



Palm Beach County
**COMMUNITY
SERVICES**

Helping People Build Better Communities

COMMUNITY IMPACT REPORT 2025

MISSION:

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



@pbccsd

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As of Sept. 30, 2025.

(Front row, left to right) Vice Mayor Sara Baxter, Mayor Maria G. Marino, Maria Sachs, (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.

DEPARTMENT DIRECTORS



Dr. James Green
Department Director
561-355-4702
jgreen1@pbc.gov

Over the past year, the Palm Beach County Community Services Department (CSD) delivered meaningful results for residents across the county. Through a wide range of programs, we supported thousands of individuals and families, helping them stabilize their lives and move toward greater security and independence.

A key achievement was preventing housing displacement for hundreds of households, allowing families to remain safely housed. We also expanded access to temporary and affordable housing, providing critical support to individuals experiencing homelessness as they worked toward long-term stability. In parallel, CSD strengthened pathways to economic opportunity by investing in workforce training and employment connections, enabling residents to improve their financial well-being and advance toward self-sufficiency.

Recognizing that housing and economic stability are closely linked to health, we prioritized access to essential medical and behavioral health services, reducing barriers to care and supporting residents in need of lifesaving treatment. Throughout all our efforts, we remained focused on serving our most vulnerable populations, including seniors, veterans, individuals with disabilities and low-income families, by addressing service gaps and responding to their unique needs.

As we move forward, CSD remains dedicated to improving systems, strengthening partnerships and pursuing innovative solutions that enhance quality of life. Our commitment is to continue building a healthier, more stable and more resilient Palm Beach County for all residents.

Dr. James Green

Department Directors



Taruna Malhotra
Deputy Director
561-355-4716
tmalhotr@pbc.gov

Our CSD work throughout FY 2025 has focused heavily on building a culture of innovation and accountability. This commitment has led to many accomplishments, which are detailed in the annual report. Day to day, we work hard to fulfill our mission to promote independence and enhance the quality of life in Palm Beach County by providing effective and essential services to residents in need, one service at a time. Each year, when it's time to bring all of this work together into an annual report, it warms my heart to see the collective impact we make.

I am deeply grateful to work alongside our CSD team. To see all that we accomplished in a single year is truly astounding.

In this report, we highlight the progress made in building system efficiency and effectiveness and in advancing our departmental goals and objectives. We launched a new initiative, the Multi-Disciplinary Case Conferencing program, which brings together experts from various health and human service sectors to discuss complex cases involving residents experiencing homelessness. This initiative alone resulted in significant system enhancements. We also codified our departmental customer service standards, incorporating a structured process to collect, analyze and apply client, board members and community partner feedback to improve our systems.

Our approach to growth is reflected both externally, through our partnerships and client services and internally through our staff development. We made significant strides in implementing Opioid Settlement Programs and continued to provide critical services for individuals living with HIV and for our seniors. We also launched the Homeless Mental Health Outreach Program to address the urgent needs of the unhoused population. Another major focus was serving Veterans in Palm Beach County, collaborating with the veteran community to better understand and address their needs.

To meet client needs more effectively and efficiently, we introduced an AI ChatBot and increased our focus on internal technology, including multi-use data dashboards and "Tech Tuesdays" to help staff build skills in data and technology. In keeping with our belief in developing human capital to improve services, we also launched the Housing Leadership Academy as a new investment in innovative housing and leadership development.

We take impact and accountability seriously. This year, we initiated research and evaluation of our system of care's Opportunity Ecosystem domains and indicators to ensure our investments are meaningful and strategic.

It is my deepest honor to work alongside the CSD team as we continue striving to promote independence and enhance the quality of life for Palm Beach County residents, expanding opportunities, strengthening resilience and making a lasting impact.

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, 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



NATALIE VAZQUEZ
Director

Division of Human Services and Community Action



WENDY TIPPETT
Director

LEADERSHIP TEAM

Community and Volunteer Engagement



ELIZABETH HARFMANN
Manager of Public Information Services

Division of Human Services and Community Action



DORIS DAVIS
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



ROHN HULTGREN
Veterans Services Officer

Financial and Supportive Services



THOMAS EATON
Fiscal Manager I

Financial and Supportive Services



MICHAEL WRIGHT
Contract and Compliance Manager

Planning and Evaluation



DR. JOANNA REID-ENOISE
Manager of Planning and Evaluation and Interim Manager, Behavioral Health and Substance Use Disorders

HIV Elimination Services



DR. CASEY MESSER
Program Manager

Training and Development



DR. SIMONE JACKSON
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 33430
Monday–Friday 8:00AM–5:00PM
833-273-9455

Delray Beach

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

Lake Worth

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

Riviera Beach

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

West Palm Beach

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

Division of Senior and Veteran Services

SERVICES:

Emergency Home Energy Assistance, Adult Protective Services, Nutrition: Home Delivered & Congregate Meals, Case Management, Adult Day Care, Outreach, Information & Referral and Caregiver Support

LOCATIONS & HOURS:

Belle Glade

West County Senior Center
2916 State Road #15
Belle Glade 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 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 33418
561-694-5435 | fax: 561-694-9611
Monday–Friday 8:00AM–5:00PM

West Palm Beach

810 Datura Street
West Palm Beach 33401
561-355-3139
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 33444
561-276-1225
Monday–Friday 8:00AM–5:00PM

Palm Beach Gardens

North County Senior Center
5217 Northlake Boulevard
Palm Beach Gardens 33418
561-694-5435 | Fax: 561-694-9611
Monday–Friday 8:00AM–5:00PM

Jupiter

6415 Indiantown Road
Jupiter 33458
561-694-5459
Monday–Friday 8:00AM–5:00PM

West Palm Beach

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

Delray Beach

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

Riviera Beach

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

Office of Behavioral Health and Substance Use Disorders

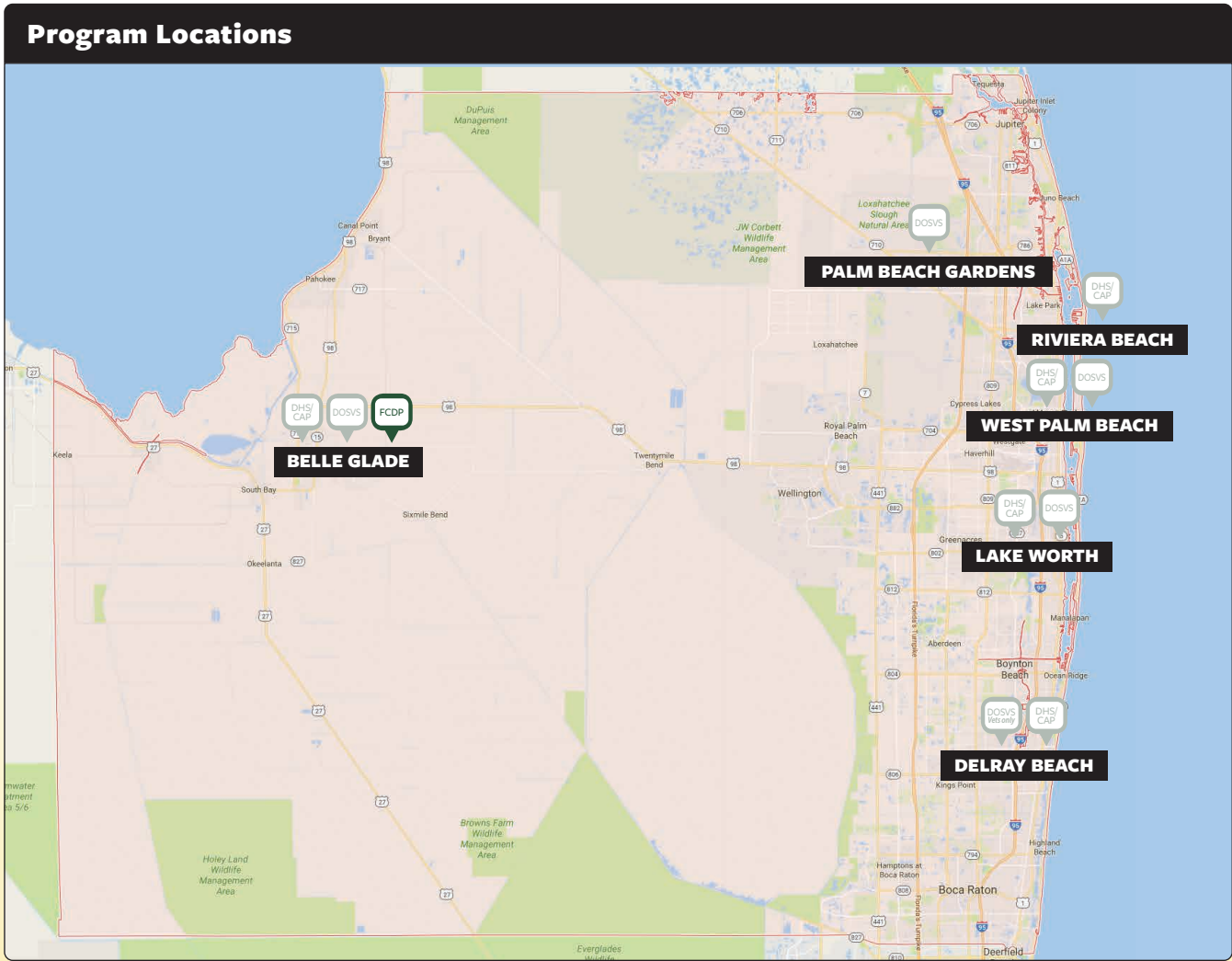
SERVICES:

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

LOCATIONS & HOURS:

West Palm Beach

810 Datura Street
West Palm Beach 33401
561-355-9915
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:

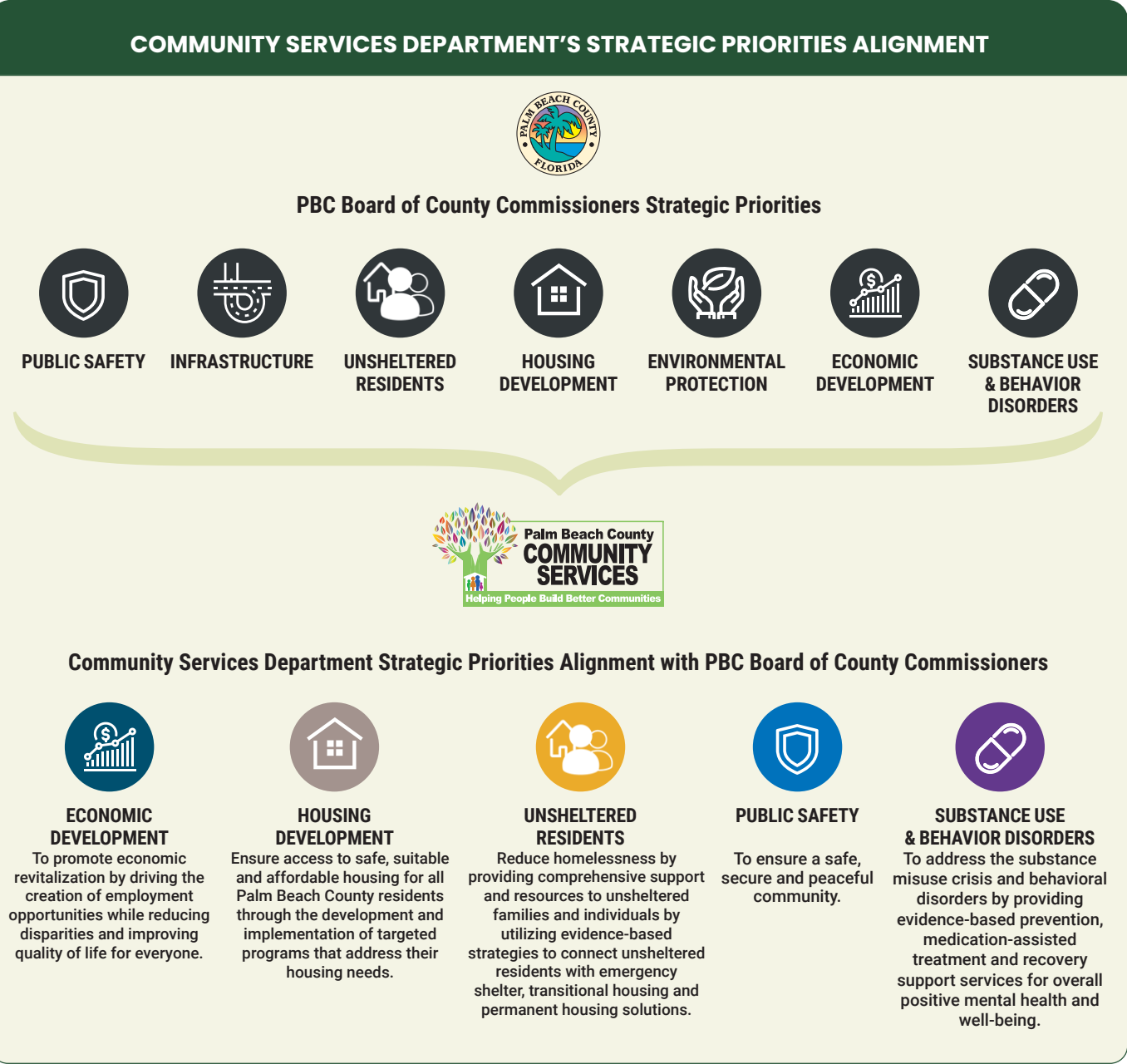
West Palm Beach

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



STRATEGIC PRIORITIES

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





ADMINISTRATION





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 and maintenance of budget
- ▶ Review of agenda items
- ▶ Grant accounting
- ▶ Human resources for the department
- ▶ Payables and receivables
- ▶ Payroll
- ▶ Policy and procedure maintenance
- ▶ Procurement

Within the section is also the Contracts, Compliance Program Performance group, which oversees, administers and/ or supports all the Notice of Funding Opportunities (NOFO) for the CSD. In addition, this section generates contracts and amendments; reviews the funded agencies' compliance with contract terms and conditions, as well as the program performance of contracts with the Financial Assisted Agencies funding.

