



COMMUNITY CONNECTION

A Newsletter of Palm Beach County Community Services

Volume 2, Issue 2



JAMES GREEN
Director



TARUNA MALHOTRA
Asst. Director

Collaboration is the key strategy for community action

Change is reality, Community is our priority and Collaboration is our collective strategy

We live in a fast-paced, instant information, and pressure-packed world, faced daily with a myriad of challenges and opportunities. In these challenging times, partnerships and collaborations are the keys to accomplish the work we do to serve our Communities. In order to rethink what we do and how, we sometimes need to have a hard conversation, around conflict and creative tension that challenges not just us but all individuals, groups and organizations that we work with. No matter how we feel about specific issues or our stand on those, it's our collaboration that connects us, binds us and presents opportunities, provides resources and opens up endless possibilities.

With our logo launch last quarter, we branded CSD. We highlighted our offering to the community and shared information on how we are bringing people together. As we forge ahead, we continue to build and improve by soliciting input from our communities and by tapping into opportunities that positively impact the same communities. The recent Collective Impact launch by CSD, Leading the Way Home, is just one such example of an effort that not only raises awareness but is also a reflection of the work done by our department around building partnerships in the last decade. It also reiterates our commitment around engaging our communities in a collective manner. It is an

attempt to bring all System of Cares together by seeking input from the community members which will present us with opportunities, to improve the lives of people who are either experiencing or are at a risk of imminent homelessness.

You all are the backbone of our department and are making important decisions based on a thorough understanding of our client's situation and needs, the available resources, and applicable laws. Having client-centered philosophy is what allows us to make those decisions with intelligence, creativity, kindness and compassion.

We are excited to take our department to the next level by engaging you all in setting up our strategic goals. As a step towards that goal, I seek your participation in a SWOT exercise, where your input and feedback from each one of you will be leveraged to align our objectives so that we can be more effective and productive thereby maximizing the value we bring to our clients. In addition, we will also be aligning our services with performance standards and best practices to ensure our continued success in serving and building better communities.

Teamwork is all about "Community"

Taruna Malhotra



Palm Beach County Board of County Commissioners

- Melissa McKinlay, Mayor
- Mack Bernard, Vice Mayor
- Hal R. Valeche
- Paulette Burdick
- Dave Kerner
- Steven L. Abrams
- Mary Lou Berger

County Administrator

Verdenia C. Baker

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Unveiling of Our Logo



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 VALUES

Respect
Equity
Compassion
Integrity
Professionalism
Empowerment



OUR VISION

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



On May 12, 2017, the Community Services Department hosted an all-staff training to communicate critical information needed to improve the departments overall performance. During the meeting, staff discussed CSD's mission, vision and values and examined ways to raise the department's standard building a culture of excellence.

RAISING THE STANDARD: Building a Culture of Excellence



All Hands Training



Marshmallow Activity

This activity was designed to emphasize the importance of creating a shared vision within the organization. The activity also emphasized how employees should be fully engaged in achieving their mission and shared goals. During the debriefing session, employees discussed their experience working together as a team and elaborated on how they could recreate that experience within the workplace.



All Hands Training

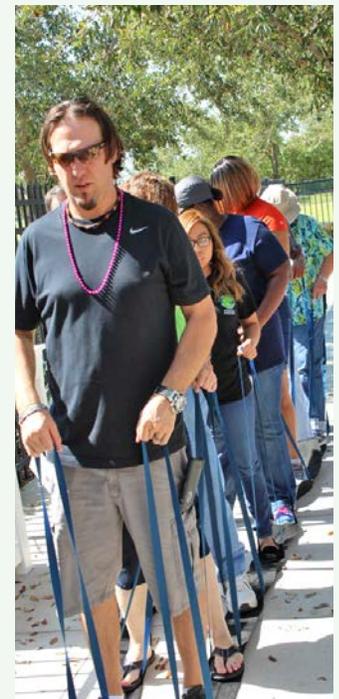
Bull Ring

This activity was designed to explore the dynamics of working with a diverse team of employees. The activity emphasized the importance of staying focused on the organizational goals despite any obstacles or barriers that employees might encounter. During the debriefing session, employees discussed the appropriate response to internal and external factors that could potentially cause them to lose focus on their overall goals or the task at-hand.



Trolley

This activity was designed to promote leadership, problem-solving and effective communication. It also emphasized how one employee's performance can affect the entire team and/or organization. During the debriefing session, employees discussed how this was relevant to their experiences in the workplace and outlined strategies to improve their work environment.



"Investing in the development of employees is the most effective way to improve an organization's performance. You don't build organizations, you build people."

—James Green



Roadblock

This activity was designed to promote trust and effective communication within the workplace. Employees worked together as a team to overcome barriers and achieve their overall goals. During the debriefing session, team members discussed ways to improve trust in communication within the workplace and operate as a highly effective team.



Key Punch

This activity was designed to emphasize the importance of setting goals and striving for continuous improvement. It also focused on ways to increase a team's sense of urgency and methods to improve innovation within the workplace. During the debriefing session, employees discussed ways to transfer the information they discussed to the workplace to improve the culture and performance.

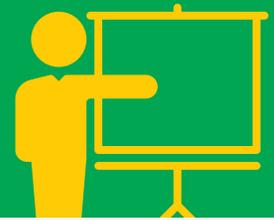


All Hands Training

Pipeline

This activity was designed to promote innovation, problem-solving and personal accountability. It also focused on the importance of emotional intelligence and team accountability. During the debriefing session, employees discussed ways to use these elements to improve the performance and culture within the workplace.





