



Palm Beach County
**COMMUNITY
SERVICES**

Helping People Build Better Communities

ANNUAL REPORT 2024



MISSION:

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



Main Office: 810 Datura Street, West Palm Beach, FL 33401
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(Front row, left to right) Vice Mayor Sara Baxter, Mayor Maria G. Marino, Maria Sachs, County Administrator, Verdenia C. Baker
(Back row, left to right) Gregg K. Weiss, Bobby Powell Jr., Marci Woodward, Joel G. Flores



Palm Beach County Board of County Commissioners

Maria G. Marino, Mayor
Sara Baxter, Vice Mayor
Gregg K. Weiss
Joel G. Flores
Marci Woodward
Maria Sachs
Bobby Powell Jr.

County Administrator

Verdenia C. Baker

Assistant County Administrator

Tammy Fields

Community Services Department

James Green, Director
Taruna Malhotra, Deputy Director

DEPARTMENT DIRECTORS



Dr. James Green

Department Director

(561) 355-4702

jgreen1@pbc.gov

The Palm Beach County Community Services Department (CSD) has experienced a very productive year, making a substantial difference in the lives of residents across Palm Beach County. Through our diverse programs and initiatives, we successfully assisted thousands of individuals and families throughout the Palm Beach County community.

One of our standout accomplishments was preventing eviction for hundreds of households; ensuring families had a stable and secure home environment. We also made significant progress in increasing access to temporary and affordable housing, supporting unhoused individuals with the necessary assistance to regain stability in their lives.

Beyond housing support, we concentrated on equipping individuals and families with employment skills training and job placement. By linking them with vital resources and opportunities, we empowered them to enhance their financial situations and achieve self-sufficiency.

Additionally, we acknowledged the critical need for healthcare access and prioritized helping individuals obtain lifesaving care for both physical and behavioral health needs. Our efforts aimed to dismantle barriers, ensuring that everyone, regardless of their circumstances, could access essential care.

CSD places special emphasis on supporting our vulnerable residents, including seniors, veterans, individuals with disabilities, and low-income families. Over the past year, we have worked to enhance access to health and human service support for these groups, acknowledging their unique challenges and striving to fill the gaps in assistance.

Looking forward, we remain committed to our mission of transforming systems and improving the quality of life for all residents. We will continue to innovate, collaborate, and advocate for our community's needs, aiming to create a positive and lasting impact on the lives of Palm Beach County residents.

Dr. James Green



Department Directors



Taruna Malhotra

Deputy Director

(561) 355-4716

tmalhotr@pbc.gov



Our 2023-2024 Annual Report contains a wealth of information regarding the collective work of the Community Services Department. The report displays our extensive accomplishments, across the various divisions and programs. In this edition, we highlight the progress made in reaching our departmental goals and objectives. Our team members work diligently throughout the year to meet the needs of Palm Beach County residents. We work to ensure our programming is responsive and nimble in our ever-changing environment.

Many organizations focus on one cause, but the Community Services Mission is to promote and enhance the quality of life in Palm Beach County by identifying specific gaps in services and then seeking partners to provide various services that deliver measurable results.

Working collaboratively with dedicated volunteers, employees, community leaders, and lived experiences, we bring the best people, ideas, talents, and resources to tackle a variety of complex issues and create systematic and long-lasting changes in Palm Beach County. This year, the Community Services Department has completed the Housing Resource Center in Lake Worth, implemented the 0-5 and low Acuity pilot program, and established a Transportation Access Service for clients in partnership with 211.

We are prioritizing the use of technology in program planning and implementation, while also continuing to look for new ways to leverage the strong relationships with our public and private partners. One great example of this work is our Call Center and the Resource and Referral System.

Our new Strategic Plan will be published soon, and going through that rigorous process, our team has a renewed and sharpened focus on our new initiatives.

I have the deepest honor to work alongside the Community Services Department team as we continue to strive to promote independence and enhance the quality of life for Palm Beach County residents.

Taruna Malhotra



MISSION

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

VISION

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

VALUES

Respect, Equity, Compassion, Integrity, Professionalism, Empowerment.

LEADERSHIP

EXECUTIVE TEAM



DR. JAMES GREEN
Director



TARUNA MALHOTRA
Deputy Director

Financial and Supportive Services



JULIE DOWE
Director

Division of Senior and Veteran Services



FAITH MANFRA
Director

Division of Human Services and Community Action



WENDY TIPPETT
Director

LEADERSHIP TEAM

Behavioral Health and Substance Use Disorders



JOHN HULICK
Senior Program Manager

Community and Volunteer Engagement



ELIZABETH HARFMANN
Manager of Public Information Services

Division of Human Services and Community Action



NATALIE VAZQUEZ
Senior Program Manager

Division of Human Services and Community Action



MARIA BOND
Senior Program Manager

Division of Senior and Veteran Services



TAMMY LAMPI
Program Manager

Division of Senior and Veteran Services



ROHM HULTGREN
Veterans Services Officer

Financial & Supportive Services



THOMAS EATON
Fiscal Manager I

Financial & Supportive Services



MICHAEL WRIGHT
Contract and Compliance Manager

Planning and Evaluation



DR. JOANNA REID-ENOISE
Manager of Planning and Evaluation

HIVE



DR. CASEY MESSER
Program Manager

Training and Development



DORIS DAVIS
Training Program Coordinator

PROGRAMS AND SERVICES

Division of Human Services & Community Action

SERVICES:

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, Rental Assistance, Utility Assistance, Information and Referral, Indigent Cremation, and FPL Care to Share

LOCATIONS & HOURS:

Belle Glade

38754 State Road #80, Room 216
Belle Glade, FL 33430
Monday–Friday 8:00AM–5:00PM
833-273-9455

Delray Beach

225 South Congress Avenue
Delray Beach, FL 33444
Monday–Friday 8:00AM–5:00PM
833-273-9455

Lake Worth

1699 Wingfield Street
Lake Worth, FL 33460
Monday–Friday 8:00AM–5:00PM
833-273-9455

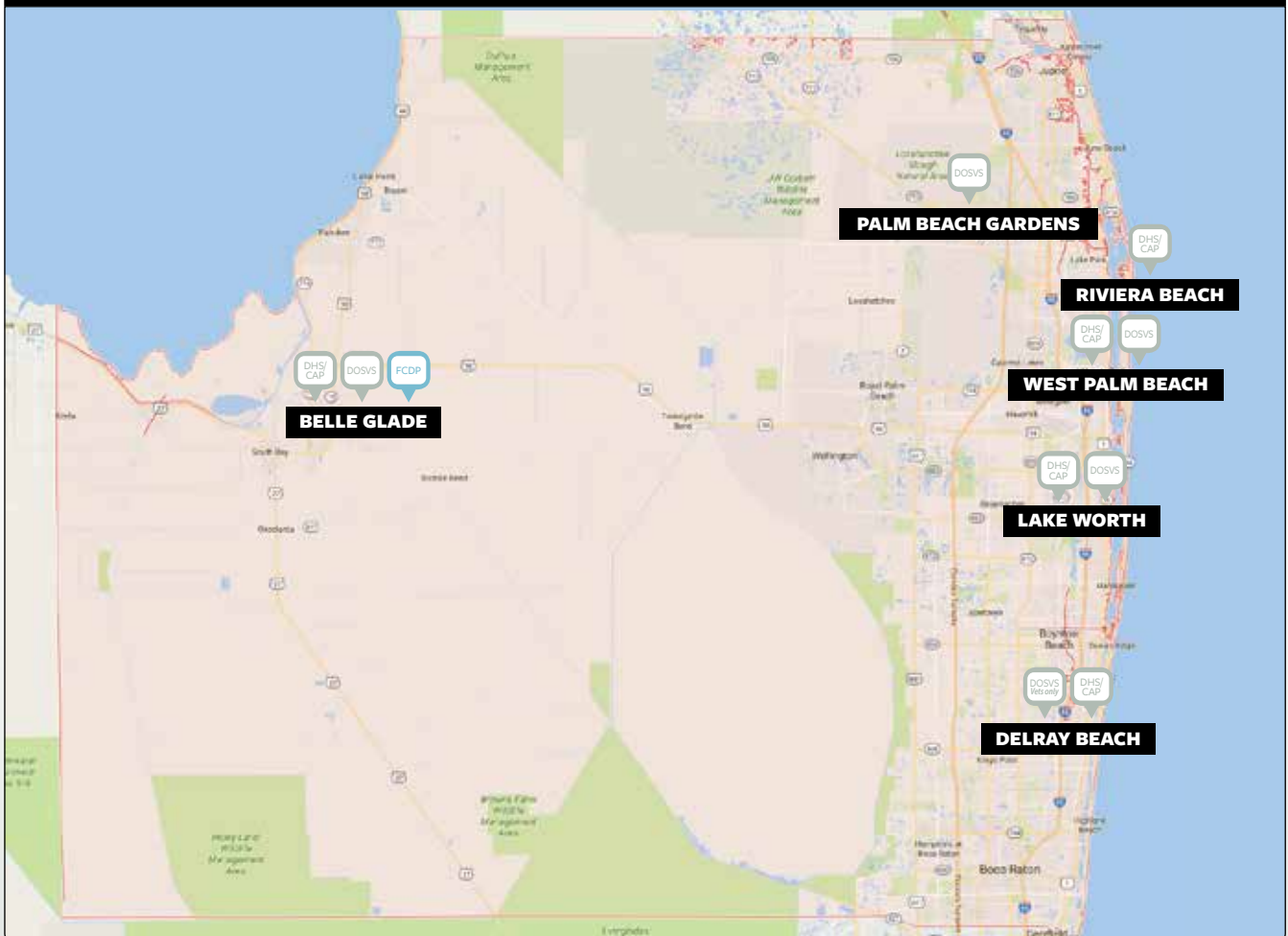
Riviera Beach

1440 Martin Luther King, Jr. Boulevard
Riviera Beach, FL 33404
Monday–Friday 8:00AM–5:00PM
833-273-9455

West Palm Beach

810 Datura Street
West Palm Beach, FL 33401
Monday–Friday 8:00AM–5:00PM
833-273-9455

Program Locations



Map data 2015 Google, INEGI

Division of Senior and Veteran Services

SERVICES:

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, and Caregiver Support

LOCATIONS & HOURS:

Belle Glade

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

Lake Worth

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

Palm Beach Gardens

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

West Palm Beach

810 Datura Street
West Palm Beach, FL 33401
561-355-4792
Monday-Friday 8:00AM-5:00PM

(Services for Veterans only)

SERVICES:

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

LOCATIONS & HOURS:

Delray Beach

345 South Congress Avenue, Suite 104
Delray Beach, FL 33444
561-276-1225
Monday-Friday 8:00AM-5:00PM

Ending HIV Epidemic

SERVICES:

Ending the HIV Epidemic Direct Services, Healthcare & Housing Opportunities (H2O), Tele-adherence Counseling (TAC), Community Outreach, Response and Engagement (CORE)

LOCATIONS & HOURS:

West Palm Beach

810 Datura Street
West Palm Beach, FL 33401
Phone: 561-355-3139
Monday-Friday 8:00AM-5:00PM

Delray Beach

345 South Congress Avenue, Suite 104
Delray Beach, FL 33444
Phone: 561-276-1225
Monday-Friday 8:00AM-5:00PM

Riviera Beach

1440 Martin Luther King, Jr. Boulevard
Riviera Beach, FL 33404
561-694-7463
Monday-Friday 8:00AM-5:00PM

Office of Behavioral Health and Substance Use Disorders

SERVICES:

Supervises the planning, administration, coordination and contracting of substance use disorder services.

