



## ADOPTED - REGULAR MEETING MINUTES

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

**MEETING DATE and TIME:** May 25, 2017 at 9:00AM

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

**PERSON PRESIDING:** Dr. Patrick Halperin (Chair)

**REGULAR MEMBERS IN ATTENDANCE:** Elizabeth Hernandez Cayson, Randy Palo, Sharon Greene, Dr. Thomas Cleare, Barbara Jacobowitz, Anne Gerwig, Sandra Chamblee, Chief Deputy Michael Gauger, Pamela Gionfriddo, Dr. Christine Koehn

**EX-OFFICIO MEMBERS IN ATTENDANCE:** Dr. Barbara Cox Gerlock

**OTHERS IN ATTENDANCE:** Nancy Bolton, James Green, Taruna Malhotra, Sonja Holbrook, Helene Hvizzd, Randy Paul, Sharon O'Neill, Roger Nielsen, Lauren Scirocco (Center for Child Counseling), Renee Layman (Center for Child Counseling), Jay Flicker (Drug Abuse Treatment Association), Karen Mayer (PBC Office of Inspector General), Susan Eby (Community Partners), Julie Swindler (Families First of PBC), Nancy Osborne (Boys Town South Florida), Amy Simpson (Boys Town South Florida)

**DISCLOSURES:** Pam Gionfriddo disclosed that her organization currently receives FAA funding and has also re-applied this year for FAA funding.

**CHAIR & STAFF COMMENTS:** Dr. Patrick Halperin was happy to see the documents at hand for distribution and was happy that everyone made it to the meeting safely.

### **CONSENT ACTIONS OF MEETING**

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

Discussion: None.

Action Taken: Motion to approve the agenda by Dr. Thomas Cleare. 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 (April 13, 2017)**

Discussion: None.

Action Taken: Motion to approve the minutes by Anne Gerwig. Second by Dr. Christine Koehn. Minutes approved and adopted by unanimous vote.

### **REGULAR BUSINESS**

Agenda Item: **3. B. 2018 FAA RFP Submittals and Recommendations (Taruna Malhotra)**

- Taruna Malhotra said the FAA RFP Recommendations are scheduled to go before the Board of County Commissioners (BCC) at their July 11<sup>th</sup> meeting.
- Ms. Malhotra explained that the FAA Planning Process included a needs assessment that utilized information from the Palm Beach County Indicator Report, local studies, public forums, surveys, and other references.
- The Behavioral Health needs assessment data came from the Ronik and Radlauer group (SEFBHN consultants) funded by the Farris Foundation and the Special Needs information came from the Unicorn Foundation.
- Funding priorities were approved in February 2017 and the RFP was then released in March 2017.
- The panel reviews were held at the end of April 2017 and there was one member from the Citizens Advisory Committee (CAC) on each panel.

