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

Board of County Commissioners and County Administrator .................... 3
A Letter from James Green, Department Director ........................................ 4
List of Programs and Services ................................................................. 5–7
Map of Site Locations ............................................................................. 8–9
A Letter from Taruna Malhotra, Assistant Director ................................. 10
Meet the Community Services Leadership Team ................................. 11
Divisions and Programs ......................................................................... 12–29
  Community Action Program (CAP) ...................................................... 12–15
  Division of Senior Services (DOSS) ..................................................... 16–19
  Division of Human and Veteran Services (DHVS) .............................. 20–23
  Farmworker Career Development Program (FCDP) ............................ 24–25
  Contract Management | Planning and Evaluation ............................. 26–27
  Ryan White Program (RWP) ................................................................. 28–29

A Letter from Julie Dowe, Director of Finance & Support Services .......... 30
Department of Community Services Organizational Chart ...................... 31
Community-Based Funded Partners ......................................................... 32
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
A letter from James Green, Department Director
561-355-4702 | jgreen1@pbcgov.org

The past year has been extremely productive for the Palm Beach County Community Services Department. We began by renewing our mission, vision and organizational values. Staff assessed the department’s strengths, weaknesses, opportunities and threats as well as the organization’s overall health to begin laying the foundation for growth and change.

This year, we focused on raising the standard and building a culture of excellence. We worked diligently to develop our internal talent, improve our ability to measure and achieve results and increase our visibility throughout the Palm Beach County community.

In the past 12 months, CSD provided services to over 50,000 Palm Beach County residents. We made strategic investments in families, strengthening their abilities to become more self-reliant. We also increased collaboration and took significant steps towards creating systemic change to address issues with homelessness and poverty.

We would like to thank all of the advisory board members, volunteers, community partners and other stakeholders who supported the department this past year. A special thanks goes out to the Community Services staff for their dedication and commitment to serving our residents in need. We look forward to a prosperous new year as we continue to fulfill the mission and vision of Community Services.

James Green
# List of Programs and Services

## BELLE GLADE

### Community Action Program

**607 South Main Street, Suite 102, Belle Glade, FL 33493**  
561-996-0660  
Monday–Friday 8:00AM–5:00PM

- Housing Relocation
- Eviction Prevention
- Water and Gas Assistance
- LIHEAP (Electric Bill Assistance)
- Case Management
- Vocational Training
- Financial Management Training
- Transportation
- VITA Tax Services
- Job Readiness
- Skills Training and Referrals

### Division of Human and Veteran Services

**38754 State Road 80, Belle Glade, FL 33430**  
561-996-1630  
Monday–Friday 8:00AM–5:00PM

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

### Division of Senior Services

**West County Senior Center**  
2916 State Road #15, Belle Glade, FL 33430  
561-996-4808 | fax: 561-992-1011  
Monday–Friday 8:00AM–5:00PM

- Emergency Home Energy Assistance
- Adult Protective Services
- Nutrition: Home Delivered & Congregate Meals
- Case Management
- Adult Day Care
- Volunteer & Volunteer Stipend Programs: Senior Companion & Respite for Elders Living in Everyday Families
- Outreach
- Information & Referral
- Caregiver Support

### Farmworker Career Development Program

**607 South Main Street, Suite 103, Belle Glade, FL 33430**  
561-992-7406 | fax: 561-992-7516  
Monday–Friday 8:00AM–5:00PM

- Food Distribution
- Food Vouchers
- Clothing
- Rent Assistance
- Utility Assistance
- Assistance with Completing Forms and Applications
- Transportation to Medical and Social Service Appointment
- Orientation of Community Resources
- Translations and Interpretations
- Housing Counseling
- Life Skills
- Case Management
- Assistance with Unemployment Application
- Job Referrals
**Community Action Program**  
**225 South Congress Avenue, Delray Beach, FL 33444**  
561-694-5415  
**Tuesdays & Thursdays 8:00AM–5:00PM (by appointment only)**  
Housing Relocation, Eviction Prevention, Water and Gas Assistance, LIHEAP (Electric Bill Assistance), Case Management, Vocational Training, Financial Management Training, Transportation, VITA Tax Services, Job Readiness, Skills Training and Referrals