LOCATIONS & HOURS:

West Palm Beach

810 Datura Street
West Palm Beach, FL 33401
561-355-9915
Monday-Friday 8:00AM-5:00PM



STRATEGIC PRIORITIES

The Community Services Department's 5 Strategic Priorities: Public Safety, Economic Stability/Mobility; Housing Development, Unsheltered Residents, and Substance Use & Behavioral Health are aligned with the Board of County Commissioners' 7 Strategic Priorities. The work of Community Services has a broad impact on the citizens of Palm Beach County served within these 5 strategic priorities.

COMMUNITY SERVICES DEPARTMENT'S STRATEGIC PRIORITIES ALIGNMENT



PBC Board of County Commissioners Strategic Priorities



PUBLIC SAFETY



INFRASTRUCTURE



UNSHELTERED RESIDENTS



HOUSING DEVELOPMENT



ENVIRONMENTAL PROTECTION



ECONOMIC DEVELOPMENT



SUBSTANCE USE & BEHAVIOR DISORDERS



Community Services Department Strategic Priorities Alignment with PBC Board of County Commissioners



ECONOMIC DEVELOPMENT

To promote economic revitalization by driving the creation of employment opportunities while reducing disparities and improving quality of life for everyone.



HOUSING DEVELOPMENT

Ensure access to safe, suitable, and affordable housing for all Palm Beach County residents through the development and implementation of targeted programs that address their housing needs.



UNSHELTERED RESIDENTS

Reduce homelessness by providing comprehensive support and resources to unsheltered families and individuals by utilizing evidence-based strategies to connect unsheltered residents with emergency shelter, transitional housing, and permanent housing solutions.



PUBLIC SAFETY

To ensure a safe, secure and peaceful community.



SUBSTANCE USE & BEHAVIOR DISORDERS

To address the substance misuse crisis and behavioral disorders by providing evidence-based prevention, medication-assisted treatment, and recovery support services for overall positive mental health and well-being.

OUR IMPACT THROUGH BCC STRATEGIC PRIORITIES

CSD Overall

A total of \$55,376,636 was invested into client services by CSD

- \$42,441,124 invested into the community through CSD contracted client services
- \$12,935,512 benefits disbursed for various programs through CSD direct services programs.
- Effectively provided services to over 48,669 residents across both direct and indirect (contracted) services



Substance Use & Behavioral Disorders

- Syringe Services Program (SEP) participants reported 435 opioid overdose reversals and 93 participants received referrals for substance use disorder treatment.
- 3978 individuals engaged at Recovery Community Center support services



Economic Development (Economic Mobility/Stability)

- There were a total of 123,669 calls to the Call Center this year
- The Average Wait Time for all contacts was 2:09 minutes. This is a significant decrease from last year's average of 4:47 minutes.
- 862 referrals were sent on the new resource and referral portal



Public Safety

- 262,409 meals were served to Seniors in need
- 84% of clients were virally suppressed
- 278 unduplicated clients served in the Syringe Services Program
- 4,220 Veterans and/ or their families were served by the Veterans Service office
- 29,187 clients utilized the Adult Daycare services
- 290,506 hours of In-Home and Community-based Services were provided to seniors
- 353 cremation services were provided for indigent persons



Unsheltered Residents

- 2,057 Households (2,984 Duplicate Clients) were served in emergency shelters and hotel/motels



Housing Development

- 1,955 unduplicated households received assistance through ERA funding
- 5,830 Landlords registered



Administration

Administration provides administrative, programmatic, and fiscal support for the various divisions and programs within Community Services, including Financially Assisted Agencies. This includes contracting and performance management, strategic planning and research, training and development, and public information and community engagement. This section also provides fiscal support and programmatically monitors contracts with nonprofit agencies, training and technical assistance to contracted agencies, prepares, releases, and evaluates Notifications of Funding Opportunities, develops contracts and amendments, prepares agenda items, prepares budgets, processes payments, payroll, and other duties as needed.

Finance and Support Services

Our Work

The Finance and Support Services section works behind the scenes to support the divisions and ensure the clients receive the services they need. This section is responsible for:

- ▶ **Asset Management**
- ▶ **Contracted agency administrative, programmatic and fiscal monitoring**
- ▶ **Creation & maintenance of budget**
- ▶ **Review of agenda items**
- ▶ **Grant Accounting**
- ▶ **Human resources for the department**
- ▶ **Payables and receivables**
- ▶ **Payroll**
- ▶ **Policy and procedure maintenance**
- ▶ **Procurement**





Contracts, Compliance and Program Performance (CCPP)

Our Work

The Contracts, Compliance, and Program Performance section oversees and administers all the Notice of Funding Opportunities for the Community Services Department. In addition, this section reviews the compliance and program performance of contracts with the Financial Assisted Agencies funding.

- ▶ Portals implemented by CCPP in FY 24:
 - Requisition Portal
 - Contracts Portal
 - Proposal Portal
 - NOFO Solicitation Portal
- ▶ Future portals in development:
 - Monitoring Portal
 - Risk Assessment Portal
 - Advisory Board Portal

Highlights

- ▶ CCPP administered and supported 8 FAA and grant-funded Notice of Funding Opportunities and processes in FY 24.
- ▶ CCPP monitored 74 Programs (68 FAA) funded through 34 unique Agencies between October 1, 2023 – September 30, 2024.
- ▶ CCPP maintained monitoring completion timeliness (56 days) compared to the FY 2023 FAA monitoring season,
- ▶ CCPP issued 22 Performance Agreements for the 68 FAA Programs.
- ▶ CCPP Provided Contract Technical Assistance to three (3) contracted Agencies.
- ▶ Generated 37 Requisitions in SAMIS/TAPS.
- ▶ Generated 54 contracts and amendments; partially executed 22 contracts in SAMIS/TAPS; and completed 32 contracts and amendments outside of SAMIS/TAPS.
- ▶ CCPP facilitated four (4) FAA-funded Agencies' Quarterly Meetings.
- ▶ CCPP facilitated CSD Cross-Departmental Contracts Quarterly Meetings.
- ▶ CCPP attained a 99% submission rate for FAA-funded Agencies' Quarterly Utilization and Outcomes Reports.
- ▶ CCPP routed 54 contracts and amendments via DocuSign.
- ▶ CCPP maintained timely updates to the cross-departmental Consolidated Funding Report.
- ▶ CCPP FAA contracts achieved 95% utilization.
- ▶ CCPP piloted the SAMIS Monitoring Module.

Behavioral Health & Substance Use

This Behavioral Health & Substance Use category addresses the substance misuse crisis and behavioral disorders through evidence-based intervention in the categories of recovery support services, community-based interventions, and deep-end to improve overall positive mental health and well-being.

Behavioral Health/Substance Use	
Agency:	Programs:
American Association of Caregiving Youth	Caregiving Youth Project
BoysTown South Florida	Care Coordination Services
Center for Child Counseling	Integrated Care - Promoting Recovery & Resilience
Community Partners of South Florida	Community-Based Outpatient Services (CBOS)
Community Partners of South Florida	High Fidelity Wraparound Supportive Housing Program
Drug Abuse Foundation	Adult Intensive Residential Treatment
Drug Abuse Foundation	Medical Detox
Drug Abuse Treatment Association	Walter Kelly Treatment Center
Families First of Palm Beach County	Kin Support
Families First of Palm Beach County	Participation, Access, Rights, Equity, and Diversity (PARED)
For the Children	Children Community Wellness
Jeff Industries	Job Placement Program
Jeff Industries	Let's Go To Work
South County Mental Health Center	Crisis Stabilization Unit - Belle Glade
South County Mental Health Center	Crisis Stabilization Unit - Delray
South County Mental Health Center	Intake and Evaluation / Mobile Crisis Team
South County Mental Health Center	Psychiatric Medical Services
Southeast Florida Behavioral Health Network	Coordinated Housing, Recovery Supports and Recovery Capital Initiative Program
Southeast Florida Behavioral Health Network	Rapid Rehousing with Substance Use/Mental Health
Wayside House	Partial Hospitalization Program

Economic Stability/Mobility

The Economic Stability/ Mobility category seeks to promote economic growth and stability through employment, education, vocational training, and safety net services in efforts to improve self-sufficiency.

Economic Stability/Mobility	
Agency:	
Coalition For Independent Living Options	Financial Independence Need Disability (FIND)
Coalition For Independent Living Options	Learning and Educational Advocacy Program (LEAP)
Coalition For Independent Living Options	Supports and Independent Living (SAIL)
Community Partners of South Florida	Financial Capability Building Prosperity SOFI
El Sol, Jupiter's Neighborhood Resource Center (JNRC)	Worker Development Program
Farmworker Coordinating Council	Family Preservation & Economic Stabilization
Gulfstream Goodwill Industries	Work-Ability
Habilitation Center for the Handicapped	Day Program for Adults with Special Needs
Habilitation Center for the Handicapped	Employment Program for Adults with Disabilities
Pathways to Prosperity	Circles Palm Beach County
The Arc of Palm Beach County	Adult Education Program
The Arc of Palm Beach County	Seniors in Transition and Retirement Services (STARS)
The Arc of Palm Beach County	Supported Employment Program
The Arc of Palm Beach County	Supported Living Program
The Arc of Palm Beach County	Technology Training Program
The Arc of the Glades	Adult Developmental Services System of Care
The Glades Initiative	Connecting the Glades
United Way of Palm Beach County	Volunteer Income Tax Assistance (VITA)
Vita Nova	The Spot (SOFI)

Housing & Homelessness

The Housing & Homelessness Category aims to reduce homelessness by providing comprehensive support and resources to unsheltered families and individuals by utilizing evidence-based strategies to connect unsheltered residents with emergency shelter, transitional housing, and permanent housing solutions.