The Family Feud

This activity was designed to increase employee awareness about the effectiveness of the services and programs offered within Community Services. Increasing awareness about the many programs and services enabled staff to be better ambassadors for the department and the county.



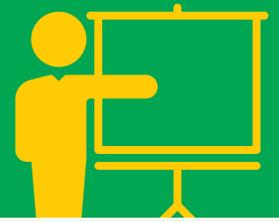
All Hands Training

Building a House That Stands

All of the activities and information throughout the day culminated to this final activity. After discussing the department's plan to develop a safety committee and to achieve excellence in all aspects of safety for the department, employees received essential information and training about hurricanes and their roles during activation. Employees were then encouraged to work together to build a house that would withstand hurricane force winds and to symbolically make a connection between their structure and the information discussed during the session.

Employees were very creative and innovative in building their structures. The team with the sturdiest and most creative structure were awarded a prize. The session ended with length of service awards and recognition awards for employees who have consistently gone above and beyond in their current roles.





“It’s my job to build on a foundation of trust and to tap into every employee’s talent, facilitating personal and professional growth. If we work as a team and utilize all of the resources available, we can build a house that stands and transform our community for the better.”

—James Green

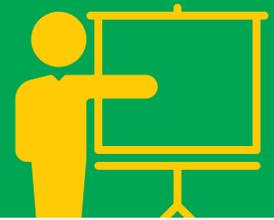


All Hands Training



Overall,
it was a
**good
day!**





**Special thanks to
all the organizers!**

James Green
Taruna Malhotra
Amalia Hernandez
Yolanda Asante
Randy Paul
Stessy Cocerez
Mary Woodard
Chandra Williams
Alnita Coleman
Lashawna Mitchell
Neeta Mahani



Department Spotlight



Funders Forum

The funders forum was organized by <http://www.nonprofitchamberpbc.org/>. Various funders were invited and provided direction to agencies on

A. Funding focus now and any additions, deletions and/or changes in direction planned over the next three years.

B. Funding amount available

The panel included Taruna Malhotra, Assistant Director who provided information and resources for CSD and discussed County priorities. Nonprofit agencies has questions on immigration status for clients, how to be prepared for changes in legislative policies, funding cuts. The

audience shared their challenges with uncertainties with grant dollars and how it might impact their operations. Ms. Malhotra discussed various strategies with agencies to streamline their grant and fund raising efforts and emphasized the need for SMART goals and outcomes in addition to a data-driven approach to enable funders to make better decisions.

Palm Beach County Learning Council Members

The goal of the program is to enhance leadership effectiveness at all levels of the organization as well as prepare for any leadership gap that may result from the number of employees retiring over the next ten years. The Leadership Level I program was launched by Training & Organizational Development in January 2008, and 13 candidates completed the course. The program consists of classroom learning, the outdoor Ropes Challenge, working with an assigned mentor and cluster of mentors during the year. Learning Council serves as mentors to promote positive work attitudes and career goals of program participants. Community Services Director James Green & Assistant Director, Taruna Malhotra serves on the Leadership Council.

Leadership EXperience builds the knowledge of the participating employees through a combination of learning and mentoring and provides an excellent method to build new leaders. Sharing knowledge



not only increases productivity, but also help with succession strategies for Palm Beach County. Learn more about the program by visiting <http://discover.pbcgov.org/humanresources/Pages/default.aspx>



Ethics

As the awareness of importance of philanthropy increases, so do the ethical challenges facing the non-profit sector including their donors. Perception and public ethical norms for nonprofits can potentially limit the effectiveness on an institution's impact.

Regional and local leaders met at Palm Beach State College to explore the dynamics between corporations and nonprofits in partnerships, how overhead costs and marketing tactics drive impact, accountability, and research addressing giving and receiving donations.

Keynote speaker Herman "Art" Taylor is president and chief executive officer of the BBB Wise Giving



Alliance responsible for setting standards for soliciting organizations, evaluating charities in relation to these standards, and publishing the Wise Giving Guide.



Unlike other charity monitoring groups that focus solely on a review of charity finances, the Alliance completes comprehensive, indepth evaluations of a charity's governance, fundraising practices, Solicitations an informational materials, as well as expenditures providing a variety of materials as well as expenditures providing a variety of materials on informed giving to individual, institutional and business donors.

◀ **Left to right: Art Taylor, Rod Davis, Taruna Malhotra, Trudy Crowetz, Kim Ardila-Morgan**

Department Spotlight

Collective Impact

On July 25, 2017, the Community Services Department hosted the Collective Impact Forum. The purpose of this forum is to report progress on Palm Beach County's Ten-Year Plan to End Homelessness and to galvanize stakeholders around short-term goals to end chronic homelessness and veteran homelessness by the end of 2018.

This forum discussed the Homeless and Housing Alliance's plan to place homeless youth ages 18–24 in housing within 100 days, strategies to increase affordable housing units to assist our homeless population and prevent individuals and families from becoming homeless, and methods for building a more efficient homeless services system.

Collective Impact is a framework to tackle deeply entrenched and complex social problems. It is an innovative and structured approach to making collaboration work across government, business, philanthropy, non-profit organizations and citizens to achieve significant and lasting social change.



Vice Mayor Mack Bernard



Commissioner Paulette Burdick delivered opening remarks.



“Thank you for joining us in this significant endeavor to end homelessness in Palm Beach County. This issue not only affects the individuals and their families, but it also prevents them from contributing fully to the community and the economy – thus impacting us all.

