



## ADOPTED - REGULAR MEETING MINUTES

**COMMITTEE:** Citizens Advisory Committee on Health and Human Services (CAC/HHS)

**MEETING DATE and TIME:** January 12<sup>th</sup>, 2017 at 9:00AM

**MEETING LOCATION:** Basement Conference Room – 810 Datura Street, West Palm Beach, FL 33401

**PERSON PRESIDING:** Chief Deputy Michael Gauger (Immediate Past-Chair)

**REGULAR MEMBERS IN ATTENDANCE:** Randy Palo, Sharon Greene, Dr. Thomas Cleare, Barbara Jacobowitz, Anne Gerwig, Sandra Chamblee, Pamela Gionfriddo

**EX-OFFICIO MEMBERS IN ATTENDANCE:** Edward Holloway, Houston Tate

**OTHERS IN ATTENDANCE:** Nancy Bolton, James Green, Helene Hvizd, David Rafaidus, Stessy Cocerez, Richard Radcliffe (League of Cities Executive Director), Amalia Hernandez, Randy Paul, Sharon L'Herrou (211), Julie Swindler (Families First), Julie Dolan (Community Partners/Housing Partnership), Susan Eby (Community Partners/Parent-Child Center), Santiago Jimenez (Boystown), Jared Greene (Boystown), Renee Laymaw (Center for Child Counseling), Jennifer Rey (AVDA), Marsha Martino (NAMI PBC), Seth Bernstein (Boca Raton's Promise - The Alliance for Youth), Geeta Loach-Jacobson (PBC YSD)

**DISCLOSURES:** None.

**CHAIR & STAFF COMMENTS:** Ms. Anne Gerwig will not be at the next CAC meeting.

### **CONSENT ACTIONS OF MEETING**

Agenda Item: ***2.A/B. Additions, Deletions, Substitutions / Adoption of Agenda***

Discussion: Discussion was held in regards to postponing item 3.C. Nomination and Election of CAC/HHS Officers.

Action Taken: Motion to postpone item 3.C. until the next CAC meeting by Pam Gionfriddo. Second by Randy Palo. Agenda approved and adopted by unanimous vote.

### **REGULAR BUSINESS - ACTIONS OF MEETING**

Agenda Item: ***3.A. Adoption of CAC Regular Committee Minutes (November 18<sup>th</sup>, 2016)***

Discussion: None.

Action Taken: Motion to approve the minutes by Barbara Jacobowitz. Second by Pam Gionfriddo. Minutes were approved and adopted by unanimous vote.

### **REGULAR BUSINESS**

Agenda Item: ***3.B. Department Director Introduction and Presentation (Nancy Bolton & James Green)***

- Assistant County Administrator Nancy Bolton introduced the new Department Director for the Community Services Department, James Green.
- James Green moved to Palm Beach County in 1999 to work at a residential facility for young boys as a counselor/teacher and later as the head of the program for seven years; it exposed him to a lot of the current issues. Once he left that job, he went to work for the Urban League for a couple of years before transitioning to the Community Action Program (CAP) as the Program Director, for six years, at the Community Services Department. While at CAP, Mr. Green worked closely with David Rafaidus and other divisions to assist with the County's Indicator Report; before he left, he was appointed by Mayor Taylor to lead the My Brother's Keeper task force. Shortly thereafter, he was appointed to help run the Youth Services Department, where the team began working on the Birth to 22 Youth Master Plan. His goal as Department Director is to connect the

work that the department does with the goals of the community and how that occurs dependent on everyone's role and position and how it all aligns in terms of the Element.

### **REGULAR BUSINESS**

Agenda Item: ***3.C. Nomination and Election of CAC/HHS Officers***

- As noted above under the item 2.A. Additions, Deletions, Substitutions to the current meeting's Agenda, this item will be postponed to a later CAC meeting.

### **REGULAR BUSINESS**

Agenda Item: ***3.D. FAA RFP Update (David Rafaidus)***

- Steering Committees have convened for the Behavioral Health and Special Needs service categories; members include CAC members, subject matter experts, and funding partners.
- The purpose of the Steering Committees is to: plan for the public forums, provide and review relevant data, and provide input for the survey.
- Public forum flyers have been sent out to our Non Profit e-list and to the CAC members in December and January.
- The survey has been expanded beyond the public forum attendees to include more of the public's voice; the flyers and email text include the link to the survey. Surveys will close in less than 2 weeks in order to adhere to RFP timeline.
- Survey development included input from the Unicorn Children's Foundation (SN) and the Ronik and Radlaur consulting firm, who are conducting the BH needs assessment for SEFBHN and funded by the Farris Foundation.
- Both the Unicorn Children's Foundation and Ronik and Radlaur will look to the data collected from the online survey and the public forums to inform their work.
- We intend to have the RFP process summary reports to CAC by the end of January.

