



# COMMUNITY INVESTMENT PORTFOLIO 2024

## MISSION:

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



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**Palm Beach County  
Board of County Commissioners**

Maria G. Marino, Mayor  
Sara Baxter, Vice Mayor  
Gregg K. Weiss  
Joel G. Flores  
Marci Woodward  
Maria Sachs  
Bobby Powell Jr.

**County Administrator**

Verdenia C. Baker

**Assistant County Administrator**

Tammy Fields

**Community Services Department**

Dr. James Green, Director  
Taruna Malhotra, Deputy Director



*(Front row, left to right)* Vice Mayor, Sara Baxter, Mayor, Maria G. Marino, Maria Sachs, County Administrator, Verdenia C. Baker

*(Back row, left to right)* Gregg K. Weiss, Bobby Powell Jr., Marci Woodward, Joel G. Flores

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## Behavioral Health/Substance Use

### Agency:

### Programs:

<b>50</b>	American Association of Caregiving Youth	Caregiving Youth Project
<b>51</b>	BoysTown South Florida	Care Coordination Services
<b>53</b>	Center for Child Counseling	Integrated Care - Promoting Recovery & Resilience
<b>58</b>	Community Partners of South Florida	Community-Based Outpatient Services (CBOS)
<b>59</b>	Community Partners of South Florida	High Fidelity Wraparound Supportive Housing Program
<b>82</b>	Drug Abuse Foundation	Adult Intensive Residential Treatment
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<b>84</b>	Drug Abuse Treatment Association	Walter Kelly Treatment Center
<b>85</b>	Drug Abuse Treatment Association	Non-Residential Program
<b>87</b>	Families First of Palm Beach County	Kin Support
<b>88</b>	Families First of Palm Beach County	Participation, Access, Rights, Equity, and Diversity (PARED)
<b>92</b>	Florida Association of Recovery Residences	Recovery Capital Initiative
<b>93</b>	Florida Atlantic University	Comprehensive Opioid Stimulant Substance Abuse Program (COSSAP)
<b>96</b>	For the Children	Children Community Wellness
<b>112</b>	Jeff Industries	Job Placement Program
<b>112</b>	Jeff Industries	Let's Go To Work
<b>116</b>	Palm Beach Behavioral Health Coalition	Facilitating Organization of Recovery Community Centers and Organizations
<b>117</b>	Palm Healthcare Foundation	BeWellPBC Behavioral Health and Wellness Initiative
<b>120</b>	South County Mental Health Center	Crisis Stabilization Unit - Belle Glade
<b>121</b>	South County Mental Health Center	Crisis Stabilization Unit - Delray
<b>122</b>	South County Mental Health Center	Intake and Evaluation / Mobile Crisis Team
<b>123</b>	South County Mental Health Center	Psychiatric Medical Services
<b>125</b>	Southeast Florida Behavioral Health Network	Coordinated Housing, Recovery Supports and Recovery Capital Initiative Program
<b>144</b>	Wayside House	Partial Hospitalization Program



Economic Stability /Mobility		
Agency		Programs:
<b>54</b>	Coalition For Independent Living Options	Learning and Educational Advocacy Program (LEAP)
<b>55</b>	Coalition For Independent Living Options	Financial Independence Need Disability (FIND)
<b>56</b>	Coalition For Independent Living Options	Supports and Independent Living (SAIL)
<b>57</b>	Community Partners of South Florida	AmeriCorp Vista Member Program
<b>60</b>	Community Partners of South Florida	Financial Capability Building Prosperity SOFI
<b>86</b>	El Sol, Jupiter's Neighborhood Resource Center (JNRC)	Worker Development Program
<b>91</b>	Farmworker Coordinating Council	Family Preservation & Economic Stabilization
<b>95</b>	Florida State University	Holistic Crisis Mitigation for At-Risk Individuals and Families
<b>103</b>	Gulfstream Goodwill Industries	Work-Ability
<b>104</b>	Habilitation Center for the Handicapped	Day Program for Adults with Special Needs
<b>105</b>	Habilitation Center for the Handicapped	Employment Program for Adults with Disabilities
<b>118</b>	Pathways to Prosperity	Circles Palm Beach County
<b>126</b>	The Arc of the Glades	Adult Developmental Services System of Care
<b>128</b>	The Arc of Palm Beach County	Adult Education Program
<b>129</b>	The Arc of Palm Beach County	Seniors in Transition and Retirement Services (STARS)
<b>130</b>	The Arc of Palm Beach County	Supported Employment Program
<b>131</b>	The Arc of Palm Beach County	Supported Living Program
<b>132</b>	The Arc of Palm Beach County	Technology Training Program
<b>133</b>	The Glades Initiative	Connecting the Glades
<b>141</b>	United Way of Palm Beach County	Volunteer Income Tax Assistance (VITA)
<b>142</b>	Vita Nova	The Spot (SOFI)

## Homelessness

Agency:		Programs:
40	Adopt-A-Family of the Palm Beaches	Connecting Youth to Opportunities Program
40	Adopt-A-Family of the Palm Beaches	Connecting Youth to Opportunities Program II Rapid Rehousing
41	Adopt-A-Family of the Palm Beaches	Homeless Resource Center
41	Adopt-A-Family of the Palm Beaches	Housing Stabilization Program
43	Adopt-A-Family of the Palm Beaches	Program Reach
43	Adopt-A-Family of the Palm Beaches	Project SAFE II (FAA)
44	Adopt-A-Family of the Palm Beaches	Project SAFE II (CoC)
42	Adopt-A-Family of the Palm Beaches	Rapid Rehousing (FAA)
42	Adopt-A-Family of the Palm Beaches	Rapid Rehousing (HUD/ESG)
47	Aid to Victims of Domestic Abuse (AVDA)	Casa Vegso
47	Aid to Victims of Domestic Abuse (AVDA)	Emergency Shelter
52	Catholic Charities of Palm Beach	Homeless Prevention
89	Families First of Palm Beach County	Bridges to Success (CoC)
89	Families First of Palm Beach County	Bridges to Success (FAA)
90	Family Promise of North Central Palm Beach County	Priority Housing Program
91	Farmworker Coordinating Council	Family Preservation & Economic Stabilization
94	Florida Rural Legal Services	Rapid Response Eviction Assistance Program (RREAP)
97	Gulfstream Goodwill Industries	Employment-Focused Case Management
98	Gulfstream Goodwill Industries	Youth Rapid Rehousing (RRH)
99	Gulfstream Goodwill Industries	Senior Homeless Prevention
101	Gulfstream Goodwill Industries	Homeless Resource Center (HRC) Operations
102	Gulfstream Goodwill Industries	GGI Annex Fairgrounds Emergency Shelter
102	Gulfstream Goodwill Industries	GGI Belle Glade Assessment Center and Pahokee Non-Congregate Sheltering Site

### Homelessness *continued*

Agency:		Programs:
114	Legal Aid Society	Rapid Response Eviction Assistance Program (RREAP)
127	The Arc of Palm Beach County	Residential Group Home
137	The Lord's Place	Homeless Housing Services
135	The Lord's Place	Permanent Supportive Housing
136	The Lord's Place	Parks to Work
137	The Lord's Place	Homeless Resource Center (HRC) Operations
138	The Salvation Army	Center of Hope - Emergency Shelter
138	The Salvation Army	Medical Respite
143	Vita Nova	Low Acuity Housing Plus
142	Vita Nova	Permanent Supportive Housing
145	YWCA	Emergency Shelter
145	YWCA	Harmony House (Domestic Violence)

### Senior Services

Agency:		Programs:
48	Alzheimer's Community Care	Family Nurse Navigator Program
49	Alzheimer's Community Care	Specialized Alzheimer's Adult Day Care Service
55	Coalition For Independent Living Options	Senior Financial Independence Need Disability (FIND)

### Strategic Partnerships

Agency:		Programs:
39	211 Palm Beach/Treasure Coast	Crisis Line Information & Referral
39	211 Palm Beach/Treasure Coast	Elder Crisis Outreach
44	Adopt-A-Family of the Palm Beaches	Traveler's Aid
100	Gulfstream Goodwill Industries	Traveler's Aid
113	Legal Aid Society	Guardian Advocacy Project
115	Palm Beach County Food Bank	Benefits Outreach Program
115	Palm Beach County Food Bank	Food Distribution
124	Southeast Florida Behavioral Health Network	Wrap Around Services / Fidelity Manager
139	The Volen Center	Match Funds
139	The Volen Center	Transportation & Community Support
140	United Way of Palm Beach County	Commercial Kitchen Project
140	United Way of Palm Beach County	Hunger Relief

## OUR MISSION

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

## OUR VISION

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

## OUR VALUES

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

# LEADERSHIP

## EXECUTIVE TEAM



**DR. JAMES GREEN**  
Director



**TARUNA MALHOTRA**  
Deputy Director

Financial & Supportive Services



**JULIE DOWE**  
Director

Division of Senior and Veteran Services



**FAITH MANFRA**  
Director

Division of Human Services & Community Action



**WENDY TIPPETT**  
Director

## LEADERSHIP TEAM

Behavioral Health & Substance Use Disorders



**JOHN HULICK**  
Senior Program Manager

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Division of Senior and Veteran Services



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Division of Senior and Veteran Services



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Veterans Services Officer

Financial & Supportive Services



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Fiscal Manager I

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Contract and Compliance Manager

Planning and Evaluation



**DR. JOANNA ENOISE**  
Manager of Planning and Evaluation

HIV Elimination



**DR. CASEY MESSER**  
Program Manager

Training and Development



**DORIS DAVIS**  
Training Program Coordinator



# 2024 COMMUNITY INVESTMENT PORTFOLIO

prepared by:

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Contracts/Grants Coordinator

## Community Services Department Leadership Team

# EXECUTIVE SUMMARY

This is the fourth edition of the Community Services Department Community Investment Portfolio. This report represents all of the contracts and direct services from FY 2024. Overall, the Community Services Department expended a total of **\$77,634,154.00** through various funding streams in FY24. There are a total of 116 contracted programs in FY24 within the strategic priority areas of Behavioral Health, Economic Stability/Mobility, Public Safety, and Housing & Homelessness. Direct services do not include contracted amounts.






## Overview:

The portfolio provides an overall view of the funding sources across the Community Services Department (CSD) sections: Administration, Division of Human Services and Community Action Program, Division of Seniors and Veteran Affairs, Behavioral Health and Substance Use Disorders, and Ryan White Programs. The community investments may result in contracts and/or direct services through the department. Agencies organize this portfolio and display the funding sources, program funding amount, program description, and program performance outcomes (if applicable).

The Community Services Department wants to thank all of the community partners/agencies and CSD staff for all of their hard work serving the community. Your dedication and commitment to serving our residents in need are very much appreciated. The investments made could not be possible without collaboration and partnerships. We look forward to strengthening families, transforming communities, and positively impacting the lives of our fellow residents in Palm Beach County.



## COMMUNITY SERVICES DEPARTMENT FUNDING SOURCES

	Funding Source	Report Ranges	FY23 Expenditure
	Administration	10/1/1023 - 9/30/2024	<b>\$17,522,236.00</b>
	Division of Human Services and Community Action	10/1/1023 - 9/30/2024	<b>\$33,792,336.00*</b>
	Division of Senior Services and Veteran Services	10/1/1023 - 9/30/2024	<b>\$15,209,248.00</b>
	HIV Elimination	3/1/1023 - 6/30/2024	<b>\$8,868,600.00</b>
	Behavioral Health and Substance Use Disorder (BHSUD)	10/1/1023 - 9/30/2024	<b>\$2,241,735.00</b>
	<b>Total</b>		<b>\$77,634,154.00</b>

\*Includes ERAP Funding

### Client Services vs. Admin

Client Services	<b>\$55,376,636.00</b>
Admin & Personnel	<b>\$22,257,518.00</b>
<b>Total</b>	<b>\$77,634,154.00</b>



# COMMUNITY SERVICES DEPARTMENT FUNDING SUMMARY

## ADMINISTRATION

### Funding Source

**Administration**

### Funding Amount

**\$17,522,236.00**

Palm Beach County has provided additional financial assistance to community-based organizations providing health and human services through the Financially Assisted Agencies (FAA) program, which is funded by Ad Valorem dollars. This funding is managed through the Administration section of the Community Services Department. Strategies and priorities of the funding are determined in collaboration with the Citizens Advisory Committee on Health and Human Services (CAC/HHS) and other divisions within the department. Through an annual competitive procurement process, funding is allocated across the three (3) main service categories of Housing/Homelessness, Economic Stability/Poverty, and Behavioral Health. There are additional sub-categories that align with the aforementioned service categories and these include Domestic Violence/Sheltering, Seniors, and Special Needs/Developmental Disabilities.

### Financial Assisted Agencies (FAA) – ALL Categories\*

Demographic	Category	Number	Percentage
<b>Age</b>	17 and Under	2,819	17%
	18 to 24	894	9%
	25 to 39	3,440	23%
	40 to 59	2,763	25%
	60 and Above	4,344	27%
	Unknown	4,493	0%
<b>Gender</b>	Female	10,529	55%
	Male	7,886	42%
	Other/Unknown	360	3%
<b>Race</b>	White or Caucasian	7,448	38%
	Black or African American	6,743	38%
	American Indian/Alaska Native	240	1%
	Native Hawaiian/Other Pacific Islander	42	0%
	Asian	48	0%
	Two or More Races	1,682	9%
	Unknown	2,572	14%
<b>Ethnicity</b>	Hispanic/Latino	4,041	22%
	Non-Hispanic/Latino	10,835	58%
	Unknown	3,899	21%
<b>Veteran</b>	Veteran	475	3%
	Non-Veteran	15,658	92%
	Unknown	862	5%
<b>Total Number of Unduplicated Clients</b>		<b>16,995</b>	<b>100%</b>

\* Some Strategic Partnership agencies are not included in the demographic table above



## Financial Assisted Agencies (FAA) – Economic Stability/ Mobility\*

Demographic	Category	Number	Percentage
Age	17 and Under	89	1%
	18 to 24	935	9%
	25 to 39	2,149	21%
	40 to 59	2,855	10%
	60 and Above	4,008	28%
	Unknown	3	40%
Gender	Female	5,490	55%
	Male	3,989	40%
	Other/Unknown	560	0%
Race	White or Caucasian	4,043	40%
	Black or African American	3,283	33%
	American Indian/Alaska Native	13	0%
	Native Hawaiian/Other Pacific Islander	74	1%
	Asian	165	2%
	Two or More Races	721	7%
	Middle Eastern Northern Africa	1	0%
	Unknown	1,739	17%
Ethnicity	Hispanic/Latino	1,998	20%
	Non-Hispanic/Latino	4,533	45%
	Unknown	3,508	35%
Veteran	Veteran	404	4%
	Non-Veteran	8,821	88%
	Unknown	814	8%
Total Number of Unduplicated Clients		10,039	100%

\* Some Strategic Partnership agencies are not included in the demographic table above

## Financial Assisted Agencies (FAA) – Homelessness

Demographic	Category	Number	Percentage
<b>Age</b>	17 and Under	26	2%
	18 to 24	95	9%
	25 to 39	493	48%
	40 to 59	298	29%
	60 and Above	119	12%
	Unknown	1	0%
<b>Gender</b>	Female	753	73%
	Male	277	27%
	Other/Unknown	2	0%
<b>Race</b>	White or Caucasian	265	26%
	Black or African American	623	60%
	American Indian/Alaska Native	3	0%
	Native Hawaiian/Other Pacific Islander	2	0%
	Asian	4	1%
	Two or More Races	100	10%
	Unknown	35	3%
<b>Ethnicity</b>	Hispanic/Latino	118	12%
	Non-Hispanic/Latino	693	67%
	Unknown	221	21%
<b>Veteran</b>	Veteran	17	2%
	Non-Veteran	994	96%
	Unknown	21	2%
<b>Total Number of Unduplicated Clients</b>		<b>1,032</b>	<b>100%</b>

*\* Some Strategic Partnership agencies are not included in the demographic table above*

## Financial Assisted Agencies (FAA) – Behavioral Health

Demographic	Category	Number	Percentage
<b>Age</b>	17 and Under	2,704	46%
	18 to 24	417	7%
	25 to 39	1,350	23%
	40 to 59	1,033	17%
	60 and Above	420	7%
	Unknown	0	0%
<b>Gender</b>	Female	3,020	51%
	Male	2,884	49%
	Other/Unknown	20	0%
<b>Race</b>	White or Caucasian	2,226	38%
	Black or African American	1,667	28%
	American Indian/Alaska Native	3	0%
	Native Hawaiian/Other Pacific Islander	5	1%
	Asian	36	1%
	Two or More Races	803	14%
	Middle Eastern Northern Africa		0%
	Unknown	716	12%
<b>Ethnicity</b>	Hispanic/Latino	918	15%
	Non-Hispanic/Latino	3,094	52%
	Unknown	1,912	32%
<b>Veteran</b>	Veteran	54	1%
	Non-Veteran	5,843	99%
	Unknown	27	0%
<b>Total Number of Unduplicated Clients</b>		<b>5,924</b>	<b>100%</b>

\* Some Strategic Partnership agencies are not included in the demographic table above



## CSD FUNDING SUMMARY

# DIVISION OF HUMAN SERVICES & COMMUNITY ACTION

Funding Source	Funding Amount
Division of Human Services and Community Action	\$33,792,336.00

The ***Palm Beach County Division of Human Services and Community Action*** provides grants to non-profit organizations providing homeless services within four (4) program components: Emergency, Self-Sufficiency, Intervention and Homeless Services all of which are supported by ad valorem funds. Funding is allocated through the Notice of Funding Opportunity (NOFO) Process. Applications are reviewed by a review committee, approved by members of the Housing and Homeless Alliance (HHA) Executive Board; lastly and subject to final approval by the Board of County Commissioners (BCC). Direct Services are also provided within the Division of Human Services and Community Action.

## COMMUNITY ACTION PROGRAM (HOMELESS PREVENTION)

### Family Self-Sufficiency Program

Demographic	Category	Number	Percentage
Age	17 and Under	178	46%
	18 to 24	38	10%
	25 to 39	103	27%
	40 to 59	58	15%
	60 and Above	9	2%
	Unknown	1	0%
Gender	Female	228	59%
	Male	155	40%
	Other/Unknown	4	1%
Race	White or Caucasian	20	1%
	Black or African American	295	76%
	American Indian/Alaska Native	1	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Asian	0	0%
	Two or More Races	28	7%
	Unknown	43	11%
Ethnicity	Hispanic/Latino	46	11%
	Non-Hispanic/Latino	341	88%
	Unknown	0	0%
Veteran	Veteran	1	0%
	Non-Veteran	297	77%
	Unknown	89	23%
Total Number of Unduplicated Households		387	100%



## Low Income Home Energy Assistance Program (LIHEAP)\*

Demographic	Category	Number	Percentage
Age	17 and Under	8	0%
	18 to 24	50	2%
	25 to 39	963	35%
	40 to 59	717	26%
	60 and Above	1,036	37%
	Unknown	0	0%
Gender	Female	2,323	84%
	Male	435	16%
	Other/Unknown	18	1%
Race	White or Caucasian	805	29%
	Black or African American	1,920	69%
	American Indian/Alaska Native	10	0%
	Native Hawaiian/Other Pacific Islander	8	0%
	Asian	14	1%
	Two or More Races	0	0%
	Unknown	17	1%
Ethnicity	Hispanic/Latino	499	18%
	Non-Hispanic/Latino	2,262	82%
	Unknown	13	0%
Veteran	Veteran	51	2%
	Non-Veteran	2,516	91%
	Unknown	207	7%
Total Number of Unduplicated Households		2,774	100%

\* The demographic table above includes clients who received assistance with both LIHEAP and LIHEAP-CARES funds as the LIHEAP-CARES funds were used to provide additional benefits to previous LIHEAP clients.

## Low Income Home Water Assistance Program (LIHWAP ARP)

Demographic	Category	Number	Percentage
Age	17 and Under	2	0%
	18 to 24	12	2%
	25 to 39	211	39%
	40 to 59	184	34%
	60 and Above	131	24%
	Unknown	0	0%
Gender	Female	468	87%
	Male	72	13%
	Other/Unknown	0	0%
Race	White or Caucasian	111	21%
	Black or African American	422	78%
	American Indian/Alaska Native	3	1%
	Native Hawaiian/Other Pacific Islander	1	0%
	Asian	4	0%
	Two or More Races	0	0%
	Unknown	0	0%
Ethnicity	Hispanic/Latino	61	11%
	Non-Hispanic/Latino	479	85%
	Unknown	0	0%
Veteran	Veteran	7	1%
	Non-Veteran	507	94%
	Unknown	26	5%
Total Number of Unduplicated Clients		540	100%

## Florida Power & Light (FPL) Care to Share Program

Demographic	Category	Number	Percentage
Age	17 and Under	6	0%
	18 to 24	44	2%
	25 to 39	815	43%
	40 to 59	570	30%
	60 and Above	478	25%
	Unknown	0	0%
Gender	Female	1639	86%
	Male	273	14%
	Other/Unknown	1	0%
Race	White or Caucasian	448	23%
	Black or African American	1,442	75%
	American Indian/Alaska Native	11	1%
	Native Hawaiian/Other Pacific Islander	5	0%
	Asian	7	0%
	Two or More Races	0	0%
	Other/Unknown	0	0%
Ethnicity	Hispanic/Latino	273	14%
	Non-Hispanic/Latino	1,640	86%
	Other/Unknown	0	0%
Veteran	Veteran	25	1%
	Non-Veteran	1,807	94%
	Unknown	81	4%
Total Number of Unduplicated Clients		1,913	100%

## Indigent Cremation Program

Demographic	Category	Number	Percentage
Age	17 and Under	11	3%
	18 to 24	2	1%
	25 to 39	23	6%
	40 to 59	84	23%
	60 and Above	241	65%
	Unknown	11	3%
Gender	Female	111	30%
	Male	261	70%
	Other/Unknown	0	0%
Race	White or Caucasian	299	80%
	Black or African American	68	18%
	American Indian/Alaska Native	2	1%
	Native Hawaiian/Other Pacific Islander	0	0%
	Asian	3	1%
	Two or More Races	0	0%
	Unknown	0	0%
Ethnicity	Hispanic/Latino	60	16%
	Non-Hispanic/Latino	312	84%
	Unknown	0	0%
Veteran	Veteran	8	2%
	Non-Veteran	106	28%
	Unknown	258	69%
Total Number of Unduplicated Clients		372	100%

## Ad Valorem

Demographic	Category	Number	Percentage
Age	17 and Under	628	27%
	18 to 24	233	10%
	25 to 39	565	24%
	40 to 59	622	27%
	60 and Above	278	12%
	Unknown	0	0%
Gender	Female	1,200	52%
	Male	1,116	48%
	Other/Unknown	10	0%
Race	White or Caucasian	506	22%
	Black or African American	1,664	72%
	American Indian/Alaska Native	3	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Asian	7	0%
	Two or More Races	79	3%
	Unknown	67	3%
Ethnicity	Hispanic/Latino	212	9%
	Non-Hispanic/Latino	2,114	91%
	Unknown	0	0%
Veteran	Veteran	36	2%
	Non-Veteran	2,002	86%
	Unknown	288	12%
Total Number of Unduplicated Clients		2,326	100%



## Challenge Grant

Demographic	Category	Number	Percentage
Age	17 and Under	339	46%
	18 to 24	55	8%
	25 to 39	162	22%
	40 to 59	122	17%
	60 and Above	52	7%
	Unknown	0	0%
Gender	Female	455	62%
	Male	275	38%
	Other/Unknown	0	0%
Race	White or Caucasian	211	29%
	Black or African American	405	55%
	American Indian/Alaska Native	0	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Asian	5	1%
	Two or More Races	5	1%
	Unknown	104	14%
Ethnicity	Hispanic/Latino	213	29%
	Non-Hispanic/Latino	517	71%
	Unknown	0	0%
Veteran	Veteran	7	1%
	Non-Veteran	575	79%
	Unknown	148	20%
Total Number of Unduplicated Clients		730	100%

## Continuum of Care Grant

Demographic	Category	Number	Percentage
Age	17 and Under	211	42%
	18 to 24	47	9%
	25 to 39	79	16%
	40 to 59	96	19%
	60 and Above	73	14%
	Unknown	0	0%
Gender	Female	274	54%
	Male	233	46%
	Other/Unknown	0	0%
Race	White or Caucasian	177	35%
	Black or African American	318	63%
	American Indian/Alaska Native	5	1%
	Native Hawaiian/Other Pacific Islander	1	0%
	Asian	0	0%
	Two or More Races	4	1%
	Unknown	2	0%
Ethnicity	Hispanic/Latino	61	12%
	Non-Hispanic/Latino	446	88%
	Unknown	0	0%
Veteran	Veteran	7	2%
	Non-Veteran	412	81%
	Unknown	88	17%
Total Number of Unduplicated Clients		507	100%

**Direct Services - Annex Rapid Rehousing • Rapid Rehousing Team  
Homeless Outreach Team (HOT)  
Tenet-Based Rental Assistance — HOME Investment Partnerships Program**

Demographic	Category	Number	Percentage
<b>Age</b>	17 and Under	188	14%
	18 to 24	117	9%
	25 to 39	361	27%
	40 to 59	433	32%
	60 and Above	238	18%
	Unknown	9	0%
<b>Gender</b>	Female	545	41%
	Male	793	59%
	Other/Unknown	8	0%
<b>Race</b>	White or Caucasian	396	30%
	Black or African American	755	56%
	American Indian/Alaska Native	3	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Asian	7	0%
	Two or More Races	111	8%
	Unknown	74	6%
<b>Ethnicity</b>	Hispanic/Latino	151	11%
	Non-Hispanic/Latino	1,195	89%
	Unknown	0	0%
<b>Veteran</b>	Veteran	29	2%
	Non-Veteran	1,188	88%
	Unknown	129	10%
<b>Total Number of Unduplicated Clients</b>		<b>1,346</b>	<b>100%</b>

## Emergency Solutions Grant (ESG)

Demographic	Category	Number	Percentage
Age	17 and Under	394	53%
	18 to 24	44	6%
	25 to 39	204	27%
	40 to 59	100	13%
	60 and above	9	1%
	Unknown	0	0%
Gender	Female	549	73%
	Male	202	27%
	Other/Unknown	0	0%
Race	White or Caucasian	189	25%
	Black or African American	482	64%
	American Indian/Alaska Native	4	1%
	Native Hawaiian/Other Pacific Islander	3	0%
	Asian	0	0%
	Two or More Races	54	7%
	Unknown	19	3%
Ethnicity	Hispanic/Latino	162	22%
	Non-Hispanic/Latino	558	74%
	Unknown	31	4%
Veteran	Veteran	1	0%
	Non-Veteran	615	82%
	Unknown	135	18%
Total Number of Unduplicated Clients		751	100%

## Youth Homeless Demonstration Program (YHDP)

Demographic	Category	Number	Percentage
Age	17 and Under	85	42%
	18 to 24	103	50%
	25 to 39	16	8%
	40 to 59	0	0%
	60 and Above	0	0%
	Unknown	0	0%
Gender	Female	140	69%
	Male	61	30%
	Other/Unknown	3	1%
Race	White or Caucasian	7	4%
	Black or African American	183	90%
	American Indian/Alaska Native	1	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Asian	0	0%
	Two or More Races	12	6%
	Unknown	1	0%
Ethnicity	Hispanic/Latino	6	3%
	Non-Hispanic/Latino	197	97%
	Unknown	1	0%
Veteran	Veteran	0	0%
	Non-Veteran	152	75%
	Unknown	52	25%
Total Number of Unduplicated Clients		204	100%



## CSD FUNDING SUMMARY

# DIVISION OF SENIOR & VETERAN SERVICES

Funding Source	Funding Amount
Division of Senior & Veteran Services	\$15,209,248.00

The ***Division of Senior and Veteran Services*** provides a continuum of care to seniors and Veterans residing in Palm Beach County. Senior Services include senior centers, adult day care, case management to provide services in the home and community, emergency home energy assistance, nutrition service, and volunteerism. Funding Sources for Senior Services are derived from the Area Agency of Aging Palm Beach/Treasure Coast. Veteran Services assists former and current members of the Armed Forces who reside in Palm Beach County. Services include assistance in preparing and filing claims for benefits to which they are entitled under federal, state, and local laws. Dependents and survivors of present or former members of the Armed Forces may be eligible for the services.

## Division of Senior and Veteran Services

Demographic	Category	Number	Percent
Age	17 and Under	27	.48%
	18 to 24	6	0.11%
	25 to 39	13	0.23%
	40 to 59	69	1.23%
	60 and Above	5,473	97.92%
	Unknown	1	.02%
Gender	Female	3,835	68.62%
	Male	1,748	31.28%
	Other/Unknown	6	0.11%
Race	African American	1,203	21.52%
	Asian/Pacific Islander	114	2.04%
	Caucasian	3,107	55.59%
	Hispanic/Latino	436	7.80%
	Other	622	11.13%
	Unknown	107	1.91%
Ethnicity	Canadian	1	0.02%
	Central American	4	0.07%
	Creole	4	0.07%
	Cuban	36	0.64%
	Haitian	25	0.45%
	Hispanic	948	16.96%
	Mexican	2	0.04%
	Non-Hispanic/Latino/Spanish Origin	607	10.86%
	South American	11	0.20%
	Other	3,073	54%
	Unknown	320	5.23%
Veteran Status	Veteran	217	3.88%
	Non-Veteran	3,302	59.08%
	Other/Unknown	2,070	37.04%
Total Number of Unduplicated Clients		5,589	100%



## CSD FUNDING SUMMARY

# HIV ELIMINATION

Funding Source	Funding Amount
HIV Elimination	\$8,868,600.08

**HIV Elimination** program services provide medical and support services to people with HIV in Palm Beach County, with the ultimate goal of ending the HIV epidemic. Services provided include outpatient physical and mental health care, oral health care, labs/diagnostics, medications, health insurance cost-sharing, medical/non-medical case management, food bank, transportation, housing assistance, emergency financial assistance, legal services, psychosocial support, community outreach, tele-adherence counseling, vocational training, employment counseling, and syringe/needle exchange services.