This month marks the ninth year of the Ten-Year Plan. Today, you will hear about the progress we have made over the past nine years and our plan to end youth, veteran and chronic homelessness by the end of the tenth year. This forum will offer you insights on the enhancements we have made to our homeless service system and governance structure. During this event, you will hear about our plan to increase the availability of affordable housing units and our effort to engage businesses, nonprofits, churches and other governmental entities to leverage our collective resources and power.

We are all responsible for the success of our community. As we share this information with you today, I encourage you to find innovative ways to increase your engagement in this effort. Everyone has a role to play in ensuring our most vulnerable population has an opportunity to succeed and reach their fullest potential.

Thank you again for being here today. We truly appreciate your steadfast commitment to the residents and of our community.”

– James Green



LEADING THE WAY HOME:
Using Collective Impact to End Homelessness in PBC

www.TheHomelessPlan.org #Ten2End

To view our video presentation visit:

https://youtu.be/Zv9BoOr3KSE?list=PLzzGjJBhOB1qHCzETGbwV2eou4Hy_EY_R

Employee Recognition



Kathryn Spencer, VP Program Services at Goodwill, wrote letters of commendation for **Sonya McNair**, **Pedro Medina** and **Joe Lambert** in recognition for their many talents.

Here are some of the ways that Goodwill staff described Sonya:

- **"Responsive."**
- **"Always friendly."**
- **"Good at problem solving."**
- **"A pleasure to work with."**
- **"I love Sonya."**
- **"She's a partner."**

Below are some of the quotes from Goodwill's program staff in praise of Pedro:

- **"He is amazingly responsive and always returns calls right away."**
- **"He always gets things corrected quickly if we are having trouble approving or sending information in SAMIS."**
- **"He was always helpful when my**

mind went blank and I couldn't remember how to do something.

- **"He has great patience and is genuinely a nice person."**
- **"He exceeds our expectations."**

Joe was described as:

- **"Personable and friendly".**
- **"Goes above and beyond to learn about the services and providers funded by HUD and Palm Beach County."**
- **"Good at problem solving."**
- **"He is very responsive and provides assistance when needed; even during his busiest times."**
- **"He is the perfect fit for his audit team."**
- **"He is a delight to work with."**
- **"Excellent leadership skills."**

Matthew Tochtenhagen, Program Evaluator for Ryan White received a letter of thanks from Shira Fischer, MD, PhD, Associate Physician Researcher at RAND Corporation:

Hi Matt,

First of all, it was so great to see you in DC! Thank you for doing everything it took to make it possible for all of you to be at the annual meeting. As Clare said, it was amazing to hear about all the progress everyone is making, and for you guys specifically, I want to let you know that HRSA singled your presentation out afterwards and said it was particularly energetic and impressive. They also mentioned your innovative site evaluation plan and were pretty excited about that.

Thanks!

Shira Fischer, MD, PhD
Associate Physician Researcher
RAND Corporation
sfischer@rand.org

Department Recognition



The Palm Beach County Community Services Department has been recognized with three Achievement Awards from the National Association of Counties (NACo). The awards honor innovative, effective county government programs that enhance services for residents. Community Services received the following awards:



program, vendors submit their invoices electronically, and they are audited electronically by Community Services staff, then sent electronically to the Clerk & Comptroller's Office for final processing. Approved invoices are interfaced directly to the Advantage Financial System.

Addressing HIV Care & Housing

Coordination This project, managed by our Ryan White program, develops, implements, and evaluates an integrated data system to share cross-program client information and coordinate HIV care and housing services across multiple funding programs to enhance and streamline local HIV service coordination along the HIV care continuum.

STARS Paperless Case and Fiscal Management

System This full-service case and fiscal management system handles all aspects of servicing clients of the Division of Senior Services (DOSS), from prescribing services to final payments to the vendors. With this

Financially Assisted Agencies Monitoring Process

This comprehensive programmatic and fiscal monitoring program ensures contracted agencies are in full compliance with contractual agreements, have sound fiscal management systems, and are providing the deliverables as outlined in the contract. Technical assistance and follow up are provided to agencies as needed. Results of the monitoring process assist senior management with determining future funding of contracts by reviewing past performance.

For more information, please contact Taruna Malhotra, Assistant Director of Community Services, at 355-4716 or TMalhotr@pbcgov.org.



Left to right: **Mary Woodard, Ryan White Program Manager, Matthew Tochtenhagen, Program Evaluator, Margo Gomme, Grant Compliance Specialist I**

Program Updates

Community Action Program (CAP)

The Community Services Department's Community Action Agency (CAA) won first place in the storyboard competition at the 36th Florida Association for Community Action (FACA) annual conference in Orlando in May. This marks the third consecutive win for the county's poverty fighting agency. Congratulations to Natalie Diaz, Doris Davis, Elcana Dantzler and Anita Murphy Moore on a great job!

The mission of FACA is to serve Florida's network of community action agencies by providing training, technical assistance, advocacy, and capacity building services as well as working with public and private organizations to assist with the reduction of poverty in Florida.

The FACA storyboard competition presents a unique opportunity for community action agencies throughout the state to educate others about the great accomplishments achieved by local action programs. Agencies create a storyboard that shows how their organization is working to reduce poverty, highlighting the



1st Place winning storyboard at the FACA Conference



Left to right: Natalie Diaz, Doris Davis

services that it provides to assist low-income citizens in attainment of economic security and self-sufficiency.