- The next steps are to take the funding recommendations to the BCC once the CAC reviews and then the contracts will be issued to the providers sometime in October. Once this is done, the agency program monitoring and evaluation will begin and continue throughout the fiscal year; information extracted from these monitoring sessions will assist the department when it comes time to evaluate the programs during the RFP process.
- All the proposals were scored based on the content and the panelist then ranked them based on how critical their services were to the community.
- There was significant discussion on the funding recommendations. The Department Director looks at the funding recommendations from the panel reviewers and made sure that the department funds the most competitive, critical, cost-effective, and quality services that aligns with the established funding priorities, established by the community.
- The total funding request for FY18 is \$12,496,187, which is a 3% increase from the previous year.
- The Community Services Department (CSD) is recommending level-funding for all the existing FAA programs that are renewing their contracts: Homelessness, Domestic Abuse/Sheltering, Economic Stability/Poverty, and Senior Services. For the competitive service categories, CSD is also recommending an addition of \$250,000 (5% increase) into Behavioral Health and \$112,981 (7% increase) into Special Needs/Developmental Disabilities.
- CSD is recommending several new programs for FY18. In Behavioral Health, there are two: American Association of Caregiving Youth and Parent-Child Center. In Special Needs/Developmental Disabilities, there are three: The Arc of Palm Beach County, The Hab Center for the Handicapped, and Seagull Industries for the Disabled.
- The RFP this year was for Behavioral Health and Special Needs/Developmental Disabilities. FY19 will be for Homelessness and Domestic Abuse/Sheltering. FY20 will be Economic Stability/Poverty and Senior Services.
- FY18 will mark the shift to three-year contracts. Currently, Homelessness and Domestic Abuse/Sheltering will be renewed for one year prior to their RFP next year and Economic Stability/Poverty and Senior Services will be renewed for two years until their RFP in 2020. Eventually all agencies will be operating on a three-year contract.
- General timeline: RFP released on February 27, 2017. RFP closed and reviewed on March 31, 2017; only one proposal was not considered as it was submitted past the 12:00pm deadline. Panel reviews were held on April 24, 25, and 28, 2017. CAC reviews are today, May 25, 2017. Funding recommendations to the BCC is tentatively scheduled for July 11, 2017; a time is not certain at this moment but if one is acquired, the CAC will be notified. Estimated contract negotiations will occur between July 24 – August 11, 2017. Estimated date for contracts to be presented to the BCC is on October 3, 2017.
- Ms. Malhotra asked the attendees to review the Funding Recommendation spreadsheets provided for them and to address any questions or concerns they might have.
  - Sandra Chamblee wanted clarification that the currently funded agencies would not be receiving a 3% increase and that they would only receive what they've already been receiving. Ms. Malhotra confirmed and explained that in order to reach the multi-year contracts, there needs to be level funding to avoid contract changes.
  - Dr. Barbara Cox Gerlock pointed out the increase in funding for Drug Abuse Foundation. She asked if this was the result of the Opioid Funding Program proposed by the county or if the agency has proposed something new. Ms. Malhotra mentioned it was only a 10% increase from what they received the year before. Dr. Cox Gerlock questioned what the \$3 million county investment to fight the Opioid crisis was going towards and Ms. Malhotra explained that most of that money is for the hiring of an additional Medical Examiner and several other necessary positions. Roger Nielsen explained that the increase in funding for DAF is related to the closing of CARP and the reduction of beds; this is a method of compensating for those lost beds. Chief Deputy Michael Gauger also mentioned that there is a difficulty in obtaining expensive life-saving medications. Randy Palo asked if the FAA funded beds were tied to a certain eligibility criteria and Ms. Malhotra confirmed that this was correct. Mr. Nielsen informed that there are about 22 available beds at DAF for detox.
  - Randy Palo asked for a final explanation of the workflow for deciding the funding recommendations. Ms. Malhotra said the Department Director considered the proposal rankings and points in making his decision. Mr. Palo mentioned that it did not appear the funding recommendations were consistent for all programs and asked why the Co-Occurring program under Jerome Golden did not get funded although it scored well. Ms. Malhotra explained that this program, although it aligned with the funding priorities, was recently awarded around \$500,000 by the state and around \$75,000 through the Health Care District and they were only requesting funds for one more position