## Ending the HIV Epidemic

Demographic	Category	Number	Percent
<b>Gender</b>	Male	208	66%
	Female	101	32%
	Transgender Male to Female	5	2%
	Transgender Female to Male	0	0%
	<b>Total</b>	314	100%
<b>Race</b>	Black	134	43%
	White	171	54%
	Native Indian/Alaskan Native	7	2%
	Native Hawaiian/Pacific Islander	0	0%
	Asian	1	0%
	Unknown	1	0%
	<b>Total</b>	314	100%
<b>Ethnicity</b>	Haitian	63	48%
	Non-Haitian	251	80%
	Hispanic	150	48%
	Non-Hispanic	163	52%
	<b>Total</b>	314	100%
<b>Federal Poverty Level</b>	Unknown	3	1%
	0-50	151	48%
	101-150	39	12%
	151-200	31	10%
	201-250	21	7%
	251-285	10	3%
	286-299	1	0%
	300-349	8	3%
	350-399	1	0%
	400+	2	1%
	<b>Total</b>	314	100%
<b>Total Number of Unduplicated Clients</b>		<b>314</b>	<b>100%</b>

## Minority AIDS Initiative (MAI)

Demographic	Category	Number	Percent
Gender	Male	1,819	62%
	Female	1,040	36%
	Transgender Male to Female	45	2%
	Transgender Female to Male	6	0%
	Other	6	0%
	<b>Total</b>	2,916	100%
Race	Black	1,761	60%
	White	1,067	37%
	American Indian/Alaskan Native	39	1%
	Native Hawaiian/Pacific Islander	3	0%
	Asian	0	0%
	Unknown	46	2%
	<b>Total</b>	2,916	100%
Ethnicity	Haitian	493	17%
	Non-Haitian	2,392	82%
	Hispanic	671	23%
	Non-Hispanic	2,214	76%
	Unknown	31	1%
	<b>Total</b>	2,916	100%
FPL	Unknown	776	27%
	0-50	601	21%
	101-150	478	16%
	151-200	344	12%
	201-250	273	9%
	251-285	133	5%
	286-299	34	1%
	300-349	103	4%
	350-399	103	4%
	Unknown	71	2%
	<b>Total Number of Unduplicated Clients</b>	<b>2,916</b>	<b>100%</b>

## Syringe Exchange Program

Demographic	Category	Number	Percent
<b>Gender</b>	Male	217	62%
	Female	124	36%
	Transgender Male to Female	0	0%
	Transgender Female to Male	4	1%
	Transgender Other	1	0%
	Unknown	2	1%
	<b>Total</b>	348	100%
<b>Race</b>	Black	88	25%
	White	242	70%
	American Indian/Alaskan Native	3	1%
	Native Hawaiian/Pacific Islander	0	0%
	Asian	2	1%
	Multiracial	13	4%
	<b>Total</b>	348	100%
<b>Ethnicity</b>	Hispanic	48	14%
<b>Age Ranges</b>	18-24 years	18	5%
	25-29 years	29	8%
	30-39 years	104	30%
	40-49 years	84	24%
	50-59 years	72	21%
	60+ years	44	13%
	<b>Total</b>	351	101%
<b>Total Number of Unduplicated Clients</b>		<b>348</b>	<b>100%</b>



## CSD FUNDING SUMMARY

# BEHAVIORAL HEALTH & SUBSTANCE USE DISORDER

### Funding Source

### Funding Amount

Behavioral Health & Substance Use Disorder

\$3,009,335.00

**Behavioral Health and Substance Use Disorder** provides oversight on the Opioid Response funding and Financial Assisted Agencies under Behavioral Health. Services provided under Behavioral Health and Substance Use Disorder are Recovery Support, Neutral Care Coordination Services, and Opioid Response Planning.

## Opioid Response

Demographic	Category	Number	Percent
Age	17 and Under	10	1%
	18 to 24	84	8%
	25 to 39	305	30%
	40 to 59	391	38%
	60 and Above	132	13%
	Unknown	96	9%
Gender	Female	334	33%
	Male	634	62%
	Other/Unknown	50	5%
Race	White or Caucasian	598	59%
	Black or African American	175	17%
	American Indian/Alaskan Native	5	0%
	Native Hawaiian/Other Pacific Islander	6	1%
	Asian	3	0%
	Hispanic/Latina/e/o	39	4%
	Two or More Races (Multi-Racial)	63	6%
	Other/Unknown	129	13%
Ethnicity	Hispanic/Latino	39	4%
	Non-Hispanic/Latino	850	83%
	Unknown	129	13%
Veteran Status	Veteran	24	2%
	Non-Veteran	746	73%
	Unknown	248	24%
Total Number of Unduplicated Clients		1,018	100

\*This data only includes **The Palm Beach County Hub**.

## Comprehensive Opioid, Stimulant, and Substance Use Program (COSSAP)\*

Demographic	Category	Number	Percent
<b>Age</b>	17 and Under	0	0%
	18 to 24	3	8%
	25 to 39	17	46%
	40 to 59	16	43%
	60 and Above	1	3%
	Unknown	0	0%
<b>Gender</b>	Female	8	22%
	Male	29	78%
	Other/Unknown	0	0%
<b>Race</b>	White or Caucasian	16	43%
	Black or African American	10	27%
	American Indian/Alaskan Native	0	0%
	Native Hawaiian/Other Pacific Islander	2	5%
	Asian	0	0%
	Hispanic/Latina/e/o	0	0%
	Two or More Races (Multi-Racial)	9	24%
	Other/Unknown	0	0%
<b>Ethnicity</b>	Hispanic/Latino	0	0%
	Non-Hispanic/Latino	37	100%
	Unknown	0	0%
<b>Veteran Status</b>	Veteran	3	8%
	Non-Veteran	33	89%
	Unknown	1	2%
<b>Total Number of Unduplicated Clients</b>		<b>37</b>	<b>100</b>

\*This data only includes **Rebel Recovery**.

# CONTRACTED AGENCY PORTFOLIOS

This next section consists of the investments made in Palm Beach County with multiple funding streams through our partner agencies.

37. 211 Palm Beach/Treasure Coast	95. Gulfstream Goodwill Industries
38. Adopt-A-Family of the Palm Beaches	102. Habilitation Center for the Handicapped
45. Aid to Victims of Domestic Abuse (AVDA)	104. HIV Elimination Services
46. Alzheimer's Community Care	110. Jeff Industries
48. American Association of Caregiving Youth	111. Legal Aid Society
49. Boys Town South Florida	113. Palm Beach County Food Bank
50. Catholic Charities of Palm Beach	114. Palm Beach Behavioral Health Coalition
51. Center for Child Counseling	115. Palm Healthcare Foundation
52. Coalition for Independent Living Options	116. Pathways to Prosperity
55. Community Partners of South Florida	117. ReInstitute
59. Division of Human Services and Community Services Department	118. South County Mental Health Center
79. Division of Senior Services & Veteran Affairs	122. Southeast Florida Behavioral Health Network
80. Drug Abuse Foundation	124. The Arc of the Glades
82. Drug Abuse Treatment Association	125. The Arc of Palm Beach County
84. El Sol, Jupiter's Neighborhood Resource Center (JNRC)	131. The Glades Initiative
85. Families First of Palm Beach County	132. The Homeless Coalition
88. Family Promise of North Central Palm Beach County	133. The Lord's Place
89. Farmworker Coordination Council	136. The Salvation Army
90. Florida Association of Recovery Residences	137. The Volen Center
91. Florida Atlantic University	138. United Way of Palm Beach County
92. Florida Rural Legal Services	140. Vita Nova
93. Florida State University	142. Wayside House
94. For the Children	143. YWCA



## 211 PALM BEACH/TREASURE COAST

**Program Name:** Crisis Line Information & Referral

**Program Award:** \$177,457.00

**Program Amount Expended:** \$177,457.00 (100%)

**Funding Category:** Strategic Partnerships/Financially Assisted Agency, (FAA)



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 53 years, the agency has served the community in its mission to save lives through crisis intervention and by connecting people to health, mental health, and wellness services 24 hours a day every day. The agency envisions a community where people in crisis receive information and support they need to weather life's storms. 211 Helpline fills a crucial role in the community during major disasters that are faced, providing the most accurate emergency information, resources, and support.

### Program Highlights

- ▶ Total Palm Beach County (PBC) contact volume was 47,523, on par with the prior year.
- ▶ The use of text and email requests, increased by nearly half (49%) this year over the prior year, and database visits, rose by nearly 60%. A portion of this increase may be indirectly attributed to continued national promotions of the 988 Suicide & Crisis Lifeline, adding to the overall awareness of crisis lines and other mental health resources in the area.
- ▶ Piloted a new Transportation Administration Services project for local residents. Through an enhanced partnership with Palm Beach County, our Resource Center team now handles Lyft scheduling services for qualified residents referred to us through the OSCARSS system, facilitating transportation to certain county-approved appointments and services.

**Program Name:** Elder Crisis Outreach

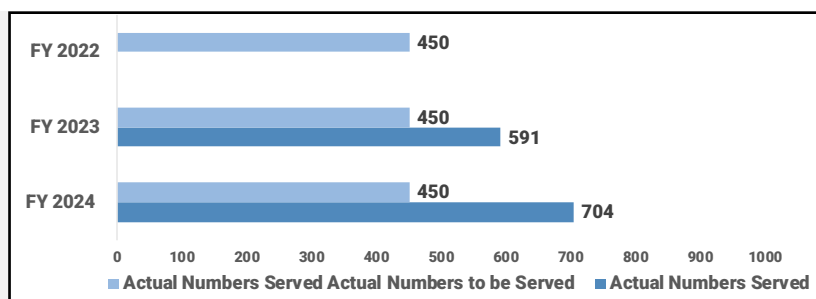
**Program Award:** \$44,403.00

**Program Amount Expended:** \$44,403.00 (100%)

**Funding Category:** Strategic Partnerships/Financially Assisted Agency, (FAA)



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



**Outcome Statement and Outcome Percentage Achieved:** 86% of elders will have their crisis stabilized.

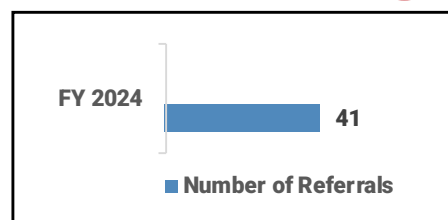
**Program Name:** Transportation Administration Services (TAS)

**Program Award:** \$298,500.00

**Funding Category:** Strategic Partnerships/Financially Assisted Agency, (FAA)



The program allows 211 to help clients reach their employment, medical, community, and social services appointments on time with minimal disruption to their personal schedules, and to offer General Helpline Services to provide support and assistance. TAS provides on-demand transportation assistance and general helpline, emergency intervention, and disaster relief/recovery services to approximately 2,000 riders and persons seeking referral services.





## ADOPT-A-FAMILY OF THE PALM BEACHES

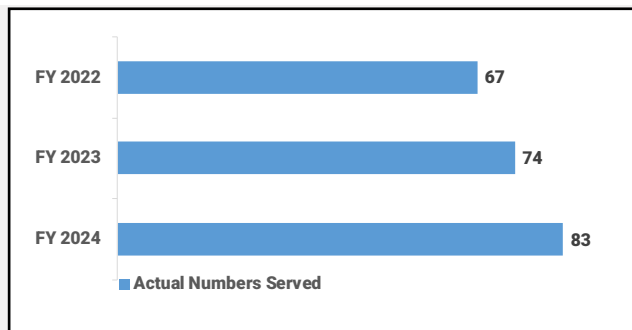
**Program Name:** Connecting Youth to Opportunities Program

**Funding Category:** Continuum of Care (CoC)/Human Services

*\*This funding is not in County Budget. The County only provides programmatic oversight.*



This **CoC Program** is designed to promote a community-wide commitment to the goal of ending homelessness; to provide funding for efforts by nonprofit providers, states, and local governments to quickly rehouse homeless individuals, families, persons fleeing domestic violence, sexual assault, dating violence, and stalking; and youth while minimizing the trauma and dislocation caused by homelessness; to promote access to and effective utilization of mainstream programs by homeless individuals and families; and to optimize self-sufficiency among those experiencing homelessness.



**Outcome Statement and Outcome Percentage Achieved:** 100% of program participants remained housed for 6 months or longer, or exited to permanent housing.

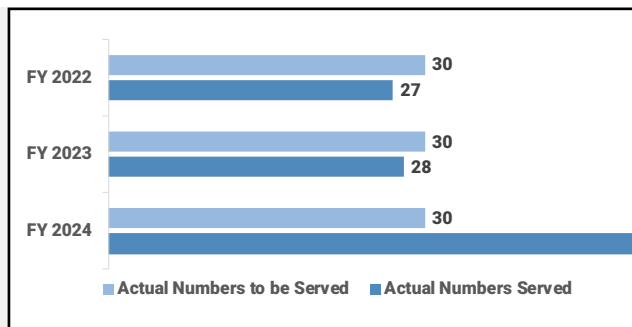
**Program Name:** Connecting Youth to Opportunities Program II Rapid Rehousing

**Funding Category:** Youth Homeless Demonstration Program (YHDP)/Human Services

*\*This funding is not in County Budget. The County only provides programmatic oversight.*



This program provides an opportunity to quickly rehouse homeless families and individuals between ages 18-25 while minimizing trauma and dislocation caused by homelessness; to promote access to and effective utilization of mainstream programs by homeless youth; and to optimize self-sufficiency among these youth experiencing homelessness.



**Outcome Statement and Outcome Percentage Achieved:** 80% of families remained in or exited to, permanent housing destination.



**Program Name:** Homeless Resource Center

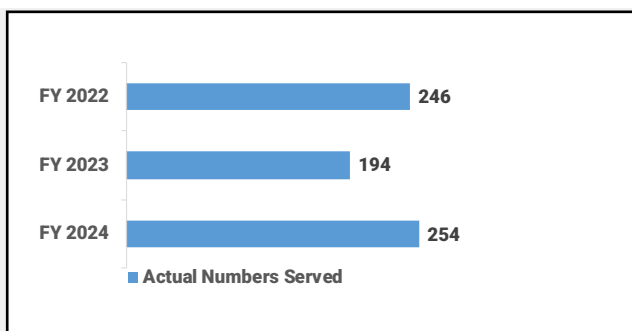
**Program Award:** \$1,782,037.00

**Program Amount Expended:** \$1,732,037.00 (100%)

**Funding Category:** Human Services/Ad Valorem



The program homeless services within four (4) program components: Emergency, Self-Sufficiency, Intervention, and Homeless Services.



**Outcome Percentage Achieved:** 84% of program participants did not re-enter the emergency services system within 12 months of case closure.

**Program Name:** Housing Stabilization Program

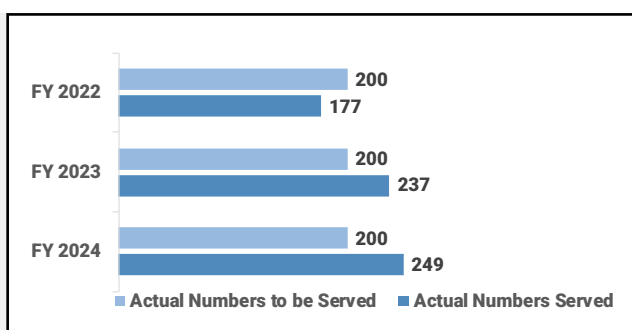
**Program Award:** \$143,040.00

**Program Amount Expended:** \$143,040.00 (100%)

**Funding Category:** Homeless/Financially Assisted Agency (FAA)



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 rehouse families residing in shelters or living in places not meant for human habitation.



**Outcome Statement and Outcome Percentage Achieved:** 92.5% of families maintained their housing for 6 months or more after receiving financial assistance.

**Program Success Story:** RP contacted the Housing Stabilization Program in April 2024. The single mother of one had fallen behind after she lost her job due to a merger. What made this loss most devastating is that she had been working for her previous employer for eight years and thought this would be a better financial move for her family. Fortunately, RP was able to secure a new job in late April, but she needed help with past due March and April rent to catch up. HSP was able to help the family get back on track and avoid an eviction. Since this time, she has maintained her employment with the new investment firm and is enjoying her new accounting job. Additionally, her mental health has improved and she has been able to better focus on her goal of homeownership. RP recently completed Urban League's first-time homebuyer's course and is working on improving her credit. RP's goal is to become a homeowner by the end of 2025.

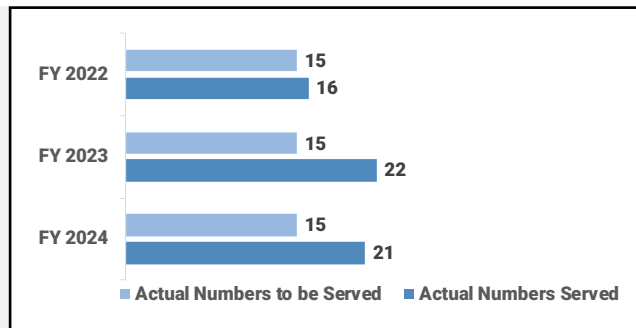
**Program Name:** Rapid Re-housing

**Program Award:** : \$131,950.00

**Program Amount Expended:** \$131,950.00 (100%)

**Funding Category:** Homeless/Financially Assisted Agency (FAA)

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.



**Outcome Statement and Outcome Percentage Achieved:** 100% of families remained in permanent supportive housing or exited to a permanent housing location during the fiscal year.

**Program Success Story:** L is a grandmother who has custody of her 12-year-old granddaughter. She fell victim to homelessness due to an eviction and was sleeping in local parks. Throughout her time in the Rapid Re-Housing program, she has maintained employment as a housekeeper. She plans to go back to school to receive her CNA license. She is actively looking for new employment so she can become more financially stable. As a grandmother, she has an extreme sense of parental attachment to her granddaughter and puts the needs of the child above her own. L continues to strive towards becoming self-sufficient.

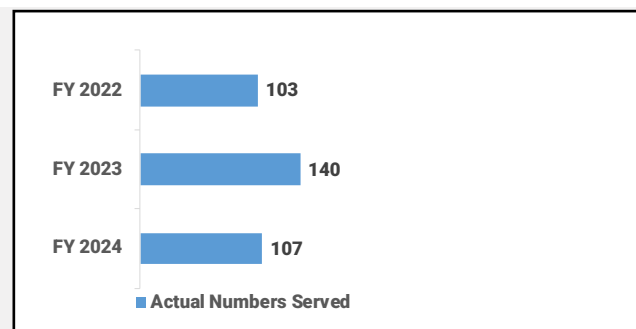
**Program Name:** Rapid Re-housing

**Program Award:** \$181,127.00

**Program Amount Expended:** \$181,127.00 (100%)

**Funding Category:** Housing and Urban Development/Emergency Solutions Grant

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.



**Outcome Statement and Outcome Percentage Achieved:** 91% of households served remained in the program or exited to permanent housing.

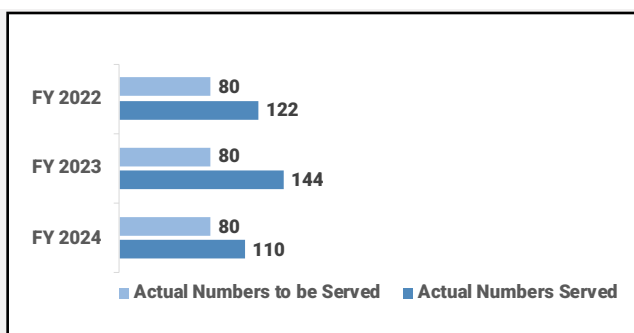
**Program Name:** Program REACH

**Program Award:** \$413,951.00

**Program Amount Expended:** \$412,742.52 (100%)

**Funding Category:** Ad Valorem/Human Services

The program homeless services within four (4) program components: Emergency, Self-Sufficiency, Intervention, and Homeless Services.



**Outcome Statement and Outcome Percentage Achieved:** 84% of clients/households did not re-enter the emergency services system within 12 months of case closure.

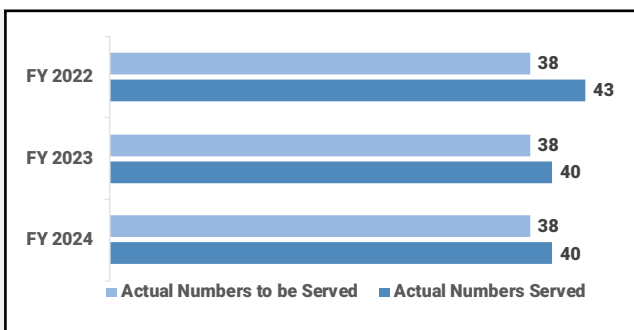
**Program Name:** Project Safe II

**Program Award:** \$111,968.00

**Program Amount Expended:** \$111,968.00 (100%)

**Funding Category:** Homeless/Financially Assisted Agency (FAA)

The program provides permanent supportive housing to homeless families with documented disabilities. In addition to the 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.



**Outcome Statement and Outcome Percentage Achieved:** 97.2% of families served remained in permanent supportive housing or exited to a permanent housing location during the fiscal year.

**Program Success Story:** B and her three daughters entered Project SAFE II (SAFE) in 2015. B entered SAFE with a long history of depression, anxiety, and domestic violence. She had been out of the workforce for several years due to her mental health and lack of self-confidence. Through her time at SAFE, she started attending therapy sessions and made big strides. B has learned coping strategies. She has also worked with Adopt-A-Family's Job Coach Manager and went from being unemployed to working two jobs. B's kids have also participated in services including Project Grow and the Youth Success Program. B consistently meets with her case manager who helps ensure the client remains stably housed and continues to work on personal goals. B is currently working on going back to school to get her Med Tech license via Community Action.

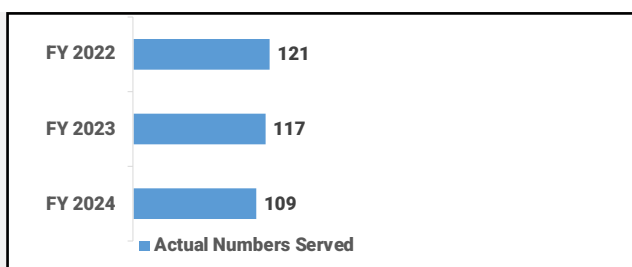
**Program Name:** Project Safe II

**Funding Category:** Continuum of Care (CoC)/Human Services



*\*This funding is not in County Budget. The County only provides programmatic oversight.*

This **CoC Program** is designed to promote a community-wide commitment to the goal of ending homelessness; to provide funding for efforts by nonprofit providers, states, and local governments to quickly rehouse homeless individuals, families, persons fleeing domestic violence, sexual assault, dating violence, and stalking; and youth while minimizing the trauma and dislocation caused by homelessness; to promote access to and effective utilization of mainstream programs by homeless individuals and families; and to optimize self-sufficiency among those experiencing homelessness.



**Outcome Statement and Outcome Percentage Achieved:** 100% of program participants remained housed for 6 months or longer, or exited to permanent housing.

**Program Name:** Traveler's Aid

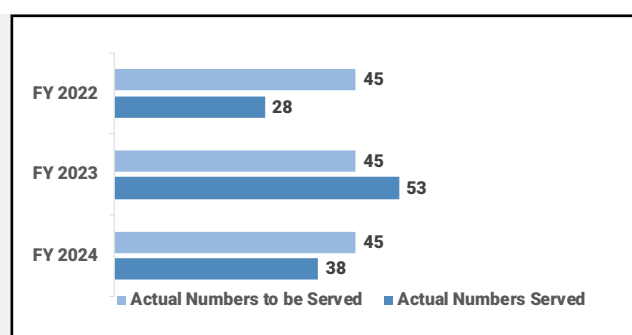
**Program Award:** \$15,000.00

**Program Amount Expended:** \$3,723.12 (25%)

**Funding Category:** Strategic Partnership/Financially Assisted Agency (FAA)



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



**Outcome Statement and Outcome Percentage Achieved:** 100% of clients did not reenter the homeless system.

**Program Success Story:** Ms. E became homeless after leaving a domestic violence relationship. HRC staff found E sleeping in the bus shelter outside of the Lewis Center. After speaking with AAF navigation, she informed staff that her mother lived in Texas and will allow her and her son to come to live with her. The Family Advocate met with E to allow her to access the shower, donations, and food for her trip. The family left for Texas the same day as the diversion intake and arrived safely the next day. E is now thriving in her new environment with the support of her mother.

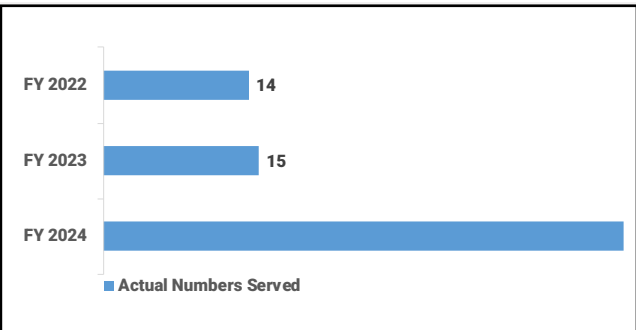
**Program Name:** Youth Establishing Stability

**Funding Category:** Youth Homeless Demonstration Program (YHDP)/Human Services\*



*\*This funding is not in County Budget. The County only provides programmatic oversight.*

This program provides an opportunity to quickly rehouse homeless families and individuals between ages 18-25 while minimizing trauma and dislocation caused by homelessness; to promote access to and effective utilization of mainstream programs by homeless youth; and to optimize self-sufficiency among these youth experiencing homelessness.



**Outcome Statement and Outcome Percentage Achieved:** 100% of families remained in or exited to permanent housing. 51 families were served in FY24



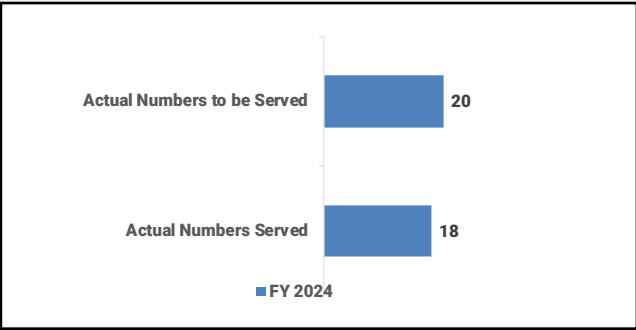
**Program Name:** Low Acuity Housing Plus

**Program Award:** \$385,632.00

**Program Amount Expended:** \$111,815.45 (29%)

**Funding Category:** Emergency Rental Assistance (ERA)

This program offers a targeted intervention to rapidly house homeless families and individuals with low acuity scores ranging from 0 to 5, indicating minimal barriers to stability. The innovative approach combines short-term rental assistance with tailored case management support to address the immediate housing needs of participants and facilitate a smooth transition to long-term housing stability. The expected outcomes of this program are that, families and individuals successfully exit into permanent housing locations, and, they do not return to homelessness.



**Outcome Statement and Outcome Percentage Achieved:** 100% of families exited to permanent housing locations.



## AID TO VICTIMS OF DOMESTIC ABUSE (AVDA)

**Program Name:** Casa Vegso

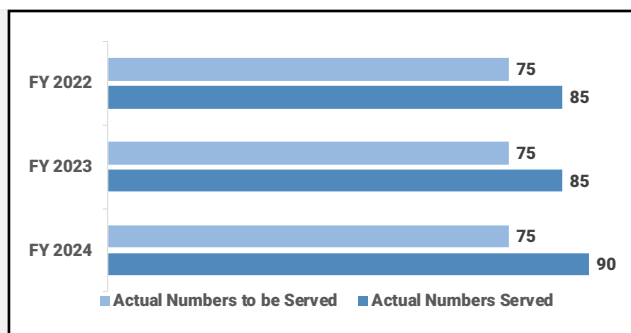
**Program Award:** \$300,000.00

**Program Amount Expended:** \$300,000.00 (100%)

**Funding Category:** Homeless/Financially Assisted Agency (FAA)



The program provides services to victims of domestic violence in a safe, secure, 64-bed confidential shelter. While in the 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, building self-esteem, developing boundaries for healthy relationships, accessing Injunctions for Protection and relocation assistance, and increasing life skills and health and wellness.



**Outcome Statement and Outcome Percentage Achieved:** 100% of Households who experienced domestic violence transitioned from emergency shelter to safe, violence-free living in the fiscal year.

**Program Success Story:** A survivor of domestic violence living in Emergency Shelter since January 2024 successfully transitioned to independent housing during this reporting period. She was previously a flight attendant and was able to secure a job as a flight attendant again while living at AVDA. Her job was out of state. She secured an apartment in that state, AVDA provided financial assistance towards her rent deposits, and assisted her in relocating out of state in time to start her new job.