**Division of Human and Veteran Services (Services for Veterans only)**  
**345 South Congress Avenue, Suite 104, Delray Beach, FL 33444**  
561-276-1225  
**Tuesdays & Thursdays 8:00AM–5:00PM (by appointment only)**  
Compensation Claims, Pension Claims, Aid and Attendance or Housebound Benefits, Income Verification letters, Homestead Tax Discount letter, Application for certification of discharge papers, assistance with requesting discharge upgrades, identification applications for 100% disabled veterans and referrals

**Division of Human and Veteran Services**  
**225 South Congress Avenue, Delray Beach, FL 33444**  
561-274-3130  
**Monday–Friday 8:00AM–5:00PM**  
Case Management, Rental Assistance, Utility Assistance, Information and Referral, Indigent Cremation, and FPL Care to Share

**LAKE WORTH**

**Community Action Program**  
**1699 Wingfield Street, Lake Worth, FL 33460**  
561-694-5415  
**Monday–Friday 8:00AM–5:00PM**  
Housing Relocation, Eviction Prevention, Water and Gas Assistance, LIHEAP (Electric Bill Assistance), Case Management, Vocational Training, Financial Management Training, Transportation, VITA Tax Services, Job Readiness, Skills Training and Referrals

**Division of Senior Services**  
**Mid County Senior Center**  
**3680 Lake Worth Road, Lake Worth, FL 33461**  
561-357-7100 | fax: 561-357-7114  
**Monday–Friday 8:00AM–5:00PM**  
WEST PALM BEACH

Community Action Program
810 Datura Street, West Palm Beach, FL 33401
561-355-4792
Monday–Friday 8:00AM–5:00PM
Housing Relocation, Eviction Prevention, Water and Gas Assistance, LIHEAP (Electric Bill Assistance), Case Management, Vocational Training, Financial Management Training, Transportation, VITA Tax Services, Job Readiness, Skills Training and Referrals

RIVIERA BEACH

Community Action Program
1440 Martin Luther King, Jr. Boulevard, Riviera Beach, FL 33404
561-694-7463
Monday–Friday 8:00AM–5:00PM
Housing Relocation, Eviction Prevention, Water and Gas Assistance, LIHEAP (Electric Bill Assistance), Case Management, Vocational Training, Financial Management Training, Transportation, VITA Tax Services, Job Readiness, Skills Training and Referrals

Division of Human and Veteran Services
1440 Martin Luther King, Jr. Boulevard, Riviera Beach, FL 33405
561-694-7450
Monday–Friday 8:00AM–5:00PM
Case Management, Rental Assistance, Utility Assistance, Information and Referral, Indigent Cremation, and FPL Care to Share

PALM BEACH GARDENS

Division of Senior Services
North County Senior Center
5217 Northlake Boulevard, Palm Beach Gardens, FL 33418
561-694-5435 | fax: 561-694-9611
Monday–Friday 8:00AM–5:00PM
Program Locations

BELLE GLADE

DHVS
DOSM
FCDP
CAP
As we look back at all the work we have done in 2017, our mission remains to promote independence and enhance the quality of life in Palm Beach County by providing effective and essential services to residents in need. This overarching principle has allowed us to make a positive difference in Palm Beach County, and we will continue to move forward to new achievements in the months ahead.

Over the past year, the management team has been focused on bolstering strong programs, engaging employees, enhancing Community Services branding, employee trainings and professional growth, increasing system investments and a solid operational foundation. We have continued to boast a strong operational foundation with strict adherence to our financial policies, resulting in no finding in a single audit in 2016.

We have launched our strategic plan for the department and are engaging our various advisory board members, alliance members and key stakeholders, and most importantly our employees and clients to provide a solid base for Community Services’ various initiatives. We are making strategic investments for community engagement, increasing efficiency, innovative programming and data-driven planning. We will continue to work diligently to make data-driven decisions, develop targeted strategies to maximize impact and improve collaborations amongst service providers and system leaders. We are excited to take our department to the next level by engaging everyone in setting up our strategic goals.

The recent Collective Impact launch by CSD, Leading the Way Home, and 100-Day challenge initiatives not only raise awareness but are 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 care 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.

