284,247.00 (100%)</p> <p><u>PROGRAM HIGHLIGHTS:</u></p> <ul style="list-style-type: none"> • The agency was able to serve a larger than anticipated number of households despite the challenges of COVID-19. • The agency enhanced access to technology for households at campuses to be able to engage in virtual delivery of workshops and case management, in education, and in telehealth. • The agency has worked to connect a significant number of families to Section 8 housing vouchers, allowing them to successfully transition to independent housing.
--

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

Special Needs/Developmental Disabilities

Overall Summary

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

<p><u>NUMBER OF AGENCIES FUNDED:</u> 9</p> <p><u>NUMBER OF PROGRAMS FUNDED:</u> 14</p> <p><u>NUMBER TO BE SERVED:</u> 992 adults, individuals, and youth</p> <p><u>ACTUAL NUMBER SERVED:</u> 955 adults, individuals, and youth</p> <p><u>FUNDING AMOUNT AWARDED:</u> \$1,763,817.00</p> <p><u>FUNDING AMOUNT EXPENDED:</u> \$1,642,795.23 (93%)</p>
--

<p>Funded agencies under this service category include the following: Coalition for Independent Living Options (CILO) Gulfstream Goodwill Industries (GGI) Habilitation Center for the Handicapped (HCftH) Legal Aid Society (LAS) Palm Beach Habilitation Center (PBHC) Seagull Industries for the Disabled (SI) The Arc of Palm Beach County (ArcPBC) The Arc of the Glades (ArcGlades) United Community Options (UCO)</p>

Program Participant Demographic Data			
Gender	Female	475	50%
	Male	480	50%
	Other/Unknown	0	0%
	TOTAL:	955	100%
Veteran	Veteran	14	1%
	Non-Veteran	927	97%
	Unknown	14	1%
	TOTAL:	955	100%
Race	White or Caucasian	571	60%
	Black or African American	346	36%
	American Indian/Alaskan Native	5	1%
	Asian	4	0%
	Native Hawaiian/Other Pacific Islander	1	0%
	Two or More Races (Multi-racial)	28	3%
	Other/Unknown	0	0%
	TOTAL:	955	100%
Ethnicity	Hispanic/Latino	132	14%
	Not Hispanic/Latino	823	86%
	Other/Unknown	0	0%
	TOTAL:	955	100%
Age	17 and under	11	1%
	18 to 24	96	10%
	25 to 39	231	24%
	40 to 59	366	38%
	60 and above	251	26%
	Unknown	0	0%
	TOTAL:	955	100%

The Arc of the Glades

Adult Developmental Services System of Care

The program provides adults with developmental disabilities who reside in western Palm Beach County with a continuum of individualized services that promote greater independence.

Services include combinations of Facility-based Adult Day Training, Community Inclusion, Supported Living and Supported Employment services and activities. The Arc of the Glades, the only comprehensive developmental services provider for adults serving the Glades Area, helps those it serves to move along the continuum of care from dependence to independence and self-sufficiency.

Program Participant Demographic Data			
Gender	Female	24	50%
	Male	24	50%
	Other/Unknown	0	0%
	TOTAL:	48	100%
Veteran	Veteran	0	0%
	Non-Veteran	48	100%
	Unknown	0	0%
	TOTAL:	48	100%
Race	White or Caucasian	4	8%
	Black or African American	41	85%
	American Indian/Alaskan Native	0	0%
	Asian	0	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Two or More Races (Multi-racial)	3	6%
	Other/Unknown	0	0%
	TOTAL:	48	100%
Ethnicity	Hispanic/Latino	7	15%
	Not Hispanic/Latino	41	85%
	Other/Unknown	0	0%
	TOTAL:	48	100%
Age	17 and under	0	0%
	18 to 24	2	4%
	25 to 39	14	29%
	40 to 59	26	54%
	60 and above	6	13%
	Unknown	0	0%
	TOTAL:	48	100%

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

OUTCOME PERCENTAGE ACHIEVED:
56% *

NUMBER TO BE SERVED:
47 individuals

ACTUAL NUMBER SERVED:
48 individuals

FUNDING AMOUNT AWARDED:
\$201,474.00

FUNDING AMOUNT EXPENDED:
\$182,239.69 (90%)

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

The Arc of Palm Beach County

Program for Adult Learning And Support (PALS)

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

Program Participant Demographic Data			
Gender	Female	36	51%
	Male	35	49%
	Other/Unknown	0	0%
	TOTAL:	71	100%
Veteran	Veteran	0	0%
	Non-Veteran	71	100%
	Unknown	0	0%
	TOTAL:	71	100%
Race	White or Caucasian	50	70%
	Black or African American	18	25%
	American Indian/Alaskan Native	1	1%
	Asian	0	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Two or More Races (Multi-racial)	2	3%
	Other/Unknown	0	0%
	TOTAL:	71	100%
Ethnicity	Hispanic/Latino	4	6%
	Not Hispanic/Latino	67	94%
	Other/Unknown	0	0%
	TOTAL:	71	100%
Age	17 and under	0	0%
	18 to 24	3	4%
	25 to 39	31	44%
	40 to 59	27	38%
	60 and above	10	14%
	Unknown	0	0%
	TOTAL:	71	100%

<p><u>OUTCOME INDICATOR:</u> 80% of individuals will achieve at least one goal from their Implementation Plan (IP) and/or Employment Stability Plan (ESP) during the program year.</p> <p><u>OUTCOME PERCENTAGE ACHIEVED:</u> 100%</p> <p><u>NUMBER TO BE SERVED:</u> 65 individuals</p> <p><u>ACTUAL NUMBER SERVED:</u> 71 individuals</p> <p><u>FUNDING AMOUNT AWARDED:</u> \$83,845.00</p> <p><u>FUNDING AMOUNT EXPENDED:</u> \$83,845.00 (100%)</p> <p><u>PROGRAM HIGHLIGHTS:</u></p> <ul style="list-style-type: none"> • 100% of program participants achieved one or more of the goals listed on their implementation plan. • 21 of the program participants participated in collective employment at local businesses. • 71 participants were provided with distance learning and in person services throughout the year.

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

The Arc of Palm Beach County

Residential Group Home

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

<u>Program Participant Demographic Data</u>			
Gender	Female	10	42%
	Male	14	58%
	Other/Unknown	0	0%
	TOTAL:	24	100%
Veteran	Veteran	0	0%
	Non-Veteran	23	96%
	Unknown	1	4%
	TOTAL:	24	100%
Race	White or Caucasian	22	92%
	Black or African American	1	4%
	American Indian/Alaskan Native	1	4%
	Asian	0	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Two or More Races (Multi-racial)	0	0%
	Other/Unknown	0	0%
	TOTAL:	24	100%
Ethnicity	Hispanic/Latino	1	4%
	Not Hispanic/Latino	23	96%
	Other/Unknown	0	0%
	TOTAL:	24	100%
Age	17 and under	0	0%
	18 to 24	0	0%
	25 to 39	4	17%
	40 to 59	12	50%
	60 and above	8	33%
	Unknown	0	0%
	TOTAL:	24	100%

<p><u>OUTCOME INDICATOR:</u> 90% of adults will achieve at least one (1) goal from their Implementation Plan during the program year.</p> <p><u>OUTCOME PERCENTAGE ACHIEVED:</u> 88%*</p> <p><u>NUMBER TO BE SERVED:</u> 30 adults</p> <p><u>ACTUAL NUMBER SERVED:</u> 24 adults*</p> <p><u>FUNDING AMOUNT AWARDED:</u> \$253,134.00</p> <p><u>FUNDING AMOUNT EXPENDED:</u> \$210,187.64 (83%)*</p> <p><u>PROGRAM HIGHLIGHTS:</u></p> <ul style="list-style-type: none"> • 88% of program participants achieved one or more of the goals listed on their implementation plan. • The ETR residential home underwent a renovation of the first floor, including the kitchen, living room and Florida room, allowing for more modern, open and comfortable living environment. • 24 participants lived in the residential homes throughout the year.

* Residential Group Homes served 24 program participants this fiscal year. This number was reduced from 30 due to the Poney Martin Group Home rebuild, which accounted for 6 residential spots. Please see the COVID-19 Narrative page for The Arc of Palm Beach County for additional comments.

Coalition for Independent Living Options

Accessible Lifesaving Education for At-Risk Teens (ALERT)

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

<u>Program Participant Demographic Data</u>			
Gender	Female	11	30%
	Male	26	70%
	Other/Unknown	0	0%
	TOTAL:	37	100%
Veteran	Veteran	0	0%
	Non-Veteran	37	100%
	Unknown	0	0%
	TOTAL:	37	100%
Race	White or Caucasian	22	59%
	Black or African American	11	30%
	American Indian/Alaskan Native	0	0%
	Asian	0	0%
	Native Hawaiian/Other Pacific Islander	2	5%
	Two or More Races (Multi-racial)	2	5%
	Other/Unknown	0	0%
	TOTAL:	37	100%
Ethnicity	Hispanic/Latino	4	11%
	Not Hispanic/Latino	33	89%
	Other/Unknown	0	0%
	TOTAL:	37	100%
Age	17 and under	11	30%
	18 to 24	22	59%
	25 to 39	4	11%
	40 to 59	0	0%
	60 and above	0	0%
	Unknown	0	0%
	TOTAL:	37	100%

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

OUTCOME PERCENTAGE ACHIEVED:
83%

NUMBER TO BE SERVED:
50 youth

ACTUAL NUMBER SERVED:
37 youth

FUNDING AMOUNT AWARDED:
\$56,777.00

FUNDING AMOUNT EXPENDED:
\$51,377.94 (90%)

- PROGRAM HIGHLIGHTS:**
- 40 youth with disabilities received 1,655 hours of lifesaving education as preparation for adulthood.
 - 83% of 29 participants learned at least one job readiness of life skill, 19% above the goal.

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

Coalition for Independent Living Options

Supports and Independent Living (SAIL)

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

Program Participant Demographic Data			
Gender	Female	152	55%
	Male	124	45%
	Other/Unknown	0	0%
	TOTAL:	276	100%
Veteran	Veteran	8	3%
	Non-Veteran	268	97%
	Unknown	0	0%
	TOTAL:	276	100%
Race	White or Caucasian	160	58%
	Black or African American	109	39%
	American Indian/Alaskan Native	1	0%
	Asian	0	0%
	Native Hawaiian/Other Pacific Islander	1	0%
	Two or More Races (Multi-racial)	5	2%
	Other/Unknown	0	0%
	TOTAL:	276	100%
Ethnicity	Hispanic/Latino	50	18%
	Not Hispanic/Latino	226	82%
	Other/Unknown	0	0%
	TOTAL:	276	100%
Age	17 and under	0	0%
	18 to 24	13	5%
	25 to 39	39	14%
	40 to 59	110	40%
	60 and above	114	41%
	Unknown	0	0%
	TOTAL:	276	100%

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

OUTCOME PERCENTAGE ACHIEVED:
79%

NUMBER TO BE SERVED:
150 individuals

ACTUAL NUMBER SERVED:
276 individuals

FUNDING AMOUNT AWARDED:
\$154,581.00

FUNDING AMOUNT EXPENDED:
\$152,185.76 (98%)

PROGRAM HIGHLIGHTS:

- The program assisted 276 individuals with disabilities, more than the contracted amount of people to be served.
- 79% of individuals increased their knowledge of a life skill which they are using to remain independent in the community, 9% above the contracted performance goal.
- Of the 276 served, 145 participants applied for and received food stamps and or Medicare premium assistance totaling a combined amount of \$19,841 in monthly benefits.

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

Gulfstream Goodwill Industries

Client Assistance and Advocacy

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

Program Participant Demographic Data			
Gender	Female	47	55%
	Male	38	45%
	Other/Unknown	0	0%
	TOTAL:	85	100%
Veteran	Veteran	0	0%
	Non-Veteran	85	100%
	Unknown	0	0%
	TOTAL:	85	100%
Race	White or Caucasian	59	69%
	Black or African American	26	31%
	American Indian/Alaskan Native	0	0%
	Asian	0	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Two or More Races (Multi-racial)	0	0%
	Other/Unknown	0	0%
	TOTAL:	85	100%
Ethnicity	Hispanic/Latino	13	15%
	Not Hispanic/Latino	72	85%
	Other/Unknown	0	0%
	TOTAL:	85	100%
Age	17 and under	0	0%
	18 to 24	2	2%
	25 to 39	14	16%
	40 to 59	28	33%
	60 and above	41	48%
	Unknown	0	0%
	TOTAL:	85	100%

<u>OUTCOME INDICATOR:</u> 80% of individuals receiving Client Assistance and Advocacy Services will resolve their unmet needs or crisis situation successfully.
<u>OUTCOME PERCENTAGE ACHIEVED:</u> 98%
<u>NUMBER TO BE SERVED:</u> 250 individuals
<u>ACTUAL NUMBER SERVED:</u> 85 individuals *
<u>FUNDING AMOUNT AWARDED:</u> \$108,515.00
<u>FUNDING AMOUNT EXPENDED:</u> \$67,247.62 (62%)

* The pandemic had a major effect on the services offered. The demand for services dropped dramatically and the program was unable to achieve its outcomes. Please see the COVID-19 Narrative page for Gulfstream Goodwill Industries for additional comments.