**Program Name:** Emergency Shelter

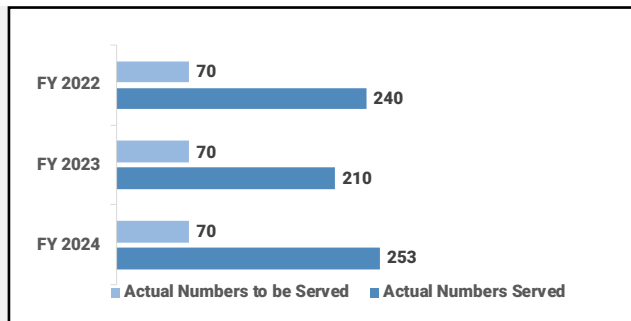
**Program Award:** \$135,000.00

**Program Amount Expended:** \$135,000.00 (100%)

**Funding Category:** Emergency Solutions Grant/Human Services



The program provides emergency shelters, transitional housing, and supportive services for homeless individuals and families.





## ALZHEIMER'S COMMUNITY CARE

**Program Name:** Family Nurse Consultant

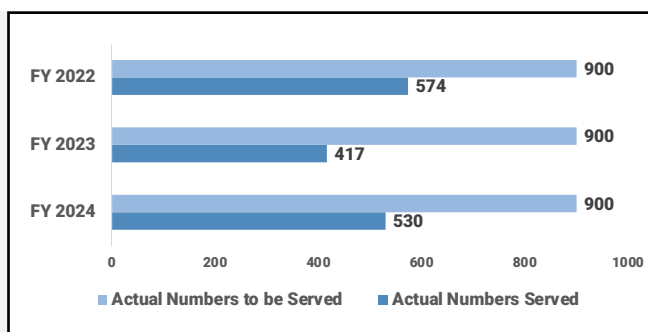
**Program Award:** \$341,649.00

**Program Amount Expended:** \$340,959.00 (100%)

**Funding Category:** Senior/Financially Assisted Agency (FAA)



Living alone with Alzheimer's, K faced increasing challenges as her condition progressed, leading to medication mismanagement and a hospitalization. Her son, T, sought guidance from Alzheimer's Community Care, connecting with a Family Navigator who provided resources and enrolled K in the 'Live Alone Program.' K also attended a Specialized Alzheimer's Day Center three times weekly with transportation arranged. Case Management placed her on a memory care waitlist for specialized care. Grateful for this support, K and T highlighted how these programs, funded by generous donors, offer critical assistance and hope to families navigating Alzheimer's disease.



**Outcome Statement and Outcome Percentage Achieved:** 100% of caregivers continued to provide community-based care, defined as not in a nursing home, for their loved-one with probable Alzheimer's Disease Related Dementias.

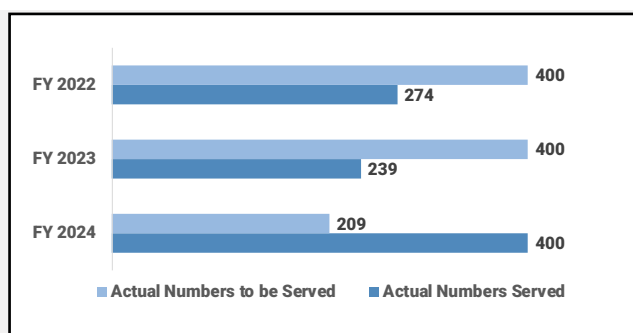
**Program Success Story:** Living alone with Alzheimer's, K faced increasing challenges as her condition progressed, leading to medication mismanagement and a hospitalization. Her son, T, sought guidance from Alzheimer's Community Care, connecting with a Family Navigator who provided resources and enrolled K in the 'Live Alone Program.' K also attended a Specialized Alzheimer's Day Center three times weekly with transportation arranged. Case Management placed her on a memory care waitlist for specialized care. Grateful for this support, K and T highlighted how these programs, funded by generous donors, offer critical assistance and hope to families navigating Alzheimer's disease.



**Program Name:** Specialized Alzheimer's Adult Day Service  
**Program Award:** \$222,072.00  
**Program Amount Expended:** \$222,072.00 (100%)  
**Funding Category:** Senior/Financially Assisted Agency (FAA)



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.



**Outcome Statement and Outcome Percentage Achieved:** 100% of patients enrolled in Day Care continued to receive community-based care, defined as not in a nursing home during the fiscal year.

**Program Success Story:** R, an Air Force veteran from Ohio, faces challenges from dementia, Parkinson's disease, and other health issues. Once strong and capable, he became moody, confused, and wheelchair-dependent, overwhelming his wife and daughter despite their care. Seeking support, his daughter contacted Alzheimer's Community Care, enrolling R in a Specialized Alzheimer's Day Center. The results were transformative: R's mood improved, and his attendance increased from two to five days weekly. He regained strength, transitioning to a walker, and found joy in meaningful connections. The program's personalized care and respite for caregivers offer dignity and hope, delaying costly nursing home placement.



# AMERICAN ASSOCIATION OF CAREGIVING YOUTH



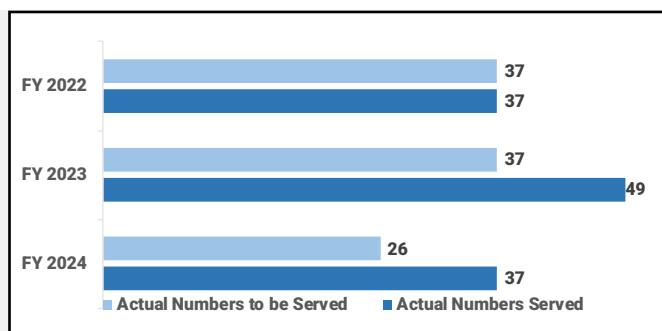
**Program Name:** The Caregiving Youth Project

**Program Award:** \$37,000.00

**Program Amount Expended:** \$10,321.75 (58%)

**Funding Category:** Behavioral Health/Financially Assisted Agency (FAA)

The Program provides a myriad of direct services including supportive counseling and care management for Caregiving Youth who are at risk for dropping out of school and for increased stress, anxiety, and depression because of their family caregiving responsibilities in addition to their schoolwork and personal development. AACY provides services in and out of school and at home to address the caregiving ramifications including, but not limited to isolation, anxiety, and depression, which hinder the youth's psychosocial, emotional, developmental, physical health, education opportunities, and well-being.



**Outcome Statement and Outcome Percentage Achieved:** 92% of caregiving youth who completed counseling demonstrated a decrease of stress and depression by evidence of one (1) point decrease on the Behavioral Health Assessment (BHA) within three months from first support counseling during the fiscal year.

**Program Success Story:** The Caregiving Coach was able to quickly establish and build great rapport with the student S.E. The student was very receptive to resuming services with the new Caregiving Coach after going a period of time without having a session, even after school ended, with no issues scheduling and completing each session. According to the Caregiving Coach the student was able to express herself freely within their sessions and felt improvements within the student from the very initial session the youth participated in. The student showed a significant change and improvement in her overall self-esteem, confidence, and anxiety. She has gotten better with managing her stress, anxiety and telling people how she feels and her boundaries (as well as setting them). The student expressed to the Caregiving Coach that she is sad that she won't be meeting with her anymore. She expressed how much she needed a person like her Caregiving Coach in her life and that she fully felt like she could trust and open up about her experiences. The student has seen the progress within herself with the assistance of her Caregiving Coach.



## BOYSTOWN SOUTH FLORIDA

**Program Name:** Care Coordination Services

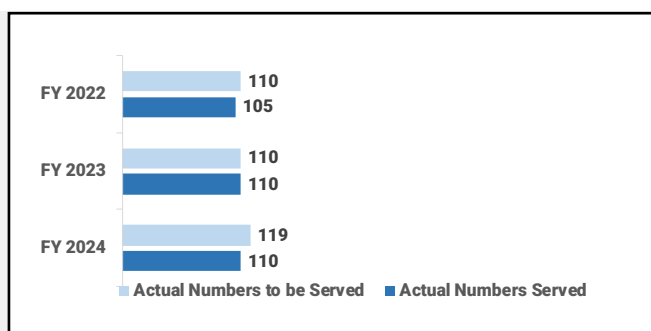
**Program Award:** \$399,901.00

**Program Amount Expended:** \$399,901.00 (100%)

**Funding Category:** Behavioral Health/Financially Assisted Agency (FAA)



The Program provides a behavioral health support service via the Care Coordination Services (CCS) Model. CCS is a youth and family-centered, home and community-based case management and care coordination intervention delivered by a Care Coordination Services Consultant (Consultant). The BTSF-designed CCS program is an intervention for Children/Youth, Young Adults, and their families who need multiple coordinated services and supports and are involved in at least one formal system (e.g., education, mental health, child welfare, criminal justice), and whose families can develop a formal and informal support system to help youth be successful. The goal of CCS is to deliver services that “bridge back” youth and families to higher and improved social emotional functioning.



**Outcome Statement and Outcome Percentage Achieved:** 97% of youth experiencing mental/behavioral health, substance use, and co-occurring disorders improved their level of functioning at discharge as measured by a decrease of at least 1 point on the CFARS from their baseline score at admission within the fiscal year.

**Program Success Story:** Youth, 15, has been served in CCS on and off for almost 14 months since December 2022, together with her family. Being trafficked by her birth mother when she was a baby and spending years in foster care meant that Youth had a long history of trauma. The mother ended her services with other agencies due to a disagreement with the providers. As a result, there was a history of significant disruption in the family's access to providers and services for the children, which made achieving stability challenging. Youth transitioned to CCS in September 2023. CCS Consultant ensured that Youth received the services she needed and became engaged in services. Youth achieved her goals, which included identifying and learning ways to positively show her frustrations and manage them, which she did. On 3/21/24 Youth's case was closed with Care Coordination Services due to successful completion of the program.



## CATHOLIC CHARITIES OF PALM BEACH

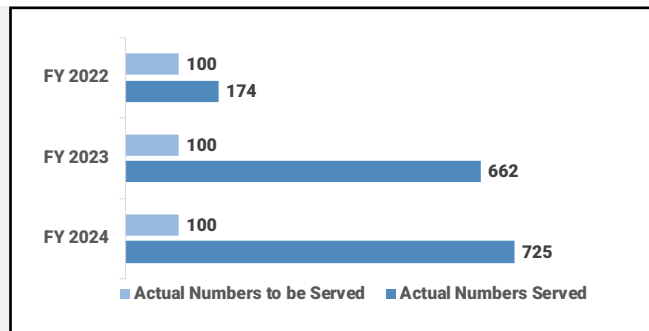
**Program Name:** Homeless Prevention

**Program Award:** \$124,000.00

**Funding Category:** Challenge Grant/Department of Children and Families



This program from the State Office on Homelessness is authorized to provide grant funding annually to lead agencies for homeless assistance continuums of care. These funds may be used for an array of programs, facilities, and services that are identified in the local continuum of care plan.





## CENTER FOR CHILD COUNSELING

**Program Name:** Integrated Care-Recovery & Resiliency

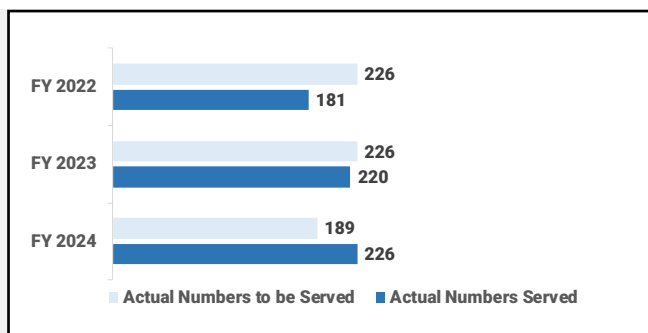
**Program Award:** \$207,958.00

**Program Amount Expended:** \$203,763.74 (98%)

**Funding Category:** Behavioral Health/Financially Assisted Agency, (FAA)



This program provides behavioral health services to address unmet needs for the priority populations through a person-centered, recovery-oriented, integrated, public health approach, screening, holistic assessment, and multilayered services in coordination with community partners and the overall system of care. The model is trauma-informed and equity-driven. Clinicians are integrated at Palm Beach Pediatrics (PBP) and community sites, with coordinated treatment planning, collaboration, and warm hand-off. Families can be self-referred or referred from their pediatrician and will receive a warm handoff to CCC therapists or Care Coordinators for early intervention and/or treatment services to be delivered in client's homes, schools, community settings or in the office.



**Outcome Statement and Outcome Percentage Achieved:** 96% of clients served improved their level of functioning, as measured by a decrease score on the CFARS from their baseline score at admission to discharge during the fiscal year.

**Program Success Story:** A teen female client was referred by her pediatrician at Palm Beach Pediatrics for services. At the start of care coordination services, the client had just been pulled out of in-person, mainstream education and was taking virtual classes due to bullying at school. Connection to the Hope Scholarship gave the family the ability to transition the client back to school in a safer environment where the client continued to improve socially and academically. The client also participated in a psychoeducational group offered within the CFCC program where the client was able to learn about anxiety and emotional regulation while building connections and practicing social skills with other like-minded peers. The family continued to work on skills at home with the care coordinator to promote healthy communication through the use of our organization's A Way of being manual and acquired resources from community agencies to meet the basic needs of the family and increase parenting skills. At the final discharge session, the family shared that they had learned a lot and were thankful for the support of CFCC services. The client's social-emotional growth throughout services was demonstrated by an overall decrease in CFARS score by 12 points.



## COALITION FOR INDEPENDENT LIVING OPTIONS

**Program Name:** Learning and Educational Advocacy Program (LEAP)

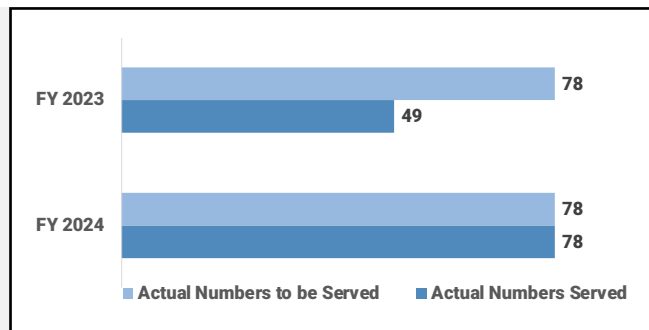
**Program Award:** \$99,750.00

**Program Amount Expended:** \$87,159.03 (87%)

**Funding Category:** Economic Stability-Intellectual Development Disabilities (IDD)/  
Financially Assisted Agency (FAA)



The program fights for the rights of clients in school to ensure they are receiving the accommodations and support to be appropriately educated, and will provide a thorough transition plan to guide their overall success.



**Outcome Statement and Outcome Percentage Achieved:** 100% of participants served were able to obtain an objective from their Individualized Education/Support Plan (IE/SP).

**Program Success Story:** The consumer was referred to CILO's office by local law enforcement. Her autistic son had been a victim of physical assault by his minor brother, who is also autistic. CILO stepped in to provide a variety of services to support the family. A staff member is currently working with them to secure a Med waiver, behavioral assistance, and educational support. The mother has expressed deep gratitude for CILO's guidance and support during this challenging time.

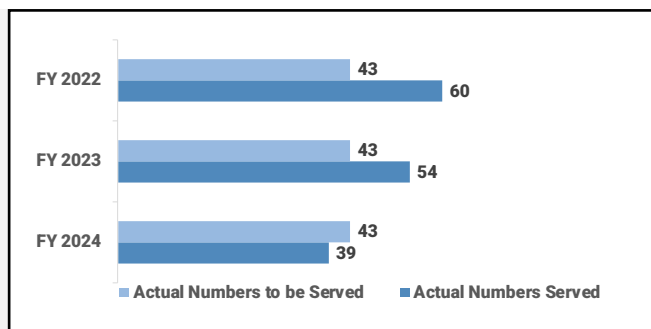
**Program Name:** Financial Independence Need Disability (FIND)

**Program Award:** \$78,750.00

**Program Amount Expended:** \$76,246.82 (97%)

**Funding Category:** Economic Stability-Intellectual Development Disabilities (IDD)/  
Financially Assisted Agency (FAA)

The program provides emergency financial assistance and training to individuals with a disability to help them remain in their homes and improve their finances.



**Outcome Statement and Outcome Percentage Achieved:** 88% of individuals served received a financial service or resource that will lead to stability within the fiscal year.

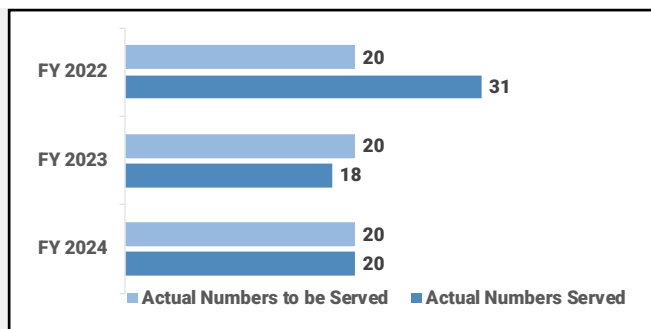
**Program Name:** Senior Financial Independence Need Disability (FIND)

**Program Award:** \$44,047.00

**Program Amount Expended:** \$44,047.00 (100%)

**Funding Category:** Economic Stability-Intellectual Development Disabilities (IDD)/  
Financially Assisted Agency (FAA)

The program provides emergency financial assistance and training to Seniors age 60+ with a disability to help them remain in their homes and improve their finances.



**Outcome Statement and Outcome Percentage Achieved:** 75% of seniors (households) maintained housing stability for 6 months or more after receipt of financial assistance.

**Program Success Story:** In Q4 there was a boost in consumers that were eligible for Senior Find. CILO assisted two senior households with help paying for movers and five with funds to stabilize the household and prevent homelessness.



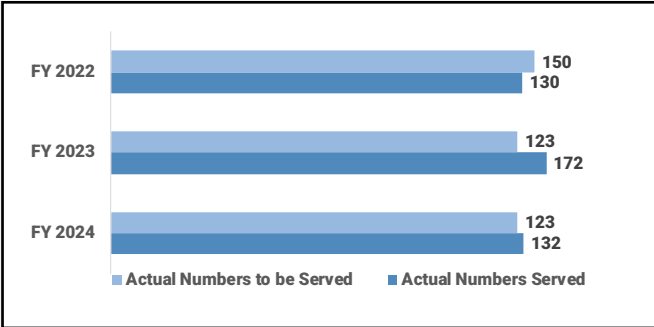
**Program Name:** Supports and Independent Living (SAIL)

**Program Award:** \$210,940.00

**Program Amount Expended:** \$202,412.52 (96%)

**Funding Category:** Economic Stability-Intellectual Development Disabilities (IDD)/  
Financially Assisted Agency (FAA)

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.



**Outcome Statement and Outcome Percentage Achieved:** 75.4% of participants served were able to maintain or increase their self-sufficiency in one (1) or more categories such as transportation, childcare, housing, employment, income, and education, as measured on the Self-Sufficiency Matrix (SSM).

**Program Success Story:** Consumer CG has been working with CILO staff for 3 years to get into affordable housing. The staff was able to get him on a waitlist 2 years ago and he was able to get into an apartment finally. He is thrilled and no longer experiencing the threat of homelessness.





## COMMUNITY PARTNERS OF SOUTH FLORIDA

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**Program Name:** AmeriCorp Vista Member Program

**Program Award:** \$30,000.00

**Funding Category:** Economic Stability / Financially Assisted Agency (FAA)



The program is designed to provide financial and technical assistance to the Community Services Department Public Information Office (PIO) and FAA-funded Economic Stability/Mobility Securing Our Future Initiative (SOFI) programs supporting eligible families (at or below 50% Area Median Income) experiencing poverty. Community Partners of South Florida will manage and administer the AmeriCorp Vista Member program.

### **Deliverables:**

- ▶ Provide one (1) Vista member to support the CSD Public Relations and Outreach Team.
- ▶ Provide one (1) Vista member to support the CSD Securing Our Future Initiative (SOFI) Infrastructure.
- ▶ Provide one (1) Vista member to support the CSD Securing Our Future Initiative (SOFI) Open Table.



## COMMUNITY PARTNERS OF SOUTH FLORIDA

**Program Name:** Community-Based Outpatient Services (CBOS)

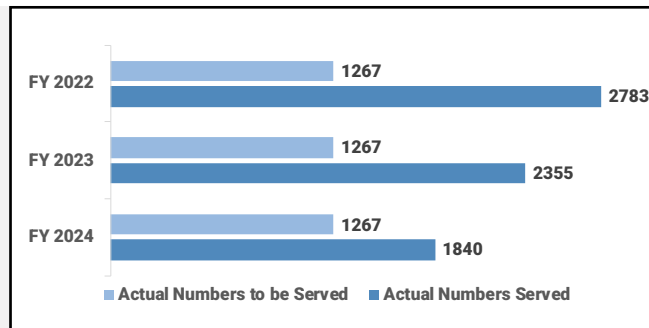
**Program Award:** \$236,275.00

**Program Amount Expended:** \$149,122.50 (63%)

**Funding Category:** Behavioral Health/Financially Assisted Agency (FAA)



The program provides quality, trauma-informed, holistic, and evidenced-based mental health interventions and care coordination to children and families in Palm Beach County. CBOS utilizes a holistic approach that evaluates each client's needs and finds innovative avenues to collaborate with clients in meeting their needs. These therapeutic services typically occur in the client's home, school, other local community locations, or telehealth.



**Outcome Statement and Outcome Percentage Achieved:** 72% of clients served during the contract year improved their level of functioning at discharge as measured by a decrease in score of at least one (1) point on the CFARS/FARS from their baseline score at admission.

**Program Success Story:** The client made significant progress towards her treatment plan goals by being able to identify triggers to her depression, learn multiple coping skills to use when feeling depressed, and consistently use her coping skills to manage her moods. The client was able to discuss communication styles in sessions and determine her communication patterns with various individuals in her life. The client has been practicing her effective communication techniques outside of sessions. The client successfully completed treatment. The client reported, "I have been communicating better and using my coping skills when I need to."

**Program Name:** High Fidelity Wraparound Supportive Housing Program

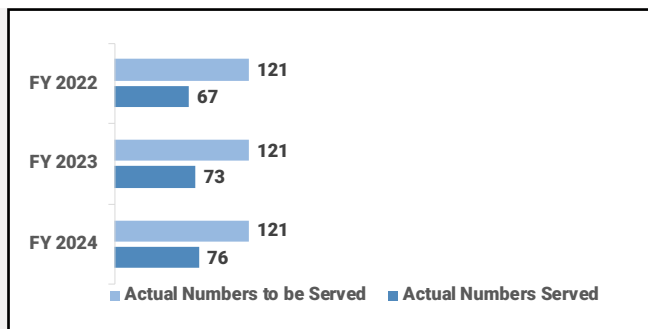
**Program Award:** \$175,000.00

**Program Amount Expended:** \$176,720.07 (100%)

**Funding Category:** Behavioral Health/Financially Assisted Agency (FAA)



The program assists adults and families in identifying, securing, and maintaining safe and decent independent housing. HFWSH focuses on housing along with advocating for clients' mental health and medical health needs, and connects clients to community resources using the warm handoff model. HFWSH collaborates with existing support systems and coordinates the care for clients working towards social, emotional, economic stability. HFWSHP supports clients with complimentary services by enhancing access to needed services and coordinated care for the clients.



**Outcome Statement and Outcome Percentage Achieved:** 87% of clients served during the contract year who were placed in housing were able to maintain stable housing for 60 calendar days post placement.

**Program Success Story:** Client PL had been living homeless without much support service for several years. The case manager for Supportive Housing Program collaborated with several apartment complexes, private landlords and agencies in order to assist the client in an affordable unit, where she could pay no more than 30% of her income towards rent. The client had several barriers to navigate prior to finding safe and affordable housing, however, her case manager at CPSFL was able to successfully assist her in signing a one year lease in the geographic area/community of her choice. Housing case manager was able to successfully collaborate and get linked with resources through the housing authority. Client will be able to successfully provide for herself and sustain with finances and housing moving forward.



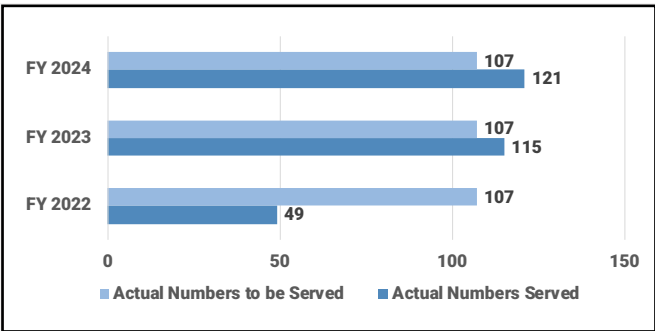
**Program Name:** Financial Capability Building Prosperity SOFI

**Program Award:** \$212,314.00

**Program Amount Expended:** \$193,686.46 (91%)

**Funding Category:** Economic Stability / Securing Our Future Initiative (SOFI) / Financially Assisted Agency (FAA)

This program provides financial capability service to increase clients' economic mobility and alleviate their poverty rate. Emergency payments through the match savings program are available to help stabilize clients economically or prevent further economic hardship. CPSFL serves clients in PBC with specific concentration on the following zip codes: 33404, 33407, 33401, 33403, 33460, 33461, 33463, 33430, 33493, 33476 and 33438.



**Outcome Statement and Outcome Percentage Achieved:** 40% of households were able to obtain, maintain, or better their employment during the fiscal year.

**Program Success Story:** A SOFI participant who became pregnant at 18 and was unemployed was able to find a remote job making \$13 an hour. Working with her case manager she was able to get additional training and get promoted and now makes \$17 an hour and is able to pay for necessities for her son.



## DIVISION OF HUMAN SERVICES AND COMMUNITY ACTION

### Community Action Program, Ad Valorem Direct Services



These funding dollars were used to assist eligible low-income households with heating and cooling energy costs, bill payment assistance, HVAC replacement, energy crisis assistance, and indigent cremation services

PY 2024 Range	Funding Sources	Description of Funding Source	Total Awarded
October 1, 2023- September 30, 2024	Ad Valorem	Palm Beach County – Ad Valorem	\$648,167
October 1, 2023- September 30, 2024	Ad Valorem	Palm Beach County – ERAP	\$6,353,686

These Ad Valorem funds are used mostly for administrative costs (salaries, conference registration, mileage overage, etc.).

These funding dollars were used to assist eligible low-income households with heating and cooling energy costs, bill payment assistance, HVAC replacement and energy crisis assistance.

Community Action Program			
PY 2024 Range	Funding Sources	Description of Funding Source	Total Awarded
October 1, 2023- September 30, 2024	PY23 Low Income Home Energy Assistance Program (LIHEAP)	Federal Funding – through the Florida Commerce from the Department of Health and Human Services	\$5,668,641
October 1, 2023- September 30, 2024	Low Income Home Energy Assistance Program (LIHEAP)	Federal Funding – through the Florida Department of Economic Opportunity from the Department of Health and Human Services	\$335,869
October 1, 2023- September 30, 2024	PY22 Low Income Home Energy Assistance Program (LIHEAP)	Federal Funding – through the Florida Commerce from the Department of Health and Human Services	\$5,214,899.00

Outcome Indicator	Actual
Households who restored electric utility connection or prevented utility disconnection.	2,706 LIHEAP households who restored electric utility connection or prevented utility disconnection.
	82 households increased their energy efficiency by obtaining a new HVAC unit to replace the old one
ERA payments were made to households, which resulted in households staying in their homes.	ERA payments were made to 1,955 households, which resulted in households staying in their homes.

*Contracted Agency Portfolios: Division of Human Services and Community Action Program*

Community Action Program			
PY 2024 Range	Funding Sources	Description of Funding Source	Total Awarded
October 1, 2023-September 30, 2024	FPL Care to Share	Funding from Florida Power & Light	\$799,929

**Funding Source Description:** These funding dollars were used to assist eligible low-income households with FPL electric bill.

Outcome Indicator	Actual
Households who restored electric utility connection or prevented utility disconnection.	1,914 Households who restored FPL electric utility connection or prevented utility disconnection.

Community Action Program			
PY 2024 Range	Funding Sources	Description of Funding Source	Total Awarded
October 1, 2023-September 30, 2024	PY23 Low Income Household Water Assistance Program (LIHWAP ARP)	Federal Funding – through the Florida Commerce from the Department of Health and Human Services.	\$560,068

**Funding Source Description:** These funding dollars were used to assist eligible low-income households with FPL electric bill.

Outcome Indicator	Actual
Households who restored electric utility connection or prevented utility disconnection.	526 LIHWAP households who restored water utility connection or prevented utility disconnection.

Community Action Program			
PY 2024 Range	Funding Sources	Description of Funding Source	Total Awarded
October 1, 2023-September 30, 2024	Indigent Cremation Program	Indigent Cremation Program funding is provided by County (Ad valorem)	\$173,150

**Funding Source Description:** These funding dollars were used to assist eligible low-income households with FPL electric bill.

Outcome Indicator	Actual
Number of cremation services provided for indigent persons	353 Cremation services were provided for indigent persons.

## Family Self-Sufficiency Program

PY 2024 Range	Funding Sources	Description of Funding Source	Total Awarded
October 1, 2023 thru September 30, 2024	Community Services Block Grant (CSBG)	Federal Funding – through the Florida Commerce from the Department of Health and Human Services	\$2,510,510

Under CSBG, CAP runs the Family Self-Sufficiency Program, which provides vocational training opportunities and other support services to low-income individuals. CAP uses two (2) lists of vendors: for-profit (RFP through Purchasing Department) and not-for-profit (RFP through CSD). Below is a list of schools (vendors) that were used during the last fiscal year.