Special thanks goes out to the Community Services team, members of our advisory boards, subject matter experts, volunteers and community organizations for their dedication and commitment to serving our families and individuals in need.

I am committed to the success of our organization and would love to hear from you if you have suggestions, thoughts, comments or perhaps are interested in volunteering at any of our committees or events. Feel free to contact me and let’s make this a remarkable year together.

Taruna Malhotra
Meet the Community Services Leadership Team

Front Row (left to right):
Taruna Malhotra, Faith Manfra, Mary Woodard, Bibi Baksh, Amalia Hernandez

Back Row (left to right):
Cynthia McMillan, Wendy Tippett, James Green, Julie Dowe, Natalie Diaz-Rodriguez, Meghan Parnell, Marilyn Munoz
Since 1974, the Palm Beach County Community Action Program has assisted families in moving away from government assistance. This federally-funded program is a part of a national movement to fight poverty on the local level. For over forty years, Community Action has allocated funding to fill the service gaps. As stewards of taxpayer dollars, Community Action seeks to maximize the return on investment with the people we serve through offering the following services: Small Business Startup, Employment Skills Training, Assistance with Housing, Utilities, Food, Transportation & Childcare, VITA Tax Assistance, and Case Management & Referrals.

**CAP VISION** To be an innovative resource agency that improves lives within the community.

**CAP MISSION** To remove barriers and create opportunities for low-income individuals and families that will enable them to become more self-sufficient.

During FY 2017, CAP completed a community needs assessment in the areas of health, transportation, childcare, education, employment, housing and food—disaggregating needs and gaps by geographic locations.

CAP developed a strategic approach toward addressing poverty-related issues focused on helping those affected by poverty to obtain targeted skills, training, and job placement.

A total of 18,471 individuals and 7,826 households were served.

CAP administered the Low-Income Home Energy Assistance Program (LIHEAP) and the Community Service Block Grant (CSBG) federal funding block grants as well as county funds, which provided assistance for low-income families to maintain/restore utility services and to move families away from government assistance. Additionally, a grant through Chase Bank was received which funded vocational training opportunities, free tax preparation and debt reduction assistance for low-income residents.
**Funding**

CSBG: $1,625,968  
LIHEAP: $3,226,192  
County: $305,644  
Total: $5,157,804

**Demographics of Individuals Served**

*Gender*
- Male: 37%  
- Female: 63%

*Race*
- White: 86%  
- Black: 1%  
- American Indian: 1%  
- Asian: 2%  
- Non-Hispanic: 10%  
- Other: 2%  
- Multi-Race: 0%

*Education Level*
- 0-8th grade: 4%  
- 9-12 grad (non grad): 1%  
- Graduate & GED: 4%  
- Grade 12 + some post secondary: 19%  
- 2 or 4 yr College Grad: 26%
Community Action Program (CAP)

Program Highlights

- Launched updated OSCARSS online system to create appointments and submit applications for assistance online.

- Launched new program with Community Caring Center of Greater Boynton Beach (CCCBB) to provide clients with the opportunity to gain entrepreneurial skills, as well as culinary skills, and the ability to start and run their business using CCCBB’s industrial kitchen.
### Outcomes

#### Towards Self-Sufficiency

<table>
<thead>
<tr>
<th>Outcome</th>
<th>Number of Clients</th>
</tr>
</thead>
<tbody>
<tr>
<td>Obtained employment with a living wage</td>
<td>17</td>
</tr>
<tr>
<td>Completed training/skills for employment</td>
<td>127</td>
</tr>
<tr>
<td>Unemployed and obtained a job</td>
<td>141</td>
</tr>
</tbody>
</table>

#### Emergency Services

<table>
<thead>
<tr>
<th>Service</th>
<th>Number of Clients</th>
</tr>
</thead>
<tbody>
<tr>
<td>Households prevented disconnection or restored services</td>
<td>7,199</td>
</tr>
<tr>
<td>Households prevented eviction</td>
<td>83</td>
</tr>
<tr>
<td>Households restored water services</td>
<td>468</td>
</tr>
</tbody>
</table>