- Dr. Thomas Cleare requested final verification that all programs who were funded based on beds had some eligibility criteria that prevented them from receiving FAA funding for a client bed that could be covered by other means. Ms. Malhotra confirmed that this is correct and that FAA does not fund 100% of any program.
- Mr. Palo said certain agencies that requested more funds are still only receiving what they received in the previous year and he was concerned with how this could affect the inflation problem from year to year. Ms. Malhotra clarified that this is based on the total overall budget for FAA and the majority of agencies asked for what they had received in the previous year; a couple of Special Needs agencies did in fact ask for more money and they received around 75% of their requested amount. Nancy Bolton, Assistant County Administrator, confirmed that the department asked for a 5% increase in FAA funding but with the possibility of a second Homestead tax exemption, and other factors to consider, there has only been indication that there will be a 3% increase. Sonja Holbrook also informed the attendees that FAA funding is meant to serve as a supplement and not as main funders for these agencies. Dr. Halperin also added that the overall amount requested by all agencies was substantially different than the amount available.
- Dr. Cox Gerlock compared certain agencies who are still receiving funding to the fact that the outcomes from the last year were not satisfactory. Ms. Malhotra told her that the scores in the proposal review for outcomes and performance was only worth 10 points out of 100 and this was only the first year that client-level data was available for analysis; the hope is to weigh this information more heavily in the future. Dr. Cox Gerlock wanted to know if there was something in place that would provide assistance to the agencies that are struggling in performance. James Green confirmed that there are CSD staff members who assist these agencies in developing better methods for performance improvement.
- Pam Gionfriddo suggested having some input directly from the agencies after the Cone of Silence has surpassed on the whole RFP process. Mr. Green and Ms. Malhotra informed her that this is already in the works and we are going to be asking the agencies to participate in a SWOT analysis. The results will be provided to the CAC members and the agencies.
- Mr. Palo wanted to assess the agency programs that have been historically funded to know what their deep-seeded impact is on the community. Mr. Palo also asked if the decreased funding for the Children's Behavioral Health Collaborative through Boys Town was planned. Mr. Green and Ms. Malhotra said it was not planned and it was solely based on the priorities of the current point in time.
- Dr. Cox Gerlock expressed concern over the placement of the South County Mental Health Psychiatric and Medical Services program under the category of Family. She was informed by several staff members that the categorization was self-decided by the agencies and if they served youth along with adults, they were placed in the Family category.
- Mr. Palo asked if there would be coordination between CSD and Youth Services if both departments are funding the same agencies, since that could potentially free up money if the budget is overall versus individual. Mr. Green said there would be coordination with Tammy Fields, the Department Director at Youth Services Department. Mr. Palo asked what the process might be if there were money freed up. Ms. Malhotra said that decision would come directly from Administration. Mr. Green said CSD already knows what agencies applied for Youth Services and for CSD and there is already an indication that there is not duplication. Ms. Malhotra also reminded the attendees that the 3% increase has not yet been approved by the BCC.
- Dr. Cox Gerlock wanted to focus some time on Special Needs/Developmental Disabilities and expressed concern that this service category received a higher percentage increase than Behavioral Health. Ms. Malhotra reiterated that the funding is based on the strength of the proposal and the ranking of their services compared to the priorities. Barbara Jacobowitz also told Dr. Cox Gerlock that the Funding Recommendation spreadsheet does not tell the whole story behind each agency proposal and that the only people who know the details are the panel reviewers who worked very hard to score and rank the proposals based on the information presented to them and their criticalness to the community. Dr. Halperin concurred and readdressed that these type of decisions have to be made for logical reasons. Ms. Malhotra explained that there are multiple factors that go into the funding recommendations. Dr. Halperin also added that FAA funding is meant to serve as gap funding.
- Sharon Greene asked if the agencies who are not funded are notified about the funding decisions and Ms. Malhotra said there will be official notification once the BCC approves this funding.
- Dr. Cox Gerlock asked if anyone was going to pick up the Easter Seals program that was not funding. Mr. Green said he was not sure but he would research that.
- Dr. Patrick Halperin complimented the RFP process from this year and was very thankful to staff on all their hard work and collaboration.