Vendor	Services Provided	Vendor Amount Expended
Credit Card Management Services	Budgeting	\$33,200
CROS Ministries	Gleaning Program	\$75,000.00
Academy for Nursing	PCT, HHA	\$12,896
Haggerty Strategic Solutions	Entrepreneurship	\$5,400
Sage Corporation	CDL	\$29,599
School District of PBC	Various	\$16,844

Family Self-Sufficiency Program *continued*

Outcome Indicator	Actual
Individuals served will increase their savings	12 individuals increased their savings
Individuals served will improve their credit score	214 individuals improved their credit score
Individuals served will obtain a recognized credential or certificate, including educational or vocational skills	30 individuals obtained a recognized credential or certificate, including educational or vocational skills
Produce will be gleaned and distributed across pantries in Palm Beach County	200,000 pounds of produce were gleaned and distributed across pantries in Palm Beach County
Individuals served will become employed as a result of the Family Self-Sufficiency Program and Vocational Training	42 individuals became employed as a result of the Family Self-Sufficiency Program and Vocational Training



# Human Services, Direct Services



Unless otherwise noted, direct services are provided by Community Services Department (CSD) staff. These services are described in more detail in the CSD Annual Report.

Human Services		
Funding Sources	Description of Funding Source	Total Awarded
Ad Valorem (Direct Services)	Ad Valorem - through the Palm Beach County Division of Human Services (DHS)	\$2,684,670.00

The Palm Beach County Division of Human Services (DHS) provides direct services to the community through programs including Housing Stability, Rapid Re-housing, and Emergency Shelter. Funding is used for rent, utilities, security deposits, inspections, outreach, and cremation services with assistance from human services staff. Funding was also used for transportation and the new Annex/Fairgrounds Emergency Shelter.

Outcome Indicator	Actual
Number of clients served by the Rapid Rehousing Team	427 clients were served
Number of clients served by the Homeless Outreach Team	839 clients were served

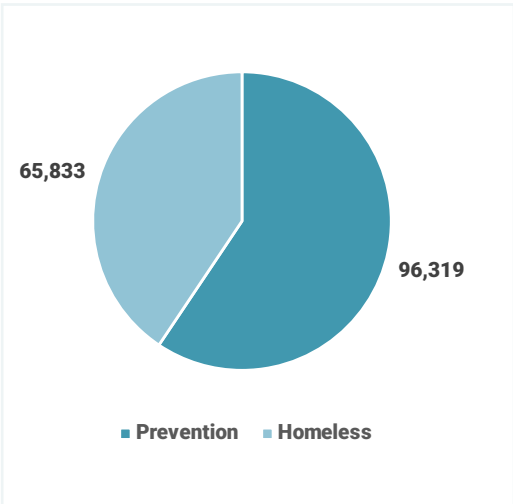


# Human Services, Call Center

## Contacts Received by the Call Center

From October 2023 through September 2024, there were 162,152 contacts made to the Call Center, 96,319 to the Prevention line regarding utility and rental assistance, food and job training and 65,833 to the Homeless line for persons experiencing homelessness or concerned citizens reporting homeless persons **See side chart**

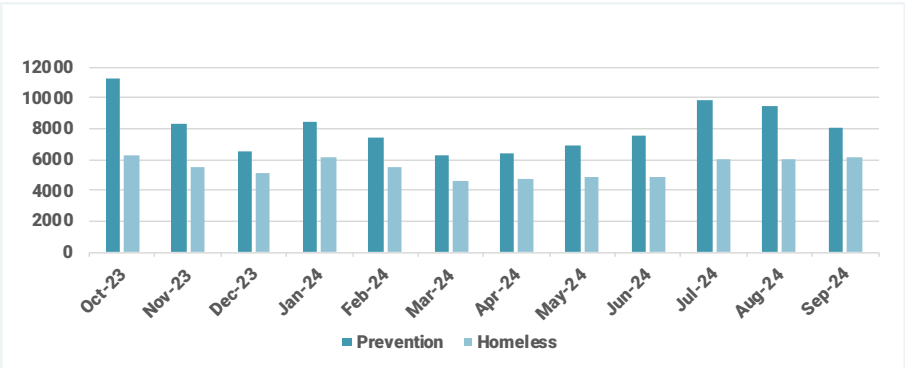
57,865 of the calls from both lines were assisted with automated information provided (e.g. assistance on COVID programs, rental and utility assistance, employment, job training, homelessness, etc.). 62% of call answered were for Prevention Services. The other 38% of calls answered were for Homeless Services.



## Monthly Calls

The number of contacts fluctuated on a monthly basis, October 2023 through September 2024. Total calls averaged 13,512 monthly over the 12 months. The Prevention Coordination contacts averaged 8,026 contacts monthly with calls declining from a peak in October-December 2023, rising slightly June of 2024. The number of Homeless calls averaged 5,486 calls monthly. The numbers were mostly consistent throughout the year with increases in July through September 2024.

**See Chart below**

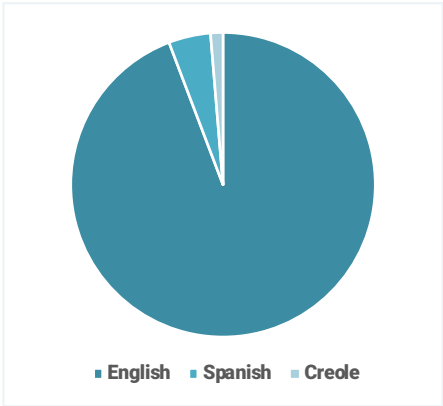


Note: FY 23 total contacts were 230,669. FY24 contacts were 162,152; a decrease of 29.7%.

Several factors may contribute to this decrease in contacts. Improved communication with clients may have reduced the number of repeated calls. Additionally, the availability of prevention funds has diminished, and many applicants are now aware that they do not qualify for rental assistance. Furthermore, staffing reductions for the Prevention CAP Queue may account for the decline in related service requests. This decrease appears to be aligned with the reduced call volume for these services. Additionally, Call Center Agents have taken on expanded responsibilities, including directly referring clients to agencies through the Resource and Referral Portal. They are also now handling initial screenings for Homeless Queue calls before transferring them to Navigation.

### Languages Spoken

From October 2023 through September 2024, **116,529 (94%)** of the contacts received selected English as the preferred language. **5,513 (4%)** selected Spanish and **1,627 (2%)** selected Creole as the preferred language. **See side chart**



### Average Wait Time

The Average Wait Time for all contacts was **2:09 minutes**. **A significant decrease from last year's average of 4:47 minutes**. There were longer periods of wait time in the Prevention contacts due to a much higher volume of calls in comparison to Homeless contacts. The longer wait time for a Creole speaker in the Prevention line was attributed to having only one creole speaking Agent who left the Call Center in August 2024. If there are no creole speaking Agent, the call will re-queue to the English line. **See chart below**

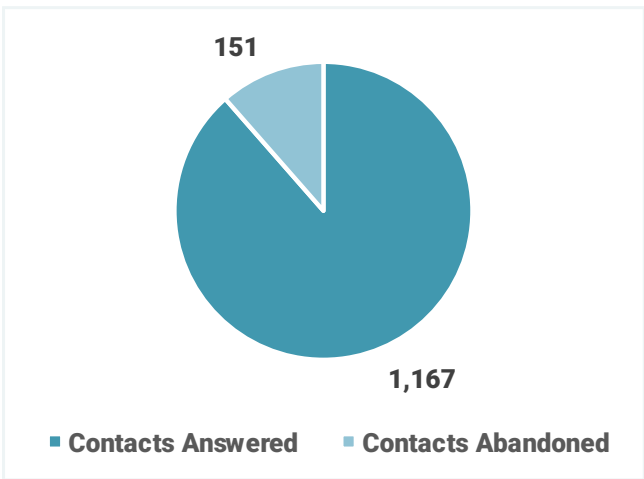
Average Call Wait Time*		
Language	Prevention	Homeless
English	02:12	01:58
Spanish	02:50	01:06
Creole	05:13	03:35

### Homeless Queue

Overnight Homeless Queue (4/30/2024 to 9/30/2024)

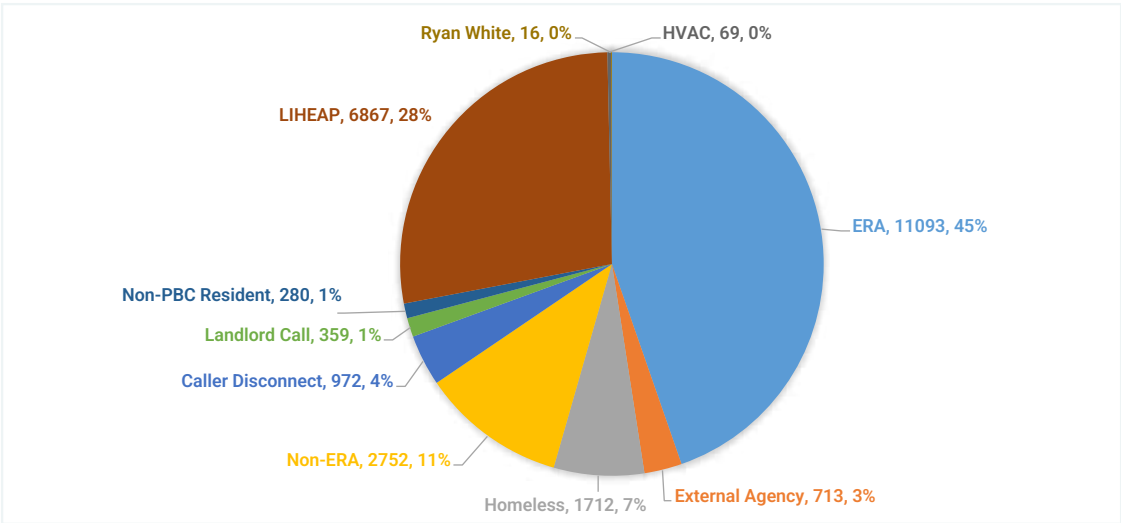
\*\* Data not available for the entire fiscal year, but this gives an idea of call volume.

April 30, 2024 through September 2024, there were **1,167** overnight and weekend homeless contacts managed. **87% (1,016)** were answered and **13% (151)** were abandoned. The average contact time was **less than 2 minutes**.



### Reasons for Calls and Referrals

October 2023 through September 2024, there was a total of **47,929** Contact Center referrals or reasons documented. About **29%** of the calls were for Rent (Emergency Rental Assistance). Approximately **4%** were seeking homeless services. **See both table and chart below**



### Agency Referrals

October 2023 through September 2024, there were **713** Referrals made to external agencies including the Lewis Center, Gulfstream Goodwill Industries, Adopt-A-Family, and street outreach. The various homeless referral agencies (With some Prevention Services included) received a combined total of **22,493 (47%)** of the Referrals. Other external agencies received **713 (2%)** of the Referrals, **See side chart & table**.

Note: The Resource and Referral Portal in OSCARSS recorded 154 Client referrals and 10 Homeless Encounter referrals from the Call Center to external and internal agencies and departments.

Agency Referrals	
Agency	Number of Referrals
Gulfstream Goodwill Industries	29%
Adopt-A-Family	38%
Lewis Center	13%
Adopt-A-Family	423
External Agencies	925

### Special Populations

There were 1088 referrals made for special populations, of which approximately **38%** was for individual services and another **39%** was for family services. Special populations included seniors, disabled, youth, and victims of domestic violence, HIV and eople seeking indigent cremation assistance for their family member or friend. **See table and chart below**.

Special Populations	
Families with Children	423 (39%)
Individuals	415 (38%)
DV	89 (8%)
Indigent Cremation	47 (4%)
Youth	91 (8%)
Ryan White/HIV	17 (2%)
Seniors	4 (.04%)
<b>Total</b>	<b>1,088 (100%)</b>



## DIVISION OF SENIOR & VETERAN SERVICES



### Senior Services

GY 2024 Range	Funding Sources	Description of Funding Source	Total Allocated for Direct Services
Oct 1, 2023 until September 30, 2024	American Rescue Plan/ RP3C2	Federal Funding - through the Area Agency of Aging (AAA) from Department of Elder Affairs (DOEA)	\$435,467.00

The primary purpose of the American Rescue Plan (RP3C2) is to complement current coordinated systems to serve older individuals. These systems assist older individuals to attain and maintain maximum independence with supportive services. The American Rescue Plan (RP3C2) funding provides home-delivered meals, nutrition screening and assessment, nutrition counseling, and nutrition education to homebound individuals.

Vendor	Services Provided	Vendor Amount Expended
Feeding South Florida Inc.	Home Delivered Meals	\$209,997.00
G A FOOD SERVICE OF PINELLAS COUNTY LLC.	Congregate Meals	\$225,470.00

**Contracted Agency Portfolios: Division of Senior and Veteran Services**

Senior Services			
GY 2024 Range	Funding Sources	Description of Funding Source	Total Allocated for Direct Services
Oct 1, 2023 until September 30, 2024	American Rescue Plan / RP3B	Federal Funding - through the Area Agency of Aging (AAA) from Department of Elder Affairs (DOEA)	\$135,011.00

The primary purpose of the American Rescue Plan (RP3B) is to complement current coordinated systems to serve older individuals. These systems assist older individuals to attain and maintain maximum independence with supportive services. The American Rescue Plan (RP3B) funding provides supportive services to boost the well-being of elders and to help them live independently in their home environment and the community.

Vendor	Services Provided	Vendor Amount Expended
Devine Care Plus, LLC	Personal Care	\$16,819.00
Caring for Seniors, Inc.	Personal Care	\$53,005.00
Home Health Care Resources Corp.	Personal Care	\$24,637.00
Mega Nursing Services (dba - Affordable Health Care at Home)	Personal Care	\$600.00
Mega Nursing Services (dba - Affordable Health Care at Home)	Personal Care	\$21,038.00
Southern Home Care Services, Inc.	Personal Care	\$18,912.00

*Contracted Agency Portfolios: Division of Senior and Veteran Services*

Senior Services			
GY 2023 Range	Funding Sources	Description of Funding Source	Total Allocated for Direct Services
Oct 1, 2023 until September 30, 2024	American Rescue Plan / RP3B	Federal Funding - through the Area Agency of Aging (AAA) from Department of Elder Affairs (DOEA)	\$539,133.00

The primary purpose of the American Rescue Plan (RP3E) is to compliment current coordinated systems to serve older individuals. These systems assist older individuals to attain and maintain maximum independence with supportive services. The American Rescue Plan (RP3E) funding provides services through the National Family Caregiver Support Program to assist families caring for frail older members and to assist grandparents or older relatives who are caregivers for children 18 and younger or for children of any age who have disabilities.

Vendor	Services Provided	Vendor Amount Expended
Caring for Seniors, Inc.	Respite	\$172,910.00
Home Health Care Resources Corp.	Respite	\$144,271.00
Devine Care Plus, LLC	Respite	\$26,238.00
JN Nursing Registry, Inc.	Respite	\$7,625.00
Mega Nursing Services (dba - Affordable Health Care at Home)	Respite	\$80,480.00
Quality Family Care LLC	Respite	\$34,228.00
Southern Home Care Services, Inc.	Respite	\$46,225.00
White Glove Community Care of Florida, Inc.	Respite	\$27,156.00

**Contracted Agency Portfolios: Division of Senior and Veteran Services**

Senior Services			
GY 2023 Range	Funding Sources	Description of Funding Source	Total Allocated for Direct Services
Oct 1, 2023 until September 30, 2024	Ad Valorem	Palm Beach County – Ad Valorem	\$800,890.00

Palm Beach County Ad Valorem funds serve as a 10% required match to enhance services provided to clients.

Vendor	Services Provided	Vendor Amount Expended
Caring for Seniors, Inc.	Chore, Companionship, Enhanced Chore, Homemaker, Personal Care, Respite	\$160,306.00
CSI Private Duty Services, Inc. (dba - Friends Assisting Seniors and Families)	Chore, Companionship, Enhanced Chore, Homemaker, Personal Care, Respite	\$6,080
Devine Care Plus, LLC	Chore, Companionship, Enhanced Chore, Homemaker, Personal Care, Respite	\$17,563
GA Foods Service Of Pinellas County	Home Delivered Meals, Emergency Home Delivered Meals, Congregate Meals	\$202,189
Feeding South Florida Inc.	Home Delivered Meals	\$61,661
Guardian Medical Monitoring	Emergency Alert Response	\$926
Home Health Care Resources Corp.	Companionship, Enhanced Chore, Homemaker, Personal Care, Respite	\$154,902
ILS HHA of Region 11	Medical Supplies and Services	\$190
JN Nursing Registry, Inc.	Companionship, Homemaker, Personal Care, Respite	\$15,980
Lifeline	Emergency Alert Response	\$1,852
Mar-J Medical Supply Inc.	Medical Supplies and Services	\$1,293
Mega Nursing Services (dba - Affordable Health Care at Home)	Chore, Companionship, Enhanced Chore, Homemaker, Medical Supplies and Services, Personal Care, Respite	\$84,403
Senior Care Navigator Group	Chore, Companionship, Enhanced Chore, Homemaker, Medical Supplies and Services, Personal Care, Respite	\$6,575
Quality Family Care LLC	Chore, Companionship, Enhanced Chore, Homemaker, Personal Care, Respite	\$36,112
Southern Home Care Services, Inc.	Chore, Companionship, Enhanced Chore, Homemaker, Personal Care, Respite	\$39,319
White Glove Community Care of Florida, Inc.	Chore, Companionship, Enhanced Chore, Homemaker, Personal Care, Respite	\$11,539



**Contracted Agency Portfolios: Division of Senior and Veteran Services**

Senior Services			
GY 2023 Range	Funding Sources	Description of Funding Source	Total Allocated for Direct Services
Oct 1, 2023 until September 30, 2024	Alzheimer's Disease Initiative (ADI)	State funding – through the Area Agency on Aging (AAA) from Department of Elder Affairs (DOEA)	\$1,774,651.00

Alzheimer's Disease Initiative (ADI) provides community-based respite services for the special needs of individuals with Alzheimer's disease and related memory disorders. Caregivers are eligible to receive respite and training to assist them in caring for the ADI client.

Vendor	Services Provided	Vendor Amount Expended
A Place For You Adult Day Care and Rehabilitation Center	In-Facility Respite	\$125,176.00
Caring for Seniors, Inc.	Respite	\$465,661.00
GA Foods Service Of Pinellas County	Home Delivered Meals, Emergency Home Delivered Meals	\$6,580.00
Devine Care Plus, LLC	Respite	\$44,975.00
Faith Lutheran Church of North Palm Beach Missouri Synod Inc.	In-Facility Respite	\$6,464.00
Home Health Care Resources Corp.	Respite	\$340,002.00
JN Nursing Registry, Inc.	Respite	\$74,895.00
Mar-J Medical Supply Inc.	Medical Supplies and Services	\$9,251.00
Mega Nursing Services (dba - Affordable Health Care at Home)	Medical Supplies and Services, Respite	\$413,463.00
Quality Family Care LLC	Respite	\$100,459.00
Southern Home Care Services, Inc.	Respite	\$135,650.00
White Glove Community Care of Florida, Inc.	Respite	\$52,075.00

## Contracted Agency Portfolios: Division of Senior and Veteran Services

Senior Services			
GY 2023 Range	Funding Sources	Description of Funding Source	Total Allocated for Direct Services
Oct 1, 2023 until September 30, 2024	Community Care for the Elderly (CCE)	State funding – through the Area Agency on Aging (AAA) from Department of Elder Affairs (DOEA)	\$2,551,424.00

Community Care for the Elderly (CCE) funding provides community-based services organized in a continuum of care to help functionally impaired persons 60 years of age and older to live in the least restrictive yet most cost-effective environment suitable to their needs.

Vendor	Services Provided	Vendor Amount Expended
A Place For You Adult Day Care and Rehabilitation Center	Adult Day Care, In-Facility Respite	\$6,854.00
Caring for Seniors, Inc.	Chore, Companionship, Enhanced Chore, Homemaker, Personal Care, Respite	\$522,014.00
Creative Solutions Companion Care Service LLC	Homemaker	\$89.00
Devine Care Plus, LLC	Chore, Companionship, Enhanced Chore, Homemaker, Personal Care, Respite	\$213,356.00
Dimi Nursing Inc.	Chore, Companionship, Enhanced Chore, Homemaker, Personal Care, Respite	\$5,026.00
G A Foods Service Of Pinellas County	Home Delivered Meals	\$19,309.00
Guardian Medical Monitoring	Emergency Alert Response	\$4,411.00
Home Health Care Resources Corp.	Chore, Companionship, Enhanced Chore, Homemaker, Personal Care, Respite	\$378,925.00
ILS HHA OF REGION 11	Medical Supplies & Services	\$666.00
JN Nursing Registry, Inc.	Companionship, Homemaker, Personal Care, Respite	\$25,956.00
LifeLine	Emergency Alert Response	\$5,114.00
Mar-J Medical Supply Inc.	Medical Supplies and Services	\$17,418.00
Mega Nursing Services (dba - Affordable Health Care at Home)	Chore, Companionship, Counseling (Gerontology), Counseling (Mental Health/Screening), Enhanced Chore, Homemaker, Medication Management, Medical Supplies and Services, Personal Care, Respite	\$872,965.00
Senior Care Navigator Group	HMK	\$1,075.00
Quality Family Care LLC	Chore, Companionship, Enhanced Chore, Homemaker, Personal Care, Respite	\$224,813.00
Southern Home Care Services, Inc.	Chore, Companionship, Enhanced Chore, Homemaker, Personal Care, Respite	\$135,756.00
White Glove Community Care of Florida, Inc.	Chore, Companionship, Enhanced Chore, Homemaker, Personal Care, Respite	\$117,677.00

*Contracted Agency Portfolios: Division of Senior and Veteran Services*

Senior Services			
GY 2023 Range	Funding Sources	Description of Funding Source	Total Allocated for Direct Services
Oct 1, 2023 until September 30, 2024	Home Care for the Elderly (HCE)	State funding – through the Area Agency on Aging (AAA) from Department of Elder Affairs (DOEA)	\$152,933.00

Home Care for the Elderly (HCE) funding supports care for persons 60 and older in family-type living arrangements within private homes, as an alternative to institutional or nursing home care. A basic subsidy is provided for support and maintenance of the elder, including some medical costs. A special subsidy may also be provided for services and/or supplies

Vendor	Services Provided	Vendor Amount Expended
Caring for Seniors, Inc.	Respite	\$5,043.00
Devine Care Plus, LLC	Personal Care, Respite	\$19,725.00
Creative Solutions Companion Care Service LLC	Respite	\$401.00
GA Food Service of Pinellas County, Inc.	Home Delivered Meals	\$4,114.00
Home Health Care Resources Corp.	Chore, Enhanced Chore, Homemaker, Personal Care, Respite	\$76,798.00
Mar-J Medical Supply Inc.	Medical Supplies and Services	\$1,187.00
Mega Nursing Services (dba - Affordable Health Care at Home)	Chore, Counseling (Gerontology), Counseling (Mental Health/Screening), Enhanced Chore, Homemaker, Medical Supplies and Services, Personal Care, Respite	\$22,236.00
Quality Family Care LLC	Personal Care, Respite	\$22,705.00
Southern Home Care Services, Inc.	Respite	\$724.00

Senior Services			
GY 2023 Range	Funding Sources	Description of Funding Source	Total Allocated for Direct Services
Oct 1, 2023 until September 30, 2024	Older Americans Act / Title 3 Congregate Meals (OAA/O3C1)	Federal funding – through the Area Agency on Aging (AAA) from Department of Elder Affairs (DOEA)	\$704,809.00

The primary purpose of the Older Americans Act (OAA) is to foster the development and implementation of comprehensive and coordinated systems to serve older individuals. These systems assist older individuals to attain and maintain maximum independence with supportive services. The Title III C1 funding provides congregate meals and nutrition education in strategically located centers such as schools, churches, community centers, senior centers, and other public or private facilities where persons may receive other social and rehabilitative services.

Vendor	Services Provided	Vendor Amount Expended
GA Food Service Of Pinellas County LLC.	Congregate Meals, Home Delivered Meals, Emergency Home Delivered Meals	\$646,707.00
Chef Nissens Catering	Kosher Congregate Meals	\$58,102.00

Senior Services			
GY 2023 Range	Funding Sources	Description of Funding Source	Total Allocated for Direct Services
Oct 1, 2023 until September 30, 2024	Older Americans Act / Title 3 Home-Delivered Meals (OAA/03C2)	Federal funding – through the Area Agency on Aging (AAA) from Department of Elder Affairs (DOEA)	\$458,657.00

The primary purpose of the Older Americans Act (OAA) is to foster the development and implementation of comprehensive and coordinated systems to serve older individuals. These systems assist older individuals to attain and maintain maximum independence with supportive services. The Title III C2 funding provides home-delivered meals, nutrition screening and assessment, nutrition counseling, and nutrition education to homebound individuals.

Vendor	Services Provided	Vendor Amount Expended
GA Food Service Of Pinellas County LLC.	Home Delivered Meals, Emergency Home Delivered Meals, Congregate Meals	\$458,657.00

## Contracted Agency Portfolios: Division of Senior and Veteran Services

Senior Services			
GY 2023 Range	Funding Sources	Description of Funding Source	Total Allocated for Direct Services
Oct 1, 2023 until September 30, 2024	Older Americans Act / Older Americans Title 3 B (Anyone over age 60) (OAA/OA3B)	Federal funding – through the Area Agency on Aging (AAA) from Department of Elder Affairs (DOEA)	\$1,402,724.00

The primary purpose of the Older Americans Act (OAA) is to foster the development and implementation of comprehensive and coordinated systems to serve older individuals. These systems assist older individuals to attain and maintain maximum independence with supportive services. The Title III B funding provides supportive services to boost the well-being of elders and to help them live independently in their home environment and the community.

Vendor	Services Provided	Vendor Amount Expended
Caring for Seniors, Inc.	Chore, Companionship, Enhanced Chore, Homemaker, Personal Care, Respite	\$422,036.00
Creative Solutions Companion Care Service LLC	Chore, Companionship, Enhanced Chore, Homemaker, Personal Care, Respite	\$3,680.00
Devine Care Plus, LLC	Chore, Companionship, Enhanced Chore, Homemaker, Personal Care, Respite	\$70,613.00
Guardian Medical Monitoring	Emergency Alert Response	\$3,975.00
Home Health Care Resources Corp.	Chore, Companionship, Enhanced Chore, Homemaker, Personal Care, Respite	\$273,026.00
JN Nursing Registry, Inc.	Companionship, Homemaker, Personal Care, Respite	\$44,504.00
LifeLine	Emergency Alert Response	\$5,240.00
Mar-J Medical Supply Inc.	Specialized Medical Equipment, Supplies and Services	\$4,203.00
Mega Nursing Services (dba - Affordable Health Care at Home)	Chore, Companionship, Enhanced Chore, Homemaker, Personal Care, Respite, Specialized Medical Equipment, Supplies and Services	\$253,233.00
Quality Family Care LLC	Chore, Companionship, Enhanced Chore, Homemaker, Personal Care, Respite	\$81,520.00
Southern Home Care Services, Inc.	Chore, Companionship, Enhanced Chore, Homemaker, Personal Care, Respite	\$165,750.00
Senior Care Navigator Group	Chore, Companionship, Enhanced Chore, Homemaker, Personal Care, Respite Specialized Medical Equipment, Supplies and Services	\$9,450.00
White Glove Community Care of Florida, Inc.	Chore, Companionship, Enhanced Chore, Homemaker, Personal Care, Respite	\$65,494.00

*Contracted Agency Portfolios: Division of Senior and Veteran Services*

Senior Services			
GY 2023 Range	Funding Sources	Description of Funding Source	Total Allocated for Direct Services
Oct 1, 2023 until September 30, 2024	Older Americans Act / Older Americans Title 3 E (Clients with Caregivers) (OAA/OA3E)	Federal funding – through the Area Agency on Aging (AAA) from Department of Elder Affairs (DOEA)	\$243,142.00

The primary purpose of the Older Americans Act (OAA) is to foster the development and implementation of comprehensive and coordinated systems to serve older individuals. These systems assist older individuals to attain and maintain maximum independence with supportive services. The Title III E funding provides services through the National Family Caregiver Support Program to assist families caring for frail older members and to assist grandparents or older relatives who are caregivers for children 18 and younger or for children of any age who have disabilities.

Vendor	Services Provided	Vendor Amount Expended
Caring for Seniors, Inc.	Chore, Companionship, Enhanced Chore, Homemaker, Personal Care, Respite	\$94,583.00
Devine Care Plus, LLC	Chore, Companionship, Enhanced Chore, Homemaker, Personal Care, Respite	\$30,906.00
Home Health Care Resources Corp.	Chore, Companionship, Enhanced Chore, Homemaker, Personal Care, Respite	\$67,139.00
ILS HHA OF REGION 11	Medical Supplies and Services,	\$8.00
Mar-J Medical Supply Inc.	Medical Supplies and Services	\$1,554.00
Mega Nursing Services (dba - Affordable Health Care at Home)	Chore, Enhanced Chore, Medical Supplies and Services, Respite	\$30,319.00
Quality Family Care LLC	Chore, Companionship, Enhanced Chore, Homemaker, Personal Care, Respite	\$11,132.00
Southern Home Care Services, Inc.	Chore, Companionship, Enhanced Chore, Homemaker, Personal Care, Respite	\$7,501.00

### Contracted Agency Portfolios: Division of Senior and Veteran Services

Senior Services			
FY 2024	Funding Sources	Description of Funding Source	Total Allocated for Direct Services
Oct 1, 2023 until September 30, 2024	Emergency Home Energy Assistance Program (EHEAP)	Federal funding – through the Area Agency on Aging (AAA) from Department of Elder Affairs (DOEA)	\$16,778.00

The Emergency Home Energy Assistance Program (EHEAP) Crisis Benefits funding assists seniors in a situation where a household does not have or is in danger of losing home energy for heating or cooling.