Fully Implemented Portals:

- ▶ Requisition
- ▶ Contracts
- ▶ Monitoring
- ▶ Proposal
- ▶ NOFO Solicitation

Highlights aligning with the CSD Strategic Plan

Strategic Priority 1: Health and Human Services (HHS) System

Objective #2: Increase Planning, Evaluation and Collaboration Efforts to Improve Efficiency in HHS System of Care.

- ▶ CCPP provided Contract/Program Technical Assistance to four contracted agencies.

Strategic Priority 2: Governance, Program Performance and Fiscal Accountability

Objective #1: Increase Efficiency, Transparency, Accountability and Effectiveness of CSD Programs and Services.

- ▶ CCPP provided Contract/Program Technical Assistance to four contracted agencies.
- ▶ CCPP monitored 71 Programs (65 FAA) funded through 34 unique agencies.
- ▶ CCPP issued 18 Performance Agreements for the 65 FAA Programs.
- ▶ CCPP FAA contracts achieved 95% expenditure.
- ▶ CCPP monitored FAA and Grant-funded Rental Security Deposit/Rental Assistance and Utility Assistance paid via OSCARSS.
- ▶ Utilized technology to enhance internal communication and streamline the monitoring process to prevent multiple visits to funded agencies.
- ▶ Coordinated monitoring activities with joint funders and Non-Profits First to streamline monitoring and compliance to prevent conflicting assessments in the same monitoring areas.
- ▶ FY 2025 processed \$17.57 million in direct client assistance payments via the Online System for Community Access to Resources and Social Services (OSCARSS), which was an increase from \$12.49 million in FY 2024. This included over \$6.7 million in Low Income Home Energy Assistance Program (LIHEAP) assistance and over \$6.3 million in Emergency Rental Assistance.

Objective #2: Improve data collection and analysis to improve program performance.

- ▶ CCPP attained 98% submission rate for FAA-funded agencies' Quarterly Utilization and Outcomes Reports.

Strategic Priority 4: Strategic Collaborations

Objective #1: Increase Community Engagement and Leverage Partnerships and Agencies.

- ▶ CCPP administered and supported seven (FAA, OSF and Ending the HIV Epidemic (EHE) grant), NOFO and processes in FY 2025.
- ▶ CCPP facilitated three FAA Funded Agencies' Quarterly Meetings.
- ▶ Generated 44 Requisitions in Services and Activities Management Information System/ The Administrative Portal System (SAMIS/TAPS).
- ▶ CCPP routed 60 contracts and amendments via SAMIS and DocuSign.
- ▶ Coordinated monitoring activities with joint funders and Non-Profits First to streamline monitoring and compliance to prevent conflicting assessments in the same monitoring areas.

Strategic Priority 5: Expand Use of Technology throughout CSD

Objective #1: Increase Access and Effectiveness of Service Delivery through Technology.

- ▶ The division continued to roll out OSCARSS usage across the department and nearly all client payments for housing, hotel services, transportation and utilities were streamlined and are now being paid and tracked in the system.

Program Highlights within the Division and Client Testimonials

- ▶ Launched the AI ChatBot on the public-facing website in September 2025.
- ▶ Launched on-demand Fiscal Training Parts 1 and 2 in Training and Employee Development (TED) in April 2025.
- ▶ The CSD Advisory Board module was launched in SAMIS.

Sectionwide Initiatives and Looking Ahead

- ▶ Continue using technology and enhanced internal communication to streamline monitoring processes to prevent multiple visits to funded agencies.
- ▶ Coordinate monitoring activities with joint funders and Non-Profits First to streamline monitoring and compliance to prevent conflicting assessments in the 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 and programs.

Training and Employee Development

Our Work

The Training and Employee Development section supports the department's strategic plan by assisting with the development of staff, ensuring compliance with required training and providing opportunities for professional and personal development while assisting divisions and individuals with the development of training opportunities.

Highlights aligning with the CSD Strategic Plan

Strategic Priority 3: Organizational Culture and Talent Development

Objective #3: Develop Employees and Improve the Organization's Culture

The CSD implemented several new initiatives to strengthen employee development, support talent growth and enhance organizational culture. This included:

- ▶ Launching new training opportunities, such as Tech Tuesday, to build staff skills and support continuous learning.
- ▶ CSD also established LEAD CSD to encourage employees to pursue leadership pathways and reinforce the department's commitment to supporting staff throughout their career and professional development journey.

The department remains dedicated to fostering strong connections with internal teams and external partners. Through the efforts of the Training and Employee Development section, CSD and partner agencies are increasingly equipped to meet the evolving needs of the community. CSD continues to serve as a unifying force by improving access to essential resources.

Tools such as the OSCARSS Resource and Referral portal, the Housing Inventory and the Client Referral System have introduced streamlined, innovative ways for agencies to connect and deliver services more efficiently. These advancements have strengthened collaboration and contributed to a more cohesive and responsive support network.

In parallel, Training and Development continue to ensure staff have the skills needed to perform effectively in a dynamic environment. Together, we remain committed to advancing the department's objectives, fostering collaboration and ensuring that we continue to deliver excellence to the community.

- ▶ CSD had a total of 145 training contact hours completed by staff.
- ▶ There was a total of 159 contact hours of training provided by members of the staff to CSD partner agencies and internally.

Program Highlights within the Division and Client Testimonials

Since establishing Tech Tuesday, we have received staff testimonials on how each training has enhanced their knowledge and improved their work performance. Staff were excited about our Excel training, stating they learned new features to assist them in their day to day duties. They were also excited about the ChatGPT training, stating they have started using ChatGPT to assist them in creating reports and analyzing data and it has helped them to cut down their time in performing these duties.

Sectionwide Initiatives and Looking Ahead

The training division is assisting in creating an outstanding customer service protocol for CSD. This new customer service initiative will enhance organizational culture and ensure we remain committed to serving the community at the highest standard. We are also working with quality assurance and will develop training based on findings and gaps from quality assurance monitoring and reports.





Strategic Planning Research and Evaluation

Our Work

The Strategic Planning, Research and Evaluation (SPRE) team plays a critical role in advancing departmentwide initiatives by driving strategic planning, conducting research and performing rigorous evaluations. Through collaboration and transparent communication, SPRE empowers teams across the department to enhance program effectiveness and efficiency, fostering a culture of continuous improvement with the ultimate goal of better serving our community. SPRE leverages multiple communication channels such as progress reports, discussion sessions, quality assurance checks and technical support to create a collaborative learning environment. This approach ensures that programs remain responsive, data-driven and aligned with organizational priorities.

In addition to internal support, SPRE partners with CSD agencies and external stakeholders monitor, evaluate and strengthen programs, building operational efficiencies at the programmatic level. By integrating evidence-based practices and innovative solutions, SPRE helps ensure that resources are used strategically and outcomes are maximized.

Core Focus Areas

SPRE's work centers on five key areas:

- ▶ **Planning**
Leading and coordinating planning initiatives to improve efficiency and ensure alignment with the CSD Strategic Plan.
- ▶ **Research**
Leading and coordinating planning initiatives to improve efficiency and ensure alignment with the CSD Strategic Plan.
Collecting and synthesizing research and best practices that inform CSD's priority areas and guide decision-making.
- ▶ **Data Collection**
Conducting continuous data collection to maintain an up-to-date understanding of key issues and provide a strong foundation for informed decisions.
- ▶ **Data Analysis and Evaluation**
Designing and implementing evaluations to measure program and system effectiveness, identify gaps and recommend improvements.
- ▶ **Data Warehouse and Infographics**
Through dynamic infographics and dashboards, transform complex program data into clear insights, improve communication and drive continuous improvement, while also enabling real-time reporting, trend analysis and evidence-based decision-making.
- ▶ **Technology Integration**
Developing solutions for technology integration and data automation to centralize information and streamline access for stakeholders.



Highlights aligning with the CSD Strategic Plan

Strategic Priority 1: Health and Human Services System (HHS) Performance

Objective #2: Increase Planning, Evaluation and Collaboration Efforts to Improve Efficiency in the HHS System of Care.

- ▶ **Opportunity Ecosystem Wheel Research and Evaluation:** SPRE conducted a preliminary analysis of the HHS Opportunity Ecosystem domains, selecting key indicators and comparing them with local and state data. Palm Beach County is working to strengthen its HHS of Care by developing a shared set of indicators that measure how effectively community needs are being met. This effort aims to ensure that services are equitable, coordinated, data-driven and responsive to residents. To achieve this, we are engaging stakeholders to help shape how success is defined and measured. This collaborative approach matters because, by co-creating indicators with funders, providers and community members, we can ensure that the metrics guiding our work are inclusive, relevant and meaningful. Ultimately, this process will strengthen collaboration, align priorities and support data-informed decision-making that improves outcomes for residents.
- ▶ **Countywide Veteran Needs Assessment:** SPRE completed the Palm Beach County Veteran Needs Assessment to help CSD and the county gain a deeper understanding of the unique and evolving needs of local veterans. This assessment serves as a strategic guide for CSD in allocating resources effectively to ensure the well-being of all veterans in the county. CSD was able to reach more than 300 veterans, who participated in this effort, shared their stories and voiced their opinions. The findings were presented to the Veteran Services Advisory Board, which is planning for actions towards strategizing a plan.
- ▶ Conducted multiple quarterly report trainings and hosted various technical assistance to partner agencies regarding the quarterly report.



Community conversation for data collection for Veteran Needs Assessment



Highlights aligning with the CSD Strategic Plan

Strategic Priority 2: Governance, Program Performance and Fiscal Accountability

Objective #1: Increase Efficiency, Transparency, Accountability and Effectiveness of CSD Programs and Services.

- ▶ SPRE provided extensive support to partner agencies in meeting quarterly reporting requirements by conducting multiple trainings and offering ongoing technical assistance. To enhance consistency and ease of use, SPRE developed quick guides and user-friendly desk references to assist agencies with completing and submitting quarterly report templates.
- ▶ SPRE played a key role in strengthening data quality management practices for 34 Financially Assisted Agencies by delivering comprehensive training, offering targeted support and performing rigorous quality checks. These efforts significantly improved the accuracy and reliability of demographic and outcome data collected across the agencies.
- ▶ Developed department customer service surveys for direct services. Launched the Board and Advisory Committee Customer Service Report.
- ▶ Led the efforts in updating logic models throughout the department.

Objective #2: Improve Data Collection and Analysis to Improve Program Performance.

- ▶ Updated Electronic Key Performance Indicators (eKPIs) to capture the “need” vs “what the funding can do” within each of the Divisions.
- ▶ Alignment of outcome measures with system leaders and funders on FAA NOFO within Economic Stability/ Mobility and Behavioral Health categories.
- ▶ In collaboration with Information Systems Services (ISS), provided guidance on creating dashboards for more efficient data automation to assist with informed decision-making.
- ▶ Planning efforts for data integration in OSCARSS.
- ▶ Assisted in the development of two automated dashboard reports.