#### Reduction of Hunger in Palm Beach County

<table>
<thead>
<tr>
<th>Activity</th>
<th>Number of Pounds</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of pounds of food gleaned</td>
<td>388,120 lbs</td>
</tr>
</tbody>
</table>

#### Community Level

<table>
<thead>
<tr>
<th>Activity</th>
<th>Number of Members</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community members participated in community revitalization and anti-poverty initiatives</td>
<td>1,001</td>
</tr>
<tr>
<td>Community members who participated in free tax preparation program VITA, obtaining $84,500 in returns</td>
<td>101</td>
</tr>
</tbody>
</table>
The Division of Senior Services (DOSS) has a long-standing commitment to provide accessible services to help older adults attain independence and promote quality of life for older adults and their caregivers. DOSS has over 40 years of experience working with older adults and caregivers within the community. DOSS administers a comprehensive continuum of care for older adults and their caregivers that provides social and emotional well-being, encourages independence and supports older adults and their caregivers within the community with dignity and choice.

DOSS is the designated Lead Agency through the Area Agency on Aging/Department of Elder Affairs to administer federal and state grant funded programs for older adults.

Programs include:

1) active Senior Centers offering education, recreation and social classes and programs to promote positive health and well-being;

2) structured Adult Day Care Centers providing group social and recreational activities with health monitoring;

3) beneficial Nutrition Programs including congregate and home-delivered meals;

4) essential Case Management providing in-home assessments and services to determine older adults’ needs and coordinate/manage in-home services such as companionship, personal care, respite, homemaker, etc.;

5) Emergency Home Energy Assistance Program (EHEAP);

6) Information, Outreach and Referral;

7) Volunteer Opportunities both stipend and non-stipend; and

8) Adult Protection Services.
**OCTOBER 1, 2016 TO SEPTEMBER 30, 2017**

<table>
<thead>
<tr>
<th>Program</th>
<th>No. of Clients Served</th>
</tr>
</thead>
<tbody>
<tr>
<td>Congregate Meals</td>
<td>1,350</td>
</tr>
<tr>
<td>Home-Delivered Meals</td>
<td>599</td>
</tr>
<tr>
<td>Home Energy Assistance Program</td>
<td>924</td>
</tr>
<tr>
<td>Case Management In-Home Community-Based Services</td>
<td>546</td>
</tr>
<tr>
<td>Adult Protection Services</td>
<td>38</td>
</tr>
<tr>
<td>Adult Day Care</td>
<td>83</td>
</tr>
<tr>
<td>Senior Companion</td>
<td>28 clients/9 volunteers</td>
</tr>
<tr>
<td>RELIEF</td>
<td>25 clients/11 volunteers</td>
</tr>
<tr>
<td>Powerful Tools for Caregivers</td>
<td>30</td>
</tr>
<tr>
<td>Senior Centers</td>
<td>3,405</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>7,028</strong></td>
</tr>
</tbody>
</table>
Division of Senior Services (DOSS)

Funding

<table>
<thead>
<tr>
<th>Program</th>
<th>Funding</th>
</tr>
</thead>
<tbody>
<tr>
<td>Older Americans Act</td>
<td>$1,753,338</td>
</tr>
<tr>
<td>Community Care for the Elderly</td>
<td>$2,856,379</td>
</tr>
<tr>
<td>Adult Care Food</td>
<td>$1,638</td>
</tr>
<tr>
<td>Senior Companion</td>
<td>$1,294</td>
</tr>
<tr>
<td>Respite for Elders Living in Everyday Families</td>
<td>$97,440</td>
</tr>
<tr>
<td>Emergency Home Energy Assistance</td>
<td>$7,140</td>
</tr>
<tr>
<td>Long-Term Care Managed Care</td>
<td>$30,698</td>
</tr>
<tr>
<td>Private Pay</td>
<td>$33,100</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$4,781,027</strong></td>
</tr>
</tbody>
</table>

Outcomes

- Caregiver Ability to Continue to Provide Care 100% YTD16 achieved
- Adult Protection Service High-Risk Referrals Served 100% YTD16 achieved
Program Highlights

1. Division of Senior Services (DOSS) secured state and federal grant funds totaling over $4.7 million. The recurring grant funds were awarded for the next four years, through 2021. As one of Florida’s Community Care for the Elderly lead agencies, DOSS provides essential services to the county’s elders and their caregivers by providing community-based services to help functionally-impaired elders live in the least restrictive yet most cost-effective environment.