Housing & Homelessness	
Agency:	Programs:
Adopt-A-Family of the Palm Beaches	Housing Stabilization Program
Adopt-A-Family of the Palm Beaches	Project SAFE II
Adopt-A-Family of the Palm Beaches	Rapid Rehousing
Aid to Victims of Domestic Abuse (AVDA)	Casa Vegso
Coalition For Independent Living Options	Senior Financial Independence Need Disability (FIND)
Families First of Palm Beach County	Bridges to Success
Gulfstream Goodwill Industries	Employment-Focused Case Management
Gulfstream Goodwill Industries	Senior Homeless Prevention
The Arc of Palm Beach County	Residential Group Home
The Lord's Place	Permanent Supportive Housing
Vita Nova	Permanent Supportive Housing
YWCA	Harmony House

Strategic Partnerships

The Strategic Partnership category includes programs and services that addresses community critical gaps that are not categorized in the specific aforementioned categories above. These services include crisis line, hunger relief, match funds, operational support, and transportation.

Strategic Partnerships	
Agency:	Programs:
211 Palm Beach/Treasure Coast	Crisis Line Information & Referral
211 Palm Beach/Treasure Coast	Elder Crisis Outreach
Adopt-A-Family of the Palm Beaches	Traveler's Aid
Gulfstream Goodwill Industries	Traveler's Aid
Legal Aid Society	Guardian Advocacy Project
Palm Beach County Food Bank	Benefits Outreach Program
Palm Beach County Food Bank	Food Distribution
Southeast Florida Behavioral Health Network	Wrap Around Services / Fidelity Manager
The Volen Center	Match Funds
The Volen Center	Transportation & Community Support
United Way of Palm Beach County	Commercial Kitchen Project
United Way of Palm Beach County	Hunger Relief
Gulfstream Goodwill Industries	Homeless Resource Center (HRC) Operations
Adopt-A-Family of the Palm Beaches	Homeless Resource Center
Gulfstream Goodwill Industries	GGI Annex Fairgrounds Emergency Shelter
Gulfstream Goodwill Industries	GGI Belle Glade Assessment Center and Pahokee Non-Congregate Sheltering Site

Training and Employee Development



Our Work

2023–2024 Highlights

The Community Services Department (CSD) remains committed to fostering strong connections with both our internal and external partners. Through the dedicated efforts of the Training and Employee Development section, we are ensuring that CSD and our partner agencies are well-prepared to meet the evolving needs of our community.

CSD has maintained its status as a uniting force within the community by facilitating access to vital resources. Key tools such as the OSCARSS Resource and Referral portal, the Housing Inventory, and the Client Referral system have introduced unprecedented ways to connect agencies and streamline services. These innovations have strengthened collaboration and improved service delivery, creating a more efficient and cohesive support network for our community.

In parallel, Training and Development continues to support the department by equipping staff with the skills necessary to perform their roles effectively in this dynamic environment.

Together, we remain committed to advancing our department's objectives, fostering collaboration, and ensuring that we continue to deliver excellence to our community.

Highlights

- ▶ Three (3) partner agencies were trained to create applications for rent and utilities on behalf of the clients using OSCARSS for Agencies, while many other agencies continue to work with residents using OSCARSS.
- ▶ OSCARSS sessions have continued throughout the year with weekly Question and Answer sessions, one-on-one tutorials for clients, staff, and landlords, and weekly Q&A sessions for staff.
- ▶ Lead CSD, Community Services' Leadership Development program introduced 13 participants who completed the program by participating in team building and skill building activities including working on team projects focused on improving processes and efficiencies for the department.



LEAD CSD Team at the FAU Ropes Course



LEAD CSD Team group activity

Strategic Planning Research and Evaluation (SPRE)

Our Work

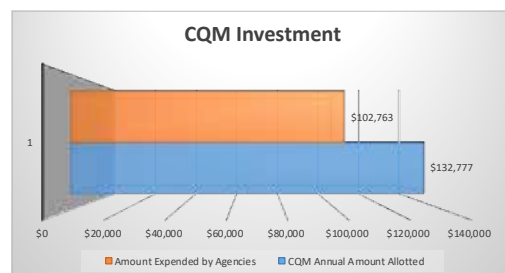
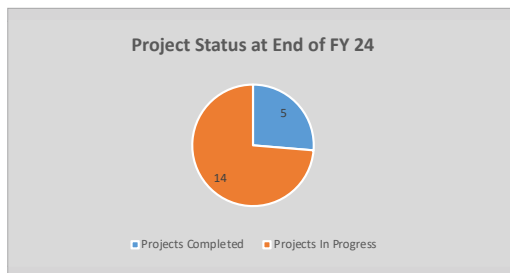
SPRE plays a pivotal role in supporting department-wide initiatives by actively engaging in strategic planning efforts, research, and evaluation. Through effective collaboration and communication, SPRE strives to help various teams within the department to increase the effectiveness and efficiency of their programs to ensure continuous improvement, with an overall goal of serving the community better. To facilitate a collaborative learning environment, SPRE uses regular communication channels, such as progress reports, discussion sessions, quality checks, and technical support.

Highlights

- ▶ SPRE played a key role in data quality management practices for 34 Financially Assisted Agencies by providing technical assistance, comprehensive training, and developing user-friendly desk guides. Through rigorous quality checks, SPRE contributed significantly to enhancing the accuracy and reliability of demographic and outcome data collected by these agencies.
 - SPRE completed 24 Outcome Evaluations in Economic Stability/Mobility & Behavioral Health (Support Services) Category.
- ▶ SPRE finalized the 2024-2029 CSD Strategic Plan focusing on 5 priority areas.
 - **Strategic Priority 1: Health and Human Services System Performance**
 - Objective #1:** Increase Access and Effectiveness Offered within the HHS System of Care
 - Objective # 2:** Increase Planning, Evaluation, and Collaboration Efforts to Improve Efficiency in HHS System of Care
 - **Strategic Priority 2: Governance, Program Performance & Fiscal Accountability**
 - Objective #1:** Increase Efficiency, Transparency, Accountability and Effectiveness of CSD Programs and Services
 - Objective #2:** Improve data collection and analysis to improve program performance
 - **Strategic Priority 3: Organizational Culture & Talent Development**
 - Objective #3:** Develop Employees and Improve the Organization's Culture
 - **Strategic Priority 4: Strategic Collaborations**
 - Objective #1:** Increase Community Engagement and Leverage Partnerships and Agencies
 - **Strategic Priority 5: Expand use of technology throughout CSD**
 - Objective #1:** Increase Access and Effectiveness of Service Delivery through Technology
- ▶ Internal Program Evaluation Status

Category	Program	Status
Unsheltered Residents	Mental Health and Homeless Outreach	Complete
Unsheltered Residents	0-5 Low Acuity	Near Completion - March 2025
Economic Mobility	Family Self Sufficiency	Near Completion - March 2025

▶ Continuous Quality Management (CQM) Initiative





Behavioral Health and Substance Use Disorders



Our Work

The Office of Behavioral Health and Substance Use Disorders (OBHSUD) supervises the planning, administration, coordination, and contracting of substance use disorder services in Palm Beach County. The Office develops policies and manages various initiatives, programs, and funding strategies – serving as liaison to communicate the County's efforts to the public; local, state, county, and federal agencies; and the service provider community. The Office also monitors legislation and related public policy, working with elected and government officials at all levels of government to improve services.

The Office is responsible for facilitating bi-monthly meetings of the Palm Beach County Advisory Committee on Behavioral Health, Substance Use, and Co-Occurring Disorders and its subcommittees. It is also responsible for the development of a Master Plan that is submitted to the Board of Commissioners annually.

Relation to BCC Strategic Priorities

Substance Use and Behavior Disorder

The Office of Behavioral Health and Substance Use Disorder continues to align with the Board's strategic priority to establish a person-centered, recovery-oriented system of care through work with the County's cross-departmental team and strategic partners. The Office is responsible for the administration and monitoring of

FAA, Opioid Response, and Opioid Settlement contracts, developing and executing the aforementioned system of care work, and engaging multiple community stakeholders to implement the Behavioral Health, Substance Use, and Co-occurring Disorders Master Plan.

Highlights

- ▶ Advisory Committee on Behavioral Health, Substance Use, and Co-occurring Disorders Master Plan 2024 approved in May 2024, reviewed by the Board of County Commissioners as a Workshop agenda item in May 2024 and adopted in October 2024. The Committee was established by the Board of County Commissioners in November 2022 to make opioid settlement and other recommendations to enhance the County's capacity and effectiveness in formulating comprehensive, integrated, and effective behavioral health, substance use, and co-occurring disorders prevention, treatment, support, and recovery policies.
- ▶ The Recovery Community Hub of Palm Beach County network recorded 2,776 individuals engaged in Recovery Community Center support services through September 30, 2023. 2,156 individuals engaged in Recovery Community Center support services through June 30, 2024 (FY24, Third Quarter) a 68 percent year-over-year increase from FY23, Third Quarter.
- ▶ Continuous support of contracts/programs funded through the Ad Valorem within the Behavioral Health/ Substance Use category, which is also a county priority area. Approximately \$8,000,000 has been appropriated to support Behavioral Health and Substance Use efforts through Financially Assisted Agencies (Support Services, Community-Based Services, and Deep-end treatment categories) and Opioid Response Funding (Recovery Supports category).