## **REGULAR BUSINESS**

### **Agenda Item: 3. C. Financially Assisted Agency FY2016 Annual Report (Sonja Holbrook)**

- Taruna Malhotra expressed how important performance and outcomes are to the whole Planning and Evaluation process. She also mentioned the increased interest in the impact that FAA funding is making throughout the community.
- Ms. Malhotra explained that Sonja Holbrook's Planning and Evaluation team work diligently to examine who is impacted by FAA services, how they are impacted, and what the benefits to our community are.
- Data collection, utilization, monitoring/outcomes, and client satisfaction surveys are the different components of the outcome framework.
- This is the first year that client-level data has been collected. We are now looking at the areas that we are serving, where the physical agency locations are, where are the actual clients are, etc. We are trying to integrate all the above components to make sure that the agencies that we are funding are actually making an impact on the community.
- After the data has been collected, the focus is to compile the information into reports that can be distributed and released to the community (agencies, funders, public, other entities, etc.).
- The last step is to assess the need for the change in contracting. This step also includes evaluating how CSD can better improve annual training to the providers and how technical assistance can be provided, as needed.
- Some agency programs do not work towards outcomes but provide outputs or processes but CSD wants to attempt to better collect data to analyze how these outputs can lead to other providers and see what the end/overall impact is.
- The vision began three years ago to develop a way in which we could collect client level demographic and outcome data. CSD tried to allow agencies to continue entering into the database that they had already been using; the majority entered into Client Track (CMIS reporting system used primarily by homelessness and economic stability/poverty programs) or Concordia (SEFBHN reporting system for Behavioral Health). Any agencies that did not already enter in the aforementioned databases were set up in SAMIS Client Data Gatherer (CDG).
- The data collection project officially launched in October 2015.
- Client data is collected through one of the three databases (Client Track, Concordia, and SAMIS CDG), the agencies are asked to enter the client information within 30 days of the client's activity, and the final client performance measurements were asked to be reported by the end of the fiscal year (usually a two-week grace period is given).
- The fields asked for completion from the agencies on behalf of their clients is similar to what was asked in the previous FAA data collection website. Certain information is not collected from agencies due to confidential purposes.
- The timeline for the creation of the report is as follows: Agencies were contacted at the end of FY16 and instructed to review the data entered into their prospective database. The data was extracted and cleaned up and resent to the agencies for further verification in December 2016. The data was organized into demographic tables and the report templates were created. The individual draft reports were sent to the agencies for another review in January 2017 and the agencies were given a deadline of February 5, 2017 to respond with any questions, concerns, or modifications. The remainder of the time, from February through April 2017, was spent cleaning up and formatting the report into the final product.
- The report will be available online for the general public on the FAA website.
- The report can be used for several different purposes such as: identifying any variance in the number of clients an agency was contracted to serve versus the number they actually served year to year, any discrepancies in outcomes from what was proposed in the agency's initial proposal or Scope of Work, and to identify trends (are the same clients being served repeatedly, and why? Where are the services needed? Where are the clients located geographically? Etc.). CSD attempted to align the outcomes with industry standards but it's important to take another look at the outcomes to ensure that our current outcomes are meaningful.
- The hope is that in the next phase, the P&E staff will be able to identify and address why certain anomalies in the data have occurred and continue to improve the collection process as well as the data itself.
- Questions/concerns:
  - Dr. Barbara Cox Gerlock asked how the percentage of achievement was calculated if the agency serves more than the required number to be served. Ms. Holbrook explained that all agencies are required to enter everyone they serve into the database and this is done in order to avoid cherry-picking only the clients that have achieved the goal. Dr. Christine Koehn this is a way for the agencies to determine if they are underestimating their target number or if they're being overly ambitious when choosing a target number. Ms.

Holbrook agreed and informed everyone that Vivian Blackmon-Taylor has extended her work with the agency programs to help them develop their target numbers and outcomes; in the past, many outcomes were actually outputs. Ms. Holbrook also added that in the FY16 annual report, the outcomes and number targeted had not yet been fully revised. Dr. Cox Gerlock also pointed out the discrepancies in the number to be served versus the number served and the outcome percentage target versus the actual outcome percentage for an agency who underserved in numbers but still met and exceeded their outcome percentage. Ms. Holbrook explained that this particular program was a new program and they may have used the same number from their previous contract as the target number. Ms. Holbrook also added that all agencies were given the chance to write highlights, explanations, success stories, etc. pertaining to their program but only a handful took the opportunity to do so. Ms. Malhotra concurred and explained once again that this was the first year a report of this nature was able to get compiled and it was not required for them to provide the highlight notation because CSD staff did not want to add an extra burden on their day to day work. Barbara Jacobowitz also noted that this particular program was about to close even though it is an immensely important service to our community and the county was gracious enough to pick it up and fund it. She also added that it may be a good idea to note which agencies are in their first year of funding. Ms. Malhotra told everyone that another thing to realize is that the county offers mid-year contract amendments for agencies who believe they may have over or under estimated their target number. Dr. Koehn mentioned there were similar discussions this year compared to the comments made last year in terms of items that need to be continuously improved; she offered to assist with any future conversation on how to make improvements. Dr. Cox Gerlock noted she had mentioned everything she had to say and also added that the document was overall well prepared. Ms. Malhotra said she hoped this would encourage agencies to do a better job at entering and maintaining the data they collect. Dr. Koehn said this was the first time she had seen a report like this and as it continues to evolve, it gives the agencies an opportunity to promote the work that they do; she gave lots of kudos to the CSD staff for their work on this report. Ms. Jacobowitz also gave kudos to the work that the agencies do every day.