Strategic Priority 5: Expand The Use of Technology Throughout CSD

Objective #1: Increase Access and Effectiveness of Service Delivery through Technology.

- ▶ Assisted in the development of two automated dashboard reports.



Sectionwide Initiatives and Looking Ahead

- ▶ **From Program Data to Decision-Enabling Dashboards:** SPRE is actively collaborating with CSD’s internal divisions and programs to unify and streamline program data into dynamic, user-friendly dashboards. This effort involves integrating data from multiple sources (HMIS, OSCARSS, etc.) to create a few platforms that will provide insights for decision-making, future program planning and program evaluation. By transforming raw data into relevant, visualized metrics, SPRE is enabling programs to monitor performance, identify trends and strengthen strategies that improve outcomes for families and communities.
- ▶ **Opportunity Ecosystem Evaluation:** Researching and Evaluating the Opportunity Ecosystem domains and indicators to assess where the system of care is currently compared to 2017. An assessment will be developed of the HHS System of Care within various domains, with aligned indicators to measure system effectiveness.
- ▶ **Data Integration:** SPRE is actively engaged in working with ISS to develop solutions for technology integration and data automation to centralize information and streamline access for stakeholders and frontline staff.



BEHAVIORAL HEALTH AND SUBSTANCE USE DISORDERS





Behavioral Health and Substance Use Disorders



Our Work

The Office of Behavioral Health and Substance Use Disorders (OBHSUD) oversees the planning, administration, coordination and contracting of behavioral health and substance use disorder services in Palm Beach County. It develops policies and manages initiatives, programs and funding strategies, serving as a liaison to communicate the county's efforts to the public, service providers and local, state and federal agencies. Additionally, the OBHSUD monitors legislation and public policy, collaborating with elected officials and government representatives at all levels to improve services.

OBHSUD facilitates 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 preparing and submitting an annual master plan to the Palm Beach County Board of County Commissioners. Aligned with the board's strategic priority to establish a person-centered, recovery-oriented system of care, OBHSUD works closely with cross-departmental teams and strategic partners. Its responsibilities include administering and monitoring FAA, Opioid Response and Opioid Settlement contracts; implementing the system of care framework; and engaging community stakeholders to advance the Behavioral Health, Substance Use and Co-Occurring Disorders Master Plan.

Highlights with the CSD Strategic Plan

Strategic Priority 1: Health and Human Services System Performance

Objective #1: Increase Access and Effectiveness Offered within the HHS System of Care.

- ▶ Twenty-six percent increase in total Recovery/Resilience Capital of program participants and community members from baseline up to 30 days.
- ▶ 3,769 individuals are engaging in Recovery Community Center support services.
- ▶ A total of 341 program participants received recovery support services that are administered through the Recovery Capital Index (RCI) to assess their needs and develop an individualized recovery plan. In FY 2025, Opioid Settlement funding was disbursed within the categories of Community Engagement/ Education, Recovery Supports and Deep-End Treatment.
- ▶ The Recovery Community HUB of Belle Glade occurred on May 19, 2025. The Hub is dedicated to supporting individuals and families on their recovery journey by providing access to employment resources, housing assistance, support groups, documentation and various non-clinical services to facilitate a successful recovery.

Objective #2: Increase Planning, Evaluation and Collaboration Efforts to Improve Efficiency in the HHS System of Care.

- ▶ Development of Funding Matrix for Behavioral Health System of Care.
- ▶ The OBHSUD section hosted a Recovery Capital Index Lunch and Learn on Sept. 25. David Whitesock was able to show how agencies can operationalize the RCI for lasting community impact in Palm Beach County.



Strategic Priority 2: Governance, Program Performance and Fiscal Accountability

Objective #1: Increase Efficiency, Transparency, Accountability and Effectiveness of CSD Programs and Services.

- ▶ Opioid Settlement Funding NOFO was published and the Funding Recommendation was presented to BCC. Implementation will begin in FY 2026.

Objective #2: Improve Data Collection and Analysis to Improve Program Performance.

- ▶ Partnership with Florida Atlantic University (FAU) to evaluate the Recovery Community Centers and the feasibility of data being used.

Strategic Priority 4: Strategic Collaborations

Objective #1: Increase Community Engagement and Leverage Partnerships and Agencies.

- ▶ The OBHSUD has continued efforts to leverage partnerships with non-profits and faith-based organizations.
- ▶ A grassroots event was held in July 2025 that focused on grassroots organizations applying to government funding opportunities.

Program Highlights within the Division and Client Testimonials

Success Story: One of the most impactful success stories comes from a participant who transitioned from Drug Court into actively utilizing HUB resources and peer support services.

Upon connecting with the HUB, the participant began attending all recovery meetings, meeting regularly with HUB staff and working intentionally on personal goals centered around stability and returning home to family. During this time, she was experiencing housing instability and had been sleeping in her car. Through consistent engagement, peer support and resource connection, the participant was able to secure stable housing, successfully transitioning out of homelessness. She attended groups regularly, maintained ongoing communication with staff and remained highly engaged in her recovery process.

With continued support and encouragement, the participant successfully graduated from the Drug Court program and was ultimately able to return home to live with her family. She expressed deep gratitude for the unwavering support, accountability and compassion provided by HUB staff throughout her journey. This story reflects the powerful impact of consistent peer support, community connection and recovery-focused resources in helping participants achieve stability, independence and long-term recovery goals.

Divisionwide Initiatives and Looking Ahead

- ▶ The Implementation of Opioid Settlement Funded Programs and monitoring of impacts throughout Palm Beach County.
- ▶ The Implementation of Project CONNeCT, a Partnership with Southeast Behavioral Health Network to implement the Neutral Care Coordination.
- ▶ Reviewing the Master Plan 2024 and updating the plan for FY 2026.



HIV ELIMINATION SERVICES





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.

Highlights aligning with the CSD Strategic Plan

Strategic Priority 1: Health and Human Services System Performance

Objective #1: Increase Access and Effectiveness Offered within the HHS System of Care.

Mobile Services

The Ending the HIV Epidemic Initiative (EHE), under HIVE, utilizes mobile health units to expand access to clinical services in underserved areas of Palm Beach County. The units provide standardized clinical infrastructure, including exam and phlebotomy spaces, cold storage, Wi-Fi and a lavatory, enabling subrecipient agencies to deliver medical services to people with HIV and other residents. In the last three quarters of FY 2025, 51 satellite clinics were offered throughout Palm Beach County, with the western rural communities receiving the most attention. Over 200 individuals received health screenings, including STI screenings, blood pressure, A1C, Hepatitis C and HIV screenings. In addition, school-aged children received back-to-school physicals and extracurricular/athletic screenings, thanks to partnerships with area primary care and pediatric providers.

CORE Saving Lives for Out-of-Care Clients:

- Persons with HIV (PWH) who are out of care and not taking life-saving medications are at high risk for opportunistic infections, which can lead to mortality. In addition, EHE strategies include re-engaging out-of-care (OOC) PWH to reduce transmission.
- A Data to Care (D2C) partnership was formed and an agreement was executed to match client data with Florida Department of Health (FDOH) surveillance data in a statewide effort. The West Palm Beach Part A/EHE Eligible Metropolitan Area (EMA) was the first jurisdiction to have Ryan White Part A (RWPA) client data matched with surveillance data to identify OOC status for re-engagement work by EHE Community Outreach, Response and Engagement (CORE) Teams.
- Additionally, a subcontract with the local FDOH established a peer CORE Team to investigate OOC PWH who were not RWPA clients. CORE Teams have conducted fieldwork to facilitate re-engagement, including home visits, personal transportation and enrollment in EHE Tele-adherence Counseling.
- From September 2023 to December 2025, 494 cases have been completed, with 138 (28%) determined to have relocated outside Palm Beach County and 82 (17%) were unable to be located. Among the remaining 274 cases, 164 (60%) were already in care at the time of contact, 62 (23%) were linked to care and 48 (18%) had other dispositions. D2C in the West Palm Beach EMA has demonstrated success in linking clients to life-saving care.



HIV Care Council Annual Retreat

Objective #2: Increase Planning, Evaluation and Collaboration Efforts to Improve Efficiency in the HHS System of Care.
Healthcare and Housing Opportunities Initiative

The Healthcare and Housing Opportunities (H2O) program launched on June 13, 2024, to resolve housing instability among individuals with HIV by addressing barriers to self-sufficiency. Since its inception, H2O Case Managers have provided comprehensive assessments, collaborative goal-setting and resources for financial planning and literacy, employment counseling, housing resource identification and referrals for necessary healthcare and support services to over 60 individuals, exceeding FY 2025's projections, with over 50% of clients attaining self-supported, stable housing.

- Services include: H2O Case Management
 - Transitional housing
 - Tele-adherence Counseling
 - Relocation assistance
 - Transportation assistance
 - Budget-deficit rent/utility assistance
 - Employment counseling
 - Vocational rehabilitation/GED/ESL

Strategic Priority 2: Governance, Program Performance and Fiscal Accountability

Objective #1: Increase Efficiency, Transparency, Accountability and Effectiveness of CSD Programs and Services.

HIV Elimination Services finalized a contract with Palm Beach State College in December 2025. This long-awaited contract is an answer to client demands for access to greater skills and job training. As the cost-of-living increases, clients look to employment that provides a pathway to increased earnings. The addition of degree and/or technical skill programs will assist in elevating more individuals out of poverty. In addition, higher income can result in even greater self-sufficiency, including access to private health insurance that can support continuous viral suppression and symptom management. HIV Elimination Services' partnership with 211 Palm Beach and Treasure Coast (211) has provided over 45 clients with greater transit flexibility and options.

Objective #2: Improve Data Collection and Analysis to Improve Program Performance.

A Data to Care (D2C) partnership was formed and an agreement was executed to match client data with Florida Department of Health (FDOH) surveillance data in a statewide effort. The West Palm Beach Part A/EHE Eligible Metropolitan Area (EMA) was the first jurisdiction to have RWPA client data matched with surveillance data to identify OOC status for re-engagement work by EHE Community Outreach, Response and Engagement (CORE) Teams.

Strategic Priority 3: Organizational Culture and Talent Development

Objective #3: Develop Employees and Improve the Organization's Culture.

- Two internal staff members received promotions. Two additional staff members were hired. HIV Elimination Services is now fully staffed and responsive to all client needs and HRSA requirements.
- Three staff members enrolled in LEAD CSD, taking their experience and knowledge back to colleagues in the program.
- National Ryan White Conference on HIV Care and Treatment Washington, D.C. Aug. 20-23. PBC HIV Elimination Services staff presented eight oral sessions and posters, including two Plenary spotlights.
- 2025 Overdose Prevention and Partner Award from Rebel Recovery.
- 2025 Quality Improvement Showcase with Ryan White Part A/MAI partner agencies.

Strategic Priority 4: Strategic Collaborations

Objective #1: Increase Community Engagement and Leverage Partnerships and Agencies.

Mobile Services provided support and outreach to multiple partner agencies throughout the county, both subrecipient agencies and other groups, to include: Jamaicans of the Palm Beaches, Palm Beach County Recovery HUBS, Rebel Recovery, Health Council of SE Florida, CAN Community Health, Midway Specialty Care, Compass LLC, Riviera Beach Health Initiative, Palm Beach County Libraries, Homeless Connect, Goodwill Industries, Florida Department of Health and area churches and faith-based organizations.