### **REGULAR BUSINESS**

Agenda Item: ***3.E. Indicator Report (David Rafaidus)***

- Due to the size of the report, several emails were sent with different indicators in each one; report was sent out in alphabetical order with the page numbers on the bottom.
- Information in the current Indicator Reports are merely updates from the last report from 2010 as data collected this time around may have been collected differently from last time; Examples of this include the data for HIV/AIDS and the data for the Youth indicator which could not be collected the same because a separate Youth Services Department has been established since the last report was released.
- An important note to think about is whether or not the goals in the Indicator Report are matching up with the goals in the HHS Element; if not, why – does the indicator have to change or does the Element?
- Collaboration throughout the County has been very important for each category to verify that outcomes from data collection are showing similarities in order to know if what we're asking for will really make a difference in our community and to best encourage what the RFP guidance should be asking for.
- Ongoing collaboration is still important for continuing quality assurance.
- Questions/Comments:
  - Pam Gionfriddo mentioned that at this stage, it may be too late to change the indicators if we wish to get the report out. She also mentioned that the suicide rate goal is unreasonable and it may be beneficial to set new goals.
  - David Rafaidus reminded the attendees that at some point, there was a portal in which Indicators could be tracked frequently and consistently; the portal has dissolved and the information is not readily available unless the portal is re-activated, which would cost a lot of money and would require reasoning of how it would benefit the County as a whole to invest that money and re-open the portal. Our mission is to report accurate data to the Board of County Commissioners (BCC); part of that mission includes financing. We want to make sure that when County Administration & the BCC are making financially-based decisions, that they have all the information they need to make the best decisions and that we can provide the best information possible to justify our recommendations.
  - Randy Palo asked about the urgency of releasing the Indicator Report; he believes there is an importance in updating the indicators to make them as relevant as possible. David Rafaidus informed him that it's not about the urgency but about how the report can best guide the upcoming RFPs. Mr.

- Palo asked if this report could then be submitted as an update to the last report and not as a separate entity. Mr. Rafaidus assured him that this was the intention of the current Indicator Report.
- Randy Palo also asked about the way the indicators have been divided up in the report and how the data has been collected because consistency is extremely important when it comes to data reporting. James Green plans to discuss report and data collection with Mr. Rafaidus to ensure that our collection and reporting efforts are meaningful to the overall mission of the community.
  - Barbara Jacobowitz was concerned about the disconnection between the substance abuse key indicator and the substance abuse goal. Chief Deputy Michael Gauger reiterated Mr. Rafaidus' earlier comment to make a notation of the responses to the report and make those be known to the individuals working on the report. Chief Gauger believes that these beliefs could be based on emotional needs, rather than what is truly needed, or on the shifting priorities that society needs. He also gave a few statistics on the current state of Heroin overdose in the country and how important that matter currently is; he mentioned this as a way to demonstrate that issues are ever-changing and it is up to the committee to decide whether these notes should be added to the report. Chief Gauger also gave the example of the hunger statistics versus the current issue of fraud investigations related to food stamps. He encouraged the committee members to put their thoughts and concerns in writing and to forward that to David Rafaidus for further consideration.
  - Pam Gionfriddo said separating indicators may not appear to make sense because categories are not mutually exclusive and we're still acting on the same format as before. She suggested creating a coordinating council as a forum to exchange and verify data more efficiently. David Rafaidus responded that this could be an option because even the different divisions within our department have similar thoughts and goals; just within our own department, there is a venue for quality assurance and vetting of data; but this council creation would need to go through Administration first and foremost. Mr. Rafaidus also said that it is important to know how the Indicator Report ties into the HHS Element because if it does not have a clear connection, maybe the report should be considered a reference document.
  - James Green informed everyone that there are several models out there that can be utilized to assist in solidifying the structure of our collaborative goals in a way where more people can understand it and can have a clear vision on what we want to accomplish. These are some of the things that the department wishes to discuss and another way in which staff seeks to engage the CAC.
  - Chief Deputy Michael Gauger also gave the example of senior services and the current projection of those who are suffering from Alzheimer's or other dementia-related issues and how our region's senior population is burgeoning because of retirees and other older individuals moving down here from the Northern states; this puts more pressure on our region in terms of how we are responding to these senior-related issues.
  - Anne Gerwig asked if the portal's goal was to share data while the Indicator Report serves as a snapshot. David Rafaidus informed her that the portal is not in existence at the moment but its re-activation has been discussed as it relates to the financial implications and who would use the portal. Ms. Gerwig verified that the Indicator Report would always serve as a snapshot and mentioned that we would need both the snapshot and the ongoing data. Barbara Jacobowitz suggested that the funding would be the biggest issue and an idea would be to get this money through grants so it fuels more community involvement.
  - Chief Deputy Michael Gauger reiterated that the committee should review the report as soon as possible and give their thoughts and suggestions to David Rafaidus.
  - Randy Palo asked if the goal is to release the finalized report in February. David Rafaidus confirmed that this is the goal but another part of the goal is to do a strategic plan in order to best tie all of the information together.
  - Sharon Greene asked how often the comprehensive plan is updated. David Rafaidus said that he reviews and updates it at least once a year but after it goes through the chain of approval, it can take up to a year to finalize approval and get released, which is why we try not to steer too far from the last report. Pam Gionfriddo also commented how hard it is to keep information as updated as possible because by the time it is collected, it is already old news.