2. In partnership with the West Palm Beach Veterans Administration and the Area Agency on Aging, DOSS will assist veterans 60 and older through a new Veterans Independence Program (VIP). This program is a veteran-directed approach to in-home and community-based services. VIP allows qualifying veterans the ability to receive from a caregiver respite and companionship, which helps them live more independently in their community and avoid costly institution placement.
As far back as 1964, the Palm Beach County Division of Human and Veteran Services has existed for the purpose of serving eligible citizens in need. Assistance with basic living expenses, as well as provision of state-mandated services, has always been the foundation of DHVS. The Division also serves as the lead of the Continuum of Care (CoC), which is designed to promote communitywide commitment to the goal of ending homelessness.

Homeless Services

**Rapid Re-Housing Program** was developed as a pilot program in late 2016 to provide a more cost-effective and permanent solution to ending homelessness than our Emergency Shelter program. In 2017, 188 clients were placed into Rapid Rehousing and 78% of those placed in 2016–17 remain stability housed in permanent housing. This program provides limited financial assistance, housing location and case management to individuals.

**Homeless Outreach Team (HOT)** reaches out to homeless individuals on the street and parks in an effort to engage them where they are. The HOT focuses their engagement on those who have been on the street the longest and are the hardest to engage. In 2017, 371 individuals were served with 1,484 units of service provided.

In 2017, the HOT added an ACT (Assertive Community Treatment) Team. The ACT Team is a collaboration between Parks and Recreation, Jerome Golden Center, Southeast Florida Behavioral Health, Career Source, Rebel Recovery, and the Health Care District of Palm Beach County.

**Homeless Prevention Services**

The Homeless Prevention offices (Riviera Beach, Delray Beach and Belle Glade) serve those who are at risk of homelessness due to no fault of their own. Services offered include rental assistance, utility assistance and case management. In FY 2017, 2,474 clients were served and 78% of those clients served remained housed at case closure.
**Indigent Cremation**

The Indigent Cremation program provides cremation services for Palm Beach County residents who can’t afford to bury their loved ones. In FY 2017, 331 adults and 8 babies received cremation services.

**Veteran Services**

Veteran Services provides assistance to former and current members of the Armed Forces who reside in Palm Beach County and qualifying dependents and survivors with obtaining benefits, information and referral and outreach. In FY 2017, 2,047 were served on a one-on-one basis during an office appointment with a Veteran Service Officer. 88% of the veterans served obtained benefits as a result.

**Homeless Management Information System (HMIS)**

The Homeless Management Information System, or HMIS, is a required data system for programs receiving federal, state or local homeless and housing dollars. In 2017, 70 new users were trained, bringing the total active users in Palm Beach County to over 245.

In addition, 18 mandatory federal reports were submitted on time and with 100% accuracy.
Other Accomplishments and Special Projects

- The Homeless Point-in-Time (PIT) Count was completed in January 2017 with the assistance of 220 volunteers, completing 1,607 surveys with homeless persons in Palm Beach County.

- Palm Beach County was awarded a 100-Day Challenge Grant for Youth Homeless in the summer of 2017 and completed the challenge in November 2017. The target was to serve 100 homeless youth in 100 days and Palm Beach County and its partners (Goodwill, Community Partners/Parent-Child Center, Vita Nova, Friends of Foster Children, ChildNet, Adopt-A-Family, PBC Youth Services, PBC School District, Homeless Youth and Compass) were able to serve 121 youth in the limited timeframe.

- The Homeless Coalition continues to fundraise to support backdoor services at the Lewis Center through the Mayor’s Ball and other annual events, grants and donations.

- The division provided Hurricane Irma relief to the community. 240 residents were served with eviction prevention funding.