Senior Services			
FY 2024	Funding Sources	Description of Funding Source	Total Allocated for Direct Services
Oct 1, 2023 until September 30, 2024	Nutrition Services Incentive Program (NSIP)	Federal funding – through the Area Agency on Aging (AAA) from Department of Elder Affairs (DOEA)	\$209,549.00

The primary purpose of the Older Americans Act (OAA) is to foster the development and implementation of comprehensive and coordinated systems to serve older individuals. These systems assist older individuals to attain and maintain maximum independence with supportive services. The Nutrition Services Incentive Program (NSIP) provides incentives for the effective delivery of nutritious meals to older individuals. NSIP allows programs to increase the number and/or the quality of meals served. NSIP is a cash allotment or commodity program that supplements funding or food used in meals served under the OAA. Florida has opted for cash payments in lieu of donated foods.



## Senior Services

Outcomes	
Outcome Indicator	Actual Achieved
Number of Adult Day Care hours provided to seniors with cognitive and functional impairments.	<b>29,187</b> Adult Day Care hours were provided to seniors with cognitive and functional impairments.
Number of Outreach events that provide education and awareness of resources.	<b>91</b> Outreach Events were held to provide education and awareness of resources.
Number of Volunteer hours to assist staff in meeting the needs of the community.	<b>10,117</b> Volunteer hours were logged to assist staff in meeting the needs of the community.
Number of client crisis resolved through Emergency Home Energy Assistance.	<b>455</b> Client crises were resolved through Emergency Home Energy Assistance.
Number of hours of In-Home services (personal care, home-making, respite, companionship, etc.) provided to seniors.	<b>290,506</b> Hours of In-Home Services were provided to seniors.
Number of nutritious Meals provided to clients in need.	<b>262,409</b> Nutritious Meals were provided to clients in need.
Number of Senior Center participants registered at the County's three Senior Centers.	<b>8,406</b> registered participants.

## Veteran Services



Outcomes	
Outcome Indicator	Actual Achieved
Number of Veterans and /or their families served by Veteran Services Officers	<b>2,053</b> Veterans and/or their families were served by Veterans Service officers
Number of contacts (including claim processing) made via telephone, email and in-person to qualified Veterans and/or their dependents	<b>4,220</b> Veterans contacted by the Veteran Service Office



## DRUG ABUSE FOUNDATION

**Program Name:** Adult Intensive Residential Treatment

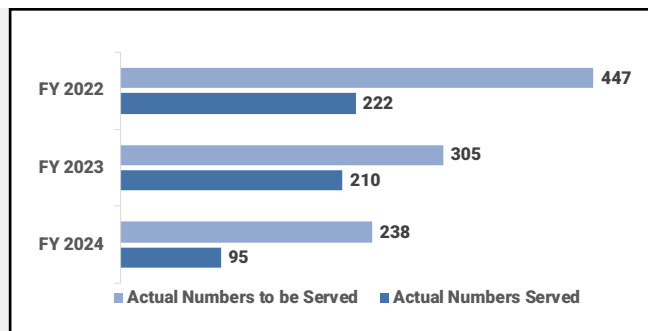
**Program Award:** \$490,000.00

**Program Amount Expended:** \$550,093.00 (100%)

**Funding Category:** Behavioral Health/Financially Assisted Agency (FAA)



The program provides services to individuals who are exhibiting symptoms of a chronic substance use disorder and require clinical stabilization in a structured clinical environment. Individuals will be successfully stabilized physically, mentally, and emotionally within 60 to 90 days and will be equipped with learning tools that will put them on a pathway to recovery leading to a more productive and fulfilling life.



**Outcome Statement and Outcome Percentage Achieved:** 100% of clients served improved at least one (1) point in at least three (3) domains on the RCI™ from program admission to post-discharge within the contract year.

**Program Success Story:** The client had a history of childhood trauma coupled with substance use and homelessness. The client's first pregnancy resulted in DCF involvement and was required to enter substance use treatment in order to be in this child's life. When the client entered treatment at DAF, she was several months pregnant with her second child and met the criteria for our Prenatal/Postpartum Residential Program. During her recovery process, the client engaged in treatment as she became vested in services offered to promote wellness. The client successfully completed residential and obtained knowledge on the dynamics of addiction and its impact on family relations; built skills to improve family/parent-child relationships by focusing on family strengthening and resiliency. The client successfully completed the Outpatient Program. The client is gainfully employed and continues to work towards becoming financially self-sufficient. Currently, the client is actively involved in the care and wellness of her children.



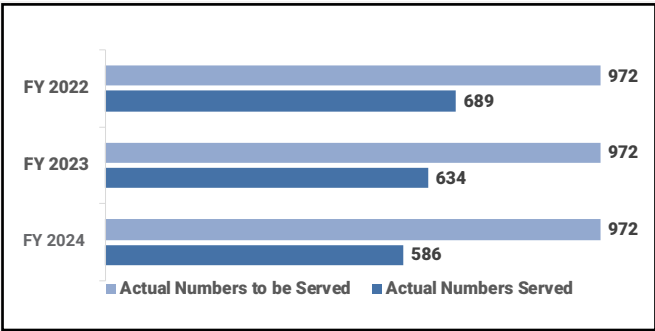
**Program Name:** Medical Detox

**Program Award:** \$815,000.00

**Program Amount Expended:** \$768,570.00 (94%)

**Funding Category:** Behavioral Health/Financially Assisted Agency (FAA)

This program is a 22-bed program, which provides for services for individuals who are exhibiting symptoms of withdrawal from drug or alcohol use. The program assists the client through Medication Assisted Treatment (MAT) informed detoxification through the utilization of medication and medical/behavioral monitoring to ensure individuals do not suffer medical complications due to their withdrawal from drugs and alcohol and to encourage and facilitate treatment placement.



**Outcome Statement and Outcome Percentage Achieved:** 89% of clients received an RCI™ Survey and obtained a baseline score prior to a successful program discharge.

**Program Success Story:** The client had an overdose and had to be revived with Narcan. The client came to the Detox unit, client accepted medication for his OUD, enrolled in residential, completed residential and is now employed.



## DRUG ABUSE TREATMENT ASSOCIATION

**Program Name:** Walter Kelly Treatment Center

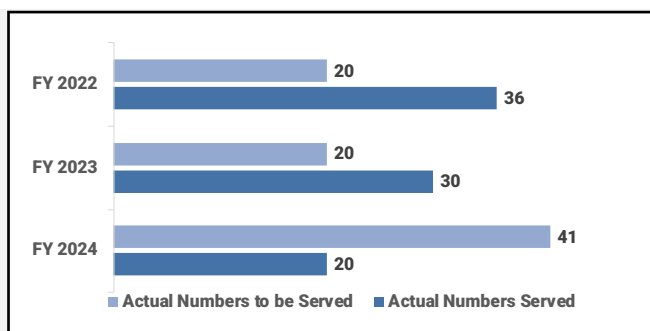
**Program Award:** \$135,000.00

**Program Amount Expended:** \$135,000.00 (100%)

**Funding Category:** Behavioral Health/Financially Assisted Agency (FAA)



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 on-site school. The primary goal of the program is to decrease adolescent substance abuse.



**Outcome Statement and Outcome Percentage Achieved:** 100% of adolescents served during the fiscal year successfully transitioned to community-based educational, technical, and/or vocational services post-successful discharge.

**Program Success Story:** JW is a 16-year-old who was admitted to the Kelly Center in the fall of 2023, and successfully completed the program in February, 2024. She was in DCF custody at the time and was working to reunite with her grandparents who she lived with on-and-off, despite DCF's intention to have her returned to a group home. She did very well in treatment after a period of adjustment. However, when she returned home, she relapsed and resumed engaging in very high-risk behaviors. Her downward spiral lasted approximately 6-weeks until one day in desperation she called the Kelly Center director asking to come back. We were able to get her back into the program directly following detoxification. She and her therapist started working on "what went wrong" following her initial discharge in order to prepare for her eventual discharge. It was determined that in addition to her addiction to drugs (any drugs she could get her hands on), she was also addicted to sex and older men. This addiction was likely influenced by her years of being human trafficked. In order to best address this addiction, we collaboratively determined she should be transferred to a program that specializes in human trafficking. JW and our staff identified a program in Florida where she was eventually transferred.



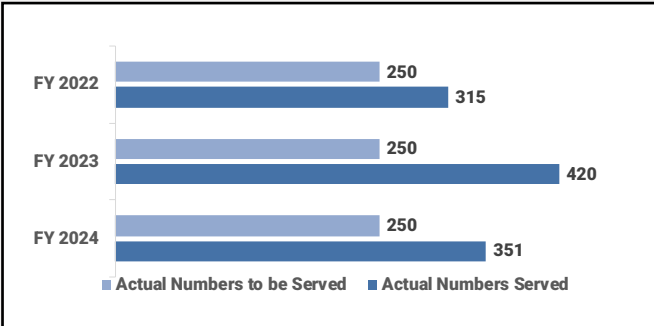
**Program Name:** Non-Residential

**Program Award:** \$120,000.00

**Program Amount Expended:** \$120,000.00 (100%)

**Funding Category:** Behavioral Health/Financially Assisted Agency (FAA)

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.



**Outcome Statement and Outcome Percentage Achieved:** 100% of adolescents who successfully completed non-residential treatment this fiscal year reported increased levels of happiness on the Happiness Scale as evidenced by an increase of at least 1 point from admission to discharge.

**Program Success Story:** NS is a 16-year-old who attends an alternative school after being removed from her "home" school due to bringing a vape containing THC on campus the first day of school. She was an A/B student and involved in several clubs and was not generally a behavioral problem. However, she made a big mistake by bringing the THC vape on campus. She was very anxious about starting at the alternative school and was experiencing panic attacks her first couple of days on the new campus. She was immediately linked to the DATA counselor by the principal and they bonded very well. They worked through the various issues and NS learned several coping skills to help her get through the semester at the alternative school. She ended up doing very well and will return to her "home" school in January, 2024



## EL SOL, JUPITER'S NEIGHBORHOOD RESOURCE CENTER (JNRC)



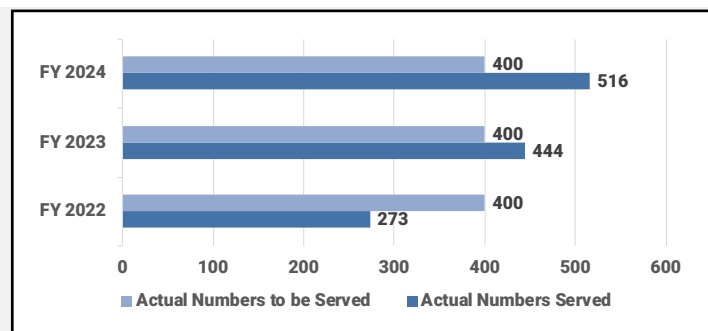
**Program Name:** Worker's Development Project

**Program Award:** \$57,750.00

**Program Amount Expended:** \$57,747.40 (100%)

**Funding Category:** Economic Stability/Mobility/Financially Assisted Agency (FAA)

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



**Outcome Statement and Outcome Percentage Achieved:** 100% of individuals obtained financial resource services that lead to stability within the fiscal year.

**Program Success Story:** A client has shown determination since joining El Sol's labor program in 2023. After losing his job, he took the initiative to register with El Sol, demonstrating his commitment to maintaining financial stability for his family. Since then, our client has consistently sought work opportunities through the Labor Program. His dedication to finding employment has helped in his family's progress towards self-sufficiency. By actively participating in El Sol's programs and utilizing the available resources, he has improved his day labor job opportunities and has also set a positive example for his family. His efforts with El Sol's support have been instrumental in helping the Montejo family navigate challenging times and work towards financial stability.



## FAMILIES FIRST OF PALM BEACH COUNTY

**Program Name:** Kin Support

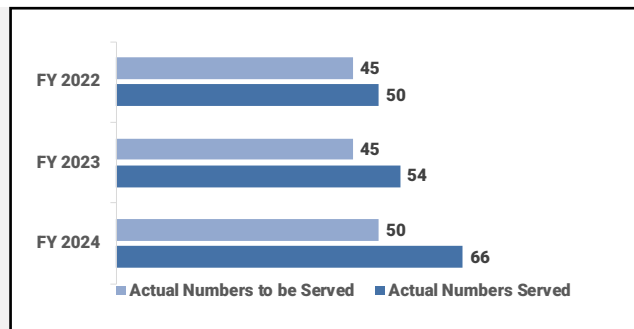
**Program Award:** \$62,500.00

**Program Amount Expended:** \$62,499.99 (100%)

**Funding Category:** Behavioral Health/Financially Assisted Agency (FAA)



The program provides comprehensive social work case management & care coordination services to 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. Services are person and family-centered through the implementation of full care coordination and offering wraparound services.



**Outcome Statement and Outcome Percentage Achieved:** 100% of families served were able to receive a warm transfer to supportive services based on their Family Action Plans (FAPs).

**Program Success Story:** "Mrs. G" is a maternal grandmother (age 52), who opened services with Kin support a few years ago. She is raising her granddaughter Lili (age 12) as well as her son Javier (age 17). The Kin Support Project has helped the family to access school supplies, holiday gift assistance for the children, holiday meal assistance and clothing for granddaughter.

The caregiver has also been receiving supportive counseling services during home-visits with the FSC, and the client has indicated that she likes having someone to talk to about any issues in relation to the children and other things. The Family service coordinator has been able to witness how the client has been developing and improving her coping skills, as related to parenting

The granddaughter is doing very well in school, son has already completed all his high school credits this year, and he began attending the local state college, to complete classes towards an associate degree. The caregiver has expressed her gratitude for the help and support that they have been receiving through the program.



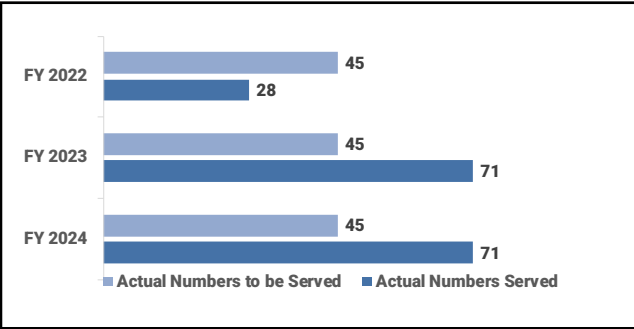
**Program Name:** Participation, Access, Rights, Equity and Diversity (PARED)

**Program Award:** \$112,554.00

**Program Amount Expended:** \$112,482.00 (100%)

**Funding Category:** Behavioral Health/Financially Assisted Agency (FAA)

The program provides Behavioral Health services through a culturally sensitive lens, utilizing the No Wrong Door (NWD) approach as this program will be the access to affordable and adequate treatment. Services provided through this program can include: individual and/or family therapy, case management, wraparound, advocacy, and support groups.



**Outcome Statement and Outcome Percentage Achieved:** 90% of clients served were able to improve their level of functioning as measured by a decrease score of at least one (1) point on the CFARS/FARS, from their baseline at admission.

**Program Success Story:** When treatment was initiated, Adam was found to be experiencing symptoms of depression, anxiety, and lowered self-esteem. He was assisted in identifying positive people in his life like his neighbors who took him in, as well as friends in school that were positive role models for him. He recognized the importance of trying to stay away from drugs and although he had started experimenting with marijuana, he recognized very quickly that this could lead to a life that he did not want.

Throughout the course of treatment and by the time therapy ended, his mood had improved as well as his attitude towards life and people around him. Adam has demonstrated some maturity while in treatment and improved his overall behavior and dealt with reducing his anxiety by improving his coping skills. He reported that he discontinued the use of marijuana and has remained clean for several months. When therapy ended, Adam agreed that he was in a good place, and he was ready to start living a life for himself and not his parents.



## Contracted Agency Portfolios: Families First of Palm Beach County

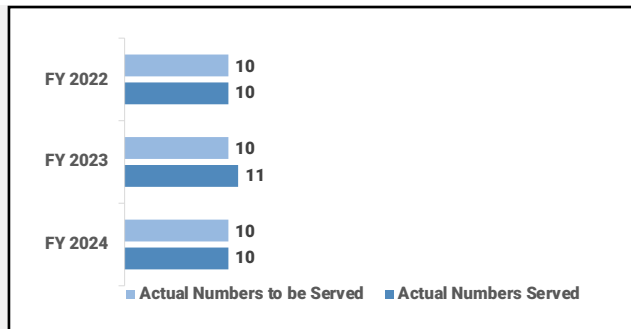
**Program Name:** Bridges to Success (BTS)

**Program Award:** \$49,000.00

**Program Amount Expended:** \$49,000.00 (100%)

**Funding Category:** Behavioral Health/Financially Assisted Agency (FAA)

The program provides Behavioral Health services through a culturally sensitive lens, utilizing the No Wrong Door (NWD) approach as this program will be the access to affordable and adequate treatment. Services provided through this program can include: individual and/or family therapy, case management, wraparound, advocacy, and support groups.



**Outcome Statement and Outcome Percentage Achieved:** 95% of clients remained in or exited to permanent housing locations during the service year.

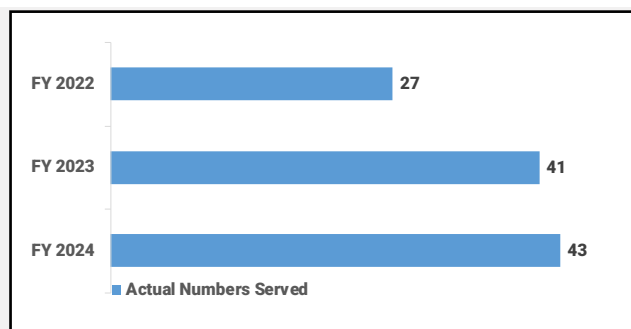
**Program Success Story:** While attempting to raise her adolescent son alone, NP has been dealing with relationship and health concerns. The BTS program coordinator provided NP with the assistance she needed to keep moving ahead and helping NP to accept that she should never give up on herself. NP had dreams of following her path with respect to continuing her education and becoming a chef. With a scholarship, NP was able to attend culinary school and "get back on course" with her life. In order to improve her future, NP chose to go to school while she kept working. NP completed the culinary school curriculum that she attended, and has been offered a full time job as a chef. NP is eager to start her new profession and explore whichever paths it may lead her.

**Program Name:** Bridges to Success (BTS)

**Funding Category:** Continuum of Care (CoC)\*

*\*This funding is not in County Budget. The County only provides programmatic oversight.*

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, referrals for medical or psychiatric care, employment skills, and money management.



**Outcome Statement and Outcome Percentage Achieved:** 100% of program participants remained housed for 6 months or longer, or exited to permanent housing.



# FAMILY PROMISE OF NORTH CENTRAL PALM BEACH COUNTY

**Program Name:** Priority Housing Program

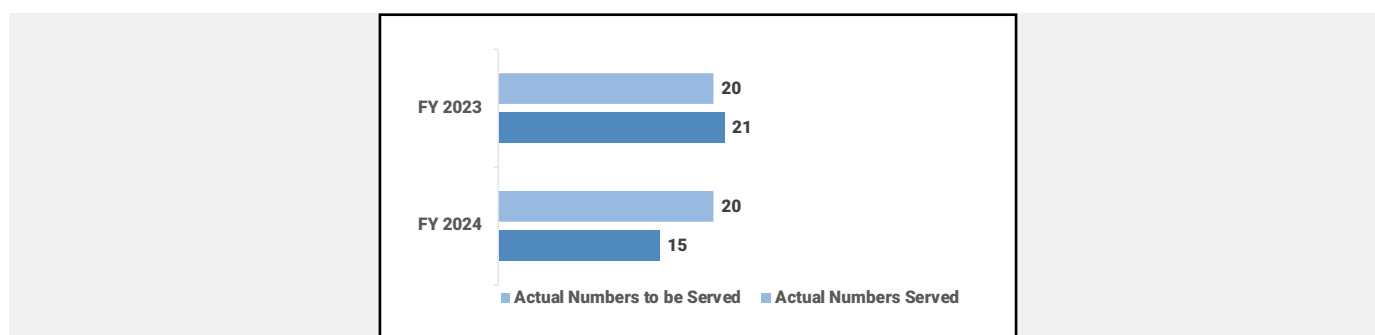
**Program Award:** \$153,000.00

**Program Amount Expended:** \$30,866.79 (20%)

**Funding Category:** Homelessness



In response to the crisis of family homelessness in Palm Beach County, Family Promise of North Central Palm Beach County (FPNCPBC) is implementing the Priority Housing Program utilizing the Pay for Success model and provides the following: employment-focused case management, emergency shelter, and rapidly transitioning to permanent housing to families defined as Category 1 literally homeless clients.



**Outcome Statement and Outcome Percentage Achieved:** 77% of Homeless Families in FPNCPBC's Priority Housing Program were placed in sustainable permanent housing within 120 days of shelter placement.

**Program Success Story:** The J. family consisted of a single mother named S, with her two young children. Through a series of unfortunate events, they found themselves homeless. Ms. J was determined to create a better life for her children, so she reached out to the PBC coordinated entry network for assistance. Through the support of community organizations, they found temporary shelter with Family Promise and access to resources such as food, clothing, and counseling. Once the family was settled into our emergency shelter, mom was able to secure a stable job with the help of the Family Service team and partnership with the local employment agency. With the support of our Family Promise rapid rehousing assistance program, they were eventually able to move into a small but cozy apartment of their own.

\*Note: The agency disbanded operations during Q2 of FY24



# FARMWORKER COORDINATING COUNCIL

**Program Name:** Family Preservation & Economic Stabilization

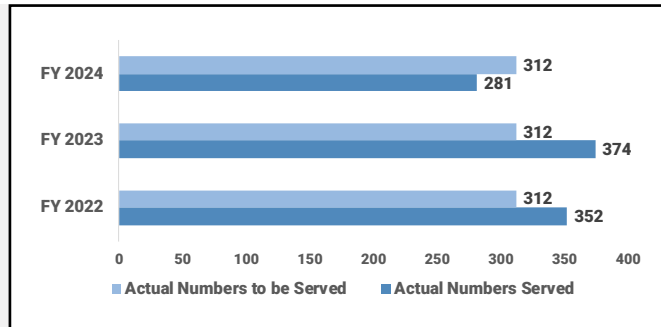
**Program Award:** \$176,400.00

**Program Amount Expended:** \$165,000 (95%)

**Funding Category:** Economic Stability/Financially Assisted Agency (FAA)



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 outcome.



**Outcome Statement and Outcome Percentage Achieved:** 100% of individuals served were able to obtain financial resources that lead to stability within the fiscal year.

**Program Success Story:** Ms. Hernandez approached the agency seeking assistance with rent and other services. Her family consists of her son and husband. Ms. Hernandez is unable to work due to health issues, and their situation became more challenging when she fell ill, leading to significant medical expenses and an inability to pay rent.

The case manager provided crucial support to Ms. Hernandez and her family by offering emergency rental assistance to prevent eviction. Additionally, Ms. Hernandez actively participated in our financial classes and support groups, which have had a positive impact on her daily life.

## FLORIDA ASSOCIATION OF RECOVERY RESIDENCES

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**Program Name:** Recovery Capital Initiative

**Program Award:** \$60,000.00

**Program Amount Expended:** \$60,000.00 (100%)

**Funding Category:** Opioid Response / Ad Valorem



The purpose of this Agreement is to provide financial support to Florida Association of Recovery Residence for a Recovery Capital Initiative that seeks to educate, train and engage FARR certified recovery residences regarding the Recovery Capital Index (RCI) in order to build recovery capital capacity within FARR certified recovery residences in Palm Beach County.

### Deliverables

- ▶ Increase Medication Assisted Recovery/Medication Treatment Bed Capacity.
- ▶ Increase FARR Certified Residences, owners, directors, and staffs understanding of a person centered Recovery Oriented System of Care and increase participation in the County's deployment of RCI to measure overall recovery wellness.
- ▶ Ensure Compliance with National Association of Recovery Residences standards of best practices and Florida recovery residences statues.



## FLORIDA ATLANTIC UNIVERSITY

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**Program Name:** Comprehensive Opioid Stimulant Substance Abuse Program (COSSAP) Grant

**Program Award:** \$63,000.00

**Program Amount Expended:** \$38,411.24 (61%)

**Funding Category:** Comprehensive Opioid Stimulant Substance Abuse Program (COSSAP) Grant



The Florida Atlantic University (FAU) clinical research team at the Sandler School of Social Work and College of Medicine conducts research related to Palm Beach County's Comprehensive Opioids, Stimulants, Substance Use Program (COSSUP). The purpose of this project is to define and measure housing stability standards, and other recovery support interventions in the recovery residence environment in order to determine their impact on long-term recovery outcomes. FAU's research to date have demonstrating low criminal justice recidivism rates and high correlative relationships between certain recovery capital indexing indicators and desired outcomes.

**Outcome Statement and Outcome Percentage Achieved:**

1. Three peer-reviewed journal articles were published related to the COSSUP project
2. Program Implementation Guide and Program Graduate Follow Report completed

**Program Name:** FAU Process and Outcomes Evaluation Research Initiative

**Program Award:** \$78,130.00

**Program Amount Expended:** \$68,277.11 (87%)

**Funding Category:** Opioid Response

The FAU clinical research team of the Sandler School of Social Work and College of Medicine conduct research and research protocols related to process and outcome evaluations for the Palm Beach County Behavioral Health, Substance Use and Co-Occurring Disorders Strategic Plan (Master Plan) Update, the Advisory Committee (AC) overseeing implementation and reporting on the Master Plan, and Initiatives of person-centered recovery-oriented systems of care. FAU performs program research evaluation of the network of RCO/RCCs to include: examining participant long-term recovery outcomes by levels of engagement; participation rates; recovery capital improvements; quality of service and referrals; cultural sensitivity; and, risk and resilience variances between RCCs. In collaboration with strategic partners, FAU researches resilience and recovery capital models, adolescent development, substance use, mental health and recovery. FAU also researches and applies the role of social determinants of health and its intersection with resilience and recovery capital across Palm Beach County communities in order to strengthen individual and community health, wellness and recovery from substance use disorder and mental illness.



## FLORIDA RURAL LEGAL SERVICES

**Program Name:** Emergency Rental Assistance Program

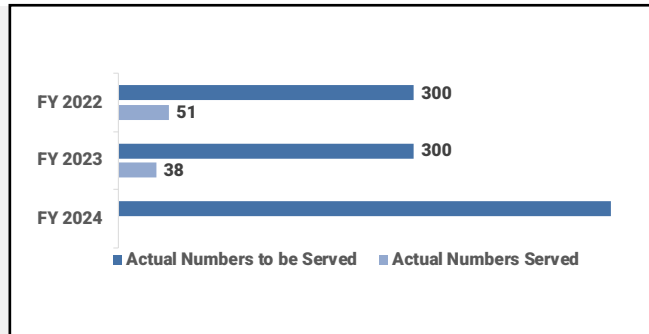
**Program Award:** \$275,000.00

**Program Amount Expended:** \$275,000.00 (100%)

**Funding Category:** Emergency Rental Assistance (ERA)



This program is designed to respond to the housing crisis relating to COVID-19. This program mediated disagreements between tenants and property owners. In addition assist with developing payment plans, temporary rent reductions, deferred payments or other creative solutions to prevent evictions and ultimately homelessness.





# FLORIDA STATE UNIVERSITY

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**Program Name:** Holistic Crisis Mitigation for At-Risk Individuals and Families

**Program Award:** \$25,000.00

**Funding Category:** Emergency Rental Assistance (ERA)



This demonstration aims to deliver and evaluate the impact of integrated care training to three (3) non-profit agencies in the community and ten (10) advanced practice nurse students to offer virtual holistic care coordination and services to 100 ALICE families to reduce parental stress and adverse childhood experiences.

## Deliverables

- ▶ Increase Access to integrated care coordination by training Holistic Care Coordinators (HCC), Mental Health Therapists (MHT), advanced practice nurse students and Adopt-A-Family to work together virtually and develop a virtual holistic care model.
- ▶ Provide risk and care coordination assessment to ALICE families (mother and child) who show risk for emergency room utilization, and social, complex physical, and behavioral health issues such as stress, trauma, and adverse childhood experiences.
- ▶ Refer and ensure connections to URGENT integrated and holistic services for families (mother and child) identified as HIGH RISK for transgenerational health inequities due to parental stress and risk for adverse childhood experiences.