## **REGULAR BUSINESS**

Agenda Item: ***3.F. CAC/HHS Membership – Regular Committee Members & ex-Officios (David Rafaidus)***

- On December 6<sup>th</sup>, 2016, the BCC reappointed Ms. Elizabeth Cayson.

- Please note that in the future, staff and the committee will be actively assuring that the CAC maintains a good level of diversity.

#### **OTHER BUSINESS**

##### **Agenda Item: 4.A. Staff Information Updates**

- David Rafaidus mentioned that Andrea Stephenson and the Health Council of South East Florida has been very supportive in assisting us with the community survey and what will occur during the public forums on January 19<sup>th</sup>; they have made several announcements about our online survey and have really helped us spread the word.
- Amalia Hernandez informed everyone that Taruna Malhotra is out of town at a conference in California.
- Ms. Hernandez also mentioned that 54 FAA contracts have been issues, 53 contracts have already been approved, and there is only 1 contract pending for the next month which is Adopt-A-Family (AAF); Amalia also commended AAF and their assistance to the County with Program Reach.
- The new contract with The Glades Initiative contains a deliverable-based Scope of Work.
- The Ryan White contracts will be going to the BCC in March; this is very successful because contracts are finally going to the BCC on time and will better coincide with the service timeline of the contracted agencies.
- FAA had a Provider Training in September 2016 – the third year that this has been done. There were over 125 participants at the training. This training was very successful in highlighting that there were a total of 209 findings in FY15 versus 190 findings in FY16. Technical assistance and partnership agreements were reduced from 42 to only 30. Ms. Hernandez also highlighted several success stories including the massive reduction of findings from 13 one year to 0 the next year for one agency and how our FAA technical assistance helped another agency regain their lost licenses.
- Incident reporting has been expanded to include information on budget changes, staff changes, agency issues, or anything else that could affect the agency’s capability to serve its clients.
- Risk assessment evaluation have shown that there are 17 high risk agencies, 33 medium risk, and 4 low risk; these assessments will be mailed out to the agencies next week and are used to make sure we’re getting a good return on investment and will be helpful with reporting on the Indicator Report.
- Questions/Comments:
  - Barbara Jacobowitz asked Ms. Hernandez if there was a correlation between agencies that have gone through Nonprofits first training and those who have not. Amalia Hernandez informed her that our monitoring process is more rigorous than that of Nonprofits certification and our process has actually helped make the Nonprofits certification easier for the agencies.
  - James Green said one of the major focuses of this department is to look at data, turning the data into information, and being strategic in making decisions. We are trying to do so smoothly with the agencies so we can both achieve our goals through capacity building. A lot of the capacity building is currently happening internally as we try and attempt to streamline processes in the department to make our decision-making more effective on the frontline; this will hopefully make things easier on us and the agencies since we are ultimately partners working together in our community.
  - Chief Deputy Michael Gauger said he preferred to gauge our success by highlighting the agencies that we mark as successful and not the ones that are failing. He believes all the documentation and record-keeping is a non-funding mandate for many agencies and many of them do not know how to do it. This is another reason why technical assistance is so important.
  - Sharon L’Herrou from 211 also mirrored Chief Gauger’s previous comment. She mentioned that FAA’s rigorous monitoring process causes several challenges for the agency, especially because they have several different funders. This issue is furthered complicated by the lack of many funders refusing to pay for an efficiency cost. Pam Gionfriddo agreed and mentioned the cost of Nonprofits First Certification as well.
- James Green mentioned the upcoming Point in Time homeless count and invited anyone who could participate to please reach out to David Rafaidus.
- James Green also invited everyone to the upcoming Race to Equity Summit, through the My Brother’s Keeper initiative, which will be happening on February 8<sup>th</sup> and 9<sup>th</sup>.