Habilitation Center for the Handicapped

Day Program for Adults with Special Needs

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

Program Participant Demographic Data			
Gender	Female	22	42%
	Male	30	58%
	Other/Unknown	0	0%
	TOTAL:	52	100%
Veteran	Veteran	0	0%
	Non-Veteran	52	100%
	Unknown	0	0%
	TOTAL:	52	100%
Race	White or Caucasian	42	81%
	Black or African American	7	13%
	American Indian/Alaska Native	0	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Asian	0	0%
	Two or More Races	3	6%
	Other/Unknown	0	0%
	TOTAL:	52	100%
Ethnicity	Hispanic or Latino	3	6%
	Not Hispanic or Latino	49	94%
	Other/Unknown	0	0%
	TOTAL:	52	100%
Age	17 and under	0	0%
	18 to 24	5	10%
	25 to 39	15	29%
	40 to 59	19	37%
	60 and above	13	25%
	Unknown	0	0%
	TOTAL:	52	100%

OUTCOME INDICATOR:

80% of individuals will achieve at least one (1) objective of one (1) goal from their Annual Plan.

OUTCOME PERCENTAGE ACHIEVED:

52%*

NUMBER TO BE SERVED:

50 individuals

ACTUAL NUMBER SERVED:

52 individuals

FUNDING AMOUNT AWARDED:

\$75,000.00

FUNDING AMOUNT EXPENDED:

\$75,000.00 (100%)

PROGRAM HIGHLIGHTS:

- All program participants were on track to successfully achieve one (1) objective within their annual plan prior to a mandated shut down.

* Outcome percentage was not met due to the Day Program for Adults with Special Needs being shut down for seven (7) months. Please see the COVID-19 Narrative page for Habilitation Center for the Handicapped for additional comments.

Legal Aid Society

Guardian Advocacy Project

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

Program Participant Demographic Data			
Gender	Female	7	35%
	Male	13	65%
	Other/Unknown	0	0%
	TOTAL:	20	100%
Veteran	Veteran	0	0%
	Non-Veteran	20	100%
	Unknown	0	0%
	TOTAL:	20	100%
Race	White or Caucasian	11	55%
	Black or African American	9	45%
	American Indian/Alaskan Native	0	0%
	Asian	0	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Two or More Races (Multi-racial)	0	0%
	Other/Unknown	0	0%
	TOTAL:	20	100%
Ethnicity	Hispanic/Latino	4	20%
	Not Hispanic/Latino	16	80%
	Other/Unknown	0	0%
	TOTAL:	20	100%
Age	17 and under	0	0%
	18 to 24	3	15%
	25 to 39	16	80%
	40 to 59	1	5%
	60 and above	0	0%
	Unknown	0	0%
	TOTAL:	20	100%

OUTCOME INDICATOR:
80% of individuals will achieve their Annual GAP Goal within one (1) year of the goal being developed by the Guardian Advocacy Project.

OUTCOME PERCENTAGE ACHIEVED:
75%*

NUMBER TO BE SERVED:
20 individuals

ACTUAL NUMBER SERVED:
20 individuals

FUNDING AMOUNT AWARDED:
\$92,245.00

FUNDING AMOUNT EXPENDED:
\$92,245.00 (100%)

PROGRAM HIGHLIGHTS:

- Although our program faced challenges due to the COVID-19 pandemic, all program participants continued to receive services.
- Our program was able to keep participants safe and played a significant factor in ensuring emotional stability.

* The number of individuals expected to be served was met but the outcome percentage was not met due to five (5) individuals who did not meet their individualized outcome goals within the projected timeline. Please see the COVID-19 Narrative page for Legal Aid Society for additional comments.

Palm Beach Habilitation Center

Computer Training Program

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

<u>Program Participant Demographic Data</u>			
Gender	Female	46	50%
	Male	46	50%
	Other/Unknown	0	0%
	TOTAL:	92	100%
Veteran	Veteran	0	0%
	Non-Veteran	92	100%
	Unknown	0	0%
	TOTAL:	92	100%
Race	White or Caucasian	65	71%
	Black or African American	27	29%
	American Indian/Alaskan Native	0	0%
	Asian	0	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Two or More Races (Multi-racial)	0	0%
	Other/Unknown	0	0%
	TOTAL:	92	100%
Ethnicity	Hispanic/Latino	15	16%
	Not Hispanic/Latino	77	84%
	Other/Unknown	0	0%
	TOTAL:	92	100%
Age	17 and under	0	0%
	18 to 24	11	12%
	25 to 39	37	40%
	40 to 59	32	35%
	60 and above	12	13%
	Unknown	0	0%
	TOTAL:	92	100%

OUTCOME INDICATOR:

70% of individuals will increase their computer skills by completing at least three (3) personal achievement goals.

OUTCOME PERCENTAGE ACHIEVED:

89%

NUMBER TO BE SERVED:

80 individuals

ACTUAL NUMBER SERVED:

92 individuals

FUNDING AMOUNT AWARDED:

\$73,389.00

FUNDING AMOUNT EXPENDED:

\$73,389.00 (100%)

PROGRAM HIGHLIGHTS:

- 92 individuals received training in the area of basic computer skills and use of software to improve job, reading and math skills.
- Individuals learned skills to safely navigate the internet in order to search for jobs or gain knowledge of their community.
- Individualized training was offered to encourage personal growth and accommodate special needs.

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

Palm Beach Habilitation Center

Seniors in Transition and Retirement Services (STARS)

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

Program Participant Demographic Data			
Gender	Female	21	55%
	Male	17	45%
	Other/Unknown	0	0%
	TOTAL:	38	100%
Veteran	Veteran	0	0%
	Non-Veteran	38	100%
	Unknown	0	0%
	TOTAL:	38	100%
Race	White or Caucasian	34	89%
	Black or African American	4	11%
	American Indian/Alaskan Native	0	0%
	Asian	0	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Two or More Races (Multi-racial)	0	0%
	Other/Unknown	0	0%
	TOTAL:	38	100%
Ethnicity	Hispanic/Latino	3	8%
	Not Hispanic/Latino	35	92%
	Other/Unknown	0	0%
	TOTAL:	38	100%
Age	17 and under	0	0%
	18 to 24	0	0%
	25 to 39	0	0%
	40 to 59	18	47%
	60 and above	20	53%
	Unknown	0	0%
	TOTAL:	38	100%

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

OUTCOME PERCENTAGE ACHIEVED:
100%

NUMBER TO BE SERVED:
30 individuals

ACTUAL NUMBER SERVED:
38 individuals

FUNDING AMOUNT AWARDED:
\$215,327.00

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

- PROGRAM HIGHLIGHTS:**
- 38 individuals with developmental disabilities were served this year.
 - The programs offered community integration with a variety of outings based on individual interests.
 - Opportunities for physical fitness included structured groups, such as yoga, and alternative activities that incorporate exercise. In addition, meals continued to be provided successfully.

Palm Beach Habilitation Center

Supported Employment

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

<u>Program Participant Demographic Data</u>			
Gender	Female	13	33%
	Male	27	68%
	Other/Unknown	0	0%
	TOTAL:	40	100%
Veteran	Veteran	0	0%
	Non-Veteran	40	100%
	Unknown	0	0%
	TOTAL:	40	100%
Race	White or Caucasian	31	78%
	Black or African American	9	23%
	American Indian/Alaskan Native	0	0%
	Asian	0	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Two or More Races (Multi-racial)	0	0%
	Other/Unknown	0	0%
	TOTAL:	40	100%
Ethnicity	Hispanic/Latino	1	3%
	Not Hispanic/Latino	39	98%
	Other/Unknown	0	0%
	TOTAL:	40	100%
Age	17 and under	0	0%
	18 to 24	0	0%
	25 to 39	5	13%
	40 to 59	26	65%
	60 and above	9	23%
	Unknown	0	0%
	TOTAL:	40	100%

<p><u>OUTCOME INDICATOR:</u> 80% of individuals will be able to maintain their community based employment situation.</p>
<p><u>OUTCOME PERCENTAGE ACHIEVED:</u> 98%</p>
<p><u>NUMBER TO BE SERVED:</u> 40 individuals</p>
<p><u>ACTUAL NUMBER SERVED:</u> 40 individuals</p>
<p><u>FUNDING AMOUNT AWARDED:</u> \$67,113.00</p>
<p><u>FUNDING AMOUNT EXPENDED:</u> \$67,113.00 (100%)</p>
<p><u>PROGRAM HIGHLIGHTS:</u></p> <ul style="list-style-type: none"> • The program served 40 individuals who successfully completed the program. • 98% of individuals have maintained employment.

Seagull Industries

Achievement Center

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

Program Participant Demographic Data			
Gender	Female	48	43%
	Male	64	57%
	Other/Unknown	0	0%
	TOTAL:	112	100%
Veteran	Veteran	0	0%
	Non-Veteran	99	88%
	Unknown	13	12%
	TOTAL:	112	100%
Race	White or Caucasian	40	36%
	Black or African American	60	54%
	American Indian/Alaskan Native	2	2%
	Asian	1	1%
	Native Hawaiian/Other Pacific Islander	0	0%
	Two or More Races (Multi-racial)	9	8%
	Other/Unknown	0	0%
	TOTAL:	112	100%
Ethnicity	Hispanic/Latino	11	10%
	Not Hispanic/Latino	101	90%
	Other/Unknown	0	0%
	TOTAL:	112	100%
Age	17 and under	0	0%
	18 to 24	6	5%
	25 to 39	43	38%
	40 to 59	46	41%
	60 and above	17	15%
	Unknown	0	0%
	TOTAL:	112	100%

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

OUTCOME PERCENTAGE ACHIEVED:
96%

NUMBER TO BE SERVED:
110 individuals

ACTUAL NUMBER SERVED:
112 individuals

FUNDING AMOUNT AWARDED:
\$278,393.00

FUNDING AMOUNT EXPENDED:
\$278,391.14 (100%)

- PROGRAM HIGHLIGHTS:**
- Due to COVID-19, the agency offered virtual training classes on-line.
 - Telephone calls were made to all individuals for general well-being throughout the pandemic.
 - At home arts and crafts projects were delivered to individuals who expressed interest in them.

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

Seagull Industries

Seagull Academy for Independent Living (SAIL)

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

Program Participant Demographic Data			
Gender	Female	9	31%
	Male	20	69%
	Other/Unknown	0	0%
	TOTAL:	29	100%
Veteran	Veteran	4	14%
	Non-Veteran	25	86%
	Unknown	0	0%
	TOTAL:	29	100%
Race	White or Caucasian	10	34%
	Black or African American	17	59%
	American Indian/Alaskan Native	0	0%
	Asian	0	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Two or More Races (Multi-racial)	2	7%
	Other/Unknown	0	0%
	TOTAL:	29	100%
Ethnicity	Hispanic/Latino	5	17%
	Not Hispanic/Latino	24	83%
	Other/Unknown	0	0%
	TOTAL:	29	100%
Age	17 and under	0	0%
	18 to 24	29	100%
	25 to 39	0	0%
	40 to 59	0	0%
	60 and above	0	0%
	Unknown	0	0%
	TOTAL:	29	100%

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

OUTCOME PERCENTAGE ACHIEVED:
86%

NUMBER TO BE SERVED:
50 youth

ACTUAL NUMBER SERVED:
29 youth *

FUNDING AMOUNT AWARDED:
\$30,000.00

FUNDING AMOUNT EXPENDED:
\$20,243.52 (67.48%)

PROGRAM HIGHLIGHTS:

- The program participated in Palm Beach Dress for Success where students learned how to dress for an interview.
- Two (2) essential workers remained employed at local grocery stores.
- The agency created a virtual library of over 100 presentations on life skills and employability skills.

* The agency met over half the goal of numbers served; however due to COVID-19, recruitment and employment placements were significantly affected. Thus, the agency was not able to meet the goal of serving 50 people. Please see the COVID-19 Narrative page for Seagull Industries for additional comments.

United Community Options

Behavior Focused Respite

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

<u>Program Participant Demographic Data</u>			
Gender	Female	29	94%
	Male	2	6%
	Other/Unknown	0	0%
	TOTAL:	31	100%
Veteran	Veteran	2	6%
	Non-Veteran	29	94%
	Unknown	0	0%
	TOTAL:	31	100%
Race	White or Caucasian	21	68%
	Black or African American	7	23%
	American Indian/Alaskan Native	0	0%
	Asian	0	0%
	Native Hawaiian/Other Pacific Islander	1	3%
	Two or More Races (Multi-racial)	2	6%
	Other/Unknown	0	0%
	TOTAL:	31	100%
Ethnicity	Hispanic/Latino	11	35%
	Not Hispanic/Latino	20	65%
	Other/Unknown	0	0%
	TOTAL:	31	100%
Age	17 and under	0	0%
	18 to 24	0	0%
	25 to 39	9	29%
	40 to 59	21	68%
	60 and above	1	3%
	Unknown	0	0%
	TOTAL:	31	100%

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

OUTCOME PERCENTAGE ACHIEVED:
100%

NUMBER TO BE SERVED:
20 individuals

ACTUAL NUMBER SERVED:
31 individuals

FUNDING AMOUNT AWARDED:
\$74,024.00

FUNDING AMOUNT EXPENDED:
\$74,002.92 (100%)

PROGRAM HIGHLIGHTS *:

- The program provides stress relief for the guardians/parents.
- The program provided Behavior Management Training for parents.
- The program provided In-Home Respite services.