This year's theme was "Climbing Out of Poverty to Rise to Self-Sufficiency." The lower section of CAA's storyboard illustrates the challenges/barriers that many individuals and families in poverty face on a daily basis, such as unemployment and homelessness. The well symbolizes the pit of poverty that many families experience. The ladder characterizes the many services (tools) offered to clients to help remove barriers to become self-sufficient, CAA's main goal.

The upper level of the storyboard shows that once individuals and families rise above poverty and are no longer under the "poverty cloud," they have become self-sufficient. The storyboard narrates the services CAA provides, the positive results of those services, and highlights the future of community action agencies nationwide.



Financially Assisted Agencies (FAA)

FAA Multi-Year Contract

The Financially Assisted Agency Program is implementing Multi-Year contracts as of October 1, 2017. A Multi-Year contract is an agreement for services over a period of time greater than a year. The intent is to create a multi-year contract framework that outlines the scope of services, funding, performance expectations and other relevant terms for the entire multi-year duration. The parties' then work within this framework; and

Though it will take more planning and development time initially, if done well, multi-year contracts/ encumbering of funds will result in higher long-term benefits that help not only the parties to the contract but the CSD Fiscal Section too.

depending on how the contract is written, additional operational details can be specified on an annual basis either through formal contract amendment or other administrative mechanisms.

The Multi-Year Contract funding obligations are required to be approved by the BOCC once every three years. The amount specified for each fiscal year is obligated and can only be expended within its respective fiscal year (i.e., there is no carryover), unless otherwise specified. Each party (CSD and Provider) makes a commitment to perform as articulated in the contract and related administrative documents for the entire duration of the multi-year period. These contracts can be formally amended by mutual agreement throughout its duration. Should either party wish to withdraw from the agreement at any time, a termination process must be initiated in accordance with the requirements and procedures specified in the Terms & Conditions specified in the contract. Lack of funding is a reason in which a contract can be terminated. The contract needs to include a clause to that effect.

Benefits of Multi-Year Contracts

Though it will take more planning and development time initially, if done well, multi-year contracts/ encumbering of funds will result in higher long-term benefits that help not only the parties to the contract but the CSD Fiscal Section too.

Utilization of multi-year contracts/ encumbering will:

- 1. Reduce paperwork - no "renewals" (see attachment for reduction of paperwork)**
- 2. Stabilize services and contractor relationships,**
- 3. Focus on long-term program and performance expectations,**
- 4. Improve management of achieving a timely start date - only one contract developed to cover a three-year span.**
- 5. Stagger contract review and amendment functions throughout the year,**
- 6. Provides the opportunity to rethink many operational aspects of the relationship between the contracts and overall performance measures,**
- 7. Secure the negotiated contract amount for a longer period beyond 1 year.**

Committing to multi-year financial and program performance terms at the beginning of the contract relationship helps the CSD and the Provider establish good initial communication and a road map of expectations for the future. Such expectations can always be modified by formal amendments to the contract or through less formal means, as permitted by the specifications stated in the original RFP, based on need rather than by fiscal year re-contracting schedules. It remains critical for the Program to maintain ongoing communication, regular site visits or other appropriate monitoring protocols throughout the life of a multi-year contract.

Program Updates

Financially Assisted Agencies (FAA)

FAA Planning & Evaluation

Financially Assisted Agencies (FAA) Program Request for Proposals (RFP) FY18 Process

The FAA RFP process is transparent, data driven and community driven. The FY18 process started back in November 2016 with the Citizen's Advisory Committee (CAC) establishing steering committees for the two service categories in the RFP: Special Needs/Developmental Disabilities and Behavioral Health. The steering committee membership included subject matter experts, CAC members, funding partners, and community partners.

Through qualitative and quantitative data review the steering committees identified the unmet service needs, gaps, barriers and funding priorities. Data included utilization, demographics of general & target populations, community surveys, focus groups, key informant interviews, public forums and needs assessment reports.

Behavioral Health funding priorities included:

- **Uninsured/Unmet Need: ages 18–64 years old,**
- **Trauma-informed culturally sensitive and responsive services for children & adult & families MH/SA services**
- **Supportive housing**
- **Case management/care coordination**
- **Residential treatment for co-occurring mental illness and substance abuse**
- **Co-occurring disorders by severity table-quadrant 4 (most severe and persistent mental illness and substance abuse disorder) high substance abuse/high mental illness.**

The Special Needs/Developmental Disabilities funding priorities were aligned with the Special Needs Advisory Coalition (SNAC) outcomes, which reflect

qualitative data FAA staff gathered in community survey and public forum: maximize access to information and referral, expand availability of quality respite providers, increase housing options, improve transition practices, and increase employment opportunities.

The RFP Guidance was released in February and proposals submitted in March. Review panelist were trained and three panels were held in April. The FAA funding recommendations went to the BCC on July 11. The total funding request for all 7 FAA service categories is \$12,496,186, which equates to a 3% increase.

The request is to level fund all programs renewing their contracts, with a few exceptions. For the competitive funds, Behavioral Health would receive a \$250,986, 5%, increase and Special Needs/Developmental Disabilities a \$112,980, 7%, increase.





Human and Veteran Services (HVS)

100 Youth in 100 Days

Palm Beach County is one of 5 communities selected to launch a 100-Day Challenge on youth homelessness

In May of 2017, A Way Home America announced that Palm Beach County was chosen to launch the 100-day challenge. The 100-Day Challenge was issued by HUD to organizations that applied for the Demonstration Grant for Youth and scored well but were not funded. HUD funded two technical assistance agencies that operate nationally to assist the agencies that were awarded the 100-Day Challenge Grant. Human Services applied and was awarded as one of the five grants awarded nationally. The project will bring

back together the Youth Group that wrote the Demonstration Grant (over 50 agencies), the Homeless and Housing Alliance, the Homeless Advisory Board, and other interested parties to provide housing to homeless youth throughout Palm Beach County. The technical assistance agencies will work with the Division to move through the process. The goal of the challenge is to End Youth Homelessness. 99 youth were counted as homeless youth in the 2017 Point in Time Count. The division is confident that with the 100-Day Challenge the goal to house 100 youth in 100 days will be achieved.