- Developed a plan to coordinate Homeless Prevention Navigation through a coordinated navigation center. The buildout is planned for Spring 2018.
2017 Point-in-Time Count

[Image of two individuals conducting a survey]

(Palm Beach County Community Services Department Annual Report 2017)

(Palm Beach County Community Services Department Annual Report 2017)
FCDP offers migrant and seasonal farmworkers the opportunity to strengthen their ability to achieve economic self-sufficiency through their participation in educational, skill training and supportive services. After completion of training, program participants are then able to obtain year-round, unsubsidized employment and, as a result, are able to make positive changes in their lives.

Services include: Counseling and evaluation, classroom training, on-the-job training, and support services: transportation, referral, job placement, follow up.

Clients served: 96; 43 found employment, 42 trained, 27 attained credentials.

Outcomes

<table>
<thead>
<tr>
<th>Number of Clients who achieved outcome</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of farmworkers or their dependents who gained access to services to improve skills needed to gain year-round, unsubsidized employment.</td>
</tr>
<tr>
<td>Number of clients who obtained vocational certificate or license</td>
</tr>
<tr>
<td>Number of clients who gained employability skills knowledge</td>
</tr>
<tr>
<td>Number of participants placed for employment</td>
</tr>
</tbody>
</table>

Client Success Story

A client was enrolled in the 40-hour childcare course, and after completion and passing the exams, she was hired by a partner agency in classroom as a teacher assistant and bus monitor. She was hired at a rate of $11.00 per hour, $3.00 more than she was making in the packing house packaging vegetables. She no longer had to work 12- or 15-hour shifts and instead works a regular 40 hours a week during the day.
Financially Assisted Agencies (FAA)

In providing for human service needs, Palm Beach County augments its own services mix by providing financial assistance to community-based organizations. Financially Assisted Agencies (FAA) is a program within the administrative section of the Department of Community Services. It was established in the early 1980s.

The six service categories are: Special Needs/Developmental Disabilities, Behavioral Health, Homelessness, Domestic Abuse/Sheltering, Economic Stability/Poverty, and Senior Services. FAA non-competitive funds are used for state/federal match funds and community collaborative projects.

In 2017, FAA funding was increased by 3% to $12,132,220.

37 agencies/58 contracts/65 programs were contracted with for services.
Program Highlights

- Enhanced contracting process by implementing three-year multi-year contracting.


- Published client-level demographic and outcome data report.

- Established objectives and performance measures specific for FAA to be included in the FY 2018 County Budget.
Palm Beach County Department of Community Services administers the Ryan White Act Part A funds for eligible metropolitan areas hardest hit by the HIV/AIDS epidemic. Community-based and governmental agencies are contracted to provide core medical health care and support service to individuals living with HIV disease and their families who live in Palm Beach County. A wide range of services are offered, such as Medical and Early Intervention Services, Laboratory Diagnostic Testing, Medical Care, Oral Health, Medical Nutrition Therapy, Medical Case Management, Emergency Housing, Dental Care, Specialty Medical, Substance Abuse, Mental Health Counseling, Health Insurance Premium & Cost Sharing Assistance, Food, Medical Transportation, Legal Services, and Emergency Financial Assistance.

Diagnosis-Based Model
Persons Living with HIV (PLWH) in Florida along the HIV Care Continuum in 2016

- 135,000 are estimated to be living with HIV, accounting for 21,214 (15.6%) who are unaware of their HIV status.
- 86% of the 4,972 diagnosed with HIV in 2016 had documented HIV-related care within 3 months of diagnosis.
- 80% of PLWH in care had a suppressed viral load.
- 86% of PLWH retained in care had a suppressed viral load.

**Florida HEALTH**
Palm Beach County
Program Highlights

- HOPWA and Ryan White are fully integrated. Initial data analysis and evaluation activities have begun.

- Inter-governmental contracts with two (2) of our local governmental agencies will be executed.

- Multi-year contracts have been developed with the Ryan White providers.

- The needs assessment is completed.

- Three (3) year RFP for services was completed, with proposals from additional community agencies to possibly expand the service provider network.

- Monthly involvement with local community partners during the “HIV 501” Training, provided through the Palm Beach County Department of Health. The Part A Grantee Quality Management Coordinator presents the Part A/ADAP eligibility process to participants.