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

Domestic Violence and Sheltering

Overall Summary

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

<u>NUMBER OF AGENCIES FUNDED:</u> 2
<u>NUMBER OF PROGRAMS FUNDED:</u> 2
<u>NUMBER TO BE SERVED:</u> 290 individuals
<u>ACTUAL NUMBER SERVED:</u> 287 individuals
<u>FUNDING AMOUNT AWARDED:</u> \$421,234.00
<u>FUNDING AMOUNT EXPENDED:</u> \$421,227.72 (100%)

Funded agencies under this service category include the following:
 Aid to Victims of Domestic Abuse (AVDA)
 Young Women’s Christian Association of Palm Beach County (YWCA)

Program Participant Demographic Data			
Gender	Female	277	97%
	Male	10	3%
	Other/Unknown	0	0%
	TOTAL:	287	100%
Veteran	Veteran	1	0%
	Non-Veteran	286	100%
	Unknown	0	0%
	TOTAL:	287	100%
Race	White or Caucasian	99	34%
	Black or African American	169	59%
	American Indian/Alaskan Native	1	0%
	Asian	6	2%
	Native Hawaiian/Other Pacific Islander	0	0%
	Two or More Races (Multi-racial)	12	4%
	Other/Unknown	0	0%
	TOTAL:	287	100%
Ethnicity	Hispanic/Latino	65	23%
	Not Hispanic/Latino	222	77%
	Other/Unknown	0	0%
	TOTAL:	287	100%
Age	17 and under	26	9%
	18 to 24	50	17%
	25 to 39	147	51%
	40 to 59	57	20%
	60 and above	7	2%
	Unknown	0	0%
	TOTAL:	287	100%

Aid to Victims of Domestic Abuse (AVDA)

Casa Vegso

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

Program Participant Demographic Data (FM)			
Gender	Female	124	93%
	Male	10	7%
	Other/Unknown	0	0%
	TOTAL:	134	100%
Veteran	Veteran	0	0%
	Non-Veteran	134	100%
	Unknown	0	0%
	TOTAL:	134	100%
Race	White or Caucasian	44	33%
	Black or African American	78	58%
	American Indian/Alaskan Native	1	1%
	Native Hawaiian/Other Pacific Islander	0	0%
	Asian	2	1%
	Two or More Races (Multi-racial)	9	7%
	Other/Unknown	0	0%
	TOTAL:	134	100%
Ethnicity	Hispanic/Latino	28	21%
	Not Hispanic/Latino	106	79%
	Other/Unknown	0	0%
	TOTAL:	134	100%
Age	17 and under	26	19%
	18 to 24	18	13%
	25 to 39	63	47%
	40 to 59	25	19%
	60 and above	2	1%
	Unknown	0	0%
	TOTAL:	134	100%

OUTCOME INDICATOR:

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

OUTCOME PERCENTAGE ACHIEVED:

97%

NUMBER TO BE SERVED:

120 adults

ACTUAL NUMBER SERVED:

108 adults *

FUNDING AMOUNT AWARDED:

\$282,024.00

FUNDING AMOUNT EXPENDED:

\$282,024.00 (100%)

PROGRAM HIGHLIGHTS:

- AVDA text-enabled their 24-hour hotline to increase accessibility to shelter services for survivors of domestic violence.
- AVDA formed a new collaboration with the Cotton Bottom Diaper Bank to secure donated diapers and wipes for the families living in shelter.
- AVDA continues to provide financial assistance towards move-in costs for survivors leaving shelter and moving into violence-free living conditions.

* The outcome is based on exit interview results which is only given to adults so the outcome was calculated on the 108 adults but the demographic table includes all adult and children served in the program. Please see the COVID-19 Narrative page for Aid to Victims of Domestic Abuse for additional comments.

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

Harmony House

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

<u>Program Participant Demographic Data</u>			
Gender	Female	153	100%
	Male	0	0%
	Other/Unknown	0	0%
	TOTAL:	153	100%
Veteran	Veteran	1	1%
	Non-Veteran	152	99%
	Unknown	0	0%
	TOTAL:	153	100%
Race	White or Caucasian	55	36%
	Black or African American	91	59%
	American Indian/Alaskan Native	0	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Asian	4	3%
	Two or More Races (Multi-racial)	3	2%
	Other/Unknown	0	0%
	TOTAL:	153	100%
Ethnicity	Hispanic/Latino	37	24%
	Not Hispanic/Latino	116	76%
	Other/Unknown	0	0%
	TOTAL:	153	100%
Age	17 and under	0	0%
	18 to 24	32	21%
	25 to 39	84	55%
	40 to 59	32	21%
	60 and above	5	3%
	Unknown	0	0%
	TOTAL:	153	100%

<p><u>OUTCOME INDICATOR:</u> 70% of adults will exit to safe, alternative, violence-free housing with their children (if applicable).</p>
<p><u>OUTCOME PERCENTAGE ACHIEVED:</u> 91%</p>
<p><u>NUMBER TO BE SERVED:</u> 170 Adults</p>
<p><u>ACTUAL NUMBER SERVED:</u> 153 Adults *</p>
<p><u>FUNDING AMOUNT AWARDED:</u> \$139,210.00</p>
<p><u>FUNDING AMOUNT EXPENDED:</u> \$139,203.72 (100%)</p>
<p><u>PROGRAM HIGHLIGHTS:</u></p> <ul style="list-style-type: none"> • Harmony House has been able to continuously provide services throughout the Covid-19 Pandemic. • Harmony House has been able to provide a clean and sanitized environment for victims of domestic violence. • Harmony House has been able to provide all services to victims of domestic violence and their children.

* The projected number to be served is always based on the previous year's data, however it is difficult to know how many survivors will be from Palm Beach County as the agency serves all survivors in danger, regardless of location. The outcome is based on exit interview results which is only given to adults so the outcome was calculated on the 153 adults and the demographic table reflects this as well. Please see the COVID-19 Narrative page for YWCA for additional comments.

Senior Services

Overall Summary

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

<p><u>NUMBER OF AGENCIES FUNDED:</u> 1</p> <p><u>NUMBER OF PROGRAMS FUNDED:</u> 2</p> <p><u>NUMBER TO BE SERVED:</u> 1,300 seniors and caregivers</p> <p><u>ACTUAL NUMBER SERVED:</u> 900 seniors and caregivers</p> <p><u>FUNDING AMOUNT AWARDED:</u> \$563,721.00</p> <p><u>FUNDING AMOUNT EXPENDED:</u> \$563,721.00 (100%)</p>
--

<p>Funded agencies under this service category include the following: Alzheimer's Community Care (ACC)</p>
--

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

Program Participant Demographic Data			
Gender	Female	634	70%
	Male	266	30%
	Other/Unknown	0	0%
	TOTAL:	900	100%
Veteran	Veteran	51	6%
	Non-Veteran	847	94%
	Unknown	2	0%
	TOTAL:	900	100%
Race	White or Caucasian	611	68%
	Black or African American	258	29%
	American Indian/Alaskan Native	4	0%
	Asian	2	0%
	Native Hawaiian/Other Pacific Islander	5	1%
	Two or More Races (Multi-racial)	20	2%
	Other/Unknown	0	0%
	TOTAL:	900	100%
Ethnicity	Hispanic/Latino	199	22%
	Not Hispanic/Latino	701	78%
	Other/Unknown	0	0%
	TOTAL:	900	100%
Age *	17 and under	0	0%
	18 to 24	1	0%
	25 to 39	23	3%
	40 to 59	207	23%
	60 and above	669	74%
	Unknown	0	0%
	TOTAL:	900	100%

Alzheimer's Community Care

Specialized Alzheimer's Adult Day Services

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

Program Participant Demographic Data			
Gender	Female	195	66%
	Male	101	34%
	Other/Unknown	0	0%
	TOTAL:	296	100%
Veteran	Veteran	31	10%
	Non-Veteran	263	89%
	Unknown	2	1%
	TOTAL:	296	100%
Race	White or Caucasian	179	60%
	Black or African American	108	36%
	American Indian/Alaskan Native	2	1%
	Asian	4	1%
	Native Hawaiian/Other Pacific Islander	1	0%
	Two or More Races (Multi-racial)	2	1%
	Other/Unknown	0	0%
	TOTAL:	296	100%
Ethnicity	Hispanic/Latino	62	21%
	Not Hispanic/Latino	234	79%
	Other/Unknown	0	0%
	TOTAL:	296	100%
Age	17 and under	0	0%
	18 to 24	0	0%
	25 to 39	0	0%
	40 to 59	0	0%
	60 and above	296	100%
	Unknown	0	0%
	TOTAL:	296	100%

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

OUTCOME PERCENTAGE ACHIEVED:
98%

NUMBER TO BE SERVED:
400 seniors

ACTUAL NUMBER SERVED:
296 seniors *

FUNDING AMOUNT AWARDED:
\$222,072.00

FUNDING AMOUNT EXPENDED:
\$222,072.00 (100%)

PROGRAM HIGHLIGHTS:

- Day centers remained open throughout the pandemic to provide 258,082 hours of Specialized Day Services to seniors in Palm Beach County while maintaining social distancing for patients.
- The program manager continued regular contact with caregivers during the pandemic to monitor health and well-being of patients who were unable to attend physically.

* Please see the COVID-19 Narrative page for Alzheimer's Community Care for additional comments.

Alzheimer's Community Care

Family Nurse Consultant

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

Program Participant Demographic Data			
Gender	Female	439	73%
	Male	165	27%
	Other/Unknown	0	0%
	TOTAL:	604	100%
Veteran	Veteran	20	3%
	Non-Veteran	584	97%
	Unknown	0	0%
	TOTAL:	604	100%
Race	White or Caucasian	432	72%
	Black or African American	150	25%
	American Indian/Alaskan Native	2	0%
	Asian	1	0%
	Native Hawaiian/Other Pacific Islander	1	0%
	Two or More Races (Multi-racial)	18	3%
	Other/Unknown	0	0%
	TOTAL:	604	100%
Ethnicity	Hispanic/Latino	137	23%
	Not Hispanic/Latino	467	77%
	Other/Unknown	0	0%
	TOTAL:	604	100%
Age	17 and under	0	0%
	18 to 24	1	0%
	25 to 39	23	4%
	40 to 59	207	34%
	60 and above	373	62%
	Unknown	0	0%
	TOTAL:	604	100%

OUTCOME INDICATOR:

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

OUTCOME PERCENTAGE ACHIEVED:

100%

NUMBER TO BE SERVED:

900 caregivers

ACTUAL NUMBER SERVED:

604 caregivers *

FUNDING AMOUNT AWARDED:

\$341,649.00

FUNDING AMOUNT EXPENDED:

\$341,649.00 (100%)

PROGRAM HIGHLIGHTS:

- The agency served almost 4,000 unduplicated patients and caregivers and conducted over 1,500 evaluations and over 3,000 reassurance calls.
- 65% of the stress levels of the caregivers remained the same or were reduced during the pandemic through the efforts of our program.
- 99% of caregivers learned and/or utilized techniques or strategies for the care of their loved ones when not in our Day Service Program

* Please see the COVID-19 Narrative page for Alzheimer's Community Care for additional comments.

Strategic Partnerships

Overall Summary

Programs and services in this category address outcomes that demonstrate positive change in the community but are not categorized in one of the main six (6) service categories. Services include crisis lines, hunger relief partnerships, match funds, and more.

<u>NUMBER OF AGENCIES FUNDED:</u>
7
<u>NUMBER OF PROGRAMS FUNDED:</u>
10
<u>NUMBER TO BE SERVED:</u>
1,013 individuals and seniors *
<u>ACTUAL NUMBER SERVED:</u>
1,074 individuals and seniors *
<u>FUNDING AMOUNT AWARDED:</u>
\$2,107,815.00
<u>FUNDING AMOUNT EXPENDED:</u>
\$1,962,807.03 (93%)

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

Program Participant Demographic Data			
Gender	Female	739	69%
	Male	335	31%
	Other/Unknown	0	0%
	TOTAL:	1074	100%
Veteran	Veteran	83	8%
	Non-Veteran	837	78%
	Unknown	154	14%
	TOTAL:	1074	100%
Race	White or Caucasian	722	67%
	Black or African American	306	28%
	American Indian/Alaskan Native	7	1%
	Asian	3	0%
	Native Hawaiian/Other Pacific Islander	3	0%
	Two or More Races (Multi-racial)	23	2%
	Other/Unknown	10	1%
	TOTAL:	1074	100%
Ethnicity	Hispanic/Latino	121	11%
	Not Hispanic/Latino	950	88%
	Other/Unknown	3	0%
	TOTAL:	1074	100%
Age	17 and under	24	2%
	18 to 24	22	2%
	25 to 39	77	7%
	40 to 59	31	3%
	60 and above	920	86%
	Unknown	0	0%
	TOTAL:	1074	100%

* Due to the nature of these programs, the 'Number to be served', 'Actual number served', and 'Program Participant Demographic Data' is only based on five (5) programs under the three (3) starred agencies above. The other programs did not have a set number to be served and/or were unable to report on this information for FY20.

211 Palm Beach/Treasure Coast

211 Helpline

The 211 Helpline is the only free, confidential service in Palm Beach County and the Treasure Coast that assists individuals in need with information, assessment, and referral services; crisis counseling; and suicide intervention, 24 hours a day, 365 days a year. For 49 years, our agency has served our community in our mission to save lives through crisis intervention and by connecting people to health, mental health, and wellness services 24 hours a day every day. We envision a community where people in crisis receive the information and support they need to weather life's storms. 211 Helpline fills a crucial role in our community during major disasters that we face, providing the most accurate emergency information, resources, and support.