## **REGULAR BUSINESS**

### **Agenda Item: 3. D. CAC/HHS Retreat and Future Planning Activities (James Green)**

- James Green noted that the dates being considered for the CAC Retreat are the first and second Saturday in September. Elizabeth Hernandez Cayson asked him why a Saturday was being considered and Mr. Green informed her that he felt it would be easier to conduct the retreat on a Saturday because it would take from 4 to 6 hours. Dr. Patrick Halperin said if the question was re-posed to the members, there would probably be a different response. Dr. Christine Koehn also noted that one of the proposed Saturdays fell during a Labor Day weekend. Sandra Chamblee asked if the retreat would take the place of the September regular board meeting and Mr. Green confirmed that it would. Ms. Chamblee also mentioned that it may be a lot to ask people to give up a Saturday and Ms. Hernandez Cayson agreed.
- Mr. Green asked if the CAC would like to use the September regular meeting date for the retreat. Dr. Halperin felt a follow up question regarding the best day to have the retreat should be resent to the members after the proposed dates have been thoroughly examined. Dr. Halperin also added that it may just be a good idea to hold the retreat on September 14<sup>th</sup> since the CAC members already had that day blocked off for the regular meeting. Mr. Green said that since that appears to be the consensus amongst the members and Ms. Malhotra asked everyone to block off their time on that day until 2:00pm and CSD would send a calendar invite shortly.
- Barbara Jacobowitz mentioned that her and David Rafaidus had worked on a survey for a couple hours that is meant to be reviewed by County Administration to collect data from the municipalities. Anne Gerwig took the survey to the League of Cities board meeting and they appeared more interested in providing a link to a contact person at their perspective city instead of responding with what services they provide. Dr. Halperin asked that everyone do their part and respond to the best of their ability. Ms. Gerwig agreed and said her intention on bringing this issue up was to give some insight into the unique activities that her city is providing; Dr. Halperin mentioned that this would be a good presentation to add to a future agenda. Mr. Green noted that he is scheduled to present at the League of Cities in July. Dr. Koehn said she liked this survey and has talked to several agencies who are focusing on early education intervention, which might be a good idea to add to the survey, and she also suggested asking survey-takers if they'd like to present, instead of just attend.

### **- ACTIONS OF MEETING**

#### **Agenda Item: 3. D. CAC/HHS Retreat**

Discussion: Sandra Chamblee moved that the CAC Retreat (to be held in September) would take the place of that month's regular CAC meeting.

Action Taken: Motion by Sandra Chamblee. Second by Elizabeth Cayson Hernandez. The motion was approved by unanimous vote.

## **REGULAR BUSINESS**

Agenda Item: ***3. E. Potential Agenda Items for Future Meetings (David Rafaidus)***