On Friday June 30, the Division hosted a system design workshop that was attended by over 75

members of the community serving youth. The workshop was led by Rapid Results Institute. During the workshop, system leaders were nominated and voted on. There were 3 areas of leadership—system leader, data and direct service agency.

Wendy Tippett, Director of Human and Veteran Services, was chosen as the system leader; Kat Hammer, Director of Lewis Center of Gulfstream Goodwill, was chosen as the data leader; and Jeff Demario, CEO of Vita Nova, was chosen as the leader for direct services. The three leaders and a small group of front-line staff traveled to Baltimore, Maryland, July 26 and 27 to start the 100-day challenge.



Program Updates

Human and Veteran Services, continued

CSH Supportive Housing

The Division of Human and Veteran Services contracted with CSH to assist the Division of Human Services and Veteran Services in analyzing current systemic data and developing quantifiable projections of supportive housing needs for the following populations: homeless individuals, families, youth, seniors, re-entry, and persons with developmental disabilities.

Regina Cannon, CSH Senior Consultant, conducted a meeting with stakeholders to help them understand the verifiable data needed to conduct the analysis. Stakeholders from each sub-population submitted data that was utilized to complete the study. CSH also created a map that outlined where individuals come from when they enter the homeless system, how long various interventions last, and when and to where they exit.

A final report as presented by CSH indicated that 2,163 additional units of Permanent Supportive Housing is needed to address housing and service needs of the various sub-populations. The total number of units includes a projection over the next few years allowing

for in-flow of new participants. Also, CSH developed a cost analysis to develop the units throughout Palm Beach County. The information as presented is vital as Palm Beach County Community Services moves forward with Ending Homelessness through Collective Impact and updating the current Ten-Year Plan to End Homelessness.



No One Buried Alone

In 2011, The No One Buried Alone program was created in collaboration with Adriana Gorrondona, Case Manager III with the Division of Human Services, Reverend Gabriel Ghanoum, Chaplain at JFK Medical Center, and Thomas Jordan, Administrator of Our Lady Queen of Peace Cemetery in Royal Palm Beach. The mission of the program is to acknowledge the death of unclaimed individuals in our community in a dignified and respectful way. Many served by the program are stillborn babies left in hospital, the homeless individuals of

See FUNERAL, Page 23





Funeral

From Page 22

Palm Beach County, and the elderly who often don't have any family and die alone.

What started out as a small ceremony for a few unclaimed individuals, has now grown to a complete funeral ceremony and procession that is attended

by various community members. Attendees often include Palm Beach County employees, staff from various local hospitals, hospice nurses, community clergy, and members of various faiths who simply want to pay their respects to the individuals being celebrated. Due to the deep compassion and concern for those who have died alone, or those whose remains are left unclaimed, the program's team has been able to provide

a final resting place to over 500 individuals. The Indigent Cremation Program with Palm Beach County's Division of Human Services works with local funeral homes to provide cremation services to those who qualify. In turn, many of those individuals are unclaimed and further qualify for the No One Buried Alone Program. The Our Lady Queen of Peace Cemetery, which is run by the Diocese of Palm Beach, has donated its 6th "Compassion Crypt" this year, and plans on providing the necessary space to keep the tradition going.

The public is invited to attend the services and to pay respect to the individuals who have passed away with no one at their side. We are fortunate to be in a county that ensures the dignity and respect of its people. For further information, please contact Adriana Gorrondona at 561-355-4936.



Left to right: Marcela Carneiro Millett, Human Services Casework Supervisor, Rev. Gabriel Ghanoum, Adriana Gorrondona, Human Services Case Manager III, Stephanie Link-Quijada, Ministry Relations Coordinator - 9/12/16



Father Gabriel blessing the cremated remains of unclaimed individuals.



Individuals placed in donated "Compassion Crypt" and laid to rest.

Program Updates

Ryan White Program (RWP)

Congratulations!



Geoffrey Downie will be leaving the Ryan White Program to pursue great opportunities as the Grants and Planning Administrator for the Health District of Palm Beach County.



Taruna Malhotra presents Geoffrey Downie a plaque for his dedicated services to the Ryan White Program.



Back row, left to right: Julie Dowe, Shirley White, Frank Frank, Matthew Tochtenhagen, Anna Balla, Sheron Hoo-Hing, Lawrence Momodu

Front row, left to right: James Green, Neeta Mahani, Mary Woodard, Taruna Malhotra, Berthline Isma, Anna Balla, Geoffrey Downie, Shoshana Ringer, Mark Pepler

"Geoff, I have worked with many wonderful teammates and internal/external partners during my tenure at CSD. You are not one of them, but I enjoyed working with you anyway. I say that in jest, of course! You are a true professional and a wonderful leader and teammate. I appreciated your patience and guidance during our interactions at CSD. All the best in your new venture. I will see you underwater." –Frank Frank, Financial Analyst I

"It was a great honor working for Geoffrey Downie and wish him all the success in the future. I will definitely miss him." –Sheron Hoo-Hing, Computer Specialist II

"It has been a pleasure and a honor to have you as a manager. You will be greatly missed. Wishing you all the best." –Shirley White, Secretary

"Congratulations Geoff!!! Your new job is a perfect match for you. I wish you continued success." –Amalia Hernandez

"Geoff, with your levels of performance, dedication and professionalism, you have set the bar high for future employees. Congratulations on your promotion, but I'm sad to see you leave. Wishing you the best in your new job and I hope you get whatever you have set out to achieve in your life. Good luck." –Taruna Malhotra



Division of Senior Services (DOSS)

Senior Focus Group

These public forums were provided by Palm Beach County Community Services Department and the Division of Senior Services in partnership with the Area Agency on Aging of Palm Beach/Treasure Coast. The public forum allow seniors the opportunity to identify issues and challenges that face the senior population with an emphasis on the proximity of their own geographic area.