NUMBER OF UNDUPLICATED INDIVIDUALS SERVED WITHIN PALM BEACH COUNTY:

49,447

FUNDING AMOUNT AWARDED:

\$162,457.00

FUNDING AMOUNT EXPENDED:

\$162,457.00 (100%)

PROGRAM HIGHLIGHTS:

- Rapidly switched to a hybrid-remote work schedule at the start of the pandemic crisis.
- Managed a nearly-double volume of requests for help during the first few months of the pandemic, that has remained high at 10-20% higher than this time last year.
- Turned our newly redesigned website (211palmbeach.org/coronavirus) into a central hub of COVID-19 information, which has been praised by members of the community.
- Expanded upon our Disaster Distress Helpline and started working on a statewide FEMA Disaster project.
- Earned re-accreditation with AIRS, Nonprofits First, and the American Association of Suicidality.

211 Palm Beach / Treasure Coast

Elder Crisis Outreach

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

Program Participant Demographic Data			
Gender	Female	540	66%
	Male	274	34%
	Other/Unknown	0	0%
	TOTAL:	814	100%
Veteran	Veteran	77	9%
	Non-Veteran	608	75%
	Unknown	129	16%
	TOTAL:	814	100%
Race	White or Caucasian	619	76%
	Black or African American	162	20%
	American Indian/Alaskan Native	2	0%
	Asian	3	0%
	Native Hawaiian/Other Pacific Islander	3	0%
	Two or More Races (Multi-racial)	17	2%
	Other/Unknown	8	1%
	TOTAL:	814	100%
Ethnicity	Hispanic/Latino	92	11%
	Not Hispanic/Latino	720	88%
	Other/Unknown	2	0%
	TOTAL:	814	100%
Age	17 and under	0	0%
	18 to 24	0	0%
	25 to 39	0	0%
	40 to 59	0	0%
	60 and above	814	100%
	Unknown	0	0%
	TOTAL:	814	100%

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

OUTCOME PERCENTAGE ACHIEVED:
79%

NUMBER TO BE SERVED:
450 elders

ACTUAL NUMBER SERVED:
814 elders

FUNDING AMOUNT AWARDED:
\$44,403.00

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

PROGRAM HIGHLIGHTS *:

- Agency staff switched to remote work at the start of the pandemic.
- During the pandemic, staff has provided urgently needed emotional support, financial assistance, and health information.
- The agency is proud to state that staff has been actively involved and working for the community through the pandemic.
- The agency has provided lifesaving resources and crisis counseling throughout the pandemic.

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

Adopt-A-Family

Program REACH

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

Program Participant Demographic Data (HoH)			
Gender	Female	91	96%
	Male	4	4%
	Other/Unknown	0	0%
	TOTAL:	95	100%
Veteran	Veteran	0	0%
	Non-Veteran	95	100%
	Unknown	0	0%
	TOTAL:	95	100%
Race	White or Caucasian	9	9%
	Black or African American	81	85%
	American Indian/Alaskan Native	2	2%
	Asian	0	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Two or More Races (Multi-racial)	3	3%
	Other/Unknown	0	0%
	TOTAL:	95	100%
Ethnicity	Hispanic/Latino	10	11%
	Not Hispanic/Latino	85	89%
	Other/Unknown	0	0%
	TOTAL:	95	100%
Age	17 and under	0	0%
	18 to 24	17	18%
	25 to 39	64	67%
	40 to 59	13	14%
	60 and above	1	1%
	Unknown	0	0%
	TOTAL:	95	100%

OUTCOME INDICATOR:

70% of households served in program will enter permanent housing within 90 days from admission to the shelter.

OUTCOME PERCENTAGE ACHIEVED:

68% *

NUMBER TO BE SERVED:

80 households

ACTUAL NUMBER SERVED:

95 households

FUNDING AMOUNT AWARDED:

\$322,810.00

FUNDING AMOUNT EXPENDED:

\$322,810.00 (100%)

PROGRAM HIGHLIGHTS:

- Program REACH served 95 households.
- 90% of households exited the program to stable housing.

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

Adopt-A-Family

Traveler's Aid

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

Program Participant Demographic Data			
Gender	Female	20	57%
	Male	15	43%
	Other/Unknown	0	0%
	TOTAL:	35	100%
Veteran	Veteran	0	0%
	Non-Veteran	11	31%
	Unknown	24	69%
	TOTAL:	35	100%
Race	White or Caucasian	6	17%
	Black or African American	29	83%
	American Indian/Alaskan Native	0	0%
	Asian	0	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Two or More Races (Multi-racial)	0	0%
	Other/Unknown	0	0%
	TOTAL:	35	100%
Ethnicity	Hispanic/Latino	7	20%
	Not Hispanic/Latino	28	80%
	Other/Unknown	0	0%
	TOTAL:	35	100%
Age	17 and under	24	69%
	18 to 24	2	6%
	25 to 39	5	14%
	40 to 59	4	11%
	60 and above	0	0%
	Unknown	0	0%
	TOTAL:	35	100%

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

OUTCOME PERCENTAGE ACHIEVED:
 100%

NUMBER TO BE SERVED:
 80 individuals

ACTUAL NUMBER SERVED:
 35 individuals *

FUNDING AMOUNT AWARDED:
 \$15,000.00

FUNDING AMOUNT EXPENDED:
 \$6,168.53 (41%) *

PROGRAM HIGHLIGHTS:

- 35 individuals were reunified with family/friends outside of Palm Beach County.
- 100% safely arrived at their destination.

* The number of individuals served was less than anticipated due to the pandemic. Restrictions on transportation and fear of COVID-19 were the primary factors. Please see the COVID-19 Narrative page for Adopt-A-Family for additional comments.

Gulfstream Goodwill Industries

Assistive Communications – Audiology Services

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

Program Participant Demographic Data			
Gender	Female	64	79%
	Male	17	21%
	Other/Unknown	0	0%
	TOTAL:	81	100%
Veteran	Veteran	6	7%
	Non-Veteran	75	93%
	Unknown	0	0%
	TOTAL:	81	100%
Race	White or Caucasian	54	67%
	Black or African American	22	27%
	American Indian/Alaskan Native	3	4%
	Native Hawaiian/Other Pacific Islander	0	0%
	Asian	0	0%
	Two or More Races (Multi-racial)	2	2%
	Other/Unknown	0	0%
	TOTAL:	81	100%
Ethnicity	Hispanic or Latino	9	11%
	Not Hispanic or Latino	72	89%
	Other/Unknown	0	0%
	TOTAL:	81	100%
Age	17 and under	0	0%
	18 to 24	0	0%
	25 to 39	0	0%
	40 to 59	0	0%
	60 and above	81	100%
	Unknown	0	0%
	TOTAL:	81	100%

<p>OUTCOME INDICATOR: 83% of senior residents will achieve total resolution and/or easing of difficulty related to hearing loss by accessing hearing aids and assistance.</p>
<p>OUTCOME PERCENTAGE ACHIEVED: 99%</p>
<p>NUMBER TO BE SERVED: 188 seniors</p>
<p>ACTUAL NUMBER SERVED: 81 seniors *</p>
<p>FUNDING AMOUNT AWARDED: \$86,096.00 **</p>
<p>FUNDING AMOUNT EXPENDED: \$38,079.59 (44%)</p>

* The pandemic had a major effect on the services offered; the demand for services dropped dramatically and the agency was unable to achieve outcome goals. Please see the COVID-19 Narrative page for Gulfstream Goodwill Industries – Assistive Communications for additional comments.

** The Funding Amount Awarded and Expended is the same for both the Assistive Communications - Audiology and the Assistive Communications - Interpreting services because the two (2) operate under the same consolidated program - Assistive Communications.

Gulfstream Goodwill Industries

Assistive Communications – Interpreting Services

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

Program Participant Demographic Data			
Gender	Female	13	62%
	Male	8	38%
	Other/Unknown	0	0%
	TOTAL:	21	100%
Veteran	Veteran	0	0%
	Non-Veteran	21	100%
	Unknown	0	0%
	TOTAL:	21	100%
Race	White or Caucasian	18	86%
	Black or African American	3	14%
	American Indian/Alaskan Native	0	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Asian	0	0%
	Two or More Races (Multi-racial)	0	0%
	Other/Unknown	0	0%
TOTAL:	21	100%	
Ethnicity	Hispanic or Latino	0	0%
	Not Hispanic or Latino	21	100%
	Other/Unknown	0	0%
	TOTAL:	21	100%
Age	17 and under	0	0%
	18 to 24	0	0%
	25 to 39	0	0%
	40 to 59	0	0%
	60 and above	21	100%
	Unknown	0	0%
	TOTAL:	21	100%

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

OUTCOME PERCENTAGE ACHIEVED:
100%

NUMBER TO BE SERVED:
90 seniors

ACTUAL NUMBER SERVED:
21 seniors *

FUNDING AMOUNT AWARDED:
\$86,096.00 **

FUNDING AMOUNT EXPENDED:
\$38,079.59 (44.23%)

* The pandemic had a major effect on the services offered; the demand for services dropped dramatically and the agency was unable to achieve outcomes. Please see the COVID-19 Narrative page for Gulfstream Goodwill Industries for additional comments.

** The Funding Amount Awarded and Expended is the same for both the Assistive Communications - Interpreting and the Assistive Communications - Audiology services because the two (2) operate under the same consolidated program - Assistive Communications.

Gulfstream Goodwill Industries

Traveler's Aid

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

<u>Program Participant Demographic Data</u>			
Gender	Female	11	39%
	Male	17	61%
	Other/Unknown	0	0%
	TOTAL:	28	100%
Veteran	Veteran	0	0%
	Non-Veteran	27	96%
	Unknown	1	4%
	TOTAL:	28	100%
Race	White or Caucasian	16	57%
	Black or African American	9	32%
	American Indian/Alaskan Native	0	0%
	Asian	0	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Two or More Races (Multi-racial)	1	4%
	Other/Unknown	2	7%
	TOTAL:	28	100%
Ethnicity	Hispanic/Latino	3	11%
	Not Hispanic/Latino	24	86%
	Other/Unknown	1	4%
	TOTAL:	28	100%
Age	17 and under	0	0%
	18 to 24	3	11%
	25 to 39	8	29%
	40 to 59	14	50%
	60 and above	3	11%
	Unknown	0	0%
	TOTAL:	28	100%

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

OUTCOME PERCENTAGE ACHIEVED:
100%

NUMBER TO BE SERVED:
125 individuals

ACTUAL NUMBER SERVED:
28 individuals *

FUNDING AMOUNT AWARDED:
\$25,000.00

FUNDING AMOUNT EXPENDED:
\$7,545.24 (30%)

PROGRAM HIGHLIGHTS:

- The program was able to assist people during the pandemic to get off of the streets and into safer places by providing transportation to live with family and friends.
- The program was able to provide safe transportation via bus/train/plane during the pandemic and also provided gift cards for food during travel.

* The agency was not able to meet the number to be served for Traveler's Aid due to less people being willing to travel, travel restrictions, and pandemic-related shutdowns.

Palm Beach County Food Bank

Food Recovery and Distribution & Benefits Outreach Program

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

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

NUMBER OF UNDUPLICATED INDIVIDUALS SERVED WITHIN PALM BEACH COUNTY:

N/A

FUNDING AMOUNT AWARDED:

\$155,295.00

FUNDING AMOUNT EXPENDED:

\$155,295.00 (100%)

PROGRAM HIGHLIGHTS *:

- **Food Recovery and Distribution**

- Total Individuals Served: duplicated = 1,162,879
- Pounds Distributed: 17.4 million, equivalent to 14.5 million meals
- In-Kind Food: 16.3 million pounds valued at \$26.4 million
- Purchased Food: \$47,253; 180,720 pounds
- Number of pounds recovered and distributed is much greater than anticipated due to COVID-19.

- **Benefits Outreach Program**

- Total Individuals Served: 6,155
- Total Applications Completed: 2,662
- Total Applications Approved: 2,229 (84%) (October – August; 198 applications still being processed by DCF)
- Total Applications Denied: 233 (October – August; September data not available)
- Total Benefits Awarded = \$3,415,980 (October – August; September data not available)

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

Southeast Florida Behavioral Health Network

Wraparound Training and Fidelity Initiative

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

NUMBER OF UNDUPLICATED INDIVIDUALS SERVED WITHIN PALM BEACH COUNTY:

N/A

FUNDING AMOUNT AWARDED:

\$57,619.00

FUNDING AMOUNT EXPENDED:

\$57,619.00 (100%)

PROGRAM HIGHLIGHTS *:

- SEFBHN provided (6) 3-day Wraparound 101 trainings to 125 participants.
- In order to support systematic change, SEFBHN provided trainings to help build Natural Supports and Wraparound for Clinicians.
- Through ongoing coaching efforts 14 new facilitators and 3 new coaches were certified.
- SEFBHN facilitated Wraparound Learning Communities to support sustainable change and help prevent practice drift.
- Over fifty Wraparound coaching and technical assistance events were provided.

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

The Volen Center

Match Funds & Transportation

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

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

MATCH FUNDS

**NUMBER OF UNDUPLICATED INDIVIDUALS
SERVED WITHIN PALM BEACH COUNTY:**

2,567

FUNDING AMOUNT AWARDED:

\$225,093.00

FUNDING AMOUNT EXPENDED:

\$225,093.00 (100%)

PROGRAM HIGHLIGHTS *:

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

TRANSPORTATION

**NUMBER OF UNDUPLICATED INDIVIDUALS
SERVED WITHIN PALM BEACH COUNTY:**

1,364

FUNDING AMOUNT AWARDED:

\$969,042.00

FUNDING AMOUNT EXPENDED:

\$898,336.67 (93%)

PROGRAM HIGHLIGHTS *:

- Delivered over 50,000 meals to seniors who were home bound.