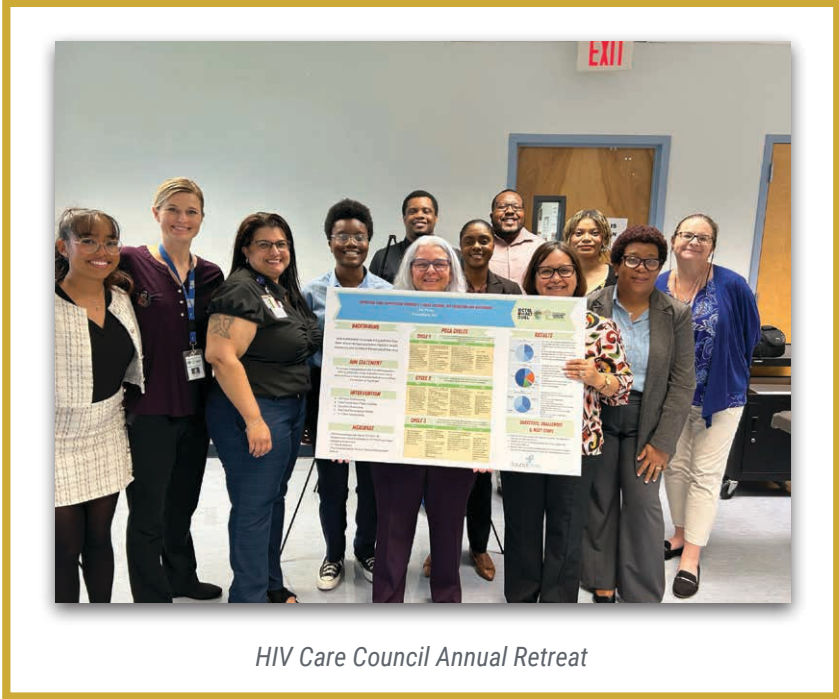
Strategic Priority 5: Expand the use of technology throughout CSD

Objective #1: Increase Access and Effectiveness of Service Delivery through Technology.

- 2025 Quality Improvement Showcase with Ryan White Part A/MAI partner agencies.
- HIV Elimination Services Tele-adherence (TAC) Counseling initiative was chosen by Warm Health Technologies to pilot a new triage dashboard to better identify clients with special needs and mood changes, facilitating early intervention and client care.
- Continuous engagement with TAC Counseling services, over 100 active clients. Clients who do not have a smartphone are provided one; a monthly data plan is provided for clients who achieve a 71% participation rate on daily check-ins.



FY 2025 Presentations



HIV Care Council Annual Retreat

Client Testimonials

H2O Program Testimonial

Mr. M. was referred to the H2O program on Oct. 20, 2024 through the OSCARSS referral system. Mr. M. had recently been made homeless due to a rental eviction. CORE Case Manager (CM) Julian assisted with enrollment due to Mr. M speaking Spanish as his first language.

- ▶ Mr. M was offered medical services through a Ryan White sub-recipient agency
- ▶ Mr. M was assisted with transitional housing
- ▶ Mr. M was assisted with vocational training and completed the course to become a qualified CNA
- ▶ Mr. M was assisted with locating permanent housing and financial assistance for the relocation fees and utilities
- ▶ Mr. M was assisted with rental payments and utilities to maintain and keep stable housing
- ▶ Mr. M is virally suppressed and maintains regular contact with the doctor
- ▶ Mr. M completed the program in permanent housing with full-time employment, virally suppressed and no longer needing further assistance
- ▶ Since completing the program, the client has expressed, "I am very grateful and thank you for the amazing support I received from you and the program."



Client Testimonial

Ms. V was referred to the CORE team through a phone call from a provider. Ms. V had recently relocated from Miami-Dade County. When contact was made with Ms. V, she was experiencing homelessness and was unemployed. When Ms. V was located, she advised that she was staying at the senior center during the day and at the plaza across the street during the night. She stated having to endure harsh climates at night due to being homeless.

- ▶ Ms. V was placed in a hotel the same day she was located to address her immediate housing crisis
- ▶ Ms. V was able to see a medical provider within 72 hours of initial contact
- ▶ Ms. V was assigned an H2O CM to help her become self-sufficient
- ▶ Ms. V was referred to the TAC team; she received a phone that helped her maintain viral suppression with the support of an app and regular contact with the TAC team and with the phone she was able to maintain contact with her medical provider
- ▶ Ms. V took a food prep course with Feeding South Florida
- ▶ Ms. V participated in the Spanish HIVE Needs Assessment Focus Group; this assessed barriers and challenges of HIV care
- ▶ Ms. V participated in a needs assessment survey; this survey helped with identifying client needs

Through the integrated services EHE provided, Ms. V was able to take steps to better her quality of life and to contribute toward improving the system of care with her feedback.

Divisionwide Initiatives and Looking Ahead

- ▶ **Palm Beach State College Partnership to Expand Vocational Opportunities:** HIVE finalized a contract with Palm Beach State College in December 2025. This long-awaited contract is an answer to client demands for access to greater skills and job training. As the cost-of-living increases, clients look to employment that provides a pathway to increased earnings. The addition of degree and/or technical skill programs will assist in elevating more individuals out of poverty. In addition, higher income can result in even greater self-sufficiency, including access to private health insurance that can support continuous viral suppression and symptom management.
- ▶ **Providing Essential Transportation with 211:** HIVE's partnership with 211 has provided over 45 clients with greater transit flexibility and options. However, challenges still exist in the Western communities. Going forward, our staff will continue to seek out innovative and equitable transportation solutions that will improve healthcare, education and employment access for those in Palm Beach County's western region.
- ▶ **Continued Focus on Coverage for Health Insurance:** Through our existing Health Insurance Continuation funding, HIVE has been successful in enrolling in insurance coverage and assisting with premium, copay and deductible payments for many of our clients. Insurance coverage ensures that our clients have access to medical care, including life-saving medications, to suppress their HIV transmission ability and assist with their comorbidity medical needs. As we continue to focus on coverage for all, our collaborations with the Florida Department of Health and other Enrollment Navigators are maintained. We have been and continue to be the best practice program among the State of Florida HIV programs. Several other Ryan White programs in Florida have reached out to us for collaboration and guidance.



DIVISION OF HUMAN SERVICES AND COMMUNITY ACTION





Division of Human Services and Community Action



Our Work

The Division of Human Services and Community Action provides a comprehensive range of programs and services to households experiencing homelessness or at risk of housing instability. These services include homelessness prevention (such as rent, utility and food assistance), street outreach, rapid re-housing, cremation assistance, employment training and support, financial management and budgeting services and intensive case management.

The division serves as the lead agency for the Palm Beach County Continuum of Care (CoC) and administers HMIS. Human Services also provides oversight, monitoring and technical assistance for Housing and Urban Development (HUD)funded projects throughout the community, supporting a coordinated and effective local response to homelessness. In FY 2025, CSD and our Homeless and Housing Alliance CoC partners made a measurable impact across Palm Beach County's housing and homelessness system. Thousands of residents were connected to assistance through a strengthened Coordinated Entry process, while Rapid Re-Housing, Hotel/Motel, Parks 2 Work and Medical Respite programs collectively housed or stabilized hundreds of households. Street-level engagement expanded significantly through the Homeless Outreach Team (HOT), providing more than 2,300 engagements with people living unsheltered. The launch of Prosperity Village Cottage Homes and the Housing Leadership Academy marked major new investments in innovative housing and leadership development. Community education efforts, including a public documentary screening and an expanded CoC training calendar helped raise awareness and build capacity across the provider network. Together, these efforts reflect a countywide commitment to improving access, strengthening servicesand creating pathways to stability for our most vulnerable residents.



2025 Point-in-Time (PIT) Count



Housing Leadership Academy session

Highlights aligning with the CSD Strategic Plan

Strategic Priority 1: Health and Human Services (HHS) System Performance

Objective #1: Increase Access and Effectiveness Offered within the HHS System of Care.

Expanded access to housing and shelter resources through programs such as Rapid Re-Housing, the Hotel/Motel Program, Parks 2 Work, Medical Respite and the Bridge Program. Strengthened Coordinated Entry, including full integration of the Call Center and enhanced collaboration with Homeless and Housing Alliance (HHA) partners to streamline access to shelter, outreach, assessment and housing programs.

- ▶ **Rapid Re-Housing Program (RRH):** helps individuals and families quickly exit homelessness and move into stable, permanent housing through short-term rental assistance and supportive services. In FY 2025, the Rapid Rehousing Team placed 96 households into permanent housing, providing vital case management and housing stabilization support to promote long-term self-sufficiency and prevent future homelessness.
- ▶ **Hotel/ Motel Prevention Program:** provides temporary emergency shelter for individuals and families experiencing homelessness when traditional shelter beds are unavailable. In FY2025, the program served 43 households (135 persons duplicated; 133 unduplicated), offering safe, short-term accommodation and connecting participants to case management, housing navigation and supportive services. This program continues to serve as a critical safety net within Palm Beach County's homeless response system.
- ▶ **Parks 2 Work:** provides transitional housing and supportive services for individuals and families experiencing homelessness, helping participants gain stability through housing, employment support and case management. In FY 2025, the program served 29 households (32 persons), offering a pathway toward self-sufficiency and long-term housing stability.

This innovative program is a collaborative effort with Palm Beach County Parks and Recreation Department, Palm Beach County Community Services Department, nonprofit social service providers and other partner agencies. The goal is to provide ongoing linkage and resources to promote self-sufficiency and sustainability.

- ▶ **Medical Respite Care Program:** in partnership with The Salvation Army, Integrated Healthcare Systems (IHCS/ Integrated Healthcare Riviera)and Palm Beach County's HOT, the Medical Respite Program provides short-term, supportive medical and behavioral health care for individuals experiencing homelessness following hospital discharge. The program offers a safe and stable environment where patients can recover, receive follow-up care and connect with case management, housing navigation and ongoing support services. Since its launch, the program has served 61 patients from 74 referrals, including two families in FY 2025. This collaborative effort continues to reduce hospital readmissions, promote dignity and recovery and strengthen coordination across Palm Beach County's homeless response system by bridging the gap between hospital discharge and long-term housing stability.

- **Bridge Program:** The CSD's Bridge Program is designed to promote self-sufficiency and housing stability for individuals and families experiencing homelessness. During FY 2025, the program served 167 open cases, housing 80 households and providing supplemental rental assistance to 44 households experiencing financial hardship. In May 2025, the program expanded to include low-acuity participants, successfully housing five clients by October, with 19 others actively seeking employment or housing. Additionally, the program assisted 32 households in securing stability through other means such as reunification with family, admission to rehabilitation programs, or placement through partner agencies like the YWCA. Overall, 112 individuals and families were successfully transitioned from homelessness into housing or other stable living situations, while remaining cases continued to receive support into the new fiscal year.
- **The Access to Healthcare Enrollment Program and Mobile Unit** in Palm Beach County brings medical care directly to individuals experiencing homelessness. Operating at local shelters, the program provides on-site enrollment for Medicaid and other benefits, while the mobile unit delivers primary care, preventive services, screenings and treatment for acute and chronic conditions. By combining healthcare access with shelter services, it ensures continuity of care, reduces unnecessary ER visits and promotes health equity for vulnerable residents.
- **Permanent Supportive Housing (PSH):** January 2025 marked the launch of Palm Beach County's Permanent Supportive Housing (PSH) Program providing long-term housing coupled with supportive services for individuals experiencing chronic homelessness or living with complex physical, mental health, or behavioral health needs. PSH helps residents achieve stability, maintain housing and access ongoing case management, healthcare and supportive services. By combining housing with wraparound support, the program promotes long-term self-sufficiency, reduces repeated homelessness and strengthens community outcomes. Since January 2025, 18 individuals have been connected to permanent housing.
- **Homeless Outreach Team (HOT):** The HOT engages individuals and families experiencing homelessness across Palm Beach County, providing outreach, assessment and connection to housing and supportive services. In FY 2025, the team served 2,333 duplicated individuals and families (1,339 unduplicated), building on last year's outreach to over 750 people. HOT efforts are critical to linking vulnerable residents to shelter, housing programs and community resources, helping reduce homelessness and improve stability.
- **Strengthened Coordinated Entry (CES),** including full integration of the Call Center and enhanced collaboration with Homeless and Housing Alliance (HHA) partners to streamline access to shelter, outreach, assessment and housing programs. CES serves as the front door to Palm Beach County's homeless response network, providing a centralized and equitable process for individuals and families seeking housing stability and related services. Through the integration of a dedicated Call Center and collaboration with Homeless and Housing Alliance CoC community partners, CES ensures that residents facing homelessness are promptly identified, assessed and connected to the most appropriate housing and support resources. This collaborative approach brings together outreach teams, shelter providers, housing programs and behavioral health partners to streamline access and reduce barriers for those in need. By working together under the CoC framework, the system advances a unified, person-centered response that prioritizes fairness, efficiency and housing outcomes across the community.
- **Implemented and expanded the Resource and Referral Portal,** facilitating referrals countywide and increasing connections to rental assistance, food, legal support, behavioral health and other critical services. The Resource and Referral Portal continues to serve as a vital connection point linking Palm Beach County residents to essential community services. In FY 2025 the Portal received a total of 4,469 client referrals. Of these, 3,773 referrals were successfully closed, with most resulting in clients being served or connected to the appropriate agency for assistance. Top service requests included rental and utility assistance, food resources and employment support, reflecting ongoing community needs related to housing stability and economic recovery. The portal also collaborated with a wide range of community partners, such as 211 Helpline, Gulfstream Goodwill, The Lord's Place and Adopt-A-Family, to streamline referrals and strengthen coordinated care. By providing an integrated, countywide platform for connecting residents to services, the Resource and Referral Portal continues to enhance efficiency, reduce duplication and ensure residents receive timely access to support that promotes long-term stability.
- **Launched Prosperity Village Cottage Homes,** adding 17 cottage units and a community center as a new model