- Taruna Malhotra said there were several items planned already. These items include: a presentation by Tammy Fields from Youth Services on Birth to 22, a presentation by Celine Ginsburg from Health Care District on the Community Health Improvement Plan, a presentation by the Department of Economic Sustainability and Housing, and a presentation by Dr. Alina Alonso and Sharon Greene from the Health Department on the Mission and Goals of the Palm Beach County Health Department on the Opioid Crisis. Ms. Malhotra added that the presentation dates are tentative and Mr. Green added that once the dates are confirmed, the CAC members would be notified.
  - Sandra Chamblee reminded the attendees that there was still uncertainty on the number of members that would be available to attend the June meeting in order to have a quorum. Ms. Malhotra responded that there was conversation on whether the meeting would be canceled or not at the last CAC meeting and she believed it had been canceled. Ms. Chamblee noted she was just hoping for verification because she would not be able to attend.
    - **ACTIONS OF MEETING**
- Agenda Item: ***3. E. June 8<sup>th</sup> Meeting***
- Discussion: Sandra Chamblee moved that the CAC meeting on June 8<sup>th</sup> be canceled.
- Action Taken: Motion by Sandra Chamblee. Second by Barbara Jacobowitz. The motion was approved by unanimous vote.
- Ms. Malhotra let everyone know that David Rafaidus will compile a list of future presentations and agenda items to distribute to the members. This document will be continuously provided to the members in the future as well.

## **OTHER BUSINESS**

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

- Taruna Malhotra noted that Stessy Cocerez had been promoted to Planner I and was doing a great job.
- Ms. Malhotra also announced that the Community Services Department just launched their official department logo and presented a video to the attendees. Ms. Malhotra said David Rafaidus would send the logo image out to the CAC members for them to add to any publications that CSD may be supporting.
- James Green added there would be a Memorial Day Program put on by a CSD Veteran Services officer on Monday, May 29<sup>th</sup>.
- Mr. Green also noted that on July 25<sup>th</sup>, the Community Services Department will be meeting to discuss the 10 Year plan and how to move forward with enhancements using the Collective Impact model.

## **OTHER BUSINESS**

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

- Randy Palo informed everyone that today was both Wear Green Day for mental health awareness and Red Nose Day to end child poverty.

## **OTHER BUSINESS**

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

- Scot Kannel from the Arc of the Glades said he had initially been concerned when key players from the Community Services Department left but he is happy to report that he has had a great experience with the new staff and the new implementations. Dr. Patrick Halperin agreed.

## **OTHER BUSINESS**

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

- Chief Deputy Michael Gauger received the “TRAILBLAZER” award for the Urban League.
- Dr. Thomas Cleare was very impressed and happy with the hard work that the CSD staff and everyone involved has done and continue doing.
- Barbara Jacobowitz has lost 45 pounds so far and will be undergoing surgery on June 22<sup>nd</sup> in Tampa, FL.
- Sandra Chamblee announced that she only has two more chemotherapy treatments for her breast cancer and she wanted to thank everyone for all their well wishes.
- Anne Gerwig was elected as the first Vice President for the Palm Beach County League of Cities and will be serving under newly elected President Keith James.

- Assistant County Administrator Nancy Bolton announced the upcoming Palm Beach County Housing Summit at the Vista Center on Wednesday May 31<sup>st</sup>. Anne Gerwig added that county officials are encouraged and invited to attend at no charge. Ms. Gerwig also encouraged everyone to get to know the Housing Leadership Council. Dr. Patrick Halperin asked if staff could send out email notification regarding the event.

#### **OTHER BUSINESS**

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

- None; please see section 3.E.
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**DATE OF NEXT REGULAR MEETING:** *July 13, 2017, August 10, 2017*

**DATE OF NEXT EXECUTIVE MEETING:** *June 22, 2017*

#### **ACTIONS OF MEETING**

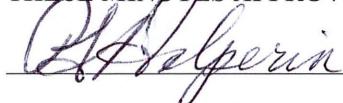
Agenda Item: ***5. Meeting Adjournment***

Discussion: None.

Action Taken: Motion by Elizabeth Hernandez Cayson. Second by Sandra Chamblee. The meeting was adjourned by unanimous vote.

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**THESE MINUTES APPROVED AND ADOPTED** by the CAC Regular Committee on *July 13<sup>th</sup>, 2017*.

 D. Halperin, CHAIR 7-13-17

Prepared by SC – 06/28/2017

Modified by SSW – 7/5/2017

Modified by DMR – 7/7/2017