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

United Way of Palm Beach County

Hunger Relief

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

NUMBER OF UNDUPLICATED INDIVIDUALS SERVED WITHIN PALM BEACH COUNTY:

91,266

FUNDING AMOUNT AWARDED:

\$45,000.00

FUNDING AMOUNT EXPENDED:

\$45,000.00 (100%)

PROGRAM HIGHLIGHTS *:

- Developed a Food Finder Map using Google Maps to help people easily locate food and other resources during the pandemic.
- Implemented the second year of the Cold Storage Capacity Building grant.
- Funded a SNAP Outreach Coordinator through the Palm Beach County Food Bank.
- Worked with FLIPANY to identify high need areas and sites for Grab and Go Meals during the pandemic.
- Continued the implementation of the Family Weekend Backpack Program in the Glades and Lake Worth.

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

COVID-19 Narratives

Fiscal year 2020 was universally met with many challenges that affected our community partners. As a result of the pandemic, many of the funded agencies had to temporarily shut down their facilities, increase sanitation practices, embrace technological advances such as utilizing tele-software (i.e. WebEx, Zoom, etc.), and much more. The following summaries depict a snapshot of how agencies worked to adapt and address the changes that appeared because of the COVID-19 pandemic.

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

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

211 Palm Beach/Treasure Coast

Elder Crisis Outreach –

211 is proud to say that our agency has been here for our community throughout the pandemic, never ceasing to provide lifesaving resources and crisis counseling during this time of need. It was clear at the start of the pandemic that our agency would need to move to a remote system of operation in order to maintain the safety of our team while still providing invaluable services to our community, especially the elders. In order to successfully make this switch, our agency faced the challenge of not having the appropriate equipment to provide to our staff members in order to enable them to work from home. Laptops and other necessary technology to continue our work are expensive and had not been included in our budget for the year. It is with great thanks to the generous support of our partners that our agency was supplied with the necessary technological resources needed. With these new resources, our agency was able to continue providing services to our community when the community needed us most.

By the end of March 2020 the Elder Crisis Outreach staff, other program staff, and the majority of Resource Center Specialists were able to work remotely. The Coronavirus pandemic crisis left many of the elders in the community in fear for their health and welfare. The Elder Crisis Outreach staff worked with seniors in our community confronting new challenges in uncharted territory. Staff spent more time than normal listening and supporting those concerned about their financial well-being, in distress about health issues, or those who felt overwhelmed and depressed. These elders were not able to see family or friends and they felt isolated and forgotten.

The requests for food went up. In order to meet the increased requests and food needs, we used all available staff to assist with the deliveries to seniors. Face to face to interactions were not permitted for the safety of our staff and clients, we dropped bags of food at their front door and then called them to let them know the food was on their doorstep. During this extremely stressful time Elder Crisis Outreach staff has played an important role, providing urgently needed emotional support, financial assistance, health information as well as assistance with providing food.

Adopt-A-Family of Palm Beach County

All Programs –

As our community faced the COVID-19 crisis, keeping families safe and stably housed became a public health imperative. Listed below is a summary of the ways Adopt-A-Family adapted its programming to serve the needs of the community:

- After expanding staff and technology to shift to remote service deliver, the Housing Stabilization Program (HSP) temporarily doubled its capacity to support low-income families threatened with losing their housing. Because the program was already doing this work, it became Adopt-A-Family's front-line emergency response. From March-September 2020, HSP helped 181 families pay the rent (compared with 93 during the same period in 2019).
- In Adopt-A-Family's four supportive housing programs, many residents lost their jobs or had their hours drastically cut. Adopt-A-Family mobilized to provide food and personal protective equipment, and helped residents file for unemployment and other assistance.
- Two emergency response initiatives began operating through the Family Division of Palm Beach County's Homeless Resource Center (HRC), which is managed by Adopt-A-Family. A short-term CARES Act Application Facilitator Program guided low-income Palm Beach County families seeking federal COVID-19 relief. In addition, Housing Stabilization Program – ESG Extension was entrusted with government grant funding to provide housing relocation, stabilization services, and short and/or medium-term rental assistance to very

low-income families at risk of homelessness. Other HRC operations continued uninterrupted, including Rapid Re-Housing and the Program REACH family emergency shelter.

- When Palm Beach County schools closed, after school programs had to close also. Project Grow staff helped students and their family's transitions to virtual learning, and in June, Project Grow launched a dynamic virtual summer camp. Twice daily sessions featured topics including computer coding, ballet, fishing, and poetry. When virtual school resumed in August, Project Grow staff facilitated the Voluntary Outdoor Tutorial Assistance initiative, ensuring that high-risk residential children had twice-daily academic and technological help to manage remote learning. Project Grow has since re-opened to a limited number of students, adding a few more each month. By showing students that educational and personal growth are possible even under strange and unprecedented circumstances, Project Grow continues teaching powerful life lessons.

Aid to Victims of Domestic Abuse

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

Residents are encouraged to access supportive services by phone or in outdoor spaces with Advocates for everyone's safety and health. Since the pandemic has affected employment opportunities, AVDA has been extending the stays in shelter for survivors and helping survivors navigate challenging economic times in order to provide the time necessary to secure violence-free living conditions.

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

While AVDA has met the challenges of offering shelter services and accessibility for survivors during the pandemic, the rising costs associated with operating under these conditions has been a great impact to the organization. With emergency assistance grants and community support, AVDA has been able to manage the financial impact. As the pandemic continues to remain a pressing issue in our community, securing additional funds to cover the costs associated with providing these extra measures is a high priority.

Alzheimer's Community Care

All Programs –

Despite the challenges presented by COVID-19, Family Nurse Consultants (FNC) have remained committed to providing families with the care and support needed to work through these times of stress and social isolation. The pandemic is not interrupting ongoing family monitoring, counseling, and when necessary, direct interventions.

Modifications to operations due to COVID-19 pandemic include the following:

- Transitioning from twice-monthly in-person caregiver support group meetings to telephonic meetings.
- Suspending home visits by the FNC - Initial and annual evaluations conducted via phone, or in the office setting observing social distancing protocols.
- Initiating weekly “wellness/reassurance” calls to caregivers to check well-being of patient and caregiver, identify unmet needs due to COVID-19 and address any other questions or needs.
- Supplying FNCs with laptop computers to work from home. The modifications are assuring caregivers that through the stresses and challenges of COVID-19, they were not alone. Our ID Locator Program has worked alongside our Specialized Day Services and Family Nurse Consultant staff to insure the safe return of patients that have eloped. This past year, our elopements increased by 7 fold over the previous year. The frequency of these elopements is increasing the longer the pandemic lasts.

The Arc of the Glades

Outcomes met were lower than anticipated due to the inability to keep in-person training in place through the pandemic. Our agency began delivering meals to clients’ homes each day so we could ensure they had food available. Our agency delivered food boxes a minimum of one time per week containing enough food for their family. Our agency also delivered weekly activity packets with worksheets and activities related to their goals in hopes they would continue trying to learn while at home. Clients did not receive the support needed at home to continue training as needed.

The Arc of Palm Beach County

PALS –

When COVID-19 caused The Arc to discontinue in-person services in March, The Arc made the decision to shift to distance learning. Below is a brief overview of the continued, adapted services that The Arc of Palm Beach County continues to provide to participants enrolled in our program.

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

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

When in-person services resumed in August, the program space was designed to allow for social distancing and health screenings. Plexiglas was also installed on work tables. In addition, program participants and team members all wear masks for in-person services. Some participants were unable to return to in-person services due to health concerns so The Arc made the decision to continue distance learning, utilizing activity packets and virtual services so that every person is given the opportunity to participate.

Residential Group Home –

When Palm Beach County began shutting down due to COVID-19, The Arc's Residential Program not only continued to provide services but also increased the services provided. Since March, the residential team has

been providing around-the-clock care for residents each and every day. The residents we serve are some of the most vulnerable to COVID-19. As such, the Governor issued a mandate placing restrictions on living facilities and visitors, which prevented residents from being able to go out into the community, attend their day programs, or see their families in person. With this mandate in place, The Arc made the decision to move all adult day training services into the group homes to keep residents engaged in learning and having fun.

Our team provided an array of activities for residents, including self-advocacy training, creative projects, health and safety lessons, COVID-19 education, virtual book clubs and social groups, and much more. Our team also arranged virtual family visits to help keep our residents connected to their loved ones and friends. Our residential team has implemented a number of health precautions and protocols to prevent and mitigate the spread of COVID-19 within residential homes. Team members are responsible for daily health screenings, wear masks at all times, and initiate full PPE procedures in the case of a potential exposure. Our team has shown outstanding dedication and commitment to their work throughout the crisis, despite the risk they face due to the nature of their front-line work.

Coalition for Independent Living Options (CILO)

All Programs –

During this reporting period, Palm Beach County issued “Stay at home” orders which meant our agency needed to change how we served our consumers, the following points describe the changes that were implemented:

- The agency moved to remote service delivery to ensure no face-to-face contact with consumers in order to prevent the risk of contracting the virus.
- We implemented the use of Right Signature software to complete intake paperwork electronically.
- For those consumers who needed food and could not come to our office for curbside pickup, staff delivered food directly to their front door.
- Our agency utilized platforms such as Zoom, Google Classroom, Google Hangouts, and additional web-based teaching and meeting tools and platforms to provide youth with additional independent living skills including Netiquette (the correct or acceptable way of communicating on the Internet). Our agency's efforts have been highly successful in transitioning youth through this process and students are now on a routine schedule to receive services.
- Due to the pandemic, schools in Palm Beach County started later in the month than they have in the past. This delay allowed us to extend our summer program for youth an additional 6 weeks that resulted in 28 youth in total including 3 new participants receiving life skill training in preparation for adult life.

Community Child Care Center of Delray Beach

Prior to Covid-19 clients we enrolled had significant barriers to address before having disposable income and post-Covid-19 clients that had not experienced barriers were suddenly 100%/less FPL.

Community Child Care Center of Delray Beach (CCCCDB) Adaptations for COVID-19 –

Since closing on March 16, 2020 due to the COVID-19 crisis, CCCCDB has fully engaged its existing crisis management plan to adapt services to the current conditions. Our plan has allowed us to adapt our day-to-day operations to continue serving those who need support. Our infrastructure is strong, and we are happy to collaborate with our generous funders as the basic needs of those we serve quickly expands.

Among CCCCDB employees, we have the following risks:

- Staff in high-risk categories because of chronic health conditions

- Staff living with/caring for older adults who are high-risk because of age and may become infected
- Staff with children out of school that are not enrolled in out of school programs
- Staff who risk homelessness without a paycheck.

Our Achievement Navigators are helping families navigate immediate challenges, including loss of employment and securing food and critical housing needs. Because CCCCDDB maintains close relationships with the families it serves, we were able to conduct meaningful surveys to assess how our families' needs changed in light of COVID. We deployed these surveys 3 times. First, the week of March 16 (the week we closed due to the virus) we conducted a telephone survey of our families to learn of their primary needs in light of the emergency. The following week, March 23, we deployed a SurveyMonkey survey, which included structured questions. Our third survey conducted in May was also done through SurveyMonkey and included the same structured questions.

Immediately upon CCCCDDB's temporary closure due to COVID-19 on March 16, 2020, CCCCDDB conducted a telephone assessment of our families' needs. That telephone assessment was quickly followed by a SurveyMonkey survey with a series of standardized questions. In our March survey, there were 410 families with 540 children at the three sites where CCCCDDB holds Early Learning and Out of School Programs (Family Resource Center, Pine Grove and Village Academy). Two hundred and forty-four (244) responses were received from the 408 families we serve. Needs were scored and prioritized, and families have been receiving financial support through CCCCDDB's COVID-19 Relief Fund or through our Economic Stability Program. (Economic Stabilization Funds are governed by very strict and very low-income eligibility guidelines imposed by the funder, while COVID-19 Recovery Funds have less stringent guidelines).

Ninety-eight percent (98%) of families surveyed reported facing significant need in the priority areas of income, housing and/or food, as depicted in table 1. These families were contacted by a CCCCDDB Achievement Navigator to discuss assistance and program options of (1) Economic Stability Funds or (2) COVID-19 Recovery Funds. During the calls, Navigators gathered detailed information related to each family's specific needs. Families that apply for economic assistance completed an abbreviated version of the Arizona Matrix Scale (AMS) of Financial Stability (Attachment 2). The industry-recognized, validated Matrix allows CCCCDDB an objective means to scale need across our families. Since our first survey, the type of need being reported is increasing in severity and intensity. (Note: Housing/rental assistance needs have grown exponentially since first surveyed in March when responses indicated 26% needed assistance. Due to job loss and reduced hours, many families who were previously ineligible for the Economic Stabilization funding have become eligible.)

To date, more than \$42,000 has been disbursed for the direct support of CCCCDDB families through this program. An additional \$25,000 has been spent on providing meals and nearly \$2,000 on personal protective equipment. Additionally, 55 new Chrome Books laptops have been donated to families with multiple children sharing one device on which to do schoolwork, or to families in our Early Learning Program.