Community Impacts

- ▶ 81% Clients increased Recovery Capital
- ▶ 464 New Participants completing RCI
- ▶ 2986 Unique Participants completed RCI

HIV Elimination Services



Our Work

HIV Elimination (HIVE) Services provide medical and support services to people with HIV in Palm Beach County, with the ultimate goal of ending the HIV epidemic. Services that are provided include outpatient physical and mental health care, oral health care, labs/diagnostics, medications, health insurance cost-sharing, medical/non-medical case management, food bank, transportation, housing assistance, emergency financial assistance, legal services, psychosocial support, community outreach, tele-adherence counseling, vocational training, employment counseling, and syringe/needle exchange services.

Relation to BCC Strategic Priorities

Public Safety, Unsheltered Residents, and Substance Use & Behavior Disorders

HIV Elimination Services aligns with the BCC strategic priorities of Public Safety, Housing/ Homelessness, and Substance Use & Behavior Disorders. Alongside the services dedicated to individuals with HIV, significant health planning and clinical quality management activities culminate in the completion of a Community HIV Needs Assessment. Furthermore, the development of a 5-year Integrated HIV Prevention & Care Plan, as well as a strategy to End the HIV Epidemic in Palm Beach County by 2030 is also part of the services offered.

Highlights

- ▶ From March 2023 to February 2024, the Identifying Disparities to Engage Action (IDEA) QI project was a hybrid systems-level and agency-level project. All nine recipients shared a universal goal: to identify the largest disparities of viral suppression (VS) among racial/ethnic, gender, sexual orientation, and/or age groups along the HIV care continuum for each agency. The PBC RWHAP clinical quality management program chose to focus on disparities due to observed worsening health outcomes across different demographic groups. Facilitated by the recipient's office, IDEA was tailored to the disparities and root causes found at each agency for an identified subpopulation, while also being designed to be applied more broadly to the entire population if successful.
- ▶ The Tele-adherence Counseling (TAC) Program, under HIV Elimination Services, received a 2024 Achievement Award from the National Association of Counties (NACo). The program enrolls clients with HIV who are newly diagnosed, out of care, or in care but are not virally suppressed and supports clients by utilizing PL Cares®, a mobile phone platform that provides daily medication reminders, charted lab results, medication/mood/stress check-ins, an anonymous community message board, links to community resources, and personal contact with a Tele-adherence Counselor. As of April 1, 2024, the rate of viral suppression among clients reached 72.2%.
- ▶ The Ryan White Part A Program, under HIV Elimination Services, has collaborated with the Florida Department of Health to implement a data-sharing agreement where viral load laboratory results, along with other surveillance information, are imported into the Ryan White database every quarter. This import greatly reduces the time for case managers to track lab results, as many clients now can receive care outside of Ryan White providers with health insurance premiums and cost-sharing assistance.

Community Impacts

- ▶ 90.8% of Clients retained in care in Ryan White Part A/MAI
- ▶ 278 Clients served by the Syringe Services Program during the Measurement Period
- ▶ 2977 unduplicated Clients served by the Ryan White Part A/MAI Program



Ryan White Conference in Washington, D.C.



Division of Human Services and Community Action



Our Work

The Division of Human Services & Community Action serves households currently experiencing homelessness and/or at risk of experiencing homelessness or housing instability. Programs and services provided include homelessness prevention (rent and utility assistance, food assistance), street outreach, rapid re-housing, cremation services, employment training and services, financial management and budgeting services, and intensive case management. The division serves as the lead agency for the local Continuum of Care and the Homeless Management Information System Administrator. Human Services provides monitoring and technical support for HUD-funded agencies in the community.

Homelessness Intervention Services

Highlights

- ▶ **Coordinated Entry** initiative offers the community a centralized contact point through a universal number for individuals experiencing homelessness or seeking housing stability services. This initiative has been strengthened by integrating a Call Center function into the Continuum of Care Coordinated Entry System. This enhancement ensures that individuals facing homelessness or housing instability gain equitable access to prompt identification, assessment, referral, and connection to housing and assistance services tailored to their unique strengths and needs.
- ▶ **Rapid Re-Housing Program (RRH)** was developed as a pilot program in 2016 to lower shelter costs and achieve positive programmatic outcomes. RRH services allow participants to transition from homelessness to signing a lease in their name; they are also provided wraparound services to ensure housing stability. In FY24, 95 new individuals were placed in permanent housing in the Rapid Rehousing Program. 70% of individuals who have exited RRH have remained stably housed for 12 months after program exit. This program provides financial assistance in the form of a decreasing subsidy, housing location, and case management services to homeless individuals.
- ▶ **Homeless Outreach Team (HOT)** locates and engages homeless residents on the streets and parks. The HOT focuses its engagement on those who have been on the street the longest and are the hardest to engage. In FY24, the team engaged over 750 homeless individuals throughout Palm Beach County.



Community Action Program

(Homelessness Prevention & Self-Sufficiency Services & Programs)

Family Self-Sufficiency seeks to remove barriers and create opportunities for low-income individuals and families that will enable them to become more self-sufficient through vocational training opportunities, employment, and wraparound services. Wraparound services include case management, financial skills, budgeting training, rent and utility assistance, and food. The Community Action Program (CAP) administers the Community Services Block Grant (CSBG) used to move families away from poverty and towards self-sufficiency. In FY24, 23 clients became employed and increased their income by 55%.



Poverty Simulation August 2024

Homelessness Prevention/Economic Stability Services provides housing relocation/eviction prevention, water and gas utility assistance, electrical bill assistance, emergency HVAC replacement program, food assistance, indigent cremation assistance, case management and referrals, and VITA tax services. In FY24, 2,706 families kept their electricity on with the assistance of LIHEAP, and 82 replaced their HVAC systems. The CAP administers the following grants:

- Low Income Home Energy Assistance Program (LIHEAP)
- Low Income Household Water Assistance Program (LIHWAP)
- Emergency Rental Assistance Program (ERAP)
- Emergency Solutions Grant (ESG-CV)
- Emergency Food & Shelter Grant (EFSP)

Relation to BCC Strategic Priorities Unsheltered Residents, Economic Development

The Division of Human Service & Community Action continues to play a leadership role in the Housing and Homelessness Cross-Departmental Team (CDT). The CDT collaboratively worked to: process Emergency Rental Assistance applications to provide rent and utility assistance to households and enhance the local Continuum of Care's Coordinated Entry System by incorporating a Call Center function to provide screening, assessments, and referrals to services.

The Division is also part of the Economic Development CDT. Collaborations included identifying employment and entrepreneurship efforts for County residents, including student and internship positions, and working with the Office of Resilience to identify funding and projects geared towards energy efficiency for County residents, especially for low-income clients/renters.

Highlights

- ▶ SMART Landlord Program – Connecting local homeowners with renters; therefore increasing the amount of affordable housing options in Palm Beach County.
- ▶ Prosperity Village Cottage Homes – New affordable housing to assist families while they achieve economic stability and promote homeownership.
- ▶ The **2024 Point in Time Count** took place on January 25-26 this year in Palm Beach County. The Point-in-Time Count is a count of sheltered and unsheltered people who are experiencing homelessness in our community and it is conducted over 24 hours. Palm Beach County Commissioner Michael Barnett took to the streets in District 3 to meet with those needing help in the community.
- ▶ The Palm Beach County Continuum of Care (CoC) grant netted over 10 million dollars in 2024 to provide permanent supportive housing, rapid rehousing, and support services to chronically homeless individuals, families, and youth in Palm Beach County. Support services include employment tools, educational opportunities, and life skills training including budgeting and credit repair, therapy, and other services as needed and required.
- ▶ Palm Beach County Community Services implemented **8 self-serve kiosks** throughout the County. The purpose of the kiosks is to streamline the many available services offered to residents in Palm Beach County. They will provide a means of registering as a new applicant, completing applications for services, the uploading necessary documents, and can be utilized to check in for scheduled appointments. Each kiosk is equipped with a touch screen, a menu of available services and programs, and a built-in scanner/printer for easy uploading of eligibility documents.
- ▶ Implementation of the Low Acuity Pilot Program. This program provides clients experiencing Category 1 homelessness with housing supports and self-sufficiency services to end their homelessness and achieve self-sufficiency through employment, education, and life skills training.
- ▶ Execution of the 211 Transportation Administration Services contract. This program helps to serve low income residents of Palm Beach County by providing transportation services for clients for employment, medical, community and social services appointments to avoid disruption to their personal schedules. This program also extends the general helpline services to provide assistance and support to residents.



Palm Beach County Commissioner Michael Barnett took to the streets in District 3 to meet with those needing help in the community.



Division of Senior and Veteran Services



Our Work

The Division of Senior and Veteran Services provides a continuum of care to seniors and Veterans residing in Palm Beach County. Senior Services include senior centers, adult day cares, nutrition services (home-delivered meals and community congregate meal sites), case management providing in-home and community-based services (including adult protective services), emergency home energy assistance, outreach, and volunteerism.

Veteran Services assist former and current members of the Armed Forces who reside in Palm Beach County. Services include assistance in preparing and filing claims for benefits to which they are entitled under federal, state, and local laws. Dependents and survivors may also be eligible for these services.

- ▶ **Senior Centers** provide senior participants with socialization through an array of programs and activities to enhance quality of life.
- ▶ **Adult Day Care** provides a structured program of social and leisure activities, along with supportive services to caregivers of seniors experiencing cognitive and functional impairments.
- ▶ **Nutrition Program** meet the nutritional needs of seniors by increasing access to meals through home-delivered and congregate sites.
- ▶ **Case Management** provides in-home and community-based services to assist seniors and their families with support by assuring the coordination and linkage to services, which delays institutionalization.
- ▶ **Emergency Home Energy Assistance for the Elderly (EHEAP)** assists low-income households that include at least one individual age 60 and older who is at risk or in crisis due to utility disconnection.
- ▶ **Volunteers** assist staff in meeting the needs of the community by working on various tasks that contribute to seniors' and veterans programming.
- ▶ **Outreach** provides education and awareness of resources to the community through events connecting those in need.
- ▶ **Veteran Services** assist with preparing and filing claims for benefits.



North County Senior Center Valentines Celebration



Relation to BCC Strategic Priorities

Public Safety

The Division of Senior and Veteran Services provides public safety for seniors and Veterans through case management and in-home and community-based services, EHEAP, nutrition services, and Veteran assistance.