## FOR THE CHILDREN, INC.

**Program Name:** Children Community Wellness (CCW)

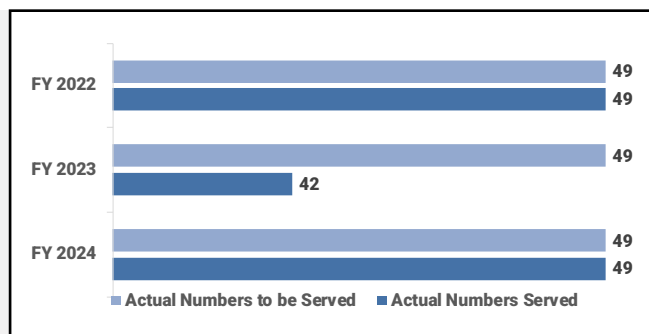
**Program Award:** \$245,366.00

**Program Amount Expended:** \$235,366.00 (100%)

**Funding Category:** Behavioral Health/Financially Assisted Agency (FAA)



This program provides intervention services, which include: individual therapy, family therapy and case management/wrap-around care coordination to address the complex emotional and behavioral needs of community members of Haitian descent. CCW remains focused on further improving and developing collaborative partnerships with local systems, including schools, mental health, and community resources to ensure that services are culturally sensitive and competent.



**Outcome Statement and Outcome Percentage Achieved:** 100% of children served were able to improve their level of social emotional functioning at discharge, as measured by an increased score of one (1) point on the CFARS from their baseline score at admission.

**Program Success Story:** The client was initially facing challenges with meeting certain graduation requirements. The Case Manager offered resources, such as the online tutoring platform 'Paper' and 'Algebra Nation'. Additionally, during a family session, the client learned effective testing strategies. As a result of these efforts, the client successfully met the Algebra 1 and Reading requirements for graduation. Case Manager facilitated connections with agencies providing school supplies. Consequently, the parents received the necessary supplies, ensuring that all children in the family are prepared for school.





## GULFSTREAM GOODWILL INDUSTRIES

**Program Name:** Employment-Focused Case Management

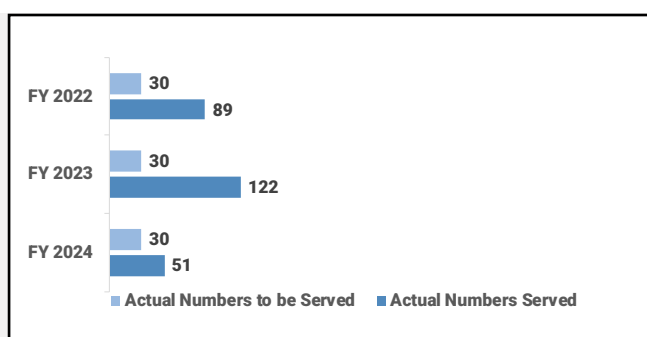
**Program Award:** \$27,434.63

**Program Amount Expended:** \$27,434.63 (100%)

**Funding Category:** Homelessness/Financially Assisted Agency (FAA)



This program serves 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 Housing and Urban Development-defined 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.



**Outcome Statement and Outcome Percentage Achieved:** 91.9% of residents in Gulfstream Goodwill's Residential Permanent Supportive Housing Programs who received employment-focused case management services remained stably housed or exited to permanent housing in the fiscal year.

**Program Success Story:** Client has maintained employment for six months after being unemployed for over seven years. She attended all of Goodwill's skill-building classes until she began working at the end of July. She is keeping all of her medical appointments, she has started saving money, and has become a valuable team member at her workplace. The client's previous STM and Employment Specialist worked with her to attain a lost Permanent Residence Card and she is determined to achieve the goals that have eluded her in the past..



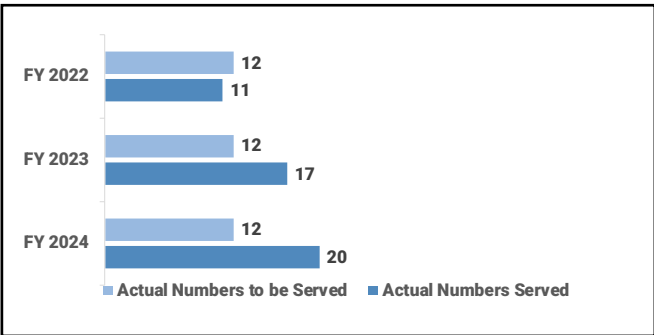
**Program Name:** Youth Rapid Rehousing (RRH)

**Program Award:** \$196,027.37

**Program Amount Expended:** \$203,096.52 (104%)

**Funding Category:** Homelessness/Financially Assisted Agency (FAA)

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.



**Outcome Statement and Outcome Percentage Achieved:** 98.3% of youth in Gulfstream Goodwill's Youth Rapid Rehousing program remained stably housed or exited to permanent housing in the fiscal year.

**Program Success Story:** During Q2 one client maintained enrollment at Palm Beach State College in pursuit of an associate's degree. This participant is stably housed and has maintained full time employment. Four participants exited to permanent housing during the quarter, one of which obtained a lease in his own name.



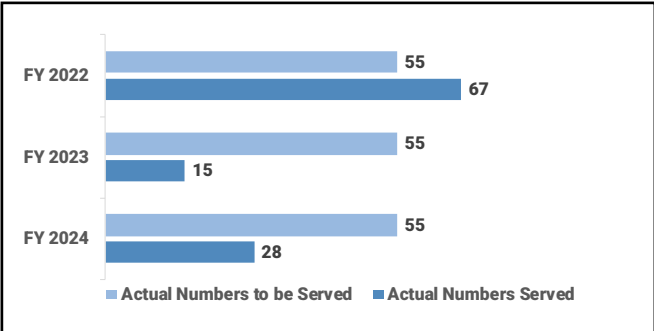
**Program Name:** Senior Homeless Prevention

**Program Award:** \$100,000.00

**Program Amount Expended:** 101,970.12 (102%)

**Funding Category:** Homelessness/Financially Assisted Agency (FAA)

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.



**Outcome Statement and Outcome Percentage Achieved:** 100% of Seniors in Gulfstream Goodwill's Senior Homelessness Prevention Program who received financial assistance in the fiscal year remained stably housed for 6-months after receiving financial assistance.

**Program Success Story:** DB contacted us for assistance paying her mortgage after her husband passed away. She was past due on her mortgage and facing foreclosure. Relying only on her husband's SSA benefits, DH returned to the workforce so she could increase her income to cover the bills. After Goodwill assisted DH in paying her mortgage arrears and future months' mortgage costs, she avoided entering the homeless system



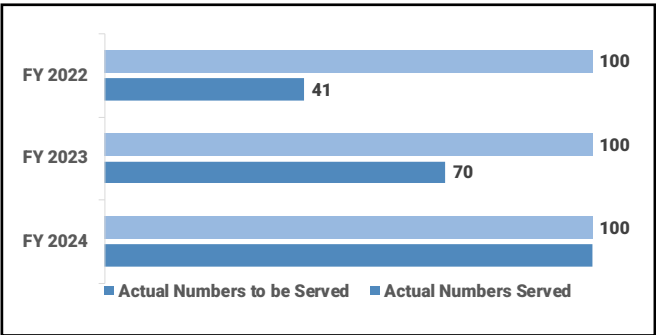
**Program Name:** Traveler's Aid

**Program Award:** \$55,000.00

**Program Amount Expended:** \$49,207.82 (89%)

**Funding Category:** Strategic Partnerships/Financially Assisted Agency (FAA)

Travelers Aid- 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.



**Outcome Statement and Outcome Percentage Achieved:** 100% of individuals provided travel did not reenter the PBC homeless system within 30 days of arrival within the fiscal year.

**Program Success Story:** Client AP was referred to the Traveler's Aid program as he was a guest at one of GGI's shelters. His case manager tried to assist him with housing, but finding funds was hard, so he mentioned that he had family in Chicago, IL. He mentioned he is motivated to get out of his homeless situation and reconnect with his daughter and wanted to travel back home and get his life back on track. He mentioned that he is wanting to go back to school and start working and saving to move into his own home in the future. Goodwill was able to assist AP in returning to Chicago where he was able to reside with his long-lost family. AP's daughter has been in contact with the navigation team and mentioned that AP is doing well on his journey and is in great spirits.



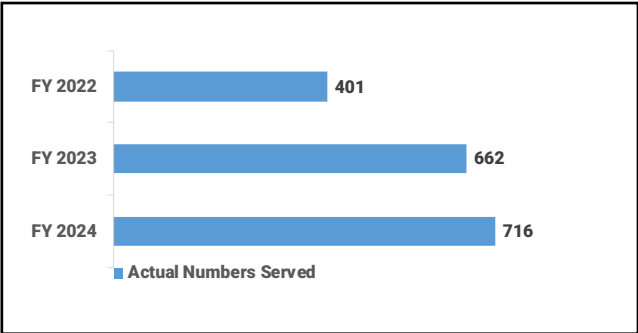
**Program Name:** Homeless Resource Center (HRC) Operations

**Program Award:** \$2,300,244.00

**Program Amount Expended:** \$2,258,884.36 (98%)

**Funding Category:** Homelessness / Ad Valorem

This program provides a variety of supportive services to persons, individuals, and families experiencing homelessness, that include case management, navigation, employment counseling, engagement, interim housing, rapid rehousing, and permanent supportive housing.



**Outcome Statement and Outcome Percentage Achieved:** 98.3% of youth in Gulfstream Goodwill’s Youth Rapid Rehousing program remained stably housed or exited to permanent housing in the fiscal year.

\* Outcome % was not attained for FY24

**Program Name:** GGI Annex Fairgrounds Emergency Shelter

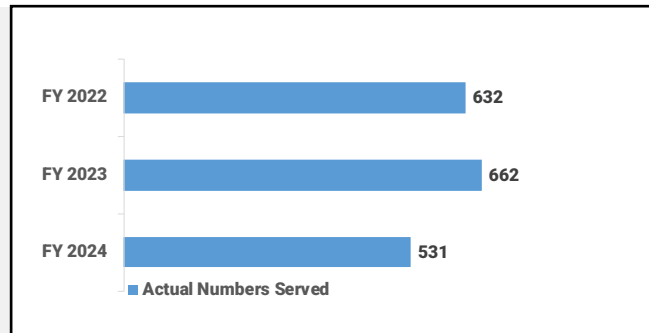
**Program Award:** \$2,412,452.00

**Program Amount Expended:** \$1,883,850.00 (78%)

**Funding Category:** Homelessness/Ad Valorem



The program provides shelter for homeless individuals that have been vetted through the coordinated entry process and undergone a level one background check and a sexual offender database search.



\* Housing Resource Center (II) data is included.

**Program Name:** GGI Belle Glade Assessment Center and Pahokee Non-Congregate Sheltering Site

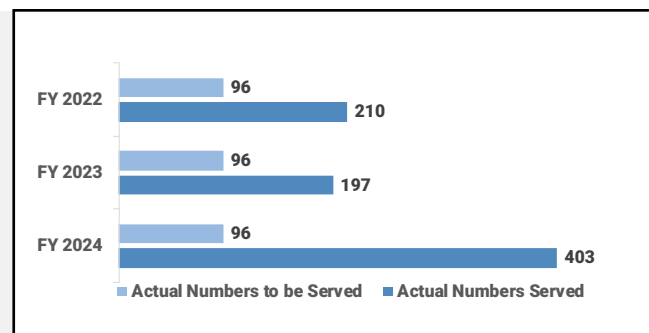
**Program Award:** \$1,795,701.00

**Program Amount Expended:** \$1,703,297.40 (95%)

**Funding Category:** Homelessness/Ad Valorem



The program under GGI provide services that include, but not limited to individuals and/or families who are literally homeless, at imminent risk of homelessness, homeless under federal statute and fleeing/attempting to flee domestic violence. The plan specifically calls for expanding supportive services, providing increased access to housing solutions in our community, and enhancing the homeless system of care.





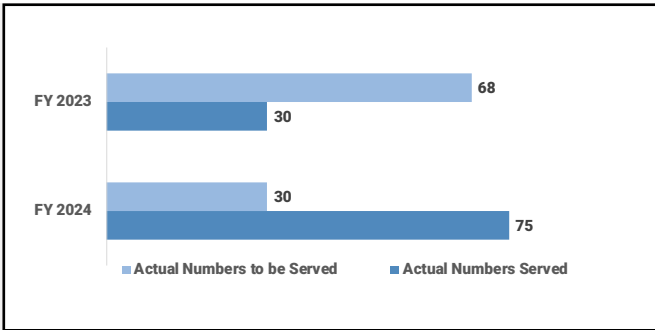
**Program Name:** Work-Ability

**Program Award:** \$194,872.00

**Program Amount Expended:** \$185,632.00 (95%)

**Funding Category:** Economic Stability-Intellectual Development Disabilities (IDD) / Financially Assisted Agency (FAA)

This program will target adults ages 23-70 with Intellectual/Developmental Disabilities that are unemployed or underemployed. Clients will receive pre-vocational and on-the-job training in Gulfstream Goodwill's GoodPrints print shop for preparation with employment. Program participants will have case management and behavioral health support to assist them to reach their self-identified goals and gain knowledge and skills needed to pursue employment.



**Outcome Statement and Outcome Percentage Achieved:** 100% of individuals served were able to achieve one (1) objective on the IEP/SP within one (1) year.

**Program Success Story:** Program participants continue to participate in resume creation classes, self-presentation and interviewing activities, and job searching basics. Case Managers meet with participants to determine if resumes are needed, and this goal is included in the participant's Personal Development Plan. The resume creation then begins, and the participant may provide work or volunteer information, schooling, and traits that make them a good employee. The participants may choose the format of the resume and then are provided hard and electronic copies of the resume for distribution.

S.C. recently received an updated resume and was able to submit it to a potential employment opportunity. S.C. was interviewed and then shortly thereafter offered a position. S.C. also was featured in a highlighted story to celebrate National Disability Employment Awareness Month for October celebrating his success on the job and the support that they have received from the Workability program. S.C. reports that their position has given them more confidence and helped them work on a team.



## HABILITATION CENTER FOR THE HANDICAPPED



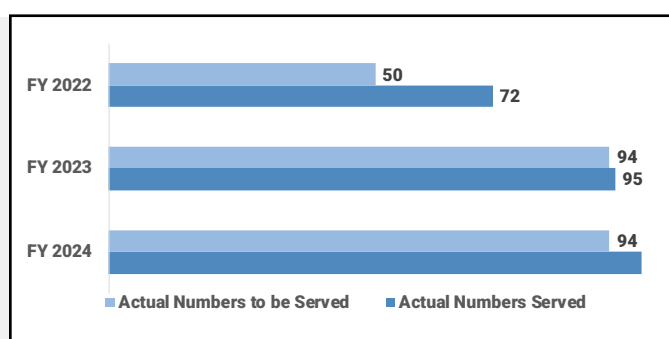
**Program Name:** Day Program for Adults with Special Needs

**Program Award:** \$198,283.00

**Program Amount Expended:** \$198,282.25 (100%)

**Funding Category:** Economic Stability-Intellectual Development Disabilities (IDD) / Financially Assisted Agency (FAA)

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.



**Outcome Statement and Outcome Percentage Achieved:** 107% of individuals served were able to achieve one (1) objective on the Individualized Educational/Support Plan (IE/SP) within the plan fiscal year.

**Program Success Story:** T, a friendly individual with autism, initially faced challenges in finding his place at the HabCenter due to difficulties with interpersonal relationships. This led to feelings of isolation, which were reflected in his demeanor. Recognizing this, the HabCenter Program Coordinator introduced him to STEAM learning programs on the computer and Smart Board, encouraging him to engage with others. T thrived in this environment, and his attitude improved significantly. Since then, he has been enjoying his time at the HabCenter.





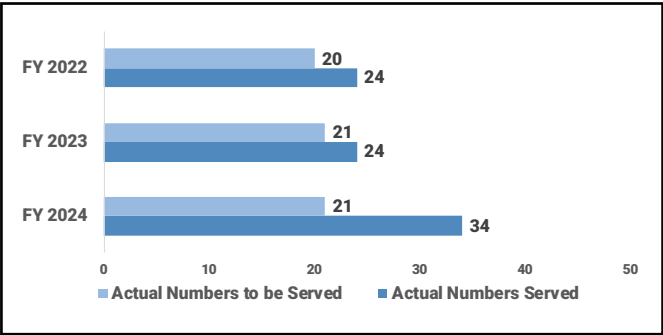
**Program Name:** Employment Program for Adults with Disabilities

**Program Award:** \$70,350.00

**Program Amount Expended:** \$70,350.00 (100%)

**Funding Category:** Economic Stability-Intellectual Development Disabilities (IDD) / Financially Assisted Agency (FAA)

This Program serves individuals with disabilities that many times 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.



**Outcome Statement and Outcome Percentage Achieved:** 162% of individuals were able to maintain or increase their self-sufficiency in one (1) or more categories such as transportation, childcare, housing, employment, income, and education, as measured on the Self-Sufficiency Matrix.

**Program Success Story:** M came to the HabCenter Supported Employment team looking for new employment. He had worked at Publix but wanted a job where there was no bagging. The Supported Employment team discussed M's background and goals with him and he eventually found employment as a Product Demonstrator at Advantage Solutions/Walmart. He successfully maintained employment and improved his economic position.



# HIV ELIMINATION PROGRAMS



## Contracts

Funding Sources	Description of Funding Source	Total Awarded
Ryan White (Part A)	Federal Funding from Health Resources and Services Administration (HRSA) GY23	\$6,225,931
Minority Aids Initiative (MAI)	Federal Funding from Health Resources and Services Administration (HRSA) GY23	\$618,405
Ryan White Supplemental	Federal Funding from Health Resources and Services Administration (HRSA) GY23	\$1,392,387
Ending the HIV Epidemic (EHE)	Federal Funding from Health Resources and Services Administration (HRSA) GY23	\$0
<b>Total</b>		<b>\$8,236,723</b>

Funding Sources	Description of Funding Source	Total Awarded
Ryan White (Part A)	Federal Funding from Health Resources and Services Administration (HRSA) GY23	\$6,225,931

The U.S. Health Resources and Services Administration's (HRSA) Ryan White HIV/AIDS Program (RWHAP) provides a comprehensive system of HIV primary medical care, medications, and essential support services for low-income people with HIV. More than half of those with diagnosed HIV in the United States receive services through the RWHAP each year –nearly 567,000 people in 2022. The RWHAP funds grants to states, cities, counties, and local community-based organizations to provide care, treatment, and support services for people with HIV to improve health outcomes and reduce HIV transmission.

### Outcome Indicator:

Individuals served across all agencies will achieve a Viral Load Suppression Rate of 85%.

### Actual Achieved

Individuals served across all agencies achieved a Viral Load Suppression Rate of 85%.

Contracted Agency Portfolios: HIV Elimination

Funding Source	Description of Funding Source	Total Awarded
Minority Aids Initiative (MAI)	Federal Funding from Health Resources and Services Administration (HRSA)	\$618,405

HRSA RWHAP Part A grants include Minority AIDS Initiative funds in order to improve access to HIV care and health outcomes for racial and ethnic minority populations disproportionately affected by HIV.

<b>Outcome Indicator:</b> Individuals served across all agencies will achieve a Viral Load Suppression Rate of 85%.
<b>Actual Achieved</b> Individuals served across all agencies achieved a Viral Load Suppression Rate of 86%.

### Contracted Agency Portfolios: HIV Elimination

Agency	Program Name or Services Provided	Total Served in FY/GY 23	Final Expenditure Dollar Amount
AHF	AIDS Pharmaceutical Assistance, Early Intervention Services, Emergency Financial Assistance-Prior Authorizations, Food Bank-Nutritional Supplements, Laboratory Diagnostic Testing, Medical Case Management, Non-Medical Case Management, Medical Transportation, Outpatient/Ambulatory Health Services	473	\$404,061
Compass Community Center	Early Intervention Services, Emergency Financial Assistance, Food Bank/Home Delivered Meals, Health Insurance Premium & Cost Sharing Assistance, Medical Case Management, Medical Transportation, Mental Health Services, Non-Medical Case Management	464	\$1,416,079
Florida Department of Health Palm Beach County	Early Intervention Services, Emergency Financial	380	\$409,435
Health Council of Southeast Florida (HCSEF)	Early Intervention Services, Health Insurance Premium & Cost Sharing Assistance, Medical Case Management, Medical Transportation, Non-Medical Case Management, Specialty Outpatient Medical Care	468	\$936,797
FoundCare	Assistance, Food Bank/Home Delivered Meals, Health Insurance Premium & Cost Sharing Assistance, Home and Community-based Health Services, Emergency Housing Services, Laboratory Diagnostic Testing, Medical Case Management, Medical Nutrition Therapy, Medical Transportation, Mental Health Services, Non-Medical Case Management, Oral Health Care, Outpatient/Ambulatory Health Services, Specialty Outpatient Medical Care	1309	\$2,294,294
Legal Aid Society of Palm Beach County	Legal Services, Non-Medical Case	303	\$320,488
Midway Specialty Care	Outpatient/Ambulatory Health Services, Laboratory Diagnostic Testing, Non-Medical Case Management	321	\$72,252
Monarch Health Services	Early Intervention Services, Non-Medical Case Management	108	\$85,623
Poverello	Food bank/home delivered meals	436	\$190,863

*Contracted Agency Portfolios: HIV Elimination*

FY / GY 2023	Funding Sources	Description of Funding Source	Total Awarded
GY 3/1/23 - 2/29/2024	Ending the HIV Epidemic	Federal Funding from Health Resources and Services Administration (HRSA)	\$1,392,387

**Contracts**

Funding Sources	Description of Funding Source	Total Awarded
Ending the HIV Epidemic (EHE)	Federal Funding from Health Resources and Services Administration (HRSA) GY23	\$1,392,387

Awards made to HRSA's Ryan White HIV/AIDS Program recipients will be used to continue to link people who are either newly diagnosed with HIV, or diagnosed but currently not in care, to essential HIV care, treatment, and support services, helping them reach viral suppression and reduce HIV transmission.

<b>Outcome Indicator:</b> Individuals served across all agencies will achieve a Viral Load Suppression Rate of 85%.
<b>Actual Achieved</b> Individuals served across all agencies achieved a Viral Load Suppression Rate of 89%.

## Contracted Agency Portfolios: HIV Elimination

The U.S. Department of Health and Human Services' Ending the HIV Epidemic in the U.S. (EHE) initiative aims to reduce the number of new HIV infections in the United States by at least 90% by 2030 with the goal of decreasing the number of new HIV infections to fewer than 3,000 per year. Reducing new infections to this level would essentially mean that HIV transmissions would be rare and meet the definition of ending the epidemic.

Awards made to HRSA's Ryan White HIV/AIDS Program recipients will be used to continue to link people who are either newly diagnosed with HIV, or diagnosed but currently not in care, to essential HIV care, treatment, and support services, helping them reach viral suppression and reduce HIV transmission.

Agency	Program Name or Services Provided	Total Served in FY/GY 23	Final Expenditure Dollar Amount
Broward Regional Health Planning Council	Health Insurance Premium Support (HIPS)	224	\$402,305.32
CAN Community Health	Rapid Entry to Care (REC)	26	\$19,974.47
Florida Department of Health Palm Beach County	Rapid Entry to Care (REC)	38	\$15,487.30
FoundCare	Rapid Entry to Care (REC)	15	\$33,245.95
Midway Specialty Care	Rapid Entry to Care (REC)	18	\$4,431.25
Monarch Health Services	Rapid Entry to Care (REC)	4	\$13,619.25
Rebel Recovery	Harm Reduction Intervention Services (HRIS)	144	\$29,969.39

### Outcome Indicator:

Individuals served across all agencies will achieve a Viral Load Suppression Rate of 85%.

### Actual Achieved

Individuals served across all agencies achieved a Viral Load Suppression Rate of 89%.

### Contracted Agency Portfolios: HIV Elimination

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FY / GY 1023	Funding Sources	Description of Funding Source	Total Awarded
July 1, 2023 – June 30, 2024	Syringe Services Program	No funding source; no-cost contract with Rebel Recovery, which operates Florida Access to Syringe & Health Services (FLASH)	\$0.00

The purpose of the Syringe Services Program is to provide syringe exchange services to any person who uses syringes, provide harm reduction and other services to people who use drugs (PWUD), and reduce the spread of infectious diseases in Palm Beach County. In FY/GY 23, there were 115 individuals linked to drug counseling/treatment and 144 individuals tested for HIV. In addition, 1267 overdose reversal (naloxone) kits distributed and there were 455 reported overdose reversals.



## JEFF INDUSTRIES

**Program Name:** Lets Go To Work Program

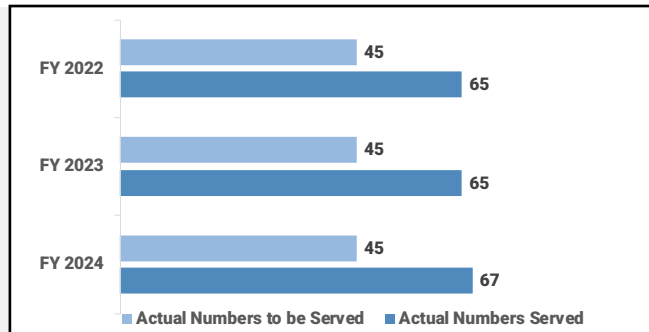
**Program Award:** \$139,000.00

**Program Amount Expended:** \$138,533.64 (100%)

**Funding Category:** Behavioral Health/Financially Assisted Agency (FAA)



Lets Go To Work (LGTW) Program offers an evidenced-base program that integrates supported employment practices and peer-to-peer services that helps clients to live independently, learn basic living, coping, and work skills and become contributing members of our community.



**Outcome Statement and Outcome Percentage Achieved:** 100% of adults with severe and persistent mental illnesses remained employed for at least six (6) months and were able to work at least 40 calendar days at an agency-owned business.

**Program Success Story:** A client was able to prove reliable income and move into an independent living situation. He is also working towards obtaining a Chartered Retirement Planning Counselor (CRPC) certification and becoming employed as a Peer Specialist.

**Program Name:** Job Placement

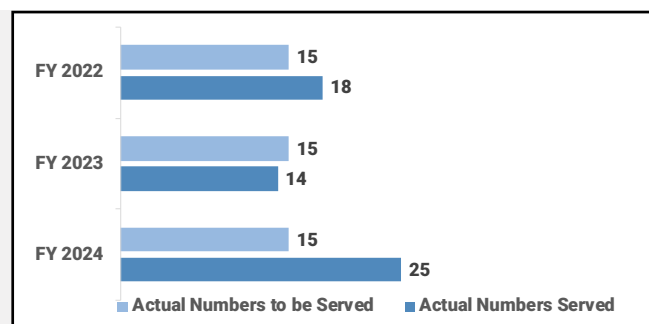
**Program Award:** \$26,000.00

**Program Award:** \$26,970.00 (100%)

**Funding Category:** Behavioral Health/Financially Assisted Agency (FAA)



The Job Placement Program (JPP) provides services to Adults with chronic mental illnesses and those with substance use disorders and/or co-occurring disorders who identify ready for competitive work through the Let's Go to Work program and/or have a desire to work in a community-based competitive employment setting.



**Outcome Statement and Outcome Percentage Achieved:** 100% of clients served for at least six (6) months were employed by community-based businesses for at least 40 calendar days within the year.

**Program Success Story:** A client moved into Community work through the Job Placement Program after completing the Let's Go To Work on-site training program. He was accepted into Nursing school at the end of 1023 and will begin classes in 2023.





## LEGAL AID SOCIETY

**Program Name:** Guardian Advocacy Project

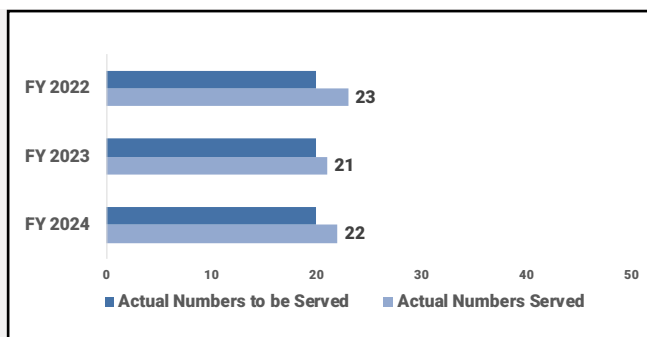
**Program Award:** \$92,245.00

**Program Award:** \$92,245 (100%)

**Funding Category:** Strategic Partnership/Financially Assisted Agency (FAA)



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.



**Outcome Statement and Outcome Percentage Achieved:** 111% of individuals served were able to achieve their individualized GAP goal within the fiscal year.

**Program Success Story:** A client was able to have her rights restored by the court, meaning she has been said to have gained the capacity to make decisions on her own in the community. She was provided with community resources that can assist her but she will no longer need the assistance of The Legal Aid Society Guardian Advocacy Project acting as her guardian advocate.



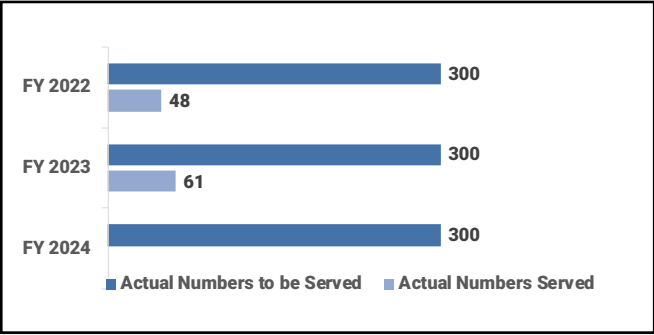
**Program Name:** Rapid Response Eviction Prevention Services

**Program Award:** \$478,669.27

**Program Award:** \$419,313.5 (88%)

**Funding Category:** Emergency Rental Assistance (ERA)

This program provides financial assistance to prevent, prepare for, and respond to the coronavirus pandemic (COVID-19) among individuals and families who are homeless or receiving homeless prevention assistance services to mitigate the impact created by coronavirus under the Emergency Solutions Grants program.