Our Chief Financial Officer, Michel Gaber, is closely monitoring the COVID Relief Acts. With every government movement, he is measuring the potential financial impact for CCCCDDB. With the support of our Board, we applied and were approved for the SBA Payroll Protection Program (PPP) for \$637,201 and anticipate approximately \$525,000 will be forgiven. Receipt of these federal funds, a large portion of which will not need to be repaid, will allow us to keep our staff employed, without interruption in pay, through the end of the fiscal year.

A funding plan has also been developed for grant supporters and contracted funding sources. Many have already been contacted. We have and will continue to apply for operational support, lost revenue, and direct financial relief for families while simultaneously planning for next fiscal year operations. We also continue to monitor our existing contracts and are thankful that many continue to support providers despite closures. A total of \$156,787.00 has been collected by CCCCDDB and CCCCDDB Foundation specifically to provide direct financial assistance to families, COVID-related infrastructure modifications, and food.

- CCCCDDB teams are mobilizing resources to help locally and working with families to help those that need additional resources.
- Our Achievement Navigators are helping families navigate immediate challenges, including loss of employment and securing food and critical needs.
- We have set up a COVID-19 Emergency Fund and an Amazon Wish List collecting non-perishable food items, diapers, and toiletries.
- Emergency grant opportunities and other resources are available, and we have applied for financial support to be directed here for immediate financial relief CCCCDDB families.
- A list of resources, including other local food distribution sites, is available on our website - www.AchievementCentersFL.org/CoronaVirus
- Cloth facemasks have been donated to volunteer workers and families in need of them

Drug Abuse Foundation

All Programs –

COVID-19 affected all aspects of Drug Abuse Foundation services. Some residential beds had to be converted into transition beds to allow for isolation of clients to mitigate the spread of COVID-19. Outside appointments other than medical emergencies were suspended to reduce potential exposure to COVID-19. Family visitation was facilitated through virtual visitation. Some staff members chose not to work during the initial onset of the pandemic. Masks and PPE were provided to all clients and staff. Staff members were required to wear a mask at all times. Fortunately, during the fiscal year of 2020, no residential clients contracted COVID-19.

Drug Abuse Treatment Association (DATA)

Non-Residential Services –

The COVID-19 pandemic adversely affected the number of youth identified and referred to intervention services.

On March 17, 2020, all school-based staff transitioned to working remotely and providing intervention services using telehealth platforms. Our staff worked diligently with the school staff to ensure no youth needing treatment would be left behind. Our organization was relatively successful in maintaining contact with clients when the schools closed after spring break. However, new referrals dropped significantly due to youth in need not being identified and linked to the program by school staff.

In August, DATA was the first agency to have staff return to their school-based offices. Although the students were not in the building at the start of the school year, our staff worked with school staff (i.e., teachers, administrators, etc.) to assist them in identifying youth that would benefit from the program. This strategy has worked relatively well.

New referrals are steadily increasing as additional youth return to brick and mortar versus remote learning.

Residential Treatment Services –

The Walter D. Kelly Treatment Center continued to provide adolescent substance use treatment throughout the pandemic with various health and safety modifications.

- Updated admission protocol that included staggered admissions, COVID-19 testing, being assigned their own room for the first week to minimize contagion should the Client be positive upon admission, etc.
- Daily health screenings of all staff and clients. Temperatures taken twice daily.

- Family therapy sessions and visitation using telehealth platforms. Youth were unable to leave the facility for home passes in order to mitigate risk of contracting COVID-19 and bringing it back to the facility.
- Mandatory wearing of masks.
- Groups split by gender to avoid potential cross contamination and further reduce chances of exposure.
- COVID-19 testing of staff and clients when someone was identified with symptoms or confirmed to have COVID-19.
- Youth who tested positive were sent home to self-isolate. These youths continued to receive therapy via telehealth platforms. In addition, the agency nurse checked on them daily.
- An external cleaning and sanitation agency came in to disinfect the facility after a couple staff and clients were identified as positive for COVID-19.
- Purchased additional exercise equipment and other recreational equipment the clients could use on-site since they were not permitted off-site.
- Minimized access to the facility by vendors.

El Sol, JNRC

On March 23, 2020, El Sol closed its Labor Hall in response to COVID-19. All other programs, including our Case Management Department, moved to a virtual/remote form of operating. We immediately put into place an Emergency Food Distribution Program and our Case Management team stopped accepting new registration and renewal appointment for our clients. With some very generous financial support from our community, we were able to expand our Crisis Funding and our Case Management team dedicated itself exclusively to processing requests for rent, utilities, transportation, medical and other emergency expenses. In 2020, El Sol provided close to \$240,000 in assistance to our community through both our Emergency Food Distribution Program and Crisis Funding. On May 18, our Labor Hall re-opened in a modified manner. Only six workers were allowed inside the hall at a time and six more could wait in a designated area outside. To safely re-open the Labor Hall, the Food Distribution Program was closed down and emergency food needs were met via our Case Management Program. Because our Case Management team was focused on crisis funding we temporarily accepted expired El Sol ID's from workers. In July, we slowly started opening up appointments to re-new El Sol ID's to our workers. With additional funding, we were able to hire a third case manager to support the team and in September, we were able to start offering new registration appointments to the community. Our other programs continued to operate virtually. ESL and adult literacy is still being help via zoom; vocational training is happening in a combined virtual/in person manner; Food and Nutrition is offering continental breakfast, hot meals and lunches to go; health and legal continue informing and referring. Our Health promotors have spent the last year helping provide COVID-19 information to the community. We held our summer camp virtually and our youth book clubs continue to meet virtually and in person for special occasions.

Every one of our programs has been affected and modified due to COVID-19 and we continue to operate in this modified manner. The safety of our staff, volunteers and clients is of utmost importance and all decisions made are based on keeping us all safe. We have followed CDC, state and local guidelines as we continuously adapt to the situation.

Families First of Palm Beach County

All Programs –

Since the COVID-19 pandemic started, our agency has dealt with many challenges and witnessed remarkable resilience in our clients. Many families reported how grateful they are that our agency helped them through these difficult times. Our agency was able to provide families with essential services, such as referrals, food pantries, gift cards to purchase food, and other necessities. Assistance has included rent and utility payments and gifts for the holidays as some families could not provide gifts for their children. Throughout the pandemic,

Bridges to Success lost its main support staff and had to make adjustments to make sure that clients remained housed and cared for, the program coordinator being the only staff person was able to take on these responsibilities. Staff has been exceptionally dedicated and committed and has been able to remain on the job and highly engaged with clients. Unfortunately, our efforts did not come without some difficult realities for the Bridges to Success program with a few clients and staff members testing positive for COVID-19. Through these difficult times, our agency has been fortunate enough to maintain the continuity of the program with integrity and will work to maintain a strong commitment to both the community and clients served.

The agency stopped all outreach and home visits effective March 20, 2020 due to COVID. Thanks to a 2020 grant awarded by the Lost Tree Foundation, the agency purchased 20 computers and was in the process of getting them ready for deployment to the direct service staff (including Kin Support). At the same time, our IT provider, management, and the IT Committee worked to complete installation of a new server so that all staff would be able to access the server simultaneously while working remotely. The agency had received funding for a server upgrade to ensure it could accommodate the number of staff logging in at the same time.

Prior to the discontinuation of home visits, all direct service staff met with every family to inform and orient them to the change in services. They were able to secure signed consents and work with the family on their preferred mode of communication. Some clients shared that they were more comfortable with "WhatsApp," "Google Meets," or Skype. The agency also purchased HIPPA compliant Zoom meeting. Some clients received services by telephone only. Through all of this, the staff has maintained approximately 98% of their clients, which is commendable considering how complicated the transition had been.

The agency maintains a skeleton staff in the administrative offices, including the CEO and finance personnel, to ensure the administrative functions are maintained. There are also some administrative staff members physically present to maintain support to the professional and direct service staff. It has been essential to have a presence at the office to be able to receive the tremendous amount of donations such as diapers, formula, baby wipes, food, clothing, and monetary donations. The receptionist sewed masks for each of the staff when there were no masks available for purchase. PPE's were secured for all staff and clients alike.

During these past several months, supervisory staff has increased the amount of supervision they provide due to the intense level of the work and the emotional distress that comes with the pandemic. Staff has reported an increase in domestic violence, child abuse and mental health issues with clients. They have established code words for women who are experiencing violence that lets them know that there is a problem and are in need safety planning. Remote school learning is very difficult for both our staff and clients who have school-age children, especially within the Kin Support program. It was very difficult for families who only had one computer, but multiple children needing access to school virtually. Social isolation for our families is a concern as well as insufficient food, loss of jobs, and contracting COVID. Supervisors work with staff regarding how to safely visit families, deliver food, clothes, PPE supplies, and other essential items. Families First requested resources to help pay for utilities and rent to avoid eviction. Staff also shared with client's information regarding COVID resources in the community (including available assistance through the CARES Act) throughout the pandemic.

Farmworker's Coordinating Council

The agency provided services from our two offices located in Belle Glade and Lake Worth. Due to the COVID-19 pandemic, the agency put in place new protocols for the safety of the clients and the staff. The Client's visit to our agency is limited and by appointment. All services that could be provided by phone or email as opposed to in person were. Facemasks are required for all clients and the staff. The staff takes the temperature of every client when entering to the offices, and maintains social distancing when performing pre-screening and intake interviews. The staff is washing their hands and sanitizing the areas constantly to prevent the spreading of the virus. The agency is following all of the recommended CDC, and the County guidelines.

Because of the pandemic, since March 2020, some clients did not come to our offices to receive services because they were afraid of the virus. In addition, the agency postponed the support groups, education program, financial literacy workshops, and health workshops. In October 2020, the agency started providing those services with a limited amount of clients. The agency remains open to continue providing the services to our community and clients.

Since the pandemic started, it has been very difficult for the families we serve, especially for the Farmworkers community. During a normal season, they work for several months during the year depending on the harvest season. They face many challenges because their season is short. When the season ends in Florida, they have to migrate to other states looking for other job opportunities. Now, with the COVID-19 pandemic, it has been more difficult for them and their families to find work opportunities. Many of the Farmworkers are not able to find jobs. As a result, they are not able to cover their monthly expenses such as rent, utilities, food, and other basic needs for their families. Our agency has and will continue to advocate and serve the Farmworker community in needs.

Father Flanagan's Boystown

The program was unable to meet the number of clients served this contract year due to the COVID-19 pandemic. However, the pandemic has not affected our program's capacity and all our staff's ability to carry full caseloads.

In the beginning months of the pandemic, the program experienced a reduction in referrals. We have fully integrated virtual visits to our program and most families have welcomed the accommodation, in addition, this has helped continue our program to meet the outcome thresholds for success. Our program continues to build on programmatic strengths to best fit the needs of our families. Supervisors are actively participating in visits, meeting families, helping to build trust in our program, and providing feedback to staff. We have PPE inventory at our office for staff and any family that needs these resources. Safety and health are common topics of discussion during staff meetings and one-on-one consultation. We are fully committed to helping our staff remain safe and support the families within our community during this difficult time.

For The Children

Our program responded to COVID-19 by shifting from in person to telehealth while providing families the option of in person therapy using COVID-19 safety guidelines. We were able to assist families in navigating services with technology. We allowed additional hours to accommodate the ongoing COVID-19 related stressors such as loss of employment, clients shifting to distance learning, family members who were directly impacted by a COVID-19 diagnosis and struggles of social distancing.

Clients and their families were able to process the challenges they faced with therapists who spoke English and Haitian Creole. Our case manager, therapists and our administrative team were able to really work together to assist families in obtaining as many resources as possible such as assistance with rent and utilities. The program participants received toys and families were grateful for the food baskets while they continued to face financial hardship along with a high level of other stressors. Our therapists were able to continue providing services primarily in the Lake Worth area due to strong therapeutic relationships with their families.

Gulfstream Goodwill Industries

All Programs –

Gulfstream Goodwill Industries has remained open throughout the pandemic. Our agency has and is continuing to see clients using recommended CDC guidelines and practices. Our agency has the capability to meet clients either at their homes or at our facility. Our agency Staff members are considered essential personnel. Our Staff members are essential in that they attend to and play a critical role in the well-being of our client's emotional health, mental health, and physical health.

Assistive Communications –

Overall, as an agency, our agency developed policies for essential vs. non-essential workers. Staff that were required to report to their worksite (such as shelter staff) continued to do so monitoring their health and/or signs and symptoms. Guests who were exposed and/or tested positive for COVID-19 were quarantined. There was a reduction in census at shelters to ensure social distancing could be facilitated. Staff who were able to work remotely were encouraged to do so. Our agency provided staff with the ability to access electronic files remotely. Non-essential staff are required to complete a self-certification form on a weekly basis noting they are symptom free and have not been exposed to anyone infected. Non-essential staff who were exposed were expected to quarantine for 2 weeks and monitor their any symptoms. Staff who tested positive were required to submit a negative test before returning to the workplace. When the pandemic hit, our case managers in the Client Assistance and Advocacy program began working remotely. However, the demand for services seriously dropped and we were forced to furlough the full time case manager. The single part time case manager was able to manage all of the requests for services. The case managers called participants who had been receiving services to check in on them and see if they were still interested in receiving services. Many stated they did want services, but then never followed through and/or never contacted us for assistance. Individuals did not want to engage in services for many reasons related to COVID-19. For Assistive Communication, all the Senior Centers and Assisted Living Facilities closed to the general public, this was the reason the audiologist was not able to facilitate services. Seniors did not individually seek out or call to receive these services. For interpreting, there were few to no requests as the County had essentially shut down and clients were not engaging in any activities that warranted the need for interpreting. Finally, since doctor's offices were not seeing clients, the few requests we had were ultimately cancelled.

