

County Earns National Recognition for Leveraging IT to Enhance Services and Improve Citizen Experience



Palm Beach County has received national award by the Center for Digital Government. The awards recognize the achievements and best practices of states, cities and counties that are radically improving the experience of government and pushing the boundaries of how citizen services are delivered.

These elite national rankings reflect the expertise of the county's Information System Services staff and strong support from County Administration, partner agencies, and the Board of County Commissioners.

The county was honored with the Government Experience Project award for its "Workforce and Affordable Housing Dashboard," a tool that improves citizens' access to affordable and workforce housing in Palm Beach County.

The Palm Beach County Department of Housing and Economic Development has launched an innovative Countywide Housing Dashboard portal, facilitating access to affordable and workforce housing in both municipalities and unincorporated areas. The collaborative project involves various entities, including the county administration, HES, PZB, municipalities, and property managers.

The portal serves as a comprehensive platform for prospective homebuyers and renters to find affordable housing options. It features two programs, the Affordable Housing program with a maximum household income of \$73,600 for a family of four, and the Workforce program catering to households earning between \$54,180 and \$126,420. The Workforce Housing program aims to provide affordable homeownership opportunities for the county's workforce.

The application has streamlined information dissemination, reducing the workload for HED departments. Users can now easily access up-to-date information, eliminating the need for time-consuming calls and follow-ups. The dashboard allows users to filter units based on municipalities or commission districts, providing detailed project information, including address, developer contacts, funding sources, development websites, and the number of available units for sale or rent, categorized as affordable or workforce housing.

Overall, the Countywide Housing Dashboard portal signifies the department's commitment to addressing Palm Beach County's diverse housing needs, significantly improving access to affordable and workforce housing while streamlining processes for stakeholders.

Palm Beach County was honored during the Government Experience Awards at the virtual GovX Summit on September 19, 2023