## PALM BEACH COUNTY FOOD BANK

**Program Name:** Food Distribution

**Program Award:** \$134,589.00

**Program Amount Expended:** \$134,589.00 (100%)

**Funding Category:** Strategic Partnership/Financially Assisted Agency (FAA)



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.

Number of Clients Served (FY23)
2,507,640
Number of Clients Served (FY24)
1,966,680

### Highlights

- ▶ Majority of clients served regularly month after month
- ▶ An average of 163,890 low-income, food-insecure PBC residents received nutritional food per month

**Program Name:** Benefits Outreach Program

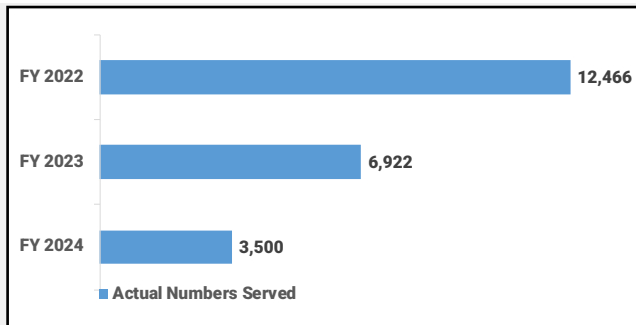
**Program Award:** \$20,706.00

**Program Amount Expended:** \$20,706.00 (100%)

**Funding Category:** Strategic Partnership/Financially Assisted Agency (FAA)



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.





## PALM BEACH BEHAVIORAL HEALTH COALITION

**Program Name:** Facilitating Organization of Recovery  
Community Centers and Organizations

**Program Award:** \$1,250,000.00

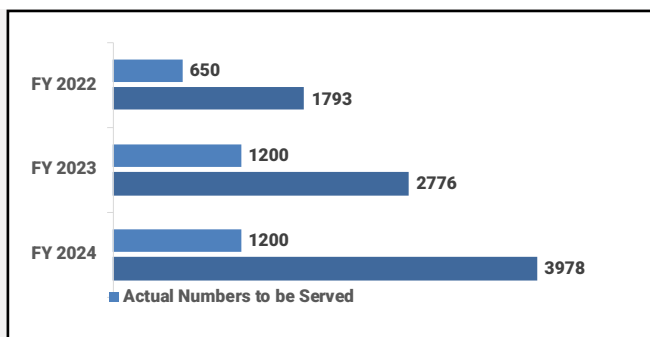
**Program Award:** \$1,250,000.00 (100%)

**Funding Category:** Opioid Response



The HUB aims to provide recovery support services through peer supports and other non-clinical support services. A RCO and RCC will also be established in Lake Worth to reflect the same principles as The HUB in Delray Beach.

A RCC offers a safe space for individuals seeking recovery or in recovery to access resources, build positive relationships and a sense of community, and to continue to work on their own recovery journey. The HUB facilitates a “one-stop shop” modality to improve the recovery capital of individuals receiving support services. These services are expected to result in measurable enhancements in quality of life, functioning, and well-being with the goal of achieving long-term recovery.



**Outcome #1 Statement and Percentage Achieved:** 3978 residents engaged in services through the two established Recovery Community Centers (RCCs) in Palm Beach County.



## PALM HEALTHCARE FOUNDATION

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**Program Name:** BeWellPBC Behavioral Health and Wellness Initiative

**Program Award:** \$125,000.00

**Program Amount Expended:** \$124,077.94 (99%)

**Funding Category:** Opioid Response



The purpose of this Agreement is to provide financial support to Palm Health Foundation for a Wellness and Recovery Initiative to provide education, training, community engagement, and capacity building related to systems of care and to support individuals with mental illness, substance use, and co-occurring disorders.

**Outcome #1 Statement and Percentage Achieved:** 372 individuals were engaged in Wellness and Recovery Initiative activities and 6,133 reviewed (touched) social media and The Well of PBC articles directly through BeWell platforms.

**Outcome #2 Statement and Percentage Achieved:** 93% of participants demonstrated increased knowledge from the Wellness and Recovery events and/or stand-alone elements using pre and post-assessments.



## PATHWAYS TO PROSPERITY

**Program Name:** CIRCLES Palm Beach County

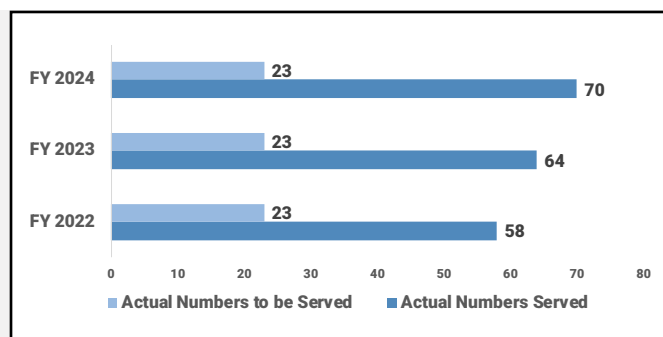
**Program Award:** \$75,500.00

**Program Award:** \$74,500.00 (100%)

**Funding Category:** Economic Stability / Securing Our Future Initiative (SOFI) / Financially Assisted Agency (FAA)



This 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.



**Outcome #1 Statement and Percentage Achieved:** 61% of households were able to obtain employment or better their employment as measured on the self-sufficiency matrix and financial assessment within the fiscal year.

**Outcome #2 Statement and Percentage Achieved:** 90% of households were able to maintain or increase their self-sufficiency in one (1) or more categories such as transportation, childcare, housing, employment, income, and education, as measured on the Self-Sufficiency Matrix.

**Program Success Story:** A recent Circle Leader graduate joined this program when she was employed part-time at Burger King. Through our partnership with CareerSource, she was able to secure full-time employment as a customer support representative for Marriott hotels and has already received one promotion. This job and program has helped her become more Self-Sufficient Matrix.



## REINSTITUTE

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**Program Name:** Low Acuity Housing Plus Program

**Program Award:** \$109,975.00

**Funding Category:** Emergency Rental Assistance



RI serves as the principal technical assistance (TA) provider and as a facilitator of the meetings of the ERAP Low Acuity Housing Plus Program providers. The goal of the TA was to eliminate fragmentation, bringing stakeholders together to define and analyze a problem, develop solutions, and implement the solutions in a rapid timeframe. The services included the preparation and facilitation of a 2-day workout event and 1-day training event to coordinate services, two quarterly ERAP Homelessness Housing Plus check-ins, facilitating bi-weekly virtual meetings to track progress against Specific, Measurable, Attainable, Realistic, and Time-based (SMART) goals to ensure desired outcomes.



## SOUTH COUNTY MENTAL HEALTH CENTER

**Program Name:** Crisis Stabilization Unit - Belle Glade

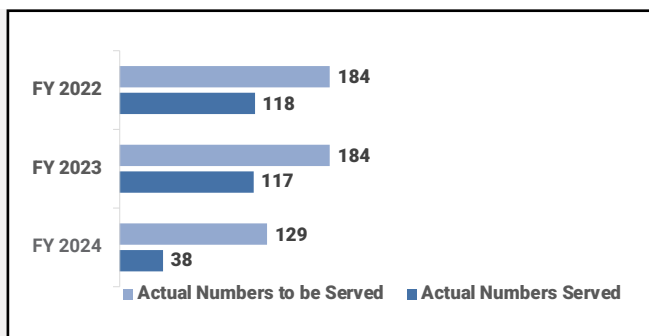
**Program Award:** \$445,000.00

**Program Amount Expended:** \$445,000.00 (100%)

**Funding Category:** Behavioral Health / Financially Assisted Agency (FAA)



Crisis Stabilization Unit (CSU) program is a 16-bed facility that provides a safe and therapeutic environment for the stabilization of a severe psychiatric, emotional or behavioral crisis. These programs work toward the reduction of acute symptoms to ensure the safe return of an individual to their home and family. The goal of stabilization is emotional equilibrium of the adult client and the reduction of acute emotional disabilities to ensure the safety of that individual.



**Outcome Statement and Outcome Percentage Achieved:** 64% of Clients discharged from the CSU did not require inpatient services within 3 months of discharge during the fiscal year.

**Program Success Story:** A resident from the CSU Belle Glade unit successfully transitioned back into the community after her time at the crisis unit. During her stay, she received support and resources that helped her develop essential skills for employment.

After completing her program, she secured a job at Subway in Belle Glade. This opportunity has allowed her to gain financial independence and become more engaged in her community. Her progress highlights the positive impact of the services offered at the CSU Belle Glade unit.





**Program Name:** Crisis Stabilization Unit - Delray

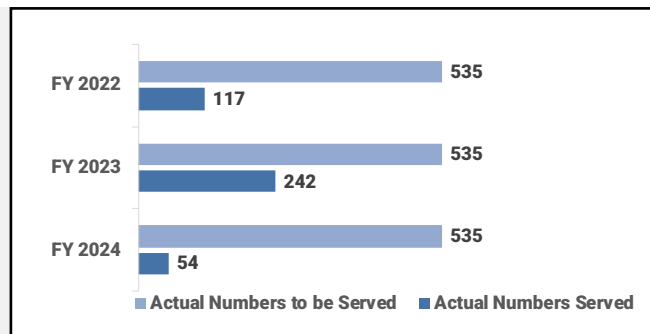
**Program Award:** \$1,100,000.00

**Program Amount Expended:** \$1,100,000.00 (100%)

**Funding Category:** Behavioral Health / Financially Assisted Agency (FAA)



Crisis Stabilization Unit (CSU) program is a 35-bed facility that provides a safe and therapeutic environment for the stabilization of a severe psychiatric, emotional or behavioral crisis. These programs work toward the reduction of acute symptoms to ensure the safe return of an individual to their home and family. The goal of stabilization is emotional equilibrium of the adult client and the reduction of acute emotional disabilities to ensure the safety of that individual.



**Outcome Statement and Outcome Percentage Achieved:** 86% of Clients discharged from the CSU did not require inpatient services within 3 months of discharge during the fiscal year.

**Program Success Story:** A 22 year old Caucasian female was diagnosed with Schizophrenia. She spent 2 weeks in the crisis unit in a severe crisis upon admission. Upon discharge, she was accepted into the short-term residential program. Within her time there, she remained compliant and engaged in all the program activities such as group, therapy and community outings. Despite her many obstacles with not having any financial support, immigration barriers and other challenges she remained optimistic and compliant. After months of being in the SRT program she did not lose hope and things began to turn around for her. Some of her benefits came through and she was accepted into the long term residential program. She is still actively attending groups provided through the day program, taking her medications and working with her Care Coordinator to reach her goals. Despite not having much family support, she constantly maintains an optimistic approach. She is very kind and a pleasure to speak with. She walks and exercises daily to stay healthy.



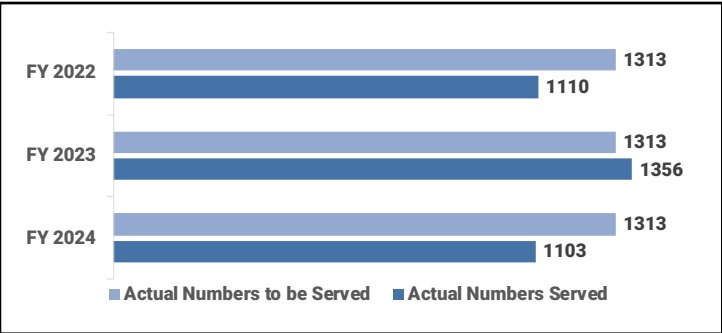
**Program Name:** Intake & Evaluation/Mobile Crisis Team

**Program Award:** \$600,099.00

**Program Amount Expended:** \$600,998.93 (100%)

**Funding Category:** Behavioral Health / Financially Assisted Agency (FAA)

This program provides services to individuals in crisis through 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 are conducted for a determination of what services are needed on an emergency or non-emergency basis, depending on the person's level of dysfunction at the time and the immediacy of their needs.



**Outcome Statement and Outcome Percentage Achieved:** 92% of clients who received a Mobile Response intervention and/or crisis intervention did not receive services for the same crisis within 30 days from the previous crisis intervention.

**Program Success Story:** The client is 10-year-old black female. MRT was contacted by the school principal. The principal reported that the client wrote a suicide note in school. The client could not contract for safety and scored high risk on the C-SSRS assessment. MRT advised that the client needed immediate psychiatric evaluation and stabilization. The client's mother agreed to take the client to JFK N for voluntary admission. MRT observed the client and the client's mother get into the client's mother's car and leave the school. A few days later, the principal reported that the client was at school, had seen a psychiatrist after the MRT intervention, was determined to be mentally stable, and had successfully completed the school's re-entry requirements. MRT met with the client for face-to-face follow-up. The client presented AA0x4 and denied SI. The client reported that she was seen by a psychiatrist at JFK N and that she was glad that she had gone to get help. The client completed a Stanley Brown Safety Plan with MRT, and the client contracted for safety. The school principal reported that the client would be enrolled in weekly co-locator therapeutic sessions.



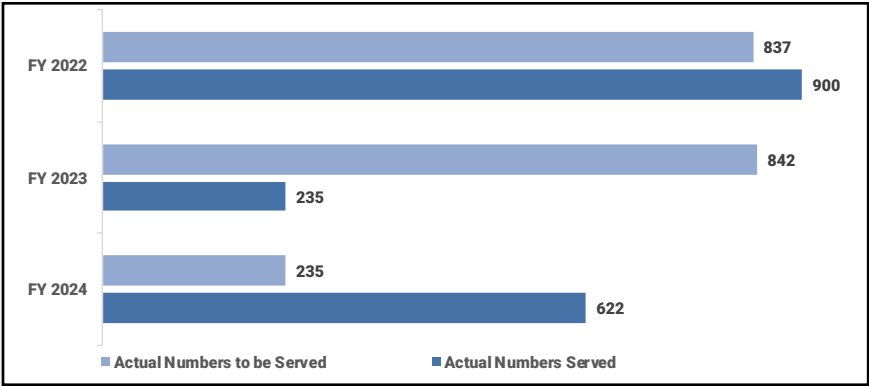
**Program Name:** Psychiatric Medical Services

**Program Award:** \$415,039.00

**Program Amount Expended:** \$256,132.96 (62%)

**Funding Category:** Behavioral Health/Financially Assisted Agency (FAA)

This program provides psychiatric and medical monitoring of a person's condition and the monitoring of their prescribed medications. The objectives of the program are to help people with a primary mental illness and/or co-occurring disorders to remain stable while living in the community.



**Outcome Statement and Outcome Percentage Achieved:** 97% of Clients remained stable in the community and were gainfully employed.

**Program Success Story:** The client, a 44-year-old female, has a long history of mental health and behavioral struggles dating back to childhood. She has had multiple admissions at local hospitals, as well as several stays at South County Mental Health Center's Crisis Stabilization Unit (CSU). She has been receiving services at South County Mental Health Center for approximately 13 years.

In the past two months, the client has demonstrated improved compliance with her treatment plan, attending appointments every 2 to 4 weeks. Recent adjustments to her medication regimen have positively impacted her mood and have helped curb her substance use. As a result, she has remained abstinent from all substances for the past few weeks. Additionally, her family has become more involved and is providing significant support, which has further motivated her to continue her journey toward recovery.

# SOUTHEAST FLORIDA BEHAVIORAL HEALTH NETWORK



**Program Name:** Wraparound Services /Fidelity Manager

**Program Award:** \$57,619.00

**Program Amount Expended:** \$57,619.00 (100%)

**Funding Category:** Strategic Partnership/Financially Assisted Agency (FAA)

This contract provides Wraparound Services Model Training for all Behavioral Health – Financially Assisted Agencies (FAA) that provide case management services from AGENCY. AGENCY'S Fidelity Manager shall work with the FAA Agencies to implement Wraparound Services within their programs that serve clients with complex behavioral health challenges to overcome common barriers to accessing effective services that identify the strengths, needs, and potentially effective strategies, culminating in a single, coordinated, individualized plan of care with youth and adults.

## Deliverables

- ▶ Provide annual trainings - at least 1 training per quarter
- ▶ Provide quarterly meetings with providers to ensure the local network of agencies share best practices and get updates on the Wraparound Services Model Fidelity strategies
- ▶ Provide a minimum of quarterly Quality Assurance/Quality Improvement Coordinator meetings to verify data collection and report on wraparound standards
- ▶ Provide monthly observations of the implementation of the Wraparound case management process, and provide observation notes from the meetings (which may include technical assistance and coaching events).



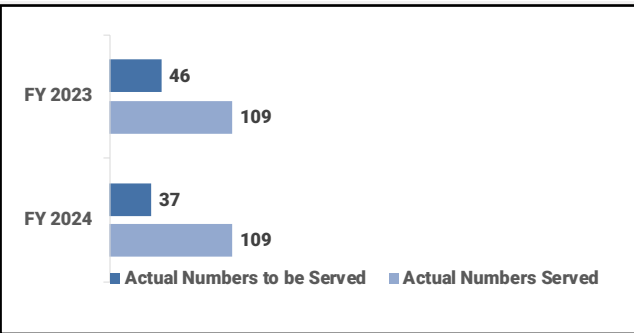
**Program Name:** Coordinated Housing, Recovery Supports and Recovery Capital Initiative Program

**Program Award:** \$302,591.00

**Program Amount Expended:** \$277,063.00 (92%)

**Funding Category:** Comprehensive Opioid Stimulant, and Substance Abuse Program (COSSAP)

This initiative aims to achieve housing stability with a criminal justice-involved population given its key predictive value in achieving long-term recovery outcomes. This program seeks to provide recovery housing with other recovery support services for Clients with Substance Use Disorder (SUD) referred from the Palm Beach County Criminal Justice System and other criminal justice involved individuals in order to reduce opioid use and recidivism rates. Specific services will include, but not be limited to, care coordination, peer support, housing and other recovery supportive services. Clients served through this program will have access to the Recovery Housing Voucher and Recovery Support Services Funds.



**Outcome Statements and Percentages Achieved:**

- ▶ Housing: 88.6% of Clients served were able to remain in stable housing from housing placement to program completion.
- ▶ Housing: 86.4% of Clients were able to maintain stable housing for 30 days, 60 days, and 90 days post-program completion.
- ▶ Justice Services: 97.1% of Clients assessed did not receive a new law violation while in the program.
- ▶ Justice Services: 100% of Clients have not been arrested for 30 days, 60 days, and 90 days post program completion.
- ▶ Recovery Support Services: 8.5% of Clients assessed demonstrated an increase of at least one (1) point within a domain on the Recovery Capital Index (RCI) from baseline (intake) and every 30 days thereafter.



## THE ARC OF THE GLADES

**Program Name:** Adult Developmental Services System of Care

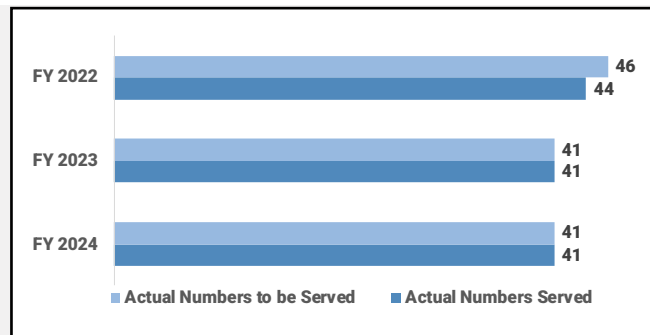
**Program Award:** \$210,000.00

**Program Amount Expended:** \$200,002.97 (95%)

**Funding Category:** Economic Stability-Intellectual Development Disabilities (IDD)/  
Financially Assisted Agency (FAA)



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.



**Outcome Statement and Outcome Percentage Achieved:** 98% of clients were able to achieve one (1) short-term objective during the contract year.

**Program Success Story:** S has been receiving services from a Behavior Therapist for many years. Through her hard work and the guidance of Arc staff, she has successfully completed her Behavior Therapy and no longer requires these services.



# THE ARC OF PALM BEACH COUNTY

**Program Name:** Residential Group Home

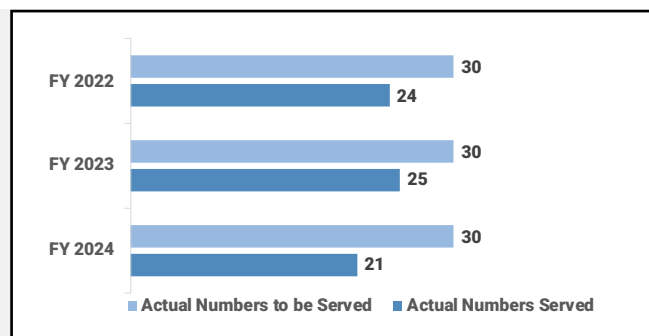
**Program Award:** \$253,134.00

**Program Amount Expended:** : \$253,117.97 (100%)

**Funding Category:** Homelessness/Financially Assisted Agency (FAA)



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.



**Outcome Statement and Outcome Percentage Achieved:** 100% of residents achieved at least one short-term or long-term objective from their IP during the program year.

**Program Success Story:** A resident had a hip fracture which led him to depend on a wheelchair to complete his daily tasks. He struggled with the changes and became depressed and avoided recreational activities. He was determined to walk independently again with the help of physical therapy. He was able to accomplish his physical exercise goal of being able to walk independently. He now only requires the wheelchair for long distance walking.



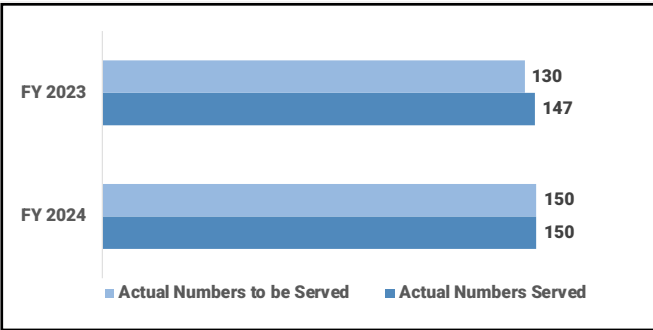
**Program Name:** Adult Education Program

**Program Award:** \$400,050.00

**Program Amount Expended:** \$381,000 (95%)

**Funding Category:** Economic Stability-Intellectual Development Disabilities (IDD) / Financially Assisted Agency (FAA)

The program provides day training activities for adults with Intellectual/Developmental Disabilities including independent living skills training, job readiness, career exploration, and technical training, opportunities for production center jobs, community engagement, volunteerism, and artisan enrichment, and transportation.



**Outcome Statement and Outcome Percentage Achieved:** 99% of individuals served were able to achieve an objective on the Individualized Education/Support Plan (IEP/ISP) in the year, according to the time frame outlined on the individual's plan.

**Program Success Story:** In July, the group celebrated the Fourth of July with a massive BBQ cookout featuring a variety of burgers, toppings, and chips. The festivities included games and music for everyone to enjoy. In August, despite the intense heat, activities focused on learning about sea creatures and the Summer Olympics while staying cool indoors. In September, the group explored themes of fall and the life cycle of seeds and plants. They also tended to the garden, which had grown wild during the sunny summer months.





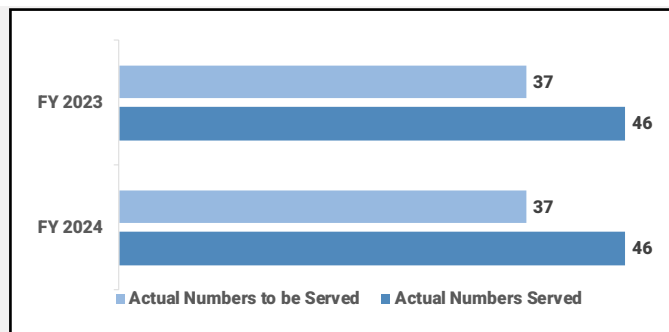
**Program Name:** Seniors in Transition and Retirement Services (STARS)

**Program Award:** \$225,750.00

**Program Amount Expended:** \$215,010.90 (95%)

**Funding Category:** Economic Stability-Intellectual Development Disabilities (IDD) / Financially Assisted Agency (FAA)

The program will provide IDD clients with vibrant programming and services designed to keep them active, connected to their social network, independent and out of institutionalized care. Services include healthy meals, exercise opportunities, art classes, community outings, and other specialized supports (such as personal care and mobility assistance) to address individual needs. The STARS program may also provide services to clients who can no longer sustain a work schedule due to maladies associated with the aging process, such as Dementia, Alzheimer's, and Arthritis.



**Outcome Statement and Outcome Percentage Achieved:** 124% of individuals served were able to achieve an objective on the Individualized Education/Support Plan (IEP/ISP) in the year, according to the time frame outlined on the individual's plan.

**Program Success Story:** The agency welcomed a new client, PH, to the STARS program. After many years of working in the workshops, she decided it was time to retire and focus on enjoying life. PH spends her time having fun with friends and playing games.



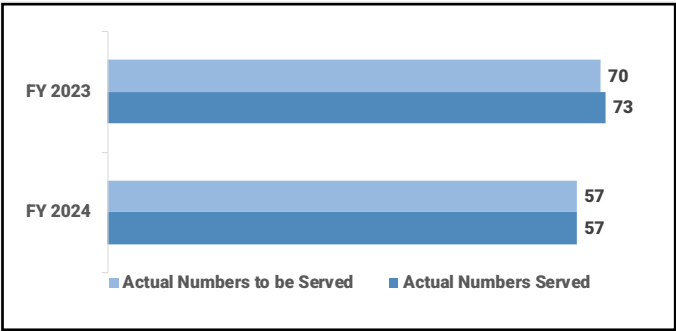
**Program Name:** Supported Employment Program

**Program Award:** \$120,750.00

**Program Amount Expended:** \$114,987.68 (95%)

**Funding Category:** Economic Stability-Intellectual Development Disabilities (IDD) / Financially Assisted Agency (FAA)

The program will assist adults with IDD in obtaining and maintaining employment to help participants increase their independence, community inclusion, and financial stability. Support includes employment skills training, job placement, on-the-job coaching, job options through the Agency's Collective Employment program, and other community-based work supports.



**Outcome Statement and Outcome Percentage Achieved:** 99% of individuals served were able to achieve an objective on the Individualized Education/Support Plan (IEP/ISP) in the year, according to the time frame outlined on the individual's plan.

**Program Success Story:** JV is a 54 year old man. He was struggling financially and looking for a roommate. After a bad experience with one, he finally found someone who is compatible and reliable. He is now able to pay his bills and even save some money. He has improved his focus at work and his supervisor has praised his work performance.



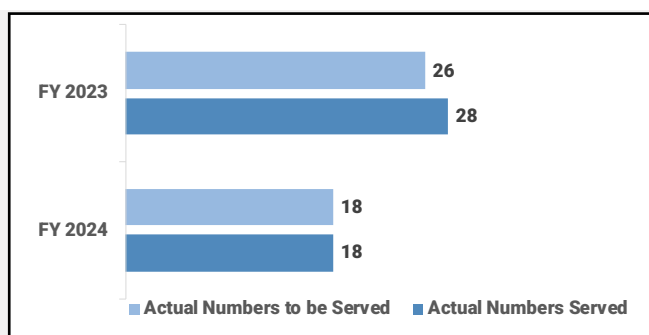
**Program Name:** Supported Living Program

**Program Award:** \$82,950.00

**Program Amount Expended:** \$69,972.54 (84%)

**Funding Category:** Economic Stability-Intellectual Development Disabilities (IDD) / Financially Assisted Agency (FAA)

The program will provide training and support needed for individuals with IDD to successfully live independently in the community. Supports ensure that participants' medical, financial, and social needs are met so that they may obtain and maintain independent community-based residency.



**Outcome Statement and Outcome Percentage Achieved:** 100% of individuals served were able to achieve an objective on the Individualized Education/Support Plan (IEP/ISP) in the year, according to the time frame outlined on the individual's plan.

**Program Success Story:** One client celebrated her 26th year with her job and received a raise, thereby increasing her income.

While, another client was discharged in Quarter 4 as he was able to maintain his independence with regard to goal achievement in accordance with his Support Plan. He was proud of his achievements and asked to be discharged from this level of support as he's been able to pay his bills, maintain his apartment and maintain his housing.



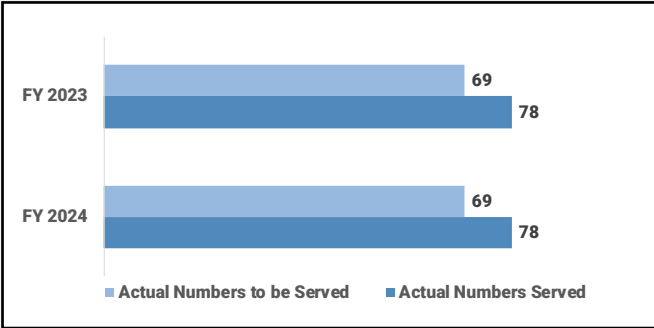
**Program Name:** Technology Training Program

**Program Award:** \$84,000.00

**Program Amount Expended:** \$72,975.00 (87%)

**Funding Category:** Economic Stability-Intellectual Development Disabilities (IDD) / Financially Assisted Agency (FAA)

The program will provide high-quality, self-paced training in basic technology skills to improve computer literacy and marketable skills that help clients increase financial stability and independence through employment. Training also serves to advance skills that help clients connect and engage with family and social groups, stay up-to-date on current events, access community resources, and exercise their right to learn. Technology training services include keyboarding, MS Office Suite, resume preparation, coding, self navigation of social media, websites, email and video conferencing, using tablets and smartphones, gaming or other technological assistive devices.