Employment Focused Case Management –

The 2019/2020 Contract year was a difficult year because of the COVID-19 pandemic, which surfaced in January 2020 and continued to escalate. Our agency suspended operations in our West Palm Beach Adult Day Training program beginning in March 2020 until mid-November 2020 and in our Fort Pierce site beginning in November 2020 until late February 2021. Beginning in March 2020, most Human Services Program staff began working remotely. Administrative staff alternated between working from home and coming to the office. However, all of our shelters and homeless residential programming continued under regular operating procedures taking safety precautions of wearing masks and gloves when interacting with guests and participants. Other precautions such as taking temperatures and isolating guests with symptoms at shelter sites were also taken. We collaborated with Palm Beach Human and Veterans Services to open two additional shelters this past year, which also helped in reducing the spread of the virus. Shelter staff were truly heroes in our community, as all staff continued work as usual providing a safe haven for those most vulnerable. In addition to opening two new shelters, our agency also began operating two new youth residential HUD funded programs beginning in October 2020.

For our community based residential programming, staff would make frequent calls to participants and only visit homes upon checking and ensuring the individual was exhibiting no symptoms of COVID-19. Other Human Services programs became very creative facilitating "outings" and special events via video-based technology to ensure participants remained engaged. Our retail stores, which support our Human Services programs, were closed for 45 days. This resulted in a tremendous loss of revenue forcing the organization to furlough some non-

essential staff. Many other employers in the community were also forced to close down operations thereby making it extremely difficult to assist our guests and participants in securing employment. At present, our agency continues to provide all programming, even though we continue to be affected by the COVID-19 pandemic.

Habilitation Center for the Handicapped

Day Program for Adults with Special Needs –

In FY20, the outcome percentage for the Day Program for Adults with Special Needs and Disabilities was not met due to the effects of COVID-19 and a statewide mandate. Our client population was instructed to "shelter in place," due to the clients we serve being a vulnerable population. Our clients sheltered in place from March until early October in their homes, and were unable to be on-site at the Habilitation Center to attend programs or receive services. The original outcome percentage we needed to achieve was 80% of participating clients reaching one (1) objective from their annual plan. These objectives are based off the clients' individual goals, established at each client's annual meeting. These goals are subsequently worked on and achieved throughout the duration of the year. Out of the 52 clients that were enrolled in FY20, 27 clients reached one (1) objective within their annual plans. However, it is important to note that the 25 clients who did not reach one (1) objective within their annual plans were on track to do so, but were unable due to Habilitation Center's shut down of on-site programming from March until October. Due to the varying degrees of abilities and skills of our population, certain clients require more time to achieve their outcomes. Although the in-person programming and services were temporarily paused, we made an immediate pivot to an online platform where we continued to nurture their skills and abilities to better prepare them for the next program year. In FY19, 100% of the clients enrolled in the Day Program for Adults with Special Needs and Disabilities reached one (1) objective within their annual plan.

Housing Partnership

Supportive Housing –

Remote operation was fully implemented within 72 hours of the start of the pandemic, and the service delivery model was smoothly adapted. Housing Partnership developed a process to obtain and document consent for treatment from clients remotely. Housing Partnership's retention of therapists has been good throughout the pandemic. Housing Partnership had just started hiring therapists to add another team of therapists to our staff prior to the pandemic. Housing Partnership continued to hire therapists to complete this team, and train staff remotely.

In the beginning of the pandemic, there were clients who were reluctant to use telehealth services. There has been difficulty with engaging clients under 7 years of age via telehealth. Due to the socio-economic status of the population served, the digital divide affected clients who did not have computers or lacked internet access. Also due to the socio-economic status of the population served, the needs of clients increased significantly, as they had already been facing adversity.

By June 2020, Housing Partnership was directly able to provide financial assistance to 128 clients. Housing Partnership teamed up with Palm Beach County and proceeded towards successfully linking clients to CARES Act funding. This partnership helped link clients with rental, mortgage, utility and food assistance programs. In addition, this program has been able to use community resources to send out emergency gift cards to clients to use for food and basic needs of the family.

COVID-19 caused multiple barriers in the Supportive Housing program in many ways. Many of Housing Partnership's clients have become unemployed or underemployed since April of 2020. In addition, housing stock

was not as available. Due to the eviction moratorium, landlords were unable to make more units available and this ultimately caused a shortage in housing. Over the past several months, many apartment complexes and private landlords have been slow moving on lease renewals, providing new leases, and facilitating move-ins while trying to follow guidelines and maintain safety precautions of staff and potential tenants. Several apartment complexes were not accepting new tenant applications. Many of Housing Partnerships clients have lacked ability to maintain stable income through the pandemic in order to acquire housing.

Jeff Industries

Job Placement Program –

Our agency job coach was able to maintain regular communication with clients in the community remotely when necessary and continue to speak with employers and assist with duties. Our agency would have liked to place more clients in community employment positions, however maintaining current employment for clients was a higher priority due to downsizing and layoffs. There also was significantly less hiring and jobs availability through the spring and summer as well as a higher risk of COVID-19 exposure during interviewing, in addition many clients and staff felt uncomfortable. We utilized My Strengths behavioral health platform to engage clients who were not able to come into the Agency physically. This was one of many ways our agency was able to maintain support for our clients.

Let's Go To Work –

We were able to engage and keep the majority of clients participating from March through May via work from home and an online behavioral health platform. Clients were asked to review a safety contract and provide a signed receipt; they were also issued guidelines upon physically returning to the center. Our agency made procedural and physical changes that made it possible for our clients to return to the center within a short timeframe. We developed a single point of entry, conducted daily temperature checks of all people entering the facility, and administered a COVID-19 questionnaire prior to clients and staff entering the agency. In addition, our agency assigned different restroom facilities for each work crew, mandated social distancing and frequent handwashing as well as provided masks for all who did not have one.

If a client or staff member were to exhibit a high temperature or answer questions affirmatively they were required to self-isolate. Our agency obtained COVID-19 test kits, which could be administered to those who were isolated. Our agency required a negative COVID-19 test result prior to clients and or staff members returning physically to the agency. We assigned staff to complete tasks such as clocking in and out fellow staff members to reduce the possibility of transmission of COVID-19. There was undoubtedly extra stress put on staff as well as clients due to the pandemic; however, our staff met frequently to discuss matters and provide assistance to those who were overwhelmed. Staff was included in the planning process to maintain safe services. We added an additional Peer Counselor to our Drop-in Center for additional support to clients and guests. We did have several clients and staff who chose not to return to our facility due to COVID-19. Filling the openings was initially challenging, however we were ultimately able to do so and as an agency are in a better position to fulfill our mission and serve our clients.

Legal Aid Society

All Programs –

Our agency continued to serve the individuals in our program throughout the COVID-19 Pandemic. Case management had to make several changes to service delivery. Some of these changes included face-to-face visits with program participants. In order to comply with the CDC guidelines as well as each residential facility that houses program participants, visits were completed using a combination of virtual platforms, telephone contact, text messaging, and in some cases pictures sent via text messaging. Our program was also tasked with

ensuring that individuals continued to receive proper medical attention and services from other entities to address their needs. Additionally, a large part of our case management became more focused on ensuring emotional stability and mental health well-being for our program participants.

Homeless Legal Prevention Project –

Our agency provides telephone, and in person legal assistance, and in selected cases extended legal representation to assist low-income individuals throughout Palm Beach County avoid becoming homeless due to eviction. Our goals are as follows:

Our agency provides immediate legal advice and information; and to provides extended legal representation in selected cases to avoid the loss of private rental housing.

The Homeless Legal Prevention Project responds to Landlord-Tenant issues, mostly including, but not limited to evictions. During the COVID-19 pandemic, we have seen a sharp increase in eviction lawsuits, and long-term harm to renter families and individuals. We have assisted our clients by providing Court representation, Pro-Se guidance, and rental assistance, which was possible through the RREAP program.

Additionally, we provide general Landlord-Tenant information to clients who want to know their rights as Tenants. Issues of repair, security deposit, and non-compliance of community standard are also popular issues that we address almost on a daily basis. The most popular reason for the rise in callers is the Moratorium. The Centers for Disease Control (CDC), issued an Order declaring a Moratorium on some evictions to prevent the spread of COVID-19. The federal government has extended the Order through March 31, 2021. We have prepared a Pro-Se guidance packet that we provide to clients who qualify for the protection of the Moratorium. We guide and help clients to file the CDC Declaration form with the Court and with their Landlord to ensure that they are protected.

Lastly, we offer Court representation to those clients with the most meritorious cases. At the very minimum, we strive to provide the client with at least Brief Legal Services or Advice and Counsel. All applicants are provided with legal education materials either via mail or internet access. Applicants are encouraged to call back with questions or concerns in the future. Most applicants are provided with a survey to evaluate the services provided. During the year 2020, we helped over 193 people with Landlord-Tenant related issues.

The Lord's Place

All Programs –

The Lord's Place has proactively responded to COVID-19 by increasing safety measures and policies, as well as by tailoring services to respond to changes in Client's needs. For example, the agency has enhanced its service provision in the area of Homeless Prevention to respond to the economic crisis many individuals have faced because of business closures and shutdowns. The agency has contracted with a respected physician recommended by the Palm Beach Sheriff's Office to provide one-on-one consultation and training to ensure that our practices promote safety for our clients and staff. We have also reviewed and revised where necessary our agency wide Continuity of Operations Plan, which explicitly details our policies and procedures in response to a pandemic. Our staff have transitioned to working virtually wherever it is feasible to reduce the risk to staff and clients. For those who must deliver and receive essential services in person, we employ temperature checks, social distancing and mask wearing.

Many clients served in our FAA economic stability program continued to receive in-person job training and job coaching services throughout the pandemic with these safety practices in place. We also delivered some services remotely, via phone and video conferencing programs such as Zoom. The program has also provided enhanced instruction in digital literacy to help clients to apply and interview for employment more comfortably using the computer. The program has worked with clients who have lost employment during the course of the

pandemic to help them quickly identify new employment opportunities and to overcome potential barriers to employment.

With the shutdown of in-person services at the local Social Security Office, it has become difficult to obtain SEQY reports to document a client's lack of income. Previously, if an individual had an online login with Social Security and had forgotten their password, a temporary password would be mailed to them but many clients may not have a regular address. Individuals who have barriers also may not remember the answers to the challenge questions that are asked in order to reset an account through Social Security. The difficulty in obtaining SEQY forms presents difficulties for documenting program eligibility and also for obtaining resources such as lower-cost bus passes.

Permanent Supportive Housing –

The Lord's Place has proactively responded to COVID-19 by increasing safety measures and policies, as well as by tailoring services to respond to changes in clients' needs. For example, the agency has enhanced its service provision in the area of Homeless Prevention to respond to the economic crisis many individuals have faced because of business closures and shutdowns. The agency has contracted with a respected physician recommended by the Palm Beach Sheriff's Office to provide on-one-on consultation and training to ensure that our practices promote safety for our clients and staff. We have also reviewed and revised where necessary our agency wide Continuity of Operations Plan, which explicitly details our policies and procedures in response to a pandemic. Our staff has transitioned to working virtually wherever it is feasible to reduce the risk to staff and clients. For those who must deliver and receive essential services in person, we employ temperature checks, social distancing and mask wearing. Many clients served in our permanent supportive housing programs continued to receive in-person case management and supportive services throughout the pandemic with these safety practices in place. We also delivered some services remotely, via phone and video conferencing programs such as Zoom. We have also continued to enroll and house new clients and successfully exit many clients throughout the pandemic. One challenge we have faced is the significant toll that the stresses of the pandemic and isolation has had on some of our clients with the highest barriers to stability. We have responded by ensuring that case managers and peers are in regular contact with clients, and by enrolling them into our care coordination program and other supportive services where appropriate. For some of our clients, the pandemic has affected their financial stability through loss of employment or inability to secure employment.

Mental Health Association

The Mental Health Association transitioned to fully remote operations in the beginning of April 2020. Since our agency helpline interactions were not face-to-face with clients, the transition to remote work did not have much of an impact directly on the program. However, it has been difficult finding resources for individuals seeking in-person services due to most service providers are now only providing telehealth services. In-person screenings have been temporarily halted due to the pandemic. The helpline operator has been directing callers to online mental health screenings.

Palm Beach County Food Bank

Food Recovery and Distribution –

It has been heartwarming to see how many agencies and individuals collaborated to support the community during the COVID-19 pandemic. At the onset of the COVID-19 lock down, many partner agencies temporarily suspended services. At the same time the number insecure children, families, seniors, and the unemployed increased dramatically. Existing partner agencies and agencies new to Palm Beach County Food Bank reconfigured themselves to help in many novel ways. As quickly as possible, our partner agencies re-opened and

adapted to a socially distanced world. The community responded with large increases in food donations and financial contributions. In response, PBC Food Bank tripled our food distribution from an average of 400,000 pounds per month pre-COVID to an average of 1.2 million pounds/month during COVID. Our agency is greatly appreciative for the community's innovative collaboration to help our neighbors who did not know where they would get their next meal.

Benefits Outreach Program –

The number of clients we served was lower this year because of COVID-19 as explained below.