In addition to identifying their concerns, the seniors in attendance proposed solutions which would better serve the aging population. The data and information generated by the seniors in attendance will be utilized by the Community Services Department and Division of Senior Services to better serve the community.

The focus group discussions were conducted with attendees at the following locations:

- District 1 was completed at the North County Senior Center, Palm Beach Gardens 33418 on Monday, April 24;
- District 2 was completed at the City of Greenacres/Greenacres Community Center, Greenacres 33463 on Tuesday, June 20;
- District 3 was completed at the Mid-County Senior Center, Palm Springs 33461 on Friday, April 28;
- District 4 is scheduled at Mae Volen Senior Center, Boca Raton, 33486 on June 30;
- District 5 was completed at Ruth & Norman Rales Jewish Family



- Services, Boca Raton 33428 on Tuesday, May 30, 2017;
- District 6 was completed at the West County Senior Center, Belle Glade 33430 on Thursday, April 27; and

- District 7 is scheduled at Riviera Beach Parks and Recreation Lindsey Davis Community Center, West Palm Beach 33404, awaiting dates.

Program Updates

Division of Senior Services, continued

Community Services Celebrates National Volunteer Week

National Volunteer Week is an annual celebration, held in the month of April, to promote and show appreciation for volunteerism and volunteering. National Volunteer Week in the United States was first established via Presidential Proclamation in 1974 and is organized by the Point of Light Foundation.

Points of Light is the largest organization dedicated to volunteer service in the U.S. It mobilizes people to take action where it's needed most. National Volunteer Week is an opportunity to both recognize and thank volunteers. Service Unites, the theme for the 2017 National Volunteer Week, encapsulates the

power of people coming together to inspire more vibrant communities through service.

Palm Beach County Community Services Department's Division of Senior Services (DOSS) celebrated National Volunteer Week with three separate Volunteer Recognition Events at each of its Senior Centers.



North County Senior Center's Volunteers who help with greeting, tours, answering telephones, serving and cleaning up in the community congregate meal site, provide classes and more!

Canvas & Coffee

Palm Beach County Division of Senior Services (DOSS) Senior Centers are always seeking programming to find ways to connect person-to-person. North County Senior Center has found an innovated way with **Canvas & Coffee!** A canvas-painting program that puts the art back into social gatherings.

Older adults are always looking for fun, new ways to enjoy their time and meet and connect with new friends. **Canvas & Coffee** provides

an interesting option to motivate older adults to keep active and socialize! The concept of the program is that a small group selects an art piece that they would like to paint and completes their chosen piece within 2 to 2 ½ hours including drying time. Designs range from landscapes and florals to trendy designs.

The program is facilitated by a trained professional to guide their painting path for the new-to-painting participants.



Art piece from Canvas & Coffee Program at the North County Senior Center. Great Job!



Events were held at the North County Senior Center located in Palm Beach Gardens, Mid County Senior Center located in Lake Worth and West County Senior Center located in Belle Glade.

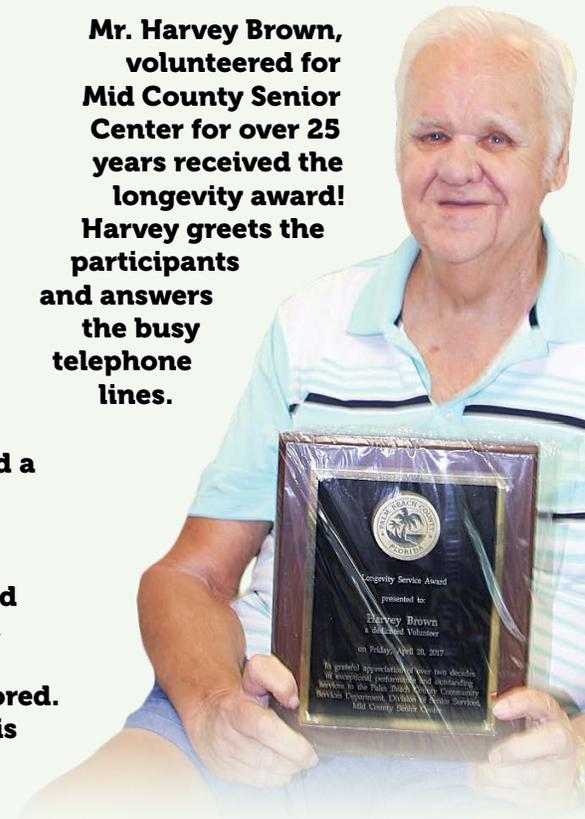
DOSS utilized the National Volunteer Week as an opportunity to recognize, thank and celebrate

their volunteer's efforts to advance DOSS's programs and services. DOSS volunteers lend their time, talent and support to the senior population. DOSS's volunteer stories serve as an inspiration to others to find ways to get going, keep going and volunteer within their communities.