## **OTHER BUSINESS**

### **Agenda Item: 4.B. Member Comments on Non-Agenda Items**

- Pam Gionfriddo noted that in lieu of the Ft. Lauderdale airport situation, it is often very difficult for children and families to cope with all the bad news and violence in their neighborhoods and in response to that, the Mental Health Association is hosting an event in which they will bring together local and national speakers to assist those affected by all the depressing news. Chief Deputy Michael Gauger also contributed to this conversation by highlighting the high amount of backlash that the police have received from the media for giving the young man his gun back after he was diagnosed with Mental Health issues. The department requires that in order to return seized weapons from individuals with mental health issues, the individual must provide court documentation but last year, the department was sued for not returning a weapon under these provisions and the department had to pay out. Police departments do not want to be held responsible for making the decision to return weapons to these types of diagnosed individuals, they want a judge to step up to the plate and decide whether it is a good decision to do so or not after hearing all the issues. Anne Gerwig agreed with Chief Gauger and reiterated the importance of receiving support from the courts on these types of issues.
- Randy Palo asked in what ways can the funding expenses be discussed instead of just using the previous funding amounts as a basis and how can more funds be requested for FAA. The process does not appear to make sense right now. David Rafaidus reassured Mr. Palo that there is an explanation on how money is spent yearly but we are shifting our focus to be more detailed in terms of the number of clients touched by FAA money and what their outcomes are within their programs. James Green clarified that he believed Mr. Palo was asking how the BCC decides how much money to give to FAA overall and Mr. Palo agreed. Mr. Palo also noted that it does not seem clear to him where the funds are requested as it does not appear the funding increases are aligned with other variables occurring each year. Assistant County Administrator, Nancy Bolton, added that the funding for FAA was increased last year by 3%, although the request was originally for more, and that the County Administrator was very conservative in terms of funding allocation, and while any insight from the public is welcome, it is important to remember that budget decision-making is a tough process.

## **OTHER BUSINESS**

### **Agenda Item: 4.C. Public Comments on Non-Agenda Items**

- Seth Bernstein invited everyone to consider joining the Trauma-Informed Action Group for the Birth to 22 Youth Master Plan. They will be meeting on January 31<sup>st</sup>. Tammy Fields, from the Youth Services Department, will be speaking about different issues through Facebook Live on their Facebook page.
- Jennifer Rey from AVDA invited everyone to their Teen Dating Violence Youth Summit at Boynton Beach Community High School on March 4<sup>th</sup>; there will be many speakers, documentaries, and workshops for adults.
- AVDA's Heart of Women luncheon will be held on February 21<sup>st</sup>. The primary speaker will be Michelle Knight, one of the three woman captured by Ariel Castro and held captive for 11 years. More information will be forwarded to David Rafaidus.

## **OTHER BUSINESS**

### **Agenda Item: 4.D. Good News Item(s)**

- Houston Tate thanked the Palm Beach Sheriff's Department and all community partners that assisted with their Christmas Family Fun Day event. Thanks to all of the community partners, all of the wish lists were covered.
- Pam Gionfriddo informed everyone that Mental Health Association is collaborating with the Hospital Corporation of America to place certified peer mentors at their hospitals to work with people who are in there for behavioral health problems in order to build a trusting relationship with them while they're in the hospital and then they help bridge them with community resources. This is a pilot project. Current partner hospitals in our area include JFK and JFK North.
- AVDA announced that their Economic Justice Project just launched in which they will provide literacy, financial literacy, and affordable housing-related connections in the community to try and help reduce the financial impact that a woman experiences after leaving a domestic abuse relationship.

## **OTHER BUSINESS**

Agenda Item: **4.E. Potential Agenda Items for Future Meetings**

- Tammy Fields wishes to present an update on what is occurring within the Youth Services Department regarding the Youth Master Plan and Trauma-Informed Care. This will probably occur in March.
- James Green also mentioned that plans to give a presentation on what each division does within the Community Services Department so everyone can get a good idea on what we do and can learn about some of the outcomes that we are aiming towards.

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**DATE OF NEXT REGULAR MEETING:** *February 9<sup>th</sup>, 2017*

**DATE OF NEXT EXECUTIVE MEETING:** *January 26<sup>th</sup>, 2017*

**ACTIONS OF MEETING**

Agenda Item: **5. Meeting Adjournment**

Discussion: None.

Action Taken: Motion by Chief Deputy Michael Gauger. Second by Sharon Greene. The meeting was adjourned by unanimous vote.

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**THESE MINUTES APPROVED AND ADOPTED** by the CAC Regular Committee on *February 9<sup>th</sup>, 2017*.

 , CHAIR 2-23-17

*Prepared by SC – 01/30/2017*

*Modified by DMR – 2/1/2017*