- for affordable and transitional housing in Palm Beach County. This project, launched in FY 2025, is a collaboration between the West Palm Beach Housing Authority (WPBHA) and Palm Beach County to address homelessness and the affordable housing crisis. This pilot development features 17 detached single-family cottages and a community clubhouse on two parcels in unincorporated Palm Beach County, using a small-lot design to maximize land use while maintaining a community feel. The mix includes one- and two-story cottages, with one fully ADA-compliant unit and a community clubhouse. The project serves as a model for replicable workforce and transitional housing, demonstrating the county's commitment to creating stable, dignified housing opportunities for households experiencing homelessness or housing instability.
- **Permanent Supportive Housing (PSH) Program:** January 2025 marked the launch of Palm Beach County's Permanent Supportive Housing Program, providing long-term housing coupled with supportive services for individuals experiencing chronic homelessness or living with complex physical, mental health, or behavioral health needs. PSH helps residents achieve stability, maintain housing and access ongoing case management, healthcare and supportive services. By combining housing with wraparound support, the program promotes long-term self-sufficiency, reduces repeated homelessness and strengthens community outcomes. Since January 2025, 18 individuals have been connected to permanent housing.
 - **Call Center:** The Call Center continues to serve as a vital access point for residents seeking housing stability and homelessness prevention services. In FY 2025, the Call Center answered a total of 92,651 calls across all service queues. Of these, 57,926 calls were received through the Prevention Line, connecting individuals and families to rental and utility assistance, food resources, job training and other essential support services. The Homeless Queue fielded 34,725 calls in English, Spanish and Creole, helping individuals experiencing or at risk of homelessness access immediate assistance and coordinated entry services. In August 2025, Navigation queues were refined into two distinct categories Individuals and Families to enhance service coordination and streamline referrals. While the year saw an overall increase in average wait times across all queues due to staffing reductions, the Call Center continued to prioritize timely and equitable access to services. Efforts are underway to improve capacity, including targeted support for language-specific queues to better meet the needs of Palm Beach County's diverse community.

Objective #2: Increase Planning, Evaluation and Collaboration Efforts to Improve Efficiency in the HHS System of Care.

- **Executed the 2025 Point-in-Time Count:** The 2025 Point-in-Time (PIT) Count, conducted over a 24-hour period in January 2025, identified 1,520 individuals experiencing homelessness in Palm Beach County. Of those counted, 606 individuals were in shelters or transitional housing, while 914 were unsheltered. The PIT Count provides critical data to guide resource allocation, system planning and community strategies, supporting the county's ongoing efforts to make homelessness rare, brief and nonrecurring.

Inaugural Housing Leadership Academy partnership with FAU:

Although primarily a capacity-building initiative, it includes evaluation through community impact projects and collaboration with FAU, supporting systemwide improvement.

28.5% decrease in unhoused population in Palm Beach County in 2025, compared to 2024.

2025: 1,520 people
2024: 2,126 people



Strategic Priority 2: Governance, Program Performance and Fiscal Accountability

Objective #1: Increase Efficiency, Transparency, Accountability and Effectiveness of CSD Programs and Services.

- ▶ **Enhanced data quality and reporting** across HMIS, OSCARSS and program dashboards, supporting informed decision-making and improved service delivery.
- ▶ **HMIS/OSCARSS Data Improvements and Portal Integration Strengthen** systemwide data integrity and enable better evaluation across programs.
- ▶ **Increased partner training and support**, including database training (HMIS, OSCARSS), NOFO training and technical assistance to elevate performance across funded agencies.
- ▶ **CoC Training Calendar** launched to support best practice learning in homelessness, supportive housing and emerging trends. **The Training Calendar** offers a robust series of community trainings designed to enhance knowledge and skills around homelessness, housing, wraparound services and best practices. These sessions provide opportunities for CoC partners to stay on the cutting edge of practice, strengthen service delivery and improve outcomes for individuals and families experiencing homelessness. By fostering collaboration, professional development and knowledge sharing, the training calendar supports a coordinated and effective local homeless response system.
- ▶ Improved customer access and responsiveness through the Call Center, which answered 92,651 calls and provided more transparent tracking of wait times, language needs and service queues.

Objective #2: Improve Data Collection and Analysis to Improve Program Performance.

- ▶ **Partnering with FAU for Evaluation and Capacity Building** of the CoC through the Housing Leadership Academy offers data collection, performance analysis, improved program quality and building future leadership and evaluation capacity.
- ▶ **Resource and Referral Portal and Call Center Data Tracking** provides actionable insights for service demand, access barriers and program efficiency.

Strategic Priority 3: Organizational Culture and Talent Development

Objective #1: Develop Employees and Improve the Organization's Culture.

- ▶ **Launched the inaugural Housing Leadership Academy** in partnership with FAU, building a pipeline of emerging leaders and strengthening internal capacity through structured training and Community Impact Projects.
- ▶ **Implemented a year-round CoC Training Calendar**, providing ongoing professional development in homelessness, housing and best practices across the continuum. The training calendar creates collaborative community events and initiatives supporting a culture of shared learning.

Strategic Priority 4: Strategic Collaborations

Objective #1: Increase Community Engagement and Leverage Partnerships and Agencies.

- ▶ **Partnered with more than 40 agencies** through the Resource and Referral Portal, increasing coordinated access and warm handoffs for residents in need.
- ▶ **SMART Landlord and housing collaboration efforts:** The SMART Landlord Program continues to make significant progress in expanding affordable housing opportunities across Palm Beach County by engaging local homeowners and property managers to support extremely low-income and homeless individuals and families. Through active outreach, property recruitment and collaboration with Continuum of Care partners, the program strengthens the county's housing network and promotes long-term stability. During this fiscal year, SMART Landlord added 133 new landlords; currently, there are 1,012 active landlords participating in the program. The SMART Landlord Program increased visibility through participation in five major community events and housing initiatives, reinforcing its commitment to addressing housing challenges and advancing the goal of ending homelessness.



- ▶ Deepened partnerships with the Healthcare District of Palm Beach County and the Salvation Army to create Medical Respite, strengthening discharge planning and reducing readmissions.
- ▶ **Expanded community engagement**, including public education on homelessness and hosting special events such as the screening of No Place to Grow Old to raise awareness and reduce stigma.
- ▶ Strengthened engagement with municipalities, nonprofits, landlords and faith communities, including SMART Landlord recruitment and community housing initiatives.
- ▶ 211 provides and coordinates **Transportation Administration Services (TAS)** for individuals experiencing homelessness, ensuring they can travel from their current location to essential destinations such as medical appointments, pharmacies, detox facilities, public assistance offices and employment or service providers like CareerSource Palm Beach County. The goal is to help clients reach appointments on time with minimal disruption to their schedules. When needed, the program also offers on-demand transportation through rideshare, taxi, or other licensed providers, prioritizing cost-effective and efficient options to meet immediate client needs. TAS provides coordination services for approved referral sources twenty-four hours a day, seven days a week.
- ▶ **Syndemic Approach to Care:** The Division of Human Services and Community Action, HIV Elimination Services and the Office of Behavioral Health and Substance Use Disorders (OBHSUD) within CSD are utilizing a syndemic approach that recognizes the interconnected nature of homelessness, behavioral health, substance use disorders and chronic health conditions such as HIV. By coordinating efforts with the HIV Elimination Services program and Behavioral Health and Substance Use Disorders providers, the department is addressing these overlapping challenges holistically rather than in isolation. This collaborative approach ensures that individuals with co-occurring conditions receive integrated housing and health support, improving long-term stability and well-being. Through strategic partnerships and resource alignment, the program is maximizing available dollars and services to achieve greater impact, reduce duplication and strengthen outcomes for the most vulnerable members of the community.
- ▶ **Community Response to House Bill 1365:** In response to the Florida law House Bill 1365 banning unauthorized public camping and sleeping, the county activated a comprehensive community strategy to safeguard housing stability while ensuring public safety and dignity. The HHA's Unsheltered Legislation Task Force, comprised of service providers, local government, formerly unhoused individuals and other stakeholders, led a series of community forums to gather input and develop prioritized recommendations. Together, county agencies and partners launched a broad public awareness campaign, enhanced diversion and prevention services and expanded shelter and supportive housing capacity. This collaborative effort underscores the county's commitment to a person centered, housing first response, ensuring that enforcement of the new legislation is paired with robust pathways to shelter, services and permanent housing.

Strategic Priority 5: Expand the Use of Technology Throughout CSD

Objective #1: Increase Access and Effectiveness of Service Delivery through Technology.

- ▶ **Expanded OSCARSS Resource and Referral Portal**, improving referral tracking, data integrity and cross-agency coordination.
- ▶ **Improved technology access for staff**, including training on data systems and digital tools used in outreach, case management and coordinated entry.

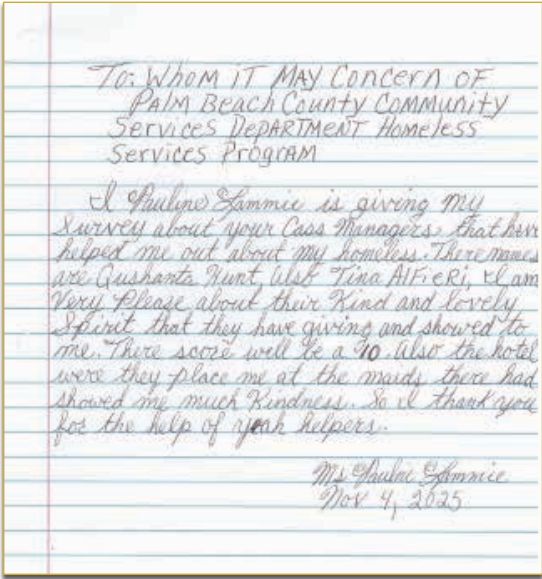
Program Highlights within the Division and Client Testimonials

- Prosperity Village Ribbon Cutting: the holiday housewarming party welcomed new Prosperity Village residents into their fully furnished homes, complete with Christmas trees and decorations. CSD staff purchased and put together all of the furniture in the units. Santa and his elf visited with gifts for the children, while residents enjoyed a hot chocolate station and festive food.



Client Testimonials

- **Pauline Lammie:** "I Pauline Lammie is giving my survey about your case managers that have helped me out about my homeless. Their names are Qushanta Hunt, also Tina Alfieri, I am very pleased about their kind and lovely spirit that they have given and showed to me. Their score will be a 10. Also, the hotel where they place me at the maids there had showed me much kindness. So, I thank you for the help of your helpers." -Ms. Pauline Lammie



- **Michelle's Story:** "I would like to thank the Palm Beach County Division of Human Services and my incredible case manager, Natasha Layton. Being part of this program truly helped me get back on my feet. The team supported me every step of the way and never gave up on me. They helped me stay focused on my financial goals and encouraged me not to lose hope. In just one year, I accomplished so much. I graduated from the program, secured my own housing and continued to maintain my stability because of the guidance and support I received, especially from Mrs. Natasha. I will never forget all she has done for me. Thank you to Mrs. Natasha and the entire Division of Human Services."
- **Parks 2 Work Client, M. Nelson-Fils' Story:** M. Nelson-Fils shared that participating in the program provided a strong foundation for rebuilding stability and working toward long-term goals. With consistent support from staff, he received guidance, resources and follow-ups that helped him stay organized and focused. The team regularly checked in, offered strategies for success and connected him to opportunities for networking and skill-building. He described the staff as dedicated and encouraging removing barriers, offering tools and ensuring he had what he needed to make progress. Because of this support, M. Nelson-Fils felt empowered, motivated and equipped to build a stronger future.