- The Benefits Outreach Program numbers had a substantial decrease in March, April, May, June, August, and September as the Federal Government set up automatic renewals for those months. Most of our applications are derived from renewals.
- The Federal Government increased unemployment benefits through July 31, providing an additional \$600.00 a week. As a result, a great number of Palm Beach County residents who became unemployed were unable to apply for Food Stamps as they were then above the SNAP income limits.
- 16 out of 18 Benefits Outreach partner sites responsible for scheduling appointments closed to the public for in-person services.
- Benefits Outreach Program team members requested family leave or mental health days in April.

Palm Beach Habilitation Center

All Programs –

Preparing the facility to maintain the health and safety of the staff and clients and has been PBHC's primary focus. Disinfecting, cleaning and sanitizing of the facilities and vehicles are being performed multiple times daily. Common areas such as front desk, bathrooms, break rooms, and door handles, and work areas continue to be sanitized daily. PBHC closed the main campus from March to the middle of June to all day programs, however has continued to serve these individuals virtually. Our Supported Employment and Living programs services did not change due to the pandemic. Upon arrival of clients, staff and visitors complete a questionnaire and have their temperature taken and logged. All employees, clients and visitors must wear a face covering throughout the day. All of the buildings are arranged to promote social distancing. Plexiglas and other barriers are placed on tables to provide a safe environment. Signs are posted throughout campus and program areas to promote hand washing, sanitizing, face coverings and social distancing along with announcements throughout the day. All employees are provided education on proper PPE use. Covid-19 safety announcements are done throughout the day to remind staff and clients to wash their hands, maintain social distancing, wear masks at all times and disinfect their areas. Staff has been instructed to educate the clients daily on following general guidance that has been recommended for individuals throughout each phase of re-opening. All staff is responsible for cleaning and disinfecting their personal work areas. The pandemic has affected the Supported Employment programs focus with assisting our clients with obtaining benefits and services, this was due to staff being furloughed or having their hours reduced and additionally staff having to assist with acclimating clients with returning to their positions. Finally, PBHC staff worked on educating clients and assisting with Covid-19 sites and providing counseling and support through these unprecedented times.

Pathways to Prosperity

During the pandemic, our Circles program transitioned from in-person classes to virtual classes. Our agency was able to continue serving our clients without a break in service. Our Offices Closed Mid-March 2020. Our agency shifted funds for meals and purchased gift cards for our families, which helped clients with food and toiletries. We purchased Laptop computers to support our families who needed computer access. Circles team members

and volunteers put together snack packs and work packets for our children's programming. Pathways assisted our clients with rental and utility assistance.

Our lead agency Pathways to Prosperity purchased a virtual platform ZOOM with the webinar feature so that we can host our classes and meetings. Our curriculum for both Participants (Circle Leaders) and Allies (volunteers) was converted to a virtual platform. Due to the pandemic, our agency was not able to start the scheduled Circles cohort, which would have started in May 2020.

We developed Virtual Circles and presented for the National Circles USA Town Hall Meeting about our operation. Pathways was a COVID-19 Testing Site with Genesis Community Health during the summer of 2020. In addition, our agency held a back to school bash for the public, and to address food shortages our site also had a food pantry. Finally, the Pathways to Prosperity Circles Program served all of our program participants throughout the pandemic.

Seagull Industries

All Programs –

On March 19, 2020, Seagull decided to suspend the Adult Day Training program as a precaution against the spread of the Coronavirus. Seagull Services is taking precautions to ensure the health, safety, and well-being of our clients, staff, and visitors during the COVID-19 pandemic. Seagull Services safely opened the Adult Day Training Program September 1, 2020 having an Assumption of Risk and Waiver of Liability Relating to the Coronavirus/COVID-19 for the families, guardians, and/or clients to sign.

During the closure, we provided virtual training opportunities on YouTube using our Seagull Virtual Lessons. In our videos we are teaching daily living skills, health and safety, exercise, yoga, line dancing, reading, math, cooking, table settings, table manners, how to care for animals etc. We are conducting our Annual Reports and Individualized Implementation Plans as required either virtually (if possible) or telephonically with the program participants, caregivers, and Waiver Support Coordinator. Seagull Services ADT staff have been trained on strategies to mitigate or prevent the spread of COVID-19. The staff has also been trained on infection control roles. Seagull Services facility also conducts and logs temperature checks to detect a fever (100.4 or higher). Seagull Services facility requires social distancing of 6 feet apart along with wearing a facemask and frequent hand washing of at least 20 seconds.

Due to Covid-19, it has affected our program because many of our participants have not yet returned to our ADT program. We have opened to three phases so far. Phase 1 began on September 1, 2020, with only 11 participants returning, Phase 2 began on October 12, 2020 with 22 participants returning and Phase 3 began on November 2, 2020 with five participants returning. Out of the total amount returning we had three participants who decided to stop attending pending the availability of a vaccine or a decrease in the number of cases of COVID-19. Group Homes were invited to send their participants back to the ADT program, however; they declined because of the COVID-19 Pandemic. Without these participants in attendance Seagull Services cannot generate revenue for our agency from the Agency for Persons with Disabilities, this agency pays for the Life Skills Development Level 3 (ADT Program). Virtual classes are still being offered to all. All quarterly summaries are being written, as well as STO tracking sheets. All HP's are being completed via phone with the participants who are not in attendance. Many of our participants are not attending the ADT because of the Pandemic. The lack of attendance leads to the participants not achieving their goals.

SAIL –

Seagull Services responded immediately by converting the Charter School schedule directly to online instruction. This allowed the students to continue to work with the staff and interact with their peers while the county was shut down due to the pandemic. All students were provided with computers if needed in order for them to

access the Virtual Instruction. In addition, we continued to follow our participants who were employed within the community as essential workers. Moreover, we created a virtual library of over 100 topics to ensure participants had access to instruction in life skills and employability skills.

COVID-19 affected our program but we were able to preserve and continue serving our participants. One of the challenges were the in-person instruction of employability skills. For example, instead of having in-person mock interviews, we now conduct them via Zoom, which limits our ability to control the environment. Though we still have relationships with our community internship sites, the on-site participation in these internships has been temporarily suspended, however we increased our small group and 1:1 instruction in life skills and employment skills with our participants virtually.

Southeast Florida Behavioral Health Network

Due to the COVID-19 pandemic and the need for physical safety precautions, our agency decided to offer Wraparound trainings virtually as opposed to a classroom setting. Trainings were initially held at a greater frequency with a smaller number of participants to ensure successful engagement between the participants and the trainers. Barriers to virtual classrooms were addressed so a larger number of participants during each training session could be facilitated. Trainings continue to include instruction, breakout group activities and large group discussions. Wraparound Learning Community meetings as well as other community meetings have been held virtually.

Providers were given specific information as to how to continue the practice of Wraparound virtually. SEFBHN shared “Virtual Technologies Work! Team-Based Supports and Planning,” written by a Wraparound founder. Virtual coaching and technical assistance was provided to ensure Wraparound fidelity was maintained. Although services are being provided virtually, the same high quality is still expected and continues to be supported.

United Community Options

United Community Options was able to serve families during the Pandemic following CDC guidelines. With the schools closing and most parents working from home, many families cancelled their scheduled respite for the upcoming weeks during the Month of March. This was done under government advisement. Many parents did not feel comfortable having a respite companion in their house. Many essential Parents having to work outside of their home and having no support were still using respite services during the pandemic. Our agency was continuously connecting with the parents, providing resources and sending them activities on a weekly basis. During this time, our respite employees were updating their required trainings online. As we approached the month of May families were requesting a higher number of respite hours. Most of the parents returned to work, and with the schools being closed respite was a highly viable option and in many cases the only option for the families to have someone reliable attending to the needs of their child.

Our agency was serving reduced numbers of clients, as some clients choose not to use respite services through the pandemic, however those families using our agencies services were requesting a higher number of hours than usual. On June 15, we opened our Summer Respite Camp at our facility. Our agency created a COVID-19 Safety Policy that has been read and signed by all parents and staff. Our agency is following all of COVID-19 safety guidelines in order to keep our clients and staff safe and healthy. Staff is required to wear a mask and face shields, self-check their temperature and report any changes regarding their health. Our services are being provided In-home, generally one respite sitter supervising one child. With the exception of the summer camp program.

United Way of Palm Beach County

VITA Program –

United Way of Palm Beach County immediately set up a disaster fund with various other funders in the county to be able to provide short-term immediate relief to nonprofit organizations throughout the county. United Way also received funding to provide protective personal equipment (PPE) to nonprofit organizations in the county so they could continue operations and provide much needed supplies to their staff and clients.

United Way of Palm Beach County had to close in-person VITA site locations on March 16 due to COVID-19, which prevented us from obtaining our goals. We prepared 6,821 tax returns through that date. Typically, we prepare approximately 2,500 returns from mid-March through mid-April and an additional 300 returns over the summer months through July 31. If our agency did not need to shut down due to COVID, we would have prepared approximately 9,071 tax returns for the 2019 tax year.

Our logic model showed 5,900 households at the poverty level would have their tax returns completed and filed. We completed 4,228.

Our logic model also showed that of the 5,900 households 80% (4,720) would increase their disposal income. Of the 4,228 tax returns completed at the poverty level, 71% increased their disposal income.

Since we did not meet the number of tax returns filed, this also prevented us from reaching the goal of \$4.6 million in EITC. We provided \$3.8 million in EITC.

Urban League of Palm Beach County

Project THRIVE was one of many of our programs that was severely affected by the pandemic. Prior to the COVID-19 pandemic, the majority of Project THRIVE participants were already at risk of income insecurity due to their limited ability to find or maintain employment. At the onset of the pandemic, coordinating events to engage some of our participants became highly challenging. After much work, many of the program participants started engaging in our program. Our agency was able to provide many services by phone. Our agency is happy to report many of the program participants who were engaged made exceptional progress.

Our Agency response to COVID-19 included the following:

- Our agency held five large food distribution giveaways to local residents from our main facility (1799 N. Australian Ave.) each event served over 1,100 families with a variety of perishable and non-perishable items.
- Our agency distributed over 12,000 facemasks and 10,000 bottles of hand sanitizer in collaboration with State of Florida and Florida Counts.
- Our agency collaborated with local funders to write a grant and secure funds to purchase WIFI Hot Spots for school-aged youth (450 identified youths) located in Western Communities without internet access in order to connect with their schools.
- Our agency actively participated and collaborated with FoundCare and Quantum Foundation to deliver (COVID-19) testing to inner-city urban communities throughout Palm Beach County.

The Volen Center

Match Funds –

As a response to COVID-19, The Volen Center more than doubled the amount of clients enrolled in the home delivered meal program. Clients, who have been homebound because of the COVID-19 pandemic, receive weekly deliveries so that they can maintain a healthy diet while avoiding exposure and transmission of the COVID-19.

Community Coach –

Community Coach is door-to-door transportation that is specifically for the elderly who need to access medical care and transportation services aimed to avoid isolation. As a response to the COVID-19 pandemic, Community Coach also began to deliver food to the elderly so they could continue to access nutritious meals and avoid community exposure to the virus.

As a response to COVID-19, the Volen Center quickly mobilized resources in order to respond to the needs of our clients. The Volen Center Community Coach program was traditionally responsible for transporting seniors from their home to congregate meal locations where seniors would have access to healthy meals. When COVID-19 caused seniors to stay home, causing the seniors to no longer have access to the food they relied on, the Volen Center worked with providers to change the scope of our program in order to deliver food to the seniors. To date, the Volen Center has provided over 50,000 nutritious meals to seniors allowing them to use their limited resources on other necessary expenses and avoid community exposure to COVID-19.

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

Harmony House is a 72 bed Emergency Domestic Violence shelter that provides a 24-hour hot line, 24-hour shelter for victims of domestic violence for 6 to 8 weeks. Harmony House provides empowerment based, survivor directed, and victim centered services for women and children. In March of 2020, Palm Beach County was stricken with COVID-19. Harmony House has been able to remain open and provide the same amount of services to victims of domestic violence. However, because of COVID-19 the shelter was required to take a different approach and reduce the amount of domestic violence victim from 72 participants to 54 participants in an effort to provide distancing for the participants and to safeguard against COVID-19. The shelter continues to follow all CDC guidelines and recommendations as a preventive measure. The shelter provides all PPE for staff and participants (hand sanitizer, wipes, gloves and masks). All apartments are cleaned and sanitized by a professional cleaning company weekly along with the Activity Center to reduce the possibility of participants contracting COVID-19. As an ongoing precaution staff is required to wear a mask at all times and to social distance office space 6 feet apart, provide as many services as possible by, phone, zoom and in person as needed. Staff is also working remotely 2 days a week as a preventive measure for staff and participants. There have been spaces set aside in the event that participants must quarantine. Participants have had the opportunity to be tested for COVID-19 on site to ensure their continued safety. Harmony House has also extended stays at the shelter (as needed) but continues to encourage independence by providing affordable housing through our Rapid Re-Housing Program and the Lewis Center. Harmony House will continue these efforts as long as necessary to provide participants a safe and protected environment. Due to the reduction in participants and the need to extend participants stay, Harmony House’s number of participants has been significantly reduced, which did not allow us to meet our projected amount of participants.



**Palm Beach County
Board of County Commissioners**

Dave Kerner, Mayor

Robert S. Weinroth, Vice Mayor

Maria G. Marino

Gregg K. Weiss

Maria Sachs

Melissa McKinlay

Mack Bernard

In accordance with the provisions of the Americans with Disabilities Act (ADA), this publication is available in alternate formats. Please call PBC Community Services Department's Community and Volunteer Engagement office at (561) 355-4501 to make your request.