Community Impacts

- ▶ 406 seniors registered at the County's 3 Senior Centers.
- ▶ 455 seniors avoided utility disconnection through the Emergency Home Energy Assistance Program.
- ▶ 91 Outreach events to provide information on veteran and senior services and awareness of resources.
- ▶ 29,187 hours of Adult Daycare/In-facility Respite services were provided to seniors with cognitive and functional impairments.



Mid County Alzheimers Mini Walk 2024



West County Senior Center Valentines Celebration



Veteran Services Advisory Board Inaugural Meeting

PROCLAMATIONS

October 2023

**POVERTY AWARENESS MONTH
ENERGY AWARENESS MONTH
NATIONAL LATINX HIV/AIDS AWARENESS DAY**



November 2023

**NATIONAL HUNGER AND
HOMELESSNESS AWARENESS MONTH
VETERAN APPRECIATION MONTH**



December 2023

WORLD AIDS DAY



January 2024

POINT IN TIME COUNT



February 2024

**NATIONAL BLACK HIV/AIDS AWARENESS DAY
BLACK HISTORY MONTH
LIHEAP NATIONAL ENERGY ASSISTANCE DAY**



March 2024

**NATIONAL FARMWORKER'S AWARENESS WEEK
NATIONAL WOMEN AND GIRLS HIV/
AIDS AWARENESS DAY
NATIONAL GRANT PROFESSIONALS DAY**



April 2024

**NATIONAL YOUTH HIV/
AIDS AWARENESS DAY**

June 2024

**JUNETEENTH DAY
NATIONAL HIV TESTING DAY
WORLD ELDER ABUSE AWARENESS DAY**



May 2024

**HAITIAN-AMERICAN MONTH
HIDDEN HEROES MONTH
NATIONAL SENIOR HEALTH AND FITNESS DAY**



August 2024

**LIHEAP AWARENESS MONTH
SENIOR CITIZEN'S DAY
NATIONAL HUNGER MONTH
NATIONAL OVERDOSE AWARENESS DAY**



September 2024

**NATIONAL SENIOR CENTER MONTH
HISPANIC HERITAGE MONTH
NATIONAL GAY MEN'S HIV/AIDS AWARENESS DAY
NATIONAL ALCOHOL AND DRUG ADDICTION RECOVERY MONTH**



AWARDS, RECOGNITIONS, & PRESENTATIONS

Behavioral Health & Substance Use Disorders

- Three peer-reviewed articles published on findings of the Palm Beach County's Comprehensive Opioid, Stimulant, Substance Use Program, a five-year federal Department of Justice granted research project. COSSUP demonstrated low criminal justice recidivism rates and high correlative relationships between certain recovery capital indexing indicators and desired outcomes. The articles were co-authored by Florida Atlantic University research partners and OBHSUD staff.

HIVE Service Awards

- ★ Center for Quality Improvement and Innovation [CQII] 2024 Quality Award Program Award for Measurable Improvements in HIV Care.
- ★ The Palm Beach County Ryan White HIV/AIDS Program Part A/Minority AIDS Initiative (PBC RWHAP Part A/MAI) was awarded by the Centers for Quality Improvement and Innovation for their outstanding work in quality improvement (QI) with a 2024 Award for Measurable Improvements in HIV Care.



Daisy Krakowiak Wiebe, PhD, MPH, Quality Management Clinician, Palm Beach County Ryan White Part A/MAI

Brad Barnes, Live Well Center Manager, Program & Quality Manager, The Poverello Center

Jasmine Parrish, MPH, BSN, RN, Quality Management Clinician, Palm Beach County Ryan White Part A/MAI

Jenn Kuretski, DNP, APRN, FNP-C, AAHIVS, Director of Research and Education, Midway Specialty Care Center, West Palm Beach

Ashnika Ali, MBS, Senior Program Manager, Health Council of Southeast Florida,

Courtney Wise, BS, HIV/AIDS QI/Data Analyst, Florida Department of Health in Palm Beach County

Neka Mackay, MSW, Ryan White Quality Management Coordinator, Compass Community Center, Inc.

Neil Walker, Ryan White Quality Improvement Manager, AIDS Healthcare Foundation (AHF)

Lilia Perez, BS, Director of Ryan White Program, FoundCare, Inc.

Jeanice Petit-Freere, MS, Program and Linkage Coordinator, Monarch Health Services, Inc.

Kathleen Morakis, MSW, Non-Medical Case Manager, Legal Aid Society of Palm Beach County, Inc.

PRESENTATIONS: 2024 National Ryan White Conference on HIV

- ★ Improving Viral Load Suppression with PL Cares® to End the HIV Epidemic.
- ★ Housing is Healthcare: A 100-Day Challenge to Link PWH Experiencing Homelessness to Stable Housing.

HIVE Posters

- ★ Minority AIDS Initiatives (MAI) to reduce HIV Stigma in the Haitian Community through Community Awareness and Engagement.
- ★ Re-engaging Persons with HIV Utilizing a Data to Care (D2C) Model.
- ★ Improving Detection of Mental Health Barriers among RWHAP Case Managed Clients.

Division of Senior & Veterans Services

- ★ CSD Employee of the Year: Marsha Hibbert, Gloria Rauner, Niulka Hernandez-Arias.
- ★ 2024 Team Palm Beach County Golden Palm Award: Diana Holms.

NACO Awards

- ★ Improving Health and Ending the HIV Epidemic through the Tele-adherence Counseling (TAC) Program in Palm Beach County, Florida
- ★ Optimizing Financial Efficiency through Artificial Intelligence and Automation in Palm Beach County
- ★ The Tele-adherence Counseling (TAC) Program, under HIV Elimination Services, received a **2024 Achievement Award from the National Association of Counties (NACo)**. The program enrolls clients with HIV who are newly diagnosed, out of care, or in care but are not virally suppressed and supports clients by utilizing PL Cares®, a mobile phone platform that provides daily medication reminders, charted lab results, medication/mood/stress check-ins, an anonymous community message board, links to community resources, and personal contact with a Tele-adherence Counselor. As of April 1, 2024, the rate of viral suppression among clients reached 72.2%.

DIVISION SPOTLIGHTS: Highlights & Testimonials

Administration

Training & Employee Development

Certifications, Trainings, and Promotions

- ▶ CSD employees and external partners completed over 3000 hours of training:
 - Trauma Informed Care
 - Respectful Workplace Training
 - Homeless & Housing Stability
 - HIPAA
 - Community Action Program Logistics
- ▶ CSD staff and partner agencies participated in forty (40) Community Services Login and OSCARSS-focused training that covered OSCARSS for Agencies, Resource and Referral Portal, Client Referral, ERA, and LIHEAP.
- ▶ ROMA Training was provided to twenty-five (25) CSD and partner agency staff
- ▶ Forty-five (45) CSD employees and partner agency staff completed Mental Health First Aid.
- ▶ Certifications
- ▶ Fourteen (14) internal promotions from within the department and other county departments
- ▶ Six (6) New Hire Orientations welcomed eleven (28) new hires to the department in FY 2024

Behavioral Health and Substance Use Disorder

The Recovery Community Hub of Palm Beach County (Hub), through a Community Services Department grant, sponsored its annual Recovery Awareness Initiative in September 2024 to support local community events to celebrate National Recovery Month and to introduce diverse communities throughout Palm Beach County to the Hub's services, its guiding principles: Health, Hope, Purpose, and Community and resilience capital surveying. First deployed in 2019, these surveys allow an assessment of one's overall health and well-being as well as to identify overall resilience and risk factors. The Community Services Department co-hosted its 6th annual recovery month conference with the Hub and BeWellPBC. Palm Beach County hosted its 6th annual National Recovery Month Conference, A Journey of Resilience, Recovery and Renewal, in September 2024. The annual conference aims to celebrate September as Recovery Month, receive updates on the County's substance use disorder and mental health initiatives, learn ways to achieve health and wellness through a resilience and recovery capital lens, and join in a community feedback session and other fun activities.

The Palm Beach County Advisory Committee on Behavioral Health, Substance Use, and Co-Occurring Disorder (BHSUCOD) approved the Behavioral Health and Substance Use Disorder Plan 2024 in May 2024. The BHSUCOD was established by the Board of County Commissioners (BCC) to enhance the County's capacity and effectiveness in formulating comprehensive, integrated, and effective behavioral health, substance use, and co-occurring disorders prevention, treatment, support, and recovery policies, also approved a set of opioid settlement recommendations. The BCC approved the Plan, opioid settlement recommendations, and expenditures in October 2024 with public comment provided by the recovery community and family members having an important impact. After the BCC's action, Stet News reported that "While other communities have been criticized for mispending the proceeds from the class-action lawsuit against pharmaceutical companies and retailers an advisory committee led by the recovery community spent two years developing a person-centered approach that aimed to end the "treat and street" approach of sending recovering addicts into the community after a few weeks of treatment with no support."

The Office of Behavioral Health and Substance Use Disorders continues its important relationship with Florida Atlantic University School of Social Work and Criminal Justice (FAU) as a research partner FAU conducts process and outcome evaluations for the Annual Plan, the BHSUCOD oversees implementation and reporting on it, and initiatives of person-centered recovery-oriented systems of care. Three peer-reviewed journal articles have been published related to the County's ongoing initiatives.



HIV Elimination Services

The Ending the HIV Epidemic Initiative, under HIV Elimination Services, procured two mobile health clinics to reach individuals with HIV who struggle to make it to their HIV care appointments due to transportation barriers. These two mobile health clinics, which are equipped with a medical exam and phlebotomy rooms complete with lavatory and cold storage, will be used by Ryan White Part A sub-recipient clinics to provide full medical services to individuals with HIV.



Mobile Health Clinic Inauguration

Client Testimonials

Case Manager Clemones' client Ms. W

Ms. W was referred to the Healthcare & Housing Opportunities [H2O] program in April of 2024, unemployed, newly diagnosed, and had just become homeless, living on the streets. The care received includes:

- ▶ Assisted with information on where to get help to get her driver's license restored
- ▶ Assisted with transitional housing
- ▶ Assisted in finding employment and now has a full-time job in a nursing home at \$17.50 per hour
- ▶ Assisted with housing relocation and utilities
- ▶ Assisted with rental payments to maintain and keep stable housing
- ▶ Ms. W is virally suppressed and maintains regular contact with their medical case manager
- ▶ Ms. W's long-term goal is to purchase a car for work as of now, her only means of transportation is a scooter

'Today the client is very happy and grateful to the H2O Program for the support and love that has been shown to her in a time of need.'