- **Rapid Rehousing Client, Keri & Shawn's Journey to Stability:** Keri Branson describes herself as resilient and her story reflects extraordinary strength. Between 2023 and 2025, she survived three life-threatening medical crises, including multiple comas lasting 3 to 6 weeks each. Living with COPD and Stage 4 emphysema, she required life support, resuscitation and long-term respiratory care.
Her husband, Shawn, a former painter and bodybuilder, identifies as a "victor." He is a Type 2 "brittle" diabetic and a five-time amputee who now uses a wheelchair. Before connecting with services, the couple was experiencing homelessness and had no income.
Their turning point came when a Human Services Operations Supervisor met them at John Prince Park and immediately connected them with the HOT Team. They were placed into temporary hotel shelter the next day. Shortly afterward, Keri experienced another medical emergency that resulted in a second coma. Once stabilized, the couple transitioned into permanent housing in Lake Worth in September 2025.
Through the Permanent Supportive Housing (PSH) and Rapid Re-Housing programs, Keri and Shawn received temporary hotel shelter, relocation assistance, rent support and intensive case management. They were connected to critical services including the Healthcare District of Palm Beach County, Palm Tran Paratransit, SOAR, Goodwill and pharmacy and medical support. Both have now been approved for SSDI major milestones toward long-term stability. Despite significant medical challenges, Keri shares that she is grateful to be alive, housed and healing. Shawn echoes that sentiment, stating, "The program was awesome." Their journey reflects the power of compassionate outreach, coordinated services and community partnership. Their success story represents the mission of the Palm Beach County Permanent Supportive Housing Program: helping vulnerable residents restore stability, dignity and hope.

Departmentwide initiatives and looking ahead

- **Housing Leadership Academy (HLA):** is launching for the first time in Palm Beach County as an inaugural professional development program aimed at building capacity for housing leadership. In partnership with Florida Atlantic University (FAU), the Academy provides interactive training, expert speakers and peer collaboration, while measuring impact through participant-led community impact projects that bring evidence-based solutions directly back to Palm Beach County. The program equips local leaders to strengthen expertise in a hot chocolate station and festive food.
- **Community Education and Engagement:** Palm Beach County is committed to educating the community on evolving homelessness issues and fostering greater understanding of the challenges faced by people experiencing housing instability. As part of these efforts, the county in partnership with the Continuum of Care will host events such as a documentary screening of No Place to Grow Old, providing opportunities for public dialogue, awareness and engagement. These initiatives aim to build community support, reduce stigma and encourage collaborative solutions to homelessness and housing challenges.

Resources:

Palm Beach County Resource Guide for unhoused residents was launched in FY 2025. This can be accessed at:



Homeless activity can be reported at the Homeless Portal:





Community Action Program

(Homelessness Prevention, Self-Sufficiency and Programs)



Our Work

The Community Action Section works to reduce poverty, promote self-sufficiency and improve the quality of life for low-income residents through coordinated service delivery, community partnerships and responsive programming. Services focus on stabilizing households, connecting residents to essential resources and addressing systemic barriers through data-informed planning. Through FY 2025, Community Action Programs positively impacted residents by helping stabilize households, increase access to supportive services and promote pathways toward self-sufficiency.

- **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.
- **Homelessness Prevention and Economic Stability Services** provides housing relocation and 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.

Highlights aligning with the CSD Strategic Plan

Strategic Priority 1: HHS System Performance

Objective #1: Increase Access and Effectiveness Offered within the HHS System of Care.

- The Human Services and Community Action Division's Call Center serves as the primary access point for the department's services and the division's CES, answering 61,407 calls in FY 2025 and connecting residents to homelessness prevention and intervention support. By offering assistance in English, Spanish and Haitian Creole, the Call Center expands equitable access and strengthens service effectiveness for diverse households. Notably, 50% of homelessness related calls were for prevention services, indicating that early intervention efforts are helping households maintain stability and reducing the need for higher intensity supports.

Objective #2: Increase Planning, Evaluation and Collaboration Efforts to Improve Efficiency in HHS System of Care.

- Technology enabled coordination strengthened overall system efficiency through the Resource and Referral Portal, which facilitates real time communication and referral management among Community Services Department (CSD) staff and partner agencies. In FY2025, 4,469 referrals were processed through the portal, supporting more timely and coordinated service delivery across the Health and Human Services system of care. The Resource and Referral Portal currently includes 332 active partner agencies, with 46 agencies granted direct access to the OSCARSS. Together, these tools enhance collaboration, improve referral accuracy and support effective service navigation for families in need.
- The No Acuity Homeless Intervention Bridge Program had a total of 71 referrals with 24 open cases. The program has placed 11 families in stable housing while continuing to work with 21 more families pending placement in stable housing.

- There were 2,965 invoices that were paid in homelessness prevention services, which include rental assistance, move-in costs, utility bill assistance, food and other services. The program has invested \$4,905,005 for families in need in Palm Beach County. Multiple funding streams were used to provide homelessness prevention services to qualifying families.
- 524 HVAC systems were replaced for households with seniors living under 75% of the poverty level. The program invested \$4,967,058 in helping these seniors cool their homes. The average cost of each unit is \$9,446 and the average age of each unit was 16 years.
- 450 cremation services were provided for indigent persons. The program invested \$244,100 to assist low-income households with cremation services.
- 200,000 pounds of produce gleaned by Christians Reaching Out to Society (CROS) Ministries, Inc. The program partners with CROS Ministries to glean or gather produce left by reapers. \$75,000 was invested. The produce gleaned is sent to the Palm Beach County Food Bank where it is distributed to pantries all over Palm Beach County to serve low-income families.

Strategic Priority 2: Governance, Program Performance and Fiscal Accountability

Objective #1: Improve Data Collection and Analysis to Improve Program Performance.

- Community Action utilizes the OSCARSS system to manage the full client service lifecycle, from application intake through payment processing. The system supports application review by case managers, fiscal verification and submission to County Finance. OSCARSS has improved program efficiency by reducing duplicate applications, increasing payment accuracy, ensuring payments are issued to the correct vendors and expediting payment processing to better support clients in a timely manner.

Strategic Priority 3: Organizational Culture and Talent Development

Objective #1: Develop Employees and Improve the Organization's Culture.

- Community Action conducts employee performance evaluations that provide coordinators and supervisors with the opportunity to deliver constructive feedback on staff performance. Because these evaluations are not directly tied to compensation, they foster an open and transparent dialogue focused on performance expectations, professional development goals, training needs and opportunities for continuous improvement.

Strategic Priority 4: Strategic Collaborations

Objective #1: Increase Community Engagement and Leverage Partnerships and Agencies.

- The OSCARSS system's Resource and Referral Portal currently supports 332 active partner agencies, with 46 agencies granted direct access. This integration enhances data sharing, improves referral accuracy and increases the efficiency and timeliness of service delivery across the system of care. This network of agencies allows referrals through its Client Referral application which allows case managers of participating agencies to make referrals on behalf of the client when the case manager cannot assist the client. This allows the program to leverage its partnerships to assist clients.

Strategic Priority 5: Expand the use of technology throughout CSD

Objective #1: Increase Access and Effectiveness of Service Delivery through Technology.

- The Call Center answered 61,407 calls and functioned as the primary access point within the division's CES for homelessness prevention and intervention. By providing services and referrals in English, Spanish and Haitian Creole, the Call Center enhanced system accessibility and ensured equitable access to services. Notably, 50% of homelessness-related calls were for prevention services, demonstrating effective use of early intervention strategies to stabilize households and reduce system demand.

Technology integration further strengthened system performance through the Resource and Referral Portal, which enables real-time collaboration and coordinated referrals between CSD and community partners. During FY 2025, 4,469 referrals were processed through the portal. The system currently supports 332 active partner agencies, with 46 agencies granted direct access to the OSCARSS. This integration enhances data sharing, improves referral accuracy and increases the efficiency and timeliness of service delivery across the system of care.



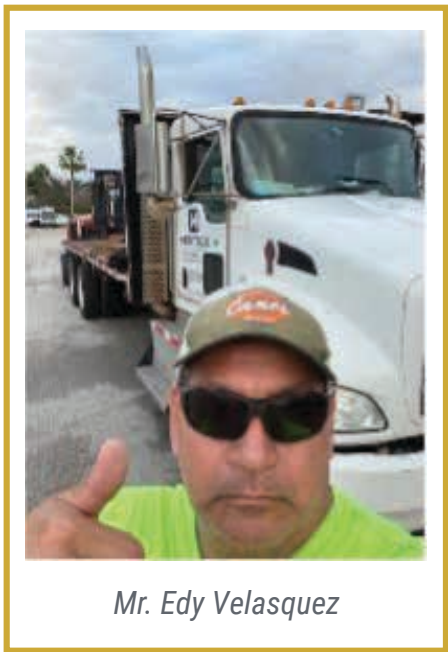
Program Highlights within the Division and Client Testimonials

► **Chiquita Jones:** Ms. Chiquita Jones is a single mother of four children. When she joined our Family Self-Sufficiency Program, she was working full-time as a Home Health Aide, which appeared to her as not enough. Income was a barrier. She was determined to improve her skills and increase her earnings. She focused on enhancing her employability to secure a better-paying job. After completing the eligibility process, she was approved to receive Community Service Block Grant (CSBG) funding. To assess her suitability for further opportunities, she completed a Career Interest Assessment. She received Development Planning, Career Counseling and a referral for training. Ms. Jones was referred to Victory Nursing Inc. to enroll in Certified Nursing Assistant (CNA) training. Employment Counselor offered career coaching and job referrals to assist her in finding additional employment. Ms. Jones reached several important milestones. She completed CNA training and secured new employment. She has maintained employment for more than 90 days. Ms. Jones currently works as a CNA with a special needs' population. She has a significant increase in her household income, which has risen from \$26,624 (72.7% FPLG) to \$89,372.01 (244% FPLG).



Ms. Chiquita Jones

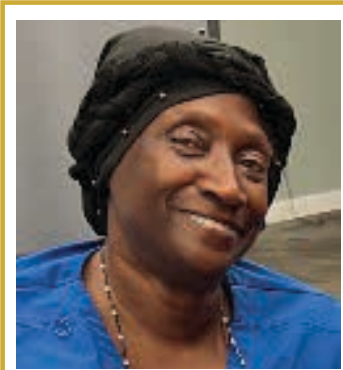
► **Edy Velasquez** is a single-person household. Upon entering this program, he was able to meet his basic necessities with assistance. He worked part-time and received SNAP benefits. He was determined to improve his skills and increase his ability to secure a better-paying job. He completed the eligibility process for the Community Service Block Grant (CSBG) funding and was approved to receive services. Mr. Velasquez registered in Employ Florida Market (EFM). He engaged in a Career Interest Assessment, received Development Planning, Career Counseling and was referred to training. Mr. Velasquez desired CDL training with Sage Trucking School and successfully completed training. The Employment Counselor offered career coaching and job referrals to assist with finding new employment. He landed a job locally and has maintained stable employment for more than 10 months. Mr. Velasquez has met his goals. He obtained CDL and increased his income to a living wage with benefits. His household income has increased from \$15,652.65 (107% FPLG) to \$61,394.71 (407% FPLG).



Mr. Edy Velasquez



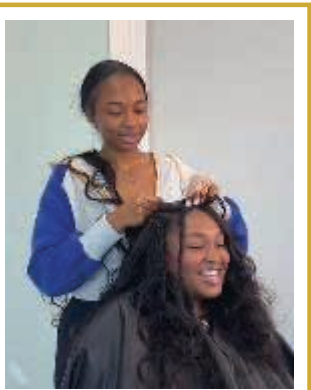
► **Patricia Morgan:** Ms. Patricia Morgan is a single-person household. She entered the FSSP with zero income and was receiving SNAP benefits. She completed the eligibility process and was approved for Community Service Block Grant (CSBG) funding. Ms. Morgan engaged in career assessments through Employ Florida Marketplace (EFM). She received Development Planning, Career Counseling and a referral to Phlebotomy training with the School District of Palm Beach County. She obtained Phlebotomy Certification and employment as a phlebotomist with a not-for-profit agency. She has maintained stable employment for 6 months. She wears many hats as she also addresses needs of a vulnerable population. She has an annual income of \$41,600.00. This marks a significant increase in her household income, from 0% FPLG to 276% FPLG.