**Outcome Statement and Outcome Percentage Achieved:** 100% of individuals served were able to achieve an objective on the Individualized Education/Support Plan (IEP/ISP) in the year, according to the time frame outlined on the individual's plan.

**Program Success Story:** The technology training program has provided valuable opportunities for clients to enhance their digital literacy. Through hands-on experience with computers and tablets, participants have learned new skills, including basic computer navigation, internet browsing, email communication, and the use of various applications.



## THE GLADES INITIATIVE

**Program Name:** Connecting the Glades

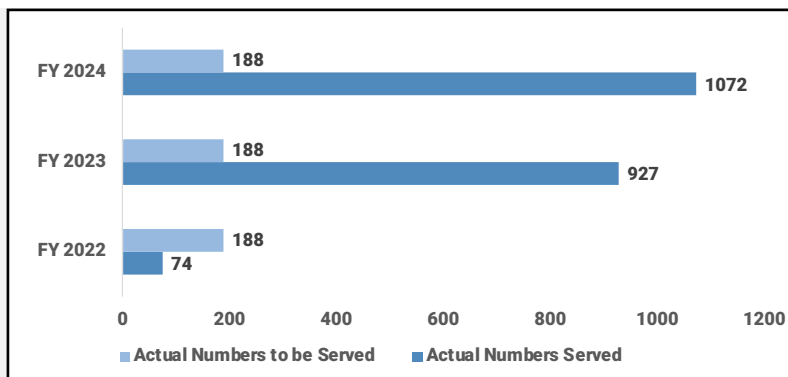
**Program Award:** \$157,500.00

**Program Amount Expended:** \$157,500.20 (100%)

**Funding Category:** Economic Stability/Financially Assisted Agency (FAA)



The program aims to increase the financial stability of thousands of residents through navigation services including application assistance for SNAP, health coverage, essential food from the food pantry, and referrals to other health and human services, especially the Self-Sufficiency programs (SOFI). Some clients may receive direct financial assistance in the form of gift cards to purchase food or transportation subsidies.



**Outcome Statement and Outcome Percentage Achieved:** 100% of households served were able to obtain financial resources that lead to stability.

**Program Success Story:** The agency has provided multilingual navigation and application assistance to over 5 thousands residents and has helped clients receive over \$42,199 in utility assistance. In addition, the agency has fed residents through their CHOICE Pantry which has provided 25,293 food services.



## THE HOMELESS COALITION

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**Program Name:** Staff: Executive Director - The Homeless Coalition

**Program Award:** \$150,000.00

**Program Amount Expended:** \$55,692.34 (37%)

**Funding Category:** Homelessness/Ad Valorem



This is part of the ten-year agreement with the Homeless Coalition to fund the Coalition Executive Director and support staff to further the goals of the Community Plan.



## THE LORD'S PLACE

**Program Name:** Permanent Supportive Housing

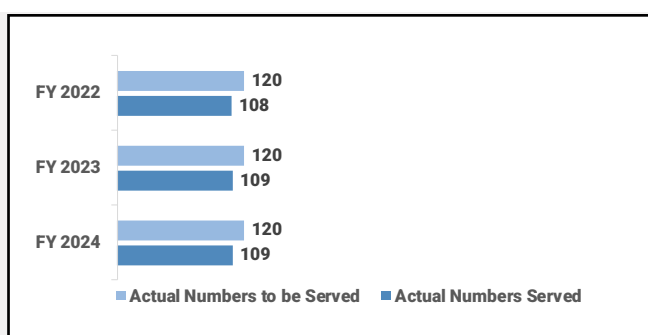
**Program Award:** \$307,438.00

**Program Amount Expended:** \$307,437.96 (100%)

**Funding Category:** Homelessness/Financially Assisted Agency (FAA)



Programs offer 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 operates 86 permanent supportive housing units.



**Outcome Statement and Outcome Percentage Achieved:** 98.1% of formerly homeless households with disabling conditions served in permanent supportive housing maintained permanent supportive housing or exited to permanent housing locations during the fiscal year.

**Program Success Story:** A faced significant challenges: chronic homelessness, bipolar disorder, substance use, and an abusive relationship, all of which strained her support network. After years on the streets and several overdoses, she was referred to The Lord's Place's Operation Home Ready program, a scattered-site permanent supportive housing program. Through the program, she moved into her own apartment, offering her a stable home. A then enrolled in The Lord's Place's CARE Team, where she participated in mental health services. She also received treatment from a methadone clinic, which helped her overcome her addiction. She has now maintained her sobriety for three years. With ongoing support from her client advocate, she continues to address her challenges, demonstrating increasing independence and self-worth. She is living happily in her apartment and enjoying a healthier, more fulfilling life.



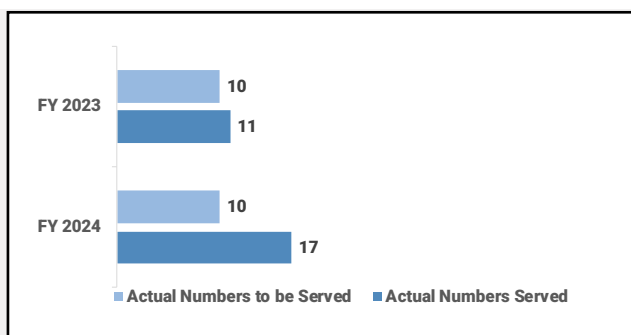
**Program Name:** Parks to Work

**Program Award:** \$125,000.00

**Program Amount Expended:** \$120,000.00 (96%)

**Funding Category:** Homelessness / Financially Assisted Agency (FAA)

The program includes the provision of emergency/interim shelter, subsidized job training, resources, job skills, assistance with transitioning to permanent housing, unsubsidized employment, and other supportive services to individuals experiencing homelessness in parks.



**Outcome Statement and Outcome Percentage Achieved:** 80% of clients maintained their participation in the Parks 2 Work program or an external employer for 6 months after enrollment into the program.

**Program Success Story:** F became homeless after he was released from incarceration. He participated in The Lord's Place's reentry program, which connected him to Parks 2 Work to address his homelessness and lack of employment. F moved into an apartment at The Lord's Place's Mann Place, a supportive housing campus for adult men. He enrolled in Cafe Joshua's culinary job training, where he learned hands-on vocational skills while preparing meals for others experiencing homelessness. Since joining Parks 2 Work, F has thrived. He has become stably housed and will soon graduate from the culinary program. He has maintained his recovery from substance use and reconnected with his estranged family. He is now preparing to apply for employment, a critical step to ensuring his long-term financial and housing stability.





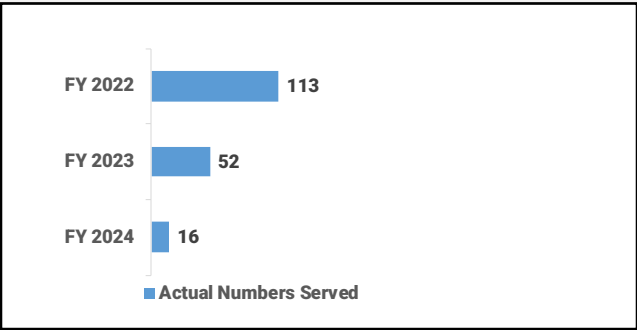
**Program Name:** Homeless Resource Center (HRC) Operations

**Program Award:** \$214,731.00

**Program Amount Expended:** \$214,731.00 (100%)

**Funding Category:** Homelessness/Ad Valorem

This program provides a variety of supportive services to persons, individuals, and families experiencing homelessness, that include case management, navigation, employment counseling, engagement, interim housing, rapid rehousing, and permanent supportive housing.



**Program Name:** Homeless Housing Services

**Program Award:** \$95,381.00

**Program Amount Expended:** \$95,381.00 (100%)

**Funding Category:** Homelessness / Ad Valorem



This program provides a variety of supportive services to individuals experiencing homelessness that include case management, navigation, employment counseling, engagement, and permanent supportive housing.

Number of Unduplicated Clients Served FY24
23



## THE SALVATION ARMY

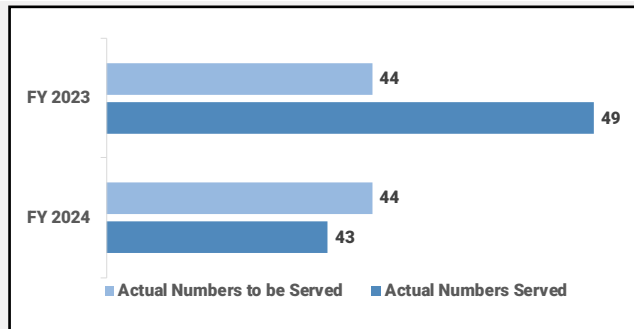
**Program Name:** Center of Home - Emergency Shelter

**Program Award:** \$100,000.00

**Funding Category:** Emergency Solutions Grant (ESG)



The program will help families experiencing a homeless crisis through case management, food, maintenance, security, equipment, insurance, and supplies for emergency shelter.



**Program Name:** Medical Respite

**Program Award:** \$300,000.00

**Funding Category:** Ad Valorem



The program provides short-term residential care for individuals who are experiencing Categories 1 or 4 homelessness (Clients), to recover from acute and post-acute medical conditions with supportive medical care and social services.

Number of Unduplicated Clients to be Served (FY24)
60



## THE VOLEN CENTER

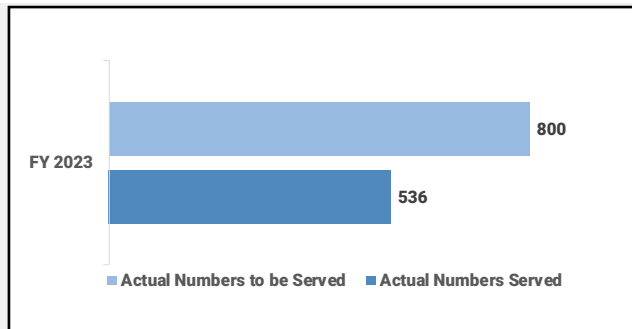
**Program Name:** Transportation Services

**Program Award:** \$969,042.00

**Program Amount Expended:** \$969,042.00 (100%)

**Funding Category:** Strategic Partnership/Financially Assisted Agency (FAA)

The Volen Center Transportation Program offers door-to-door transportation that is specifically for the elderly who need access to medical care and transportation services aimed to avoid isolation.



### Outcomes

- ▶ 82.6% Clients surveyed indicated that the rides enabled them to use their limited financial resources more efficiently.
- ▶ 86.1% Clients surveyed improved their access to healthcare and quality of life.
- ▶ 85.9% Client caregivers who were surveyed indicated that they will be able to continue providing essential care to their dependents and would be able to maintain the client as living in the least restrictive, most independent setting.

**Program Name:** Match Funds

**Program Award:** \$225,092.00

**Program Amount Expended:** \$225,092.00 (100%)

**Funding Category:** Strategic Partnership/Emergency Solutions Grant

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.



Number of Unduplicated Clients to be Served (FY24)
1,500



## UNITED WAY OF PALM BEACH COUNTY



**Program Name:** Commercial Kitchen Project

**Program Award:** \$3,487,880.00

**Funding Category:** American Rescue Plan Act (ARPA) Revenue Replacement Funding

The United Way of Palm Beach County Mackenzie Scott Strategic Plan outlines three strategies for Hunger Relief: Facilitating cross-system and intra-system collaboration, expanding hunger relief system capacity, and expanding hunger relief pantry capacity. This funding seeks to expand the Palm Beach County Food Bank.

### Deliverables

- ▶ Increase food bank capacity .
- ▶ Build out commercial kitchen and processing facility.



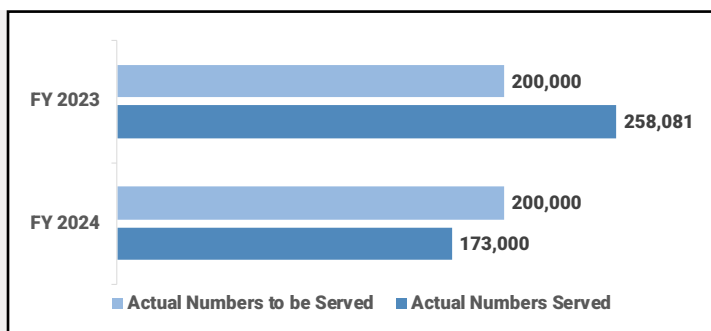
**Program Name:** Hunger Relief

**Program Award:** \$45,000.00

**Program Amount Expended:** \$45,000.00 (100%)

**Funding Category:** Strategic Partnerships / Financially Assisted Agency (FAA)

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.



### Highlights:

- ▶ Received two proclamations for Hunger Action Month (PBC and City of Greenacres)
- ▶ Worked with Children's Services Council to allocate \$500,000 for weekend backpacks
- ▶ Planned and executed an event for National Breastfeeding Month to build awareness of the benefits of breastfeeding and community supports with ten community partners



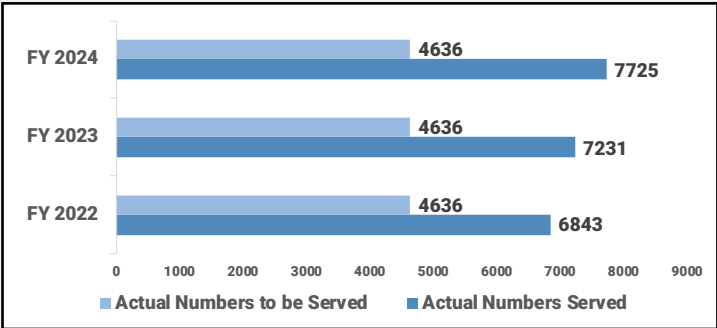
**Program Name:** Volunteer Income Tax Assistance (VITA)

**Program Award:** \$39,900.00

**Program Amount Expended:** \$39,900.00 (100%)

**Funding Category:** Strategic Partnership/Financially Assisted Agency (FAA)

The program helps to strengthen family financial stability by partnering with the IRS to provide free, confidential, and secure preparation and e-filing of tax returns to qualified taxpayers. Families end up with more money in their pockets because they opt out of having to pay for their tax returns to be prepared and filed and are able to claim all eligible tax credits to obtain the maximum possible refund.



**Outcome Statement and Outcome Percentage Achieved:** 100% of low-income households served were able to obtain financial resources that lead to stability.

**Highlights:**

- ▶ This program helped provide \$10.2M in tax refunds to low-moderate income households in Palm Beach County
- ▶ Low-moderate income households in Palm Beach County claimed \$3.2M in Earned Income Tax Credits
- ▶ Low-moderate income households in Palm Beach County claimed \$2.5M in Child Tax Credits



## VITA NOVA

**Program Name:** Permanent Supportive Housing

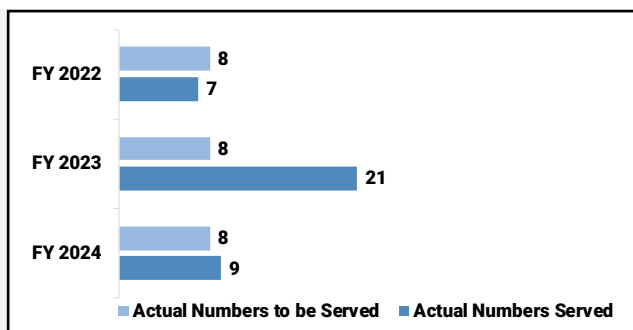
**Program Award:** \$160,715.00

**Program Amount Expended:** \$160,715.00 (100%)

**Funding Category:** Homelessness/Emergency Solutions Grant



The program adds a permanent supportive housing option for young adults with disabilities aged 18 – 25. Permanent Housing options for this population will dovetail with the programs that are currently in place to prevent homelessness.



**Outcome Statement and Outcome Percentage Achieved:** 100% of those served in permanent supportive housing maintained permanent supportive housing or exited to permanent housing location in fiscal year.

**Program Success Story:** Two youth from the Permanent Supportive Housing program have started college this semester to pursue their Associates of Arts degrees. There is also one youth that has been stepping outside of her comfort zone with meeting new people and trying to make friends. She has been consistent with catering to her mental health needs and making it a priority.

**Program Name:** The Spot (SOFI)

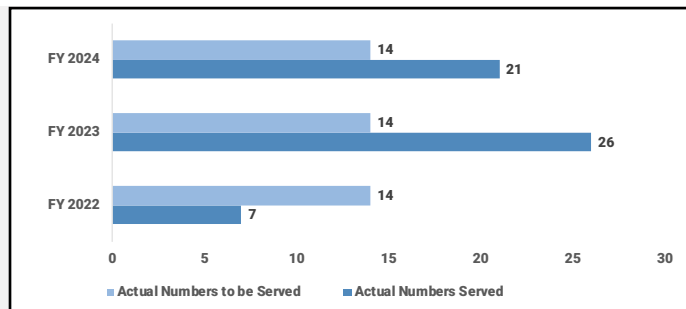
**Program Award:** \$94,500.00

**Program Amount Expended:** \$92,499.57 (100%)

**Funding Category:** Economic Stability / Securing Our Future Initiative (SOFI) / Financially Assisted Agency (FAA)



This program provides services/resources for homeless young adults to achieve self-sufficiency goals through employment assistance, education and life skills training.



**Outcome Statement #1 and Percentage Achieved:** 76.3% of clients/households have maintained or increased self-sufficiency.

**Outcome Statement #2 and Percentage Achieved:** 80.7% of clients/households were able to obtain employment or better their employment.

**Program Success Story:** Client has been enrolled into the welding program at South Tech to pursue this career goal. Although he has had many adversities, along with experiencing homelessness, he still sleeps in his car while waiting for housing to become available as he has declined shelter as an option. During all of this, Anthony has made sure not to miss one day of his welding program and has been able to pass the first 3 curriculum tests into the program with a 75% success rate.

**Program Name:** Low Acuity Housing Plus

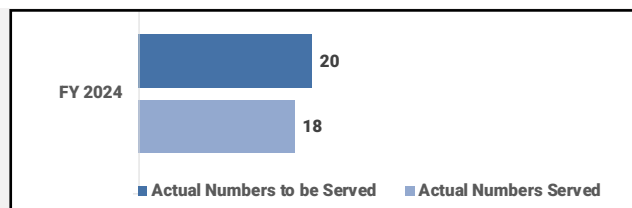
**Program Award:** \$168,080.00

**Program Amount Expended:** \$84,040.00

**Funding Category:** Emergency Rental Assistance (ERA)



This program offers a targeted intervention to rapidly house homeless families and individuals with low acuity scores ranging from 0 to 5, indicating minimal barriers to stability. The innovative approach combines short-term rental assistance with tailored case management support to address the immediate housing needs of participants and facilitate a smooth transition to long-term housing stability. The expected outcomes of this program are that, families and individuals successfully exit into permanent housing locations, and, they do not return to homelessness.



**Outcome Statement and Outcome Percentage Achieved:** 90% of families exited to permanent housing locations.

**Program Success Story:** J was born and raised in West Palm Beach, and after high school, she was asked to leave her parent's house, leading to years of couch surfing. Challenges included instability, limited support, and difficulty finding housing with her partner. Pregnancy accelerated her path into the Vita Nova program, which provided vital resources like housing, along with other support for her pregnancy... Her case manager played a transformative role in improving her life. Now housed, she is hopeful about maintaining stability, finding a daycare near home, securing a job, and building a better future.



## WAYSIDE HOUSE

**Program Name:** Partial Hospitalization Program

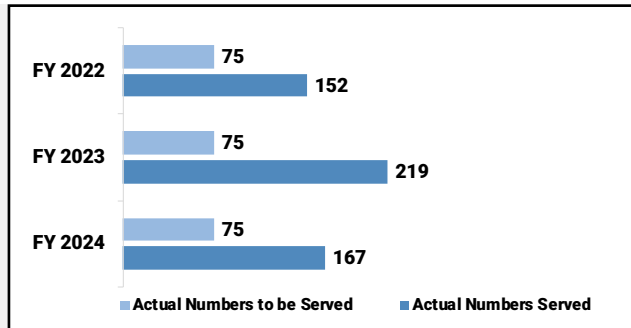
**Program Award:** \$480,000.00

**Program Amount Expended:** \$307,340.00 (64%)

**Funding Category:** Behavioral Health/Financially Assisted Agency (FAA)



This program provides substance use rehabilitation services for women to overcome their addiction, but are not able to enter a full residential program because of employment, child care or other issues. Treatment of secondary co-occurring mental health disorders and Medical Assisted Treatment (MAT) are accepted.



**Outcome Statement and Outcome Percentage Achieved:** 80% of women/clients improved at least one (1) point in at least three (3) domains on the RCI™ from program admission to discharge during FY 2023.

**Program Success Story:** Most clients left Wayside with stable housing, vocational achievements and an improved recovery capital.





## YWCA

**Program Name:** Harmony House (Domestic Violence)

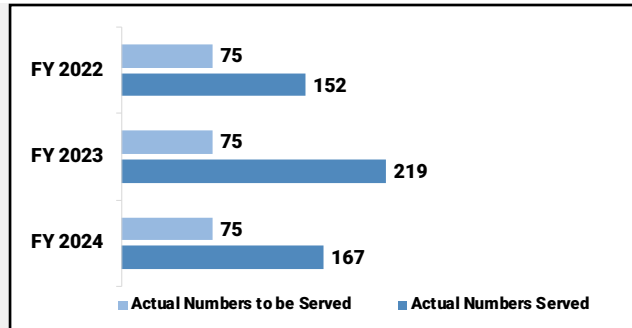
**Program Award:** \$121,234.00

**Program Amount Expended:** \$121,234.00 (100%)

**Funding Category:** Homelessness/Financially Assisted Agency (FAA)



This program is 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.



**Outcome Statement and Outcome Percentage Achieved:** 87% of households served (consisting of victims and dependents) who exited the program were able to exit to safe permanent housing.

**Program Success Story:** Participant, came into YWCA of PBC Harmony House Domestic Violence Shelter on 05/08/2024 after fleeing domestic abuse. The participant was provided with referrals to partnering agencies and resources to assist her in meeting her goals. Some of the assistance she received during her stay in the emergency shelter include connection to mental health and primary care services, Economic Empowerment, and transitional housing agencies. The participant also received a new safe cellphone through Harmony House's partnership with More Than a Phone, who provides safe cellphones to survivors of technological abuse. This safe cellphone helped the survivor maintain her safety, keep in touch with helpers and social supports, and apply for employment. After a referral from her case manager, the participant was provided the opportunity to enter into a transitional housing program that would provide her with continuous case management and assist her in obtaining her own independent apartment/home. The participant moved on from YWCA of PBC Harmony House Emergency DV Shelter to her next step in just under 6 weeks

**Program Name:** Emergency Shelter

**Program Award:** \$25,845.00

**Program Amount Expended:** \$25,845.00 (100%)

**Funding Category:** Emergency Solutions Grant (ESG) / Human Services



This program assists people experiencing homelessness, or at risk for homelessness, including those fleeing domestic violence.

**Outcome Statement and Outcome Percentage Achieved:** 87.9% of households (consisting of victims and dependents) who exited the program were able to exit to safe permanent housing.

Number of Unduplicated Household to be Served FY24:	Number of Households Served FY24:
280	348

## Continuous Quality Management (CQM) Initiative

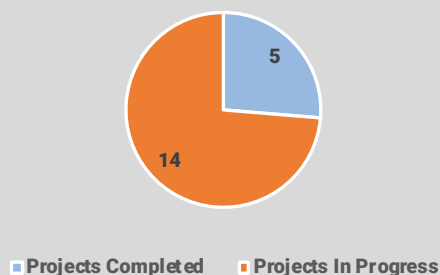
For FY24, the Strategic Planning, Research, and Evaluation team engaged in Continuous Quality Management (CQM) initiatives involving projects by agencies in the Economic Stability service category. CQM is a systematic, structured, and continuous approach to meeting or exceeding established professional standards and user expectations. The continuous quality improvement model consists of four stages: Plan, Do, Study, and Act.

Twelve (12) agencies are implementing their CQM projects through the end of FY25. There are nineteen (19) total projects across the twelve agencies.

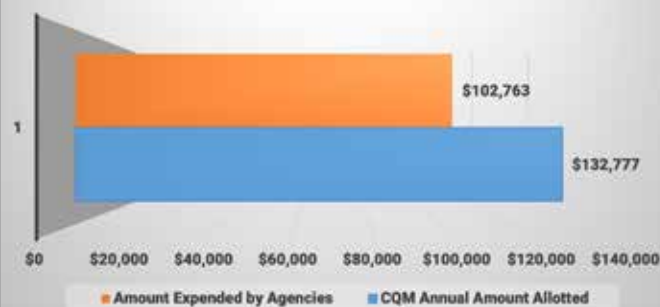


Agency & Program Name	Project Type/Aim	Project Status at End of FY 2024
CILO – FIND: Financial, Independence, Need, Disability	Increasing program referrals	Completed
CILO – SAIL: Supports and Independent Living	Increasing program referrals	In progress
EI Sol – Worker Development Project	Increasing program participation	In progress
Farmworker Coordinating Council – Family Preservation & Economic Stabilization	Improving client outcomes	Completed
Habilitation Center for the Handicapped – Employment Program for Adults with Disabilities	Improving data collection efforts	In progress
The Glades Initiative – Connecting the Glades	Increasing efficiency through technology	In progress
United Way of Palm Beach County – Volunteer Income Tax Assistance (VITA) Program	Increasing program access	Completed
Community Partners – Financial Capability Building Prosperity	Improving client outcomes	Completed
Pathways to Prosperity – CIRCLES Palm Beach County	Increasing efficiency through technology	Completed
Vita Nova Village – The Spot: Pathways to Employment	Improving data collection efforts	In progress
The Arc of the Glades – Adult Developmental Services System of Care	Improving client outcomes	In progress
The Arc of Palm Beach County – Adult Education Program	Increasing efficiency through technology	In progress
The Arc of Palm Beach County – STARS	Increasing efficiency through technology	In progress
The Arc of Palm Beach County – Supported Employment Program	Increasing efficiency through technology	In progress
The Arc of Palm Beach County – Supported Living Program	Increasing efficiency through technology	In progress
The Arc of Palm Beach County – Technology Training	Increasing efficiency through technology	In progress
CILO – LEAP	Increasing program referrals	In progress
Gulfstream Goodwill – Work-Ability	Increasing program participation	In progress
Habilitation Center for the Handicapped – Day Programming for PBC Adults With IDD	Improving data collection efforts	In progress

**Project Status at End of FY 24**



**CQM Investment**



## Community Services Department thanks all of their partner agencies throughout FY24!

*We appreciate your hard work!*

211 Palm Beach/Treasure Coast	Health Council of Southeast Florida (HCSEF)
A Place for You Adult Day Care and Rehabilitation Center	Healthcare Environmental Services, LLC.
Academy for Nursing	HIV Elimination Programs
Adopt-A-Family of the Palm Beaches	Home Health Care Resources Corp.
Aid to Victims of Domestic Abuse (AVDA)	Home Health Services of the Palm Beaches, Inc.
AIDS Healthcare Foundation (AHF)	ILS HHA OF REGION 11
Alzheimer's Community Care	Jeff Industries
American Association of Caregiving Youth	JN Nursing Registry, Inc.
BoysTown South Florida	Legal Aid Society
Caring for Seniors, Inc.	Lifeline Systems, Inc.
Catholic Charities of Palm Beach	Mar-J Medical Supply, Inc.
Center for Child Counseling	Mega Nursing Services (dba - Affordable Health Care at Home)
Coalition for Independent Living Options	Midway
Cochhbha Enterprises, Inc.	Monarch Health Services
Community Partners of South Florida	Orange Pest Control & Services, Inc.
Compass	Palm Beach Behavioral Health Coalition
Credit Card Management Services	Palm Beach County Health Department / Florida Department of Health
CROS Ministries	Palm Beach County Food Bank
CSI Private Duty Services, Inc. (dba - Friends Assisting Seniors and Families)	Palm Healthcare Foundation
Devine Care Plus, LLC.	Pathways to Prosperity
Dimi Nursing, Inc.	Poverello
Division of Human Services and Community Action	Quality Family Care, LLC.
Division of Senior and Veterans Services	Rebel Recovery
Drug Abuse Foundation	Redishred Acquisition Inc
Drug Abuse Treatment Association	Sage Corporation
El Sol, Jupiter's Neighborhood Resource Center (JNRC)	School District of PBC
Elderberry Home Health Services, LLC.	South County Mental Health Center
Faith Lutheran Church of North Palm Beach Missouri Synod, Inc.	Southeast Florida Behavioral Health Network
Families First of Palm Beach County	Southern Home Care Services, Inc.
Family Promise of North Central Palm Beach County	The Arc of Palm Beach County
Farmworker Coordinating Council	The Arc of the Glades
Florida Association of Recovery Residences	The Glades Initiative
Florida Atlantic University	The Homeless Coalition
Florida Rural Legal Services	The Lord's Place
Florida State University	The Salvation Army
For the Children	The Volen Center
FoundCare	U & ME TRANSFER INC
GA Foods Services, Inc.	United Way of Palm Beach County
GBDC Entrepreneurship Institute, Inc	Universal Protection Services LLC
Guardian Medical Monitoring	Vita Nova
Gulfstream Goodwill Industries	Wayside House
Habilitation Center for the Handicapped	White Glove Community Care of Florida, Inc.
Haggerty Strategic Solutions	YWCA