Case Manager Chloe Bagley's client Mr. A

Mr. A was referred to the Healthcare & Housing Opportunities [H2O] program in August of 2024. Mr. A was unemployed and at risk of losing his housing, as he was living in shared housing and had been asked to move out by his roommates. Mr. A was experiencing difficulties finding employment due to speaking very little English. The care received includes:

- ▶ Assisted in finding employment and now has a full-time job with a pharmaceutical company earning \$19 per hour, and, a part-time job delivering food.
- ▶ Assisted with rental payments so that he was able to maintain stable housing
- ▶ Due to a waitlist with ESOL classes, Mr. A is taking English classes online.
- ▶ Mr. A is virally suppressed and maintains regular contact with their medical case manager.
- ▶ Mr. A's long-term goal is to be a homeowner and is now in a position to be able to save for a deposit.

Today the client is very happy and grateful to Compass and the H2O Program for the support received.

Division of Human Services and Community Action

Housing Resource Center in Lake Worth – The brand-new Housing Resource Center will provide temporary housing for adults, youth, families, and seniors, with 75 beds, a full-service kitchen, guest laundry, lounge areas, and Exercise Park. Clients will receive a variety of services during their 90-day stay, including assistance with finding jobs and permanent housing of their own. The Homeless Coalition of Palm Beach County's Breaking Bread Program will be serving breakfast, lunch, and dinner year-round, while Gulfstream Goodwill Industries will oversee all operations of the facility.



Housing Resource Center II Ribbon Cutting

Client Testimonials

Ananias Lennon, Ananias Lennon is a husband and father of three. He struggled with inadequate income and its effect on his ability to meet his basic needs. His work history includes; Security, Mental Health Tech, retail, and farmworker. He desired CDL training to improve his income. He applied for Community Service Block Grant (CSBG) funding and eligibility was approved in June of 2023.

He enrolled in the Family Self-Sufficient Program (FSSP) and received services including Development Planning, Career Counseling, and Vendor Approval Letter. He enrolled in CDL training in August 2023 with the assistance of Community Service Block Grant (CSBG) funding. While engaged in training, he encountered a loss of employment and eventually, was displaced from his place of living. He completed CDL training in November 2023. Employment Counselor provided coaching and job referrals to assist Ananias with obtaining employment. In January 2024, he obtained employment with a company that could eventually lead to a CDL position. That job ended quickly. Dealing with this process, affected him in a major way. Ananias worked odd cash jobs until he obtained local employment as a CDL Driver. The employment Counselor increased contact and provided support to lift his spirit.

He received wrap-around services of Rental Relocation. He prayed to God about his difficulties and acknowledged his gratefulness for his support. He has maintained employment for 90 days. After maintaining employment for 90 days, he now receives insurance benefits and an increase in wages. His income has increased from \$32,240.04 (163% FPLG) to \$75,396.75 (368% FPLG).

He said, ***"Keeping God first and staying prayed up. He will guide you, but you have to believe and trust in him."***

Barrier:

- ▶ Income

Goals Attained:

- ▶ CDL credentials
- ▶ Full-Time employment
- ▶ Income increased
- ▶ Increased benefits



Client: I. Rosales Client is a Married father of two children whose job was eliminated from Bright Line after several years of being employed. The client was referred to the FSSP Program and was approved to enroll in the PCT/PCA Program. The client was directed by the Case Manager to apply for positions with Palm Beach County and was able to obtain an interview with Palm Beach County in December 2023. The Client has since obtained employment with Wells Fargo and will start April 15th



Client Testimonials

Laquesha Mitchell is a single parent-female of four children. She entered the program employed part-time as a Home Health Aide with an annual income of \$13, 650. She desired to increase her employability skills to gain employment with higher wages.

Laquesha Mitchell completed the eligibility process for Community Service Block Grant (CSBG) funding and was approved for services. She received services to include Development Planning, Career Counseling, and a referral to training.

She enrolled in Phlebotomy training and completed the program successfully. Employment Counselor provided career coaching and job referrals to assist Laquesha with obtaining employment. Laquesha met several milestones along her journey. She obtained employment on May 30, 2024, maintained employment for 90 days, and maintained employment for 180 days. Her new skills have resulted in new employment, increased hours, and increased income.

Laquesha Mitchell's current position as a phlebotomist has an annualized income of \$33, 869.29.

The household income has increased from \$13, 650 (%40 FPLG) to \$33, 869.29 (99% FPLG). This is an increase of \$20,219.29

Barrier:

- ▶ Income

Goals Attained:

- ▶ Phlebotomy Certification
- ▶ Full-Time employment
- ▶ Income increased
- ▶ Increased benefits



Client: J. Pierre Louis The client requested rental assistance. During the Intake Assessment, it was discovered that the Client did not have health insurance which was causing a financial burden to the family. The Case Manager worked with the Client to successfully obtain health insurance through the Market Place and is currently approved for the **Health Care District** which reduced the cost of medical expenses for office/hospital visits. The case Manager successfully assisted the family with referrals to Care to Share (**Utility Assistance**) and Boca Helping Hands for additional rental assistance. These successful referrals helped this family reduce their financial burdens and regain self-sufficiency.

Division of Senior & Veteran Services

Client Satisfaction Survey Results

Case Management Services: Do the services you receive help you maintain or improve the quality of your life?	
Yes	96% (106)
Some Extent	4% (4)
Don't Know	1% (1)

Case Management Services: Do the services you receive help you remain living independently in your home?	
Yes	92% (105)
Some Extent	4% (4)
Don't Know	2% (2)

EHEAP: Did the services meet your needs?	
Yes	99% (100)
No Answer	1% (1)
Don't Know	1% (1)

Screening & Assessment: Would you say that the services you receive meet your needs?	
Yes	74% (64)
Some Extent	15% (13)
Don't Know	6% (5)
No	1% (1)
No Answer	3% (3)

What do you like best about your senior center?

Participant Comments: Everything; We are fine - we are a family; The senior center helps me a lot; Enjoying other people; Exercise, yoga and painting; Bingo, painting and trips; Availability; My friends, able to play cards; Handy; Socializing; My senior peers; Friendliness; Wonderful place with nice people; Staff is very nice and helpful; The people and the food; This place is very special, a true gift for old people; I like coming here; I love it here. It's the best thing that's happened to me in years; Everything is just great; Overall, very pleased to be here; Very satisfied with everything; When we talk they listen.

“ Client Testimonials

Client, Dolores received a call from Case Manager Lisa with the Division of Senior and Veteran Services. The client reported: "I was selected to receive home-delivered meals. Lisa came to my home for an assessment to start services. Within a week, I started receiving meals. The meals were a great help as I am no longer able to prepare meals for myself. A few months later, I was informed that I was possibly eligible for additional services. I could receive help at home with incontinence supplies along with the meals I was receiving. A week later, I was provided a caregiver to help me bathe and dress as well as do light housework. I can admit that it was my pride that caused me to be reluctant at first to accept help. I am so grateful that Lisa was patient with me and explained the benefits of receiving in-home services. The caregiver that has been helping me has been a lifesaver. Without these services, I would struggle to care for myself, as I am getting older. I speak to Lisa often and I thank her every chance I get. I also want to thank the Division of Senior and Veteran Services for providing this program to help me and others who are in need."



Case Manager Robin recently completed an assessment for a client suffering from Alzheimer's disease and living with her daughter/caregiver, Sharon. During the home visit, the caregiver expressed how overwhelmed she was caring for her mother. The caregiver has medical problems as well as a husband diagnosed with cancer. The caregiver said she needed some relief. After the assessment, it was determined that the client would benefit from respite services. At the two-week follow up the caregiver shared how satisfied she was with the respite hours authorized which allowed her to continue to work. Sharon had worried about her job, due to excessive absenteeism to care for her mother. The caregiver was appreciative of the Case Manager's ability to arrange in-home services and the respite hours she needed. The caregiver was relieved and grateful.

Community Outreach Specialist, Betty's client received assistance from the Emergency Home Energy Assistance Program (EHEAP) through the Division of Senior and Veteran Services. The client was assisted with a past-due amount from Florida Power and Light. The client is a senior and has been struggling with serious health problems throughout the last year. The client's wife also has health problems and they were in dire need. The client stated that the assistance he has received with his electric bills allows him to have some relief and cover medical expenses reducing the client's overall anxiety.



One goal of the Palm Beach County Veteran Services office is to review veterans' benefits and maximize them as appropriate to advancing age and advancing disabilities. In January of 2024, Veteran Mr. G contacted Veteran Services to see if a Veteran Service Officer (VSO) could help increase his hearing loss disability, which had been rated at ten percent at the time of discharge from service. Upon further review of the Veterans records, the VSO discovered complaints of additional disabilities that the Veteran was treated for while in service, and those continued to bother the Veteran even today. The VSO filed a disability claim for these additional ongoing conditions, alongside an increase for the already service-connected hearing loss that had worsened with time and age. The Veteran was just awarded 70% disabled, a dramatic increase in monetary benefits from the original 10% disability. Mr. G notified Veteran Services of the increase and expressed his gratitude to the Veteran Services officer who assisted him.

CSD KEY PERFORMANCE

Community Services tracks its Key Performance Indicators through an electronic system. Each section chooses meaningful indicators to measure their work. Below are a selection of performance indicators.