Ms. Patricia Morgan



► **Daijha Mitchell:** Ms. Daijha Mitchell is a single-person household. Upon entering our Family Self-Sufficiency Program, she survived by grooming hair for cash and family support. She was focused on earning credentials to increase her skills and potential earnings. Ms. Mitchell was approved to receive Community Service Block Grant (CSBG) services. To assess her suitability for further opportunities, we conducted career assessments through Employ Florida Marketplace (EFM). Ms. Mitchell received Development Planning, Career Counseling and a referral to vocational training. She was referred to Palm Beach State College to enroll in Cosmetology. She successfully completed the program and obtained a state certification. In January 2025, she opened "DAIJHASTYLDIT". "DAIJHASTYLDIT" is open inside Salon Suites at 11931 Southern Blvd, Royal Palm Beach, FL. She has maintained her business for a year. Ms. Mitchell was referred to Palm Beach County's Office of Small Business Development for support and professional guidance.



Ms. Daijha Mitchell

Departmentwide initiatives and looking ahead

Looking ahead, the section will continue refining service delivery models, strengthening partnerships and expanding the use of data and technology to better serve the community.



DIVISION OF SENIOR AND VETERAN SERVICES





Division of Senior and Veteran Services



Our Work

The Division of Senior and Veteran Services (DSVS), aims to promote the health, independence and dignity of older adults, veterans and caregivers through a continuum of supportive programs. From home-delivered meals and services to congregate dining, adult day care, case management, veteran support services and other resources, our programs are designed to enhance well-being, reduce isolation and create opportunities for connection.

Services provided through the DSVS are funded through federal, state, local and private dollars. Federal Older Americans Act (OAA) dollars are received yearly to pay for nutrition services (congregate and home-delivered meals), adult daycare, respite and other services. Florida general revenue dollars cover three programs and multiple services: Community Care for the Elderly, Alzheimer's Disease Initiative and Home Care for the Elderly. The Emergency Home Energy Assistance Program (EHEAP) provides utility assistance to households experiencing a crisis. Local Palm Beach County dollars are used to operate all senior centers. Friends of Youth Services and Palm Beach County Inc., dollars are used for rental assistance, HOA costs and HVAC replacement for seniors.



Fresh Produce Program for Seniors

with 211 provides rides to veterans who do not have transportation and need it to get to medical appointments, meeting with case managers, employment services and other engagements.



Veteran Services Outreach

Veterans' Services Outreach and Linkage to Benefits Veteran Services, through its Veteran Services Officers (VSO), serves military veterans and their dependents, including Merchant Marines and other auxiliaries, in developing and filing claims and appeals with the Department of Veterans Affairs. VSOs are veterans especially trained to act on behalf of veterans and maintain accreditation and certification through the Department of Veterans Affairs. Some of the services provided are compensation, pension, education, household benefits, medical care, burial benefits, among other services. Ride Share Program in partnership



Senior's Day Out



Highlights aligning with the CSD Strategic Plan

Strategic Priority 1: Health and Human Services System Performance

Objective #1: Increase Access and Effectiveness Offered within the HHS System of Care.

DSVS delivered high-impact, person-centered support that strengthened stability, independence and well-being for thousands of seniors, veterans and caregivers across Palm Beach County.

- **Supporting Veterans with Compassion and Connection:** Veteran Services Officers completed 5,477 contacts and coordinated 203 rides to ensure veterans could access medical appointments, case management and essential services. These efforts reduced barriers to care, increased benefit access and strengthened long-term stability for the veteran community.
- **Protecting Seniors through Utility and Housing Stability:** DSVS resolved 548 energy crises for older adults, including 3 HVAC system replacements, helping seniors remain safe in their homes during extreme weather. In addition, 28 households with seniors were prevented from eviction or assisted with relocation, protecting them from homelessness or displacement.
- **Coordinated Care for Seniors Aging Safely at Home:** The Case Management team conducted hundreds of 701 assessments to identify health, safety, nutrition and social-support needs for homebound seniors. These assessments guided the coordination of essential in-home services, such as medical supplies, respite care, homemaking, personal care, pest control, companionship and emergency preparedness supports.
- **Client Satisfaction Remained Exceptionally High:** In the 2024 survey, 98% of seniors enrolled in Alzheimer's Disease Initiative (ADI), Community Care for the Elderly (CCE) and Home Care for the Elderly (HCE) programs reported being pleased with the support provided by their Case Manager. Case Managers also ensured hurricane readiness by coordinating Emergency Home-Delivered Meals for all active clients.
- **Through this Dedicated Work,** DSVS coordinated 125,476 home-delivered meals for 688 seniors, ensuring that vulnerable older adults received consistent nutrition and wellness checks throughout the year.
- **Expanding Access to Nutrition and Community Well-Being:** The DSVS Nutrition team served 101,262 congregate meals to 2,152 seniors, fostering community connection and reducing social isolation. Additionally, the team distributed 1,902 bags of fresh produce, helping seniors access healthy foods. To support disaster preparedness and recovery, 18,106 emergency meals were provided to 2,733 clients.
- **Strengthening Independence through Adult Daycare Services:** DSVS Adult Daycare programs in Mid County and North County provided structured, therapeutic and socially engaging services to 52 active clients. These programs offered supervised care, cognitive and recreational activities, medication support and respite for caregivers.
- **Creating Vibrant Senior Center Communities:** Across the three Senior Centers, more than 430 seniors participated in wellness programs, games, lifelong learning, supportive service sand special events. Together, the centers offered over 75 monthly programs—including fitness classes, art workshops, technology lessons and social gatherings—promoting physical, mental and emotional well-being. Seniors also enjoyed 39 community outings, strengthening social connectedness and reducing isolation.
- A total of 97 active volunteers donated 12,471 hours to assist the Senior Centers, Nutrition Program and throughout DSVS.

Objective #2: Increase Planning, Evaluation and Collaboration Efforts to Improve Efficiency in the HHS System of Care.

The division continues to expand its commitment to delivering diverse, high-quality programming across its three senior centers. An analysis of unique programs offered from FY 2023 through FY 2025 shows significant year-over-year growth, demonstrating increased engagement, program diversification and stronger community partnerships.

- ▶ DSVS Senior Centers had over 70 programs offered and 39 community outings in FY 2025, due to the continuous marketing of recreational activities posted on social media.
- ▶ DSVS also publishes a quarterly newsletter that contains all the information about its activities.

FY 2023 and FY 2024 Comparison

Between FY 2023 and FY 2024, all three senior centers demonstrated measurable progress in expanding program offerings:

- ▶ Mid County Senior Center increased from 211 to 225 programs (+6.6%).
- ▶ North County Senior Center increased from 176 to 223 programs (+26.7%).
- ▶ West County Senior Center increased from 65 to 156 programs (+140% growth), the most substantial increase, reflecting strategic program development and expanded outreach capacity.

This upward trend reflects strengthened scheduling, broader activity variety and modernization efforts across division.

FY 2023 ▶ FY 2025 Long-Term Growth

By FY 2025, the growth trajectory becomes even more pronounced:

- ▶ Mid county more than doubled its program count, rising from 211 to 428 programs (+103.3%).
- ▶ North county also more than doubled, increasing from 176 to 354 programs (+101.1%).
- ▶ West county sustained its major expansion, growing from 65 to 156 programs (+140%).

Overall, the three-year period shows a division-wide transformation in program accessibility and capacity. These gains highlight DSVS’s continued leadership in addressing social isolation, promoting wellness and ensuring seniors have access to meaningful daily activities that support independence and quality of life. As a result, the Senior Centers welcomed 596 new registered clients.

The increases across all centers demonstrate:

- ▶ Enhanced operational efficiency.
- ▶ Greater staff-led innovation.
- ▶ Improved resource coordination.
- ▶ Deeper community engagement.

These trends emphasize the division’s strong performance in delivering high-impact, client-centered services.

Senior Center Evaluation	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	% Agree/Strongly
Feel staff are courteous and helpful	0	2	0	17	103	98%
Feel volunteers are willing to help	0	1	1	27	92	98%
Feel center is clean and inviting	0	0	0	23	97	100%
Overall feel welcome	0	0	0	21	99	100%
Results of Participating in the Senior Center	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	% Agree/Strongly
Strongly						
I am more involved socially with others	1	0	2	30	83	93%
I am more physically active	0	0	8	28	77	93%
I am more mentally active	1	0	4	31	81	96%
I am better able to receive sufficient food each day	0	1	4	30	77	96%



Strategic Priority 2: Governance, Program Performance and Fiscal Accountability

Objective #1: Increase Efficiency, Transparency, Accountability and Effectiveness of CSD Programs and Services.

- ▶ In an effort to increase efficiency, DSVS collaborated with Palm Beach County to streamline data management for the Home and Community-Based Services (HCE BASIC). This involved developing a process to enter client service data directly into the county system and utilizing Electronic Data Interchange (EDI) for automated uploading to the state system, thereby eliminating duplicate data entry.

Objective #2: Increase Efficiency, Transparency, Accountability and Effectiveness of CSD Programs and Services.

- ▶ DSVS Quality Assurance Coordinator created an enhanced projection tool designed to assist in forecasting program expenditures and improving financial planning across all funding sources. In addition, DSVS collects qualitative and quantitative data from its annual client surveys. Clients stated that senior centers are “a home away from home” and that they [senior centers] “are a true gift for older people.”

Strategic Priority 3: Organizational Culture and Talent Development

Objective #1: Develop Employees and Improve the Organization's Culture.

- ▶ As part of-increasing internal promotions when the opportunity arises, Betty Legendre was promoted from a Community Outreach Specialist II to a Case Manager I. In addition, DSVS continues to look for training, growth and development opportunities for existing staff. Staff is now trained in OSCARSS’ Resource and Referral Guide and has begun to use it to provide Ride Share opportunities to Seniors.

Strategic Priority 4: Strategic Collaborations

Objective #1: Increase Community Engagement and Leverage Partnerships and Agencies.

- ▶ DSVS senior centers are committed to enriching the lives of seniors through strategic partnerships with local non-profits and businesses that facilitate an expansion of available programs across the three county locations. Palm Beach County Sheriff’s Office (PBSO) engagement in our senior centers, for example, goes beyond law enforcement. Through their presence, programs and partnerships, they help build a safer, more connected environment where seniors feel valued, supported and secure. In September, Mid County Senior Center, in partnership with PBSO, hosted a Senior Prom where over 100 seniors danced the night away.

Strategic Priority 5: Expand the use of technology throughout CSD

Objective #1: Increase Access and Effectiveness of Service Delivery through Technology.

- ▶ DSVS collaborated with its grant funder to enable staff to enter mandatory assessments directly into the state's data system during client home visits. This enhancement eliminates the redundant step of completing a paper form first and then manually entering the data into the state system. This direct-entry process significantly increases efficiency by saving time and reducing duplicate work.



Highlights and testimonials

Veteran Success Story

In January 2025, Veteran Services met Mr. B, who was homeless and entering treatment for substance abuse. While living in temporary housing at the VA domiciliary, he focused on his recovery and on filing a disability claim for several service-connected conditions.

Mr. B successfully completed his treatment program and was awarded a 90% VA disability rating, giving him the stability to rebuild his life. He is now teaching 7th-grade math and shared that the support he received from Veteran Services helped open the door to pursuing a dream he once thought impossible, learning to fly. Today, he is enrolled in flight school while continuing to teach and he is thriving with a bright future ahead.

Senior Success Story

Supporting Independence at Home

The dedicated Case Management Team with the works daily to keep clients like Robert Bijarro safe and comfortable in their own homes. Many families face significant challenges in caring for aging loved ones and programs such as Community Care for the Elderly (CCE) provide essential services that support independence for seniors like 72-year-old Mr. Bijarro, who lives alone and faced difficulties with daily activities as an amputee. Following a Comprehensive Needs Assessment, Mr. Bijarro’s Case Manager, Sandra Gill, coordinated homemaking and personal care services through approved vendors. These supports have greatly improved his quality of life, allowing him to maintain stability and dignity at home. Mr. Bijarro has expressed deep gratitude for the assistance he received. The Division celebrates Mr. Bijarro’s progress, along with the many other success stories made possible through the partnership and support of the Area Agency on Aging.

Client Spotlight: A Century of Strength and Resilience

Mr. Sydney Lass, a remarkable 101-year-old World War II veteran originally from London, England, now resides in Lake Worth, Florida, where he continues to live a life marked by resilience, independence and optimism. He and his wife, Karen, have shared 53 years of marriage and she remains his devoted caregiver. Despite his age, Sydney remains sharp, active and proud of his independence. He continues to manage many daily tasks on his own and enjoys simple pleasures—watching the news, preparing small meals, savoring snacks and sleeping in whenever he chooses. His sense of humor and positive outlook brighten every interaction. Sydney’s early years were marked by hardship, including time spent in foster care before joining the Navy, experiences that shaped his determination and strength. His life philosophy is simple yet powerful: “You can’t give up no matter what life throws at you.” A former volunteer at the Mid County Senior Center, Sydney hopes to return for the camaraderie and community he loves. His story is a testament to perseverance, love and the enduring spirit of aging with dignity and joy.