Mr. Harvey Brown, volunteered for Mid County Senior Center for over 25 years received the longevity award! Harvey greets the participants and answers the busy telephone lines.



Ms. Anne Jeudy received a plaque at the West County Senior Center Volunteer Appreciation Luncheon where she and other Center volunteers from across the Glades communities were honored. Anne Jeudy received this year's volunteer of the year award for over 20 years of service!



DOSS Staff



Special Events

4th Annual Mayor's Ball

The 4th Annual Mayor's Ball was held on Saturday, April 1, 2017. Guests arriving at the 4th Annual Mayor's Ball were greeted by a red carpet and a tent city. Volunteers represented those who are homeless, camped outside the Palm Beach County Convention Center reminded gala attendees about the purpose of the evening; to help the homeless in Palm Beach County.

The Homeless Coalition of Palm Beach County managed to mix education with the festivities at their annual fundraiser. Each guest received a masquerade mask as they entered the party, and then learned the purpose behind the fun photo props.

"The homeless in our community often hide behind a mask that everything is okay. They don't want people to know about their situation, out of fear of losing their job, or worse their children. This often makes them feel invisible," said Homeless Coalition Executive Director, Marilyn Munoz. We want to help people see behind the mask, understand that there is a need and step up to help."



Left to right: **Michelle Green, Nancy Bolton, Georgiana Devine, James Green, Taruna Malhotra**



Left to right: **Marilyn Munoz, Pamela Goodman, Mayor Paulette Burdick, Neil Schiller**



Left to right: **Taruna Malhotra, Marcela Millett, Georgiana Devine**

Homeless programs in Palm Beach County are helping. Every place setting at the Mayor's Ball included a story about someone experiencing homelessness who has been helped by the Homeless Coalition.

"While the circumstances in

each case are unique, the need for housing is not," Palm Beach County Mayor Paulette Burdick told guests during her speech. "Everyone deserves a safe place to rest their head at the end of the day."

Mayor Burdick has said she would like to make affordable housing a priority during her term. Funds raised by preceding mayors' balls have helped 890 homeless men, women and children attain permanent housing.



10th Annual Memorial Day Event

On May 29, 2017 the Palm Beach County Veterans Committee hosted the 10th Annual Memorial Day Ceremony at the beautiful South Florida National Cemetery. The Palm Beach County Veteran Service Officers (Cindy Sjogren, Greg Dover and Jose Capellan) provided outreach services to over 3,500 people.

The entire event was taped and you can go to the County's website under Human and Veteran Services to watch the entire tribute to our fallen heroes. We all felt privileged to honor the brave men and woman who have made the ultimate sacrifice to defend the very freedoms we all enjoy today in the United States of America. "Always remember, real heroes don't wear capes, they wear "DOG TAGS."



Jose A. Capellan, Jr.



Left to right: **Cindy Sjogren, Jose A. Capellan, Jr., Greg Dover**

Community Services hosts Spring Egg Hunt

On April 15, Community Services team members along with Adopt-a-Family of the Palm Beaches hosted a Spring Egg Hunt for the children at the Program REACH facility. Over 30 kids and their families enjoyed pizza, chicken salad sandwiches, arts and crafts, and of course, hunting for colorful eggs.

This was the first event of its kind for Community Services and was a huge success. A special thank you to the Homeless Coalition for their donation of delicious sandwiches.

Community Services received the following thank you note from Adopt-a-Family: "We send gratitude to the special crew at Palm Beach County Department of Community Services for planning and hosting a holiday-themed egg hunt for families at Program REACH Saturday afternoon. Each of the 30+ children who reside in the program were treated to an egg hunt, delicious food, and a basket of goodies. Thank you so much for ensuring our kids had a special holiday weekend!"





Palm Beach County Housing Summit

Palm Beach County leaders hosted the Palm Beach County Housing Summit at the Palm Beach County Convention Center on May 31 to address affordable housing. Among the attendees were staff from the Community Service Department (CSD).



Back row, left to right: **Sonya McNair, Keianna Williams**
Front row, left to right: **Joseph Lambert, Julie Dowe, Taruna Malhotra**



Back row, left to right: **Theresa Lawrence, Sherry Brown, Verdenia Baker, Taruna Malhotra**
Front row: **Nancy Bolton**

Homeless Coalition Luncheon



Left to right:
Georgianna Devine, James Green, Priscilla Taylor, Wendy Tippet, Taruna Malhotra, Joseph Lambert, Michelle Jones, Daniel Ramos

News You Can Use

Yes, red nose, green clothes!

On Thursday, May 25, 2017, the CSD Team met in the front of the building to take a picture and show our support for two great causes...**RED NOSE/GREEN CLOTHES**.

What is Red Nose Day?

Red Nose Day is a campaign dedicated to raising money for children and young people living in poverty. It's a day for simply having fun and making people laugh with the goal of ending child poverty! The inaugural **Red Nose Day** was held in the U.S. on May 21, 2015. The money raised by **Red Nose Day** in the

U.S. has benefited programs for children and young people in all 50 states. The Red Nose Campaign has raised over \$1 billion dollars globally!

May is also Mental Health Awareness Month!

In an effort to continue awareness, we are asking staff to wear **GREEN** on Thursday, May 25. **Green** is the color associated with Mental Health Awareness. We have agencies that focus on helping those in our communities that often find themselves marginalized.



News You Can Use

CSD Safety Committee

The **Community Service Department Safety Committee** held their first meeting on Thursday, June 22, 2017.