	Target 	Achieved 
Behavioral Health and Substance Use Disorders		
Increase the utilization of indigent residents receiving services by the two established Recovery Community Centers (RCCs) in Palm Beach County.	1000	3978
HIV Elimination Services		
Increase HIV Elimination Services clients achieving viral suppression	84%	85.3%
Increase engagement in care for people living with HIV (PWH) in Palm Beach County (PBC) to End the HIV Epidemic (EHE)	76.3%	75.3%
Division of Human Services and Community Action		
<i>Human Services</i>		
Number of homeless clients placed in permanent housing through Rapid Rehousing	132	95

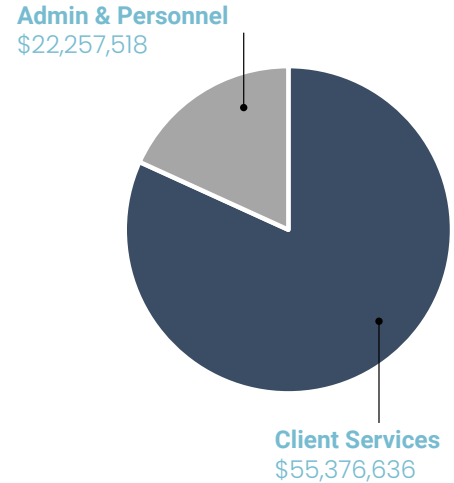
Performance

	Target 	Achieved 
<i>Community Action Program</i>		
The number of clients who obtained a recognized credential or certificate, including educational or vocational skills.	51	30
Number of Households stabilized through the Housing Stability program	936	983
Division of Senior and Veteran Services		
<i>Senior Services</i>		
Number of nutritious MEALS provided to clients in need	340,000	262,409
Number of hours of in-home services provided to seniors	360,000	290,506
<i>Veteran Services</i>		
Number of contacts (including claim processing) made via telephone, email, and in-person to qualified Veterans and/or their dependents.	2,600	4,220

CSD EXPENDITURES

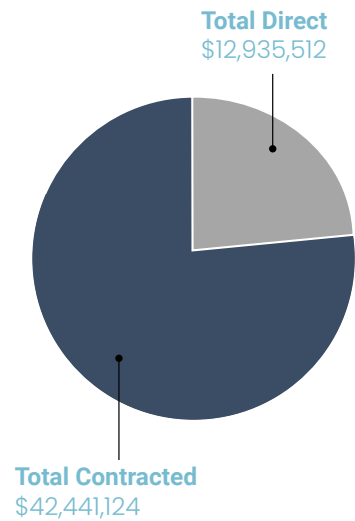
Client Services vs. Admin

Client Services	\$55,376,636
Admin & Personnel	\$22,257,518
	\$77,634,154



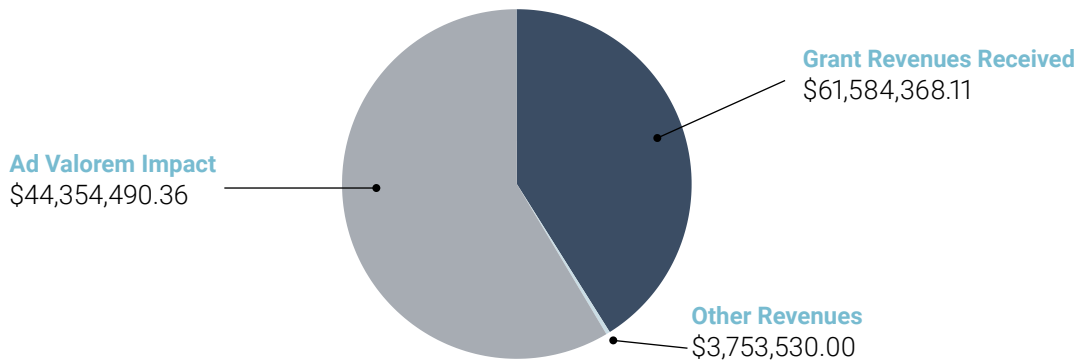
Client Services Summary

Direct Client Services	\$11,969,020
Contracted Services FAA	\$13,004,646
Contracted Services HIV programs	\$6,203,725
DOSS Senior Centers	\$966,491
Contracted Services DOSS (CSDOSS)	\$9,688,300
Contracted Services Human Services & Community Action	\$9,418,256
Contracted Services Substance Use Disorders (CARES)	\$2,017,721
Contracted Services ERAP program	\$866,500
Contracted Services-UW Kitchen	\$1,241,976
Total Client Services	\$55,376,636



Ad Valorem Impact

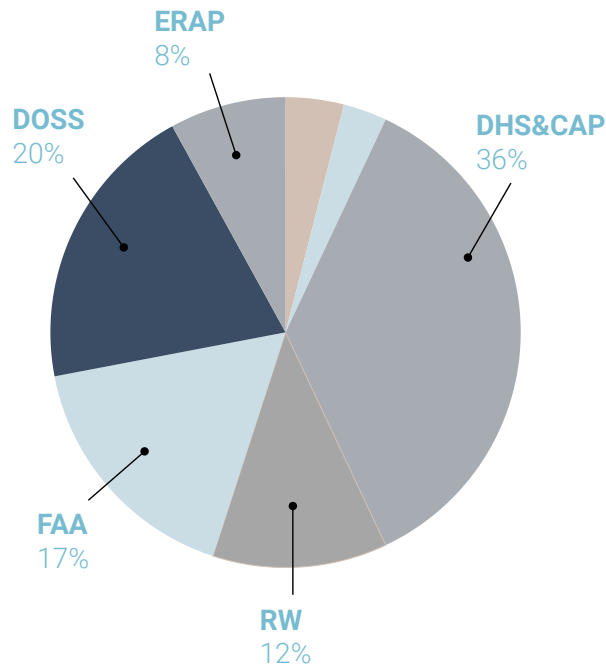
	CSD	FAA	Total
Total Expenses	\$64,629,508	\$13,004,646	\$77,634,154
Grant Revenues Received	\$31,890,0731	0	\$31,890,073
Other Revenues	\$279,349	0	\$279,349
Ad Valorem Impact	\$32,460,086	\$13,004,646	\$45,464,732



Expenditures

Totals By Division	FY22	FY23	FY24
Admin	\$2,558,78	\$3,353,828	\$3,275,614
SUD	\$1,918,942	\$3,009,335	\$2,241,735
DHS&CAP	\$29,242,774	\$32,751,102	\$27,438,650
RW	\$6,930,217	\$12,118,360	\$8,868,600
FAA	\$11,760,917	\$12,976,823	\$13,004,646
DOSS	\$12,308,893	\$16,254,747	\$15,209,248
ERAP	\$42,881,332	\$25,921,313	\$6,353,686
UW Kitchen	\$0	\$3,487,882	\$1,241,976
Total Contracted Services	\$107,601,863	\$109,873,389	\$77,634,154

CSD FY24 Total Expenditures



ADVISORY BOARD MEMBERS

Community Services can't accomplish all the work we do without the input and guidance of our advisory committees and boards.

Citizens Advisory Committee on Health and Human Services CAC/HHS

The mission of the Citizens Advisory Committee on Health and Human Services was established in 1990 by the Palm Beach County Board of County Commissioners. Its mission is to assist the Board of County Commissioners in the assessment of need, planning, implementation, and evaluation of Systems of Care as defined in the Health and Human Services Element.

Dr. Barbara Cox Gerlock

Chair

Charlotte Leonard

Vice-Chair

Dr. Merlene Ramnon

Isis Williams

Dr. Belma Andric

Aruna Gilbert

Ivan Maldonado

ex-officio

Dr. Constance Siskowski

ex-officio

Marie Presmy

ex-officio

Scot Kannel

ex-officio

Houston Tate

ex-officio

Andrea Stephenson

ex-officio

Community Action Board

Community Action changes people's lives, embodies the spirit of hope, improves communities, and makes America a better place to live. We care about the entire community, and we are dedicated to helping people help themselves and each other.

Carol Jones-Gilbert

Board Chair

Angela Burns

Raynold Sam

Jon Maples

Guillermo Carrasco

Steve West

Sandra Wright

Linda Williams

Victoria Anastasi

Lisa Vreeland

Xzavious Wiley

Cynthia Ridley

Yves Saint-Hillien

Diane Lewis

Michaela Kay

Homeless Advisory Board

Community Action Changes people's lives, embodies the spirit of hope, improves communities, and makes America a better place to live. We care about the entire community, and we are dedicated to helping people help themselves and each other.

Mack Bernard

Chair

Erica Whitfield

Shalonda Warren

Karen Abbott

Elizama (Jami) Goertzen

Joseph Nieves

Carol Jones-Gilbert

Ezra Krieg

Alicia Reno

Isis Williams

Rodney Thomas

HIV CARE Council Board

The Palm Beach County HIV CARE Council is intended to be a collaborative organization of the affected community, service providers, and non-elected community leaders. Members of the CARE Council are evenly divided among three groups: affected communities, service providers, and non-elected community leaders. Every effort is made to ensure that the representation of the infected community reflects the demographics of the epidemic in Palm Beach County, with particular consideration given to disproportionately affected and historically under-served groups and subpopulations.

Richardo Jackson
Chair

Lysette Perez
Vice-Chair

Dr Youssef Motii
Treasurer

Damion Baker

Kim Rommel Enright
Nancy McConnell

Dr Jyothi Gunta

Denise Grigoriou

Christian Johnston

Ashnika Ali

Ashaki Sypher'

Miguel Vazquez

Brittany Henry

Tyrina Pinkney

Angelie Diya

Hector Bernardino

Thomas McKissack

Cecil Smith

Mary Jane Reynolds

Dominique Lane

Cynthia Walker

Tad Fuller

BHSUCOD Board

The Palm Beach County Advisory Committee on Behavioral Health, Substance Use and Co-Occurring Disorder (BHSUCOD) was established by the Board of County Commissioners in November 2022 to enhance the County's capacity and effectiveness in formulating comprehensive, integrated, and effective behavioral health, substance use and co-occurring disorders prevention, treatment, support, and recovery policies.

The BHSUCOD is to also offer recommendations regarding the County's provision of services to the citizens of Palm Beach County. It is expected to increase the coordination and interactions between organizations, agencies and institutions whose mission is to resolve Substance Use and Behavioral Disorders in Palm Beach County.

At Large

Sharon Burns-Carter

Ariana Ciancio

Vacant

William Freeman (LE)

John Makris

Brent Schillinger, MD

Vacant

Rae Whitely - Chair

Austin Wright (LE)

Ex Officio

Angela Burns

Al Johnson, Esq.

Jon Van Arnam

Natalie Kenton.

Sandra Sisson

Charles Coyle

Daniel Oria

Patrick McNamara

Lissa Franklin (LE)
Vice Chair

Veteran Advisory Board

A conglomerate of Veteran organizations collaborating in order to identify gaps in services throughout the community and eliminating these gaps in order to serve the Veterans of Palm Beach County.