- Coordinated efforts for Affordable Care Act (ACA) enrollment and support of enrolled clients, between the State AIDS Drug Assistance Program (ADAP) and five other Ryan White local jurisdictions in Florida. As residents utilize ACA insurance plans for medical coverage, the county yields a great cost savings.

- Provider network expanded with AIDS Healthcare Foundation.

- The database, Provide Enterprise, offers accurate and timely client-level utilization and health outcome data, combined with expenditure data more accurately measure unit cost and cost per client.

- EIS work group ensuring collaboration across the 4–5 EIS providers.
Another productive year has passed! Finance and Support Services has experienced various challenges and accomplishments this fiscal year, starting and ending with a hurricane. We began this fiscal year with Hurricane Matthew, and ended with Hurricane Irma. Each hurricane brought unique fiscal challenges, but also offered us the opportunity to serve our community by operating the special needs shelters.

In between hurricanes, the Finance and Support Services team oversaw expenditures of over $45 million (including both ad valorem and grant funding), which includes not only budget preparation and payment processing, but fiscal monitoring of all our contracted agencies.

In 2017, we were also honored with a NaCo Achievement award for our STARS (Senior Tracking and Referral System) vendor portal and invoice interface. Always looking for ways to streamline processing, we also launched a new invoice workflow system for our CSBG client assistance payments. More process improvements are on the horizon for Fiscal Year 2018!

Highlights:

- Processed payments for direct client assistance (rent, utilities, food vouchers) totaling $4,579,457 to prevent homelessness
- Fiscally monitored 47 contracted agencies to ensure contract compliance and sound fiscal management
- Managed $17.4M in federal, state and private grant funding

A letter from
Julie Dowe, Director of Finance & Support Services
561-355-9922 | jdowe@pbcgov.org
Palm Beach County, Florida
Department of Community Services

Administration

Organizational Chart

Palm Beach County Board of County Commissioners

County Administrator
Vordonia C. Basker

Deputy County Administrator
Jon Van Arnum

Assistant County Administrator
Nancy Bolton

Community Services Department
James Green, Director

Human & Veteran Services
Wendy Tippett, Director

Senior Services
Faith Manfris, Director

Assistant Director
Tasneem Matkouta

Finance & Support Service
Julie Down, Director

Contract Management and Compliance
Amelia Hernandez, Manager

Community Action Program
Natalie Diaz Rodriguez, Coordinator

Faimworker Jobs & Education
Cynthia McMillan, Coordinator

Planning & Evaluation Section
Meghan Parnell, Manager

Ryan White Program
Mary Woodard, Manager

Public Information Officer
Bibi Ikash

Training Coordinator (Vacant)

For additional information contact James Green, Department Director (561) 888-4782

December 22, 2017
COMMUNITY-BASED FUNDED PARTNERS

211
Adopt-A-Family Of The Palm Beaches
Academy for Nursing and Health Occ
Aid To Victims Of Domestic Assault
Aids Healthcare Foundation
Alzheimer’s Community Care Association
ARC of the Glades
Area Agency on Aging
Business Loan Fund of Palm Beach
CareerSource
Catholic Charities of Palm Beach
Children’s Home Society
Children’s Place @ Home Safe
Coalition For Independent Living
Community Caring Center
Compass
Credit Card Management Services
CROS Ministries
Drug Abuse Foundation Of PBC
Drug Abuse Treatment Association
Easter Seals
Families First of Palm Beach County
Farmworker Coordinating Council
Father Flanagan’s Boys Town
For the Children Inc.
Foundcare
Glades Initiative Management Board
Goodwill Industries
Gratitude House
Health Care District of Palm Beach

County
Health Department of Palm Beach County
Homeless Coalition
Housing Partnership
Jeff Industries
Jerome Golden Center
Legal Aid Society
Mae Volen Transportation
Mental Health Association
Morse Life
Palm Beach County Food Bank
Palm Beach County Health Care District
Palm Beach Habilitation Center
PBC ARC
Seagull Industries
South County Mental Health Center
Southeast Florida Behavioral Health
The Lord’s Place
The Salvation Army
The United Way of PBC
Treasure Coast Health Council
United Cerebral Palsy
Vita Nova
YWCA