Safety Committee members are David Rafaidus (Chair), Lashawna Mitchell, Cirillo Benitez, Hugo Belanger, Patty Jordan, Ancy Louis, Cynthia Sjogren, Joseph Lambert and Hector Melendez. Representatives from Risk Management (Mark Ferguson, Bob Hutchinson, Bruce Hill & Jean Heald) will play an advisory role to the Safety Committee.

James Green (Community Service Department Director) emphasized to the committee that the health and safety for employees and visitors to the Department is a high priority to him.

Based on Mr. Green's comments, the Safety Committee developed the following "Vision Statement" and "Mission Statement":

Vision Statement

The Community Services Department is committed to the safety and welfare of all employees

through prevention, education and awareness with the ultimate goal of eliminating workplace accidents and incidents entirely.

Mission Statement

The mission of the Community Service Safety Committee is to develop and promote a healthy and safe environment of all employees and visitors to our facilities through the involvement of all individuals with regards to education, communication and safe work practices.

Committee Member Responsibilities

- Actively promote health and safety.
- Communicate committee activities to his/her fellow employees.
- Serve on appointed project teams or sub-committees.
- Bring safety or health concerns to committee meetings and/or to the attention of the affected employees supervisor.

- Serve as an example by following all safety rules and work practices.
- Identify unsafe work practices and conditions and suggest appropriate remedies.
- Review accident/incident reports. Types of accidents, causes and trends shall be identified and appropriate corrective action suggested.
- Assist in the development and implementation of effective health and safety awareness programs.
- Serve as an advisory body to management on health and safety issues.
- Work with appropriate County personnel (i.e. Risk Management, Human Resources, etc...) achieve a safe and healthy workplace.

The committee also discussed how they will develop an Annual Safety Committee Report, organize employee certification and training programs, work with the CSD Leadership Team, review Incident Reports and PPMs, establish a Safety Manual checklist that contains an Importance Ranking matrix, and launch emergency/

"Community Services' first priority is the safety and welfare of our customers and employees. Nothing will ever compromise that."

—James Green



Community Services Department Safety Committee's at their first meeting.

disaster planning platforms that involve CSD employees.

Future Safety Committee Meeting Dates

Future Safety Committee meeting dates will be held from 9:00 a.m. until 11:00 a.m. at 810 Datura Street (Basement Conference Room) on July 27, 2017; August 24, 2017;

September 28, 2017 and January 25, 2018.

Safety Committee Information & Communication

Safety Committee meeting dates, minutes, agendas, handouts and support documents will be posted on the Community Service Department web page <http://>

pbcportal.pbcgov.org/communityservices/default.aspx

Additionally, should you have any questions or concerns, don't hesitate to contact a Safety Committee member or **David Rafaidus** (Safety Committee Chair) at **355-4705** or drafaidu@pbcgov.org.



Employee News



New Hires

Hire Date	Name	Department
5/15/17	Jaqueline Plummer , Senior Clerk Typist	Division of Human & Veterans Services
6/5/17	Jose Maria Zayas , Case Manager I	Division of Senior Services (DOSS)

Promotions

Promotion	From	To
Anna Balla CSD Administration	Grant Compliance Specialist I	Grant Compliance Specialist II
Antoinette Austin Division of Senior Services	Assistant Community Center Manager	Community Center Manager
Atisha Robinson-Latimore Human Services	Case Manager I	Case Manager II
Brian Nickerson Human Services	Temp-Professional	Information Management System Specialist
Randy Paul CSD Administration	Research Specialist	Grant Compliance Specialist I
Stessy Cocerez CSD Administration	Planning Technician	Planner I
Waldemar Lugo Human Services	Information Management System Specialist	Program Evaluator

Employee Corner



Amalia Hernandez, Contracts Manager has a new granddaughter, Madelyn Alessandra Silvagnoli! She was born on Saturday, June 24, 2017. Congratulations!



It's Official!
Hunter was officially adopted by the Holbrook Family on Tuesday, June 28, 2017. Congratulations to Sonja, Joe and Hannah for their new addition to the family!



On July 16, 2017, Michelle Jones, Contract Management Specialist welcomed her new granddaughter, Elena Iris West! Congratulations!



Proud to be an American!
Sharon Nangle (formerly O'Neill), Grant Compliance Specialist II, became a U.S. Citizen on 7/14/17!



Here Comes The BRIDE! ▶
On June 22, 2017, Christina Wright, Fiscal Specialist III, became Mrs. Christina Hollonquest! Congratulations to Mr. and Mrs. Hollonquest!

Congrats!



Memorial Day BBQ



From left to right: **Lisa Hartman, Thomas Eaton, Julie Dowe, Chef Frank Frank, Margo Gomme, Brenda Robinson, Victoria Jones, Dinah Scott, Hong Truong, Joe Lambert, Tony Moore, Neeta Mahani**

The Community Services Financial and Support Services team held a Memorial Day BBQ on Friday, May 26, 2017. Underneath the shady canopy of the break area Banyan tree, Chef Frank cooked up a traditional BBQ lunch of burgers and hot dogs for his ravenous teammates.

The weather was magnificent, the food was good, the camaraderie was noticeable, and all had a great time in observance of the upcoming holiday. There was even a group performance of the *Electric Slide*. *Dancing with the Stars*, here we come!

We Would Like To Thank...



Amalia Hernandez, Yolanda Asante, and **Randy Paul** for their hard work and effort in creating the Community Services Department Newsletter!

Please let us know what you would like to see in the next edition of our newsletter!

Contact Yolanda Asante at Yasante@pbcgov.org