Departmentwide initiatives and looking ahead

Looking Ahead: Divisionwide Initiatives

As the Division of Senior and Veteran Services continues to evolve to meet the growing and changing needs of Palm Beach County’s seniors and veterans, several major initiatives are underway to enhance service delivery, expand access and strengthen community partnerships.

Modernizing Access to Programs and Services

DSVS is developing a new Recreation Application designed to give seniors simple, user-friendly access to activities, events and educational programs offered across all three senior centers. The application will:

- ▶ Deliver text message notifications and updates
- ▶ Allow seniors to participate in online surveys
- ▶ Track program attendance, volunteer hours and other key data points. This county-owned system will significantly improve operational decision-making and strengthen engagement with Senior Center participants.

Enhancing Efficiency Through System Integration

The division is preparing to integrate the Emergency Home Energy Assistance for the Elderly Program (EHEAP) into the OSCARSS reporting system. This transition will streamline case management, improve data accuracy and enhance reporting efficiency for staff and administrators.

Expanding Nutrition Options Through Community Partnerships

Nutrition Services plans to partner with Financially Assisted Agencies through a forthcoming NOFO to expand alternative meal options for seniors. These new collaborations aim to broaden access to:

- ▶ Congregate meal sites
- ▶ Grocery box distribution
- ▶ Additional nutrition support services

Increasing Senior Center Hours and Program Offerings

To better meet the needs of working families and active older adults, DSVS is exploring opportunities to offer:

- ▶ Late afternoon programming
- ▶ Evening meal service
- ▶ This expansion would help seniors engage socially, nutritionally and recreationally beyond traditional operating hours.

Expanding Adult Day Care Services

In response to increasing demand, DSVS is seeking opportunities to open a new Adult Day Care facility in Western Palm Beach County. This expansion would provide essential respite, supervision and therapeutic programming to a growing number of families in the region.

Re-Implementing the Senior Companion Program

The division is working toward the relaunch of the Senior Companion Program, which pairs trained volunteers with isolated or homebound seniors to provide companionship, support and social connection—helping older adults maintain independence and reduce loneliness.

PROCLAMATIONS

January 2025

POINT IN TIME COUNT



March 2025

NATIONAL WOMEN AND GIRLS HIV/AIDS AWARENESS DAY
NATIONAL GRANT PROFESSIONALS DAY
SOCIAL WORK APPRECIATION MONTH



APRIL 2025

NATIONAL YOUTH HIV/AIDS AWARENESS DAY



May 2025

THANK A YOUTH WORKER APPRECIATION DAY



JUNE 2025

JUNETEENTH DAY
PRIDE MONTH



February 2025

NATIONAL BLACK HIV/AIDS AWARENESS DAY
BLACK HISTORY MONTH



AUGUST 2025

NATIONAL HUNGER ACTION MONTH
FENTANYL AWARENESS & EDUCATION DAY
NATIONAL VETERAN & FIRST RESPONDER DAY
NATIONAL OVERDOSE AWARENESS DAY



SEPTEMBER 2025

NATIONAL SENIOR CENTER MONTH
NATIONAL ALCOHOL AND DRUG ADDICTION
RECOVERY MONTH



NOVEMBER 2025

NATIONAL HUNGER AND HOMELESSNESS AWARENESS MONTH
VETERAN APPRECIATION MONTH
NATIONAL ALZHEIMER'S DISEASE AWARENESS MONTH



OCTOBER 2025

CRACK - COCAINE EPIDEMIC AWARENESS MONTH



DECEMBER 2025

WORLD AIDS DAY
PEARL HARBOR DAY



AWARDS, RECOGNITIONS, & PRESENTATIONS

Administration

- **2024 Economic Mobility Summit:** The 2024 Securing Our Future Initiative (SOFI) Economic Mobility Summit, held on Dec. 9, brought together community leaders to explore strategies for enhancing upward mobility for families living in poverty in Palm Beach County. Participants engaged in discussions on building a comprehensive, integrated system of social supports and advancing a community-driven, data-informed approach to dismantle inequities across workforce, healthcare, education and criminal justice systems. The summit emphasized collaboration, sustainable solutions and keeping families at the center of efforts to create pathways toward economic success for all.



Division of Human Services and Community Action

- **Golden Palms:** Dr. James Green, Taruna Malhotra, Wendy Tippet and Maria Bond, along with Deputy County Administrator Tammy Fields, received the Golden Palm Award for their proactive leadership and community engagement surrounding Florida House Bill 1365: Unauthorized Public Camping and Public Sleeping. When this controversial bill was passed in 2024, Palm Beach County took an educational and solutions-oriented approach rather than a punitive one. The team launched a comprehensive outreach campaign to inform the homeless community, municipalities, nonprofits and the public about the law’s requirements and available resources. They hosted town hall meetings, provided presentations across multiple sectors, developed signage directing individuals to services and coordinated with the Parks and Recreation Department to ensure compliance while maintaining dignity and compassion for those affected. Their leadership not only reduced confusion and misinformation about the bill but also positioned Palm Beach County as a statewide model for how to implement House Bill 1365 through collaboration, education and respect.



Golden Palm Award Winners

- **NACo Awards:** Human Services Division received four NACo Achievement Awards for the Central Housing Resource Center, the Medical Respite Program, Access to Healthcare Enrollment Program and Mobile Unit and Prosperity Village Cottage Homes.

The Central County Housing Resource Center (CCHRC) is a first-of-its-kind hub in Palm Beach County that integrates shelter, health care, case management and employment services to make homelessness rare, brief and nonrecurring. Opened in January 2024, it provided housing for 422 adults and 50 families in its first year, processed over 800 referrals and delivered comprehensive support through strong public-private partnerships. Guided by a Housing First approach, CCHRC offers a compassionate, efficient and replicable model for addressing homelessness through collaboration and measurable impact.

Prosperity Village Cottage Homes initiative provides an innovative, sustainable approach to affordable and transitional housing. The program offers energy-efficient cottage-style homes and supportive services that help families achieve stability and self-sufficiency. Through strong public-private collaboration, Prosperity Village has housed 17 families (51 individuals) who previously experienced homelessness, reducing housing costs and inspiring similar models across the state.

- **Integrated Health Care Services Impact Health Award:** The HOT Team received the Service STAR Award, presented at Integrated Healthcare Systems' Masquerade Ball Fundraising Gala, a night to celebrate trailblazers who strive to inspire and uplift the community. The team's work exemplifies the spirit of service, compassion and professionalism and efforts are a cornerstone of the Homeless Continuum of Care in Palm Beach County.

Department Director Dr. James Green, received the Beacon of Hope award and Jennifer Sellars, CSD Contract Analyst, received the Bridge Builder award for their work and impact on the community.

- **Community Action Professional Certification:** Natalie Vasquez and Yrinea DelBosque earned the Certified Community Action Professional Certification (April 2025) which recognizes individuals who have demonstrated knowledge and application of the core competencies required to effectively carry out the vision, mission, purpose and values of the Community Action movement to eradicate poverty.



Integrated Health Care Services Impact Health Award winners from CSD

HIV Elimination Services

2025 Overdose Prevention and Partner Award from Rebel Recovery.

Strategic Planning Research and Evaluation

Adam Reback is recognized as the SPRE Team Employee of the Year.



Adam Reback, Employee of the Year, SPRE

Finance and Support Services

Pedro Medina is recognized as the Contracts, Compliance and Program Performance Team Employee of the Year.



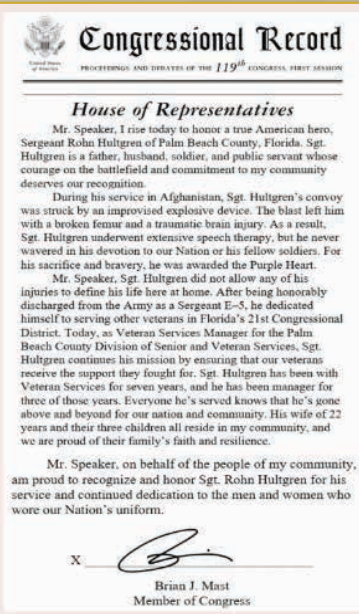
Pedro Medina, Employee of the Year, CCPP

Senior and Veteran Services

- **Employee of the Year: Senior Centers and Recreations Services Coordinator Lisa Wilson** was honored as the Employee of the Year in recognition of her exceptional performance, leadership and unwavering commitment to the seniors of Palm Beach County. As the leader overseeing all three senior centers and the division’s recreation staff, Lisa has played a pivotal role in transforming the senior center experience into one that promotes wellness, belonging and vibrant community engagement. Lisa is known for her hands-on approach, collaborative spirit and ability to inspire her team. She consistently goes above and beyond to support staff, streamline operations and elevate program quality. Her innovative ideas, problem-solving skills and dedication have significantly strengthened the Senior Centers’ impact and visibility within the community. Lisa Wilson is truly deserving of this recognition and remains a cornerstone of excellence within the department.
- **Staff Recognition: Betty Legendre;** The division received a heartfelt commendation from a community member, Mayra Orta, recognizing the exceptional professionalism, compassion and support provided by Betty Legendre during a challenging time for her family. Betty shared that her 77-year-old aunt, who lives alone in Loxahatchee, experienced the sudden failure of her home’s HVAC system, a costly and unexpected crisis, particularly for a senior living on a limited income. With Florida’s extreme heat, the situation quickly became a matter of health and safety. As the family searched for assistance, they encountered numerous barriers, including program eligibility restrictions, depleted funding, long waitlists and closed applications. Amid these challenges, Betty Legendre distinguished herself through her genuine concern, professionalism and compassion.

Although eligibility decisions and funding availability were ultimately beyond her control, Betty made a meaningful difference by being consistently communicative, resourceful and empathetic. She provided guidance, presented possible solutions and restored hope at a time when the family felt most discouraged. Her patience, attentiveness and commitment to service left a lasting impact. Betty expressed deep gratitude for Betty’s support, stating that she exemplifies the level of dedication and care that truly transforms lives. Betty Legendre is a credit to the division and reflects the highest standard of service expected within the department.

- **Staff Recognition: Rohn Hultgren** was recognized by Representative Brian Mast’s office with a Congressional Record.



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.

Human Services and Community Action

	Goal	Achieved
		
Human Services		
Measure		
Number of homeless people during the annual Point in Time Count (Sheltered/ Unsheltered).	1,701	1,520
Number of homeless clients placed in permanent housing through Rapid-Housing.	144	96
Number of people accepted into Homeless Resource Center (Annex/HRC2).	420	390
Community Action Program		
Measure		
The number of clients who obtained a recognized credential or certificate, including educational or vocational skills.	51	52
The number of households that either obtained affordable housing or avoided eviction through rental assistance.	640	1,838
Behavioral Health and Substance Use Disorder		
Measure		
Number of individuals engaging in Recovery Community Center support services.	1,000	3,769

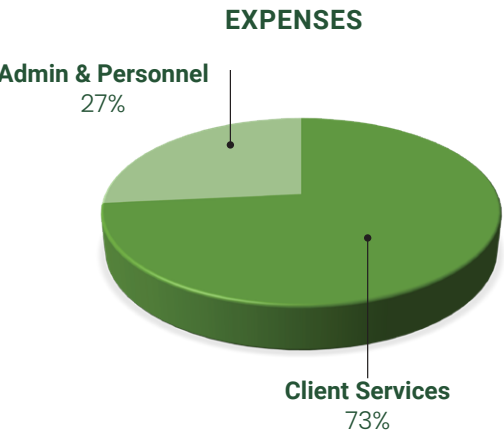
CSD Key Performance

	Goal	Achieved
		
HIV Elimination Services		
Measure		
Percentage of clients virally suppressed in Ryan White Part A/Minority AIDS Initiative (MAI) program.	85%	87.1%
Percentage of clients with unstable or temporary housing.	10%	16.2%
Senior and Veteran Services		
Measure		
Number of hours of Adult Protective Services (personal care, home-making, respite, companionship, etc.) provided to seniors, including high-risk Adult Protective Services referrals.	360,000	289,312
Number of nutritious Meals provided to seniors in need.	380,000	242,846
Percentage of participants who reported improved socialization, physical and mental activity levels.	100%	96.6%

CSD EXPENDITURES