Steven Farnsworth, Mental Health/Substance Use Disorder/Suicide Prevention

Michael Durkee, Financial/Emergency Financial Assistance Services Representative

Justin Callahan, A Component of Housing Representative

Melva Harris-Rozier, Support Services to Veterans Representative

Richard Bryan, West Palm Beach Veteran Affairs Medical Center Representative

Evan Fried, Mobility Assistance

Julia Dattolo, Employment Services Representative

CSD TEAM



The DREAM TEAM

The Community Services Department has 191 passionate and professional employees who dedicate their time and expertise to serving our community. Approximately 26% of staff are dual Language speaking at CSD. Languages other than English include Creole, French, Hindi, Italian, Russian, Spanish, Ukrainian, and Vietnamese. Having the ability to speak other languages enables our staff to communicate with community members alike in need of assistance.

All Staff Retreat: Under the Sea of Innovation



West County Mermaids



CSD Teams Preparing to Race their cardboard boats at Gaines Park Pool



Building the cardboard boat



All Staff Retreat



Natalie Vazquez leading the race



Dr. James Green taking a swim after the team boat sunk.

DEPARTMENT WIDE INITIATIVES AND LOOKING AHEAD

BEHAVIORAL HEALTH AND SUBSTANCE USE DISORDERS

- ▶ To continue its aim of establishing a network of RCO/RCCs in the County, Networks will also be launched in Riviera Beach and Belle Glade in FY25..
- ▶ The BH and SUD section is increasing the number of organizations deploying and utilizing RCI data to inform: individualized recovery plans; services emerging from RCCs and the Department's budget and planning efforts.

HIV ELIMINATION SERVICES

We plan to expand further our scope of services with the following strategies:

- ▶ **Tele-Adherence Counseling (TAC) Program Enhancements**
 - Continue providing adherence support through the mobile phone app, which includes daily medication reminders, mood and stress check-ins, and an anonymous community message board.
 - Expand by adding Spanish and Haitian Creole versions, providing clients the same app entirely in their primary language, including bi-lingual staff and anonymous language-specific community message boards.
 - Partner with the University of Florida on a study to improve mental health outcomes where participants will receive five "Positive Affect" counseling sessions
- ▶ **Jail Linkage Initiative**
 - Launch a program with the Palm Beach County Sheriff's Office to support justice-involved individuals living with HIV through pre- and post-release services.
 - Include Community Outreach, Response, and Engagement (CORE) Team members to visit clients in the jail to establish a relationship and plan for care upon release.
 - Incorporate Tele-Adherence Counseling (TAC) support by activating and adding a smartphone to the client's personal affects that they will be able to use to communicate and check on upon release for continuation of care.
- ▶ **Involvement of Persons with Lived Experience in Quality Improvement**
 - Develop a plan to involve persons with lived experience in the Ryan White Clinical Quality Management (CQM) Program using a Centers for Quality Improvement and Innovation (CQII) guide.
 - Conduct a day-long training on quality improvement among persons with lived experience with hands-on activities and interactive sessions.
 - Include persons with lived experience in patient satisfaction quality improvement activities, as well as for patient care and health outcomes quality improvement activities.

DIVISION OF HUMAN SERVICES AND COMMUNITY ACTION

- ▶ The SRO project for the hotel; furthering housing options with tiny homes; pallet housing and plaid housing.
- ▶ Prevention work will encompass case management and not a one-and-done approach.

DIVISION OF SENIOR AND VETERANS SERVICES

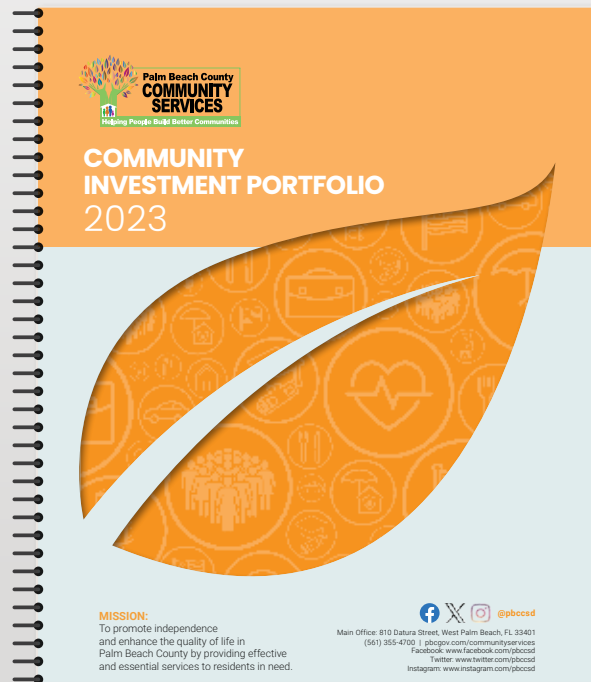
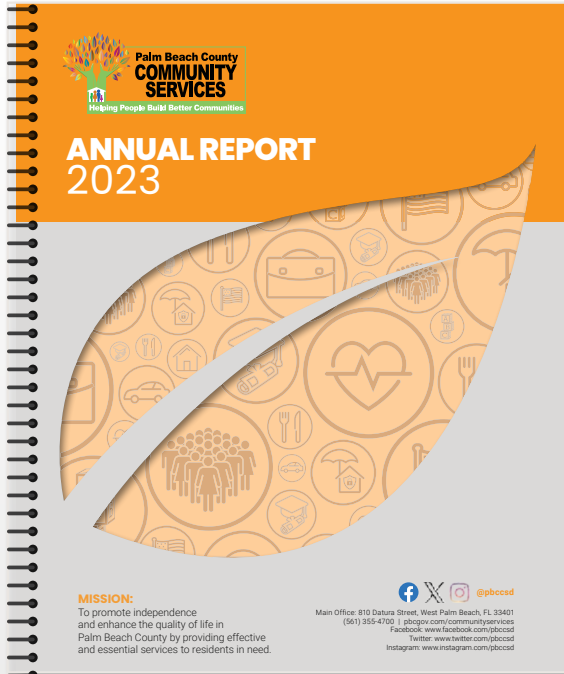
- ▶ Division of Senior and Veteran Services Nutrition Services is working with the Financially Assisted Agencies through a Notice of Funding Opportunity (NOFO) to create new partnerships for alternative meal options for seniors such as grocery boxes, grab-and-go, and new food carts for the senior centers.
- ▶ Division of Senior and Veteran Services is collaborating with the Division of Human Services & Community Action Program on the Homeless Resource Center 2 located on the Mid-County Senior Center's campus in Lake Worth for better ways to serve senior clients in common.
- ▶ Veteran Services has vamped up outreach to the community and collaborated with various community partners including the Veteran Affairs resource fair.
- ▶ Division of Senior and Veteran Services has obtained bus passes and tickets for ride service for seniors and Veterans participating in programming.
- ▶ Division of Senior and Veteran Services is collaborating with FRIENDS of Youth Services & Palm Beach County, Inc. on a short-term emergency initiative to assist low-income seniors experiencing hardship with paying their HOA, mortgage payment, or rent due to a medical emergency, loss of employment or other type of event that caused a financial loss that could constitute a hardship. In 2024, DSVS assisted approximately 22 older adults with over \$106,442 of assistance to prevent homelessness.

FINANCE AND SUPPORT SERVICES

CONTRACTS, COMPLIANCE, AND PROGRAM PERFORMANCE (CCPP) SECTION

- ▶ Continue using technology and enhanced internal communication to streamline monitoring process to prevent multiple visits to funded agencies.
- ▶ Coordinated monitoring activities with joint funders, Non-Profits First to streamline monitoring, and compliance to prevent conflicting assessments in same monitoring areas.
- ▶ Utilize technology and SAMIS/TAPS to strengthen connection between NOFO and contracting.
- ▶ Enhance the connection between data integrity, programmatic performance and gaps identified in needs assessment.
- ▶ Synchronize the NOFO, monitoring and program evaluation processes to ensure maximum benefit for funded services/programs.
- ▶ Create new and enhance existing cross training opportunities for succession planning.
- ▶ Implement CCPP Team Employee Enhancement strategy to develop team members.

PUBLICATIONS



Community-Based Funded Partners

211 Palm Beach/Treasure Coast
 Adopt-A-Family of the Palm Beaches
 Aid to Victims of Domestic Abuse (AVDA)
 Aids Healthcare Foundation
 Alzheimer's Community Care
 American Association of Caregiving Youth
 Area Agency on Aging
 BoysTown South Florida
 CareerSource
 Catholic Charities of Palm Beach
 Center for Child Counseling
 Coalition For Independent Living Options
 Community Childcare Center of Delray Beach
 (dba. Achievement Centers)
 Community Partners of South Florida
 Compass
 Credit Card Management Services
 CROS Ministries
 Division of Human Services and Community
 Services Department
 Division of Senior Services & Veteran Affairs
 Drug Abuse Foundation
 Drug Abuse Treatment Association
 El Sol, Jupiter's Neighborhood Resource Center
 (JNRC)
 Estellas Brilliant Bus
 Families First of Palm Beach County
 Farmworker Coordinating Council
 Florida Association of Recovery Residences
 Florida Atlantic University
 Florida Rural Legal Services
 Florida Department of Health
 For the Children
 FoundCare
 Gratitude House
 Gulfstream Goodwill Industries
 Habilitation Center for the Handicapped
 Health Care District of Palm Beach County
 Housing & Education Alliance, Inc.
 Jeff Industries
 Legal Aid Society
 Midway Specialty Care
 Monarch Health Services
 Morse Life
 Palm Beach County Food Bank
 Palm Beach County Housing Authority
 Palm Beach Behavioral Health Coalition
 Palm Healthcare Foundation
 Pathways to Prosperity
 Rapid Results Institute
 Rebel Recovery
 Seagull Industries
 South County Mental Health Center
 Southeast Florida Behavioral Health Network
 The Arc of the Glades
 The Arc of Palm Beach County
 The Glades Initiative
 The Homeless Coalition
 The Lord's Place
 The Povarello Center
 The Salvation Army
 The Volen Center
 Treasure Coast Health Council
 United Way of Palm Beach County
 Vita Nova
 Wayside House
 YWCA



Palm Beach County

Board of County Commissioners

Maria G. Marino, Mayor, Sara Baxter, Vice Mayor, Gregg K. Weiss
 Joel Flores, Marci Woodward, Maria Sachs, Bobby Powell Jr.

County Administrator

Verdenia C. Baker

In accordance with the provisions of the Americans with Disabilities Act (ADA), this publication is available in alternate formats. Please call PBC Community Services Department's Community and Volunteer Engagement office at (561) 355-4501 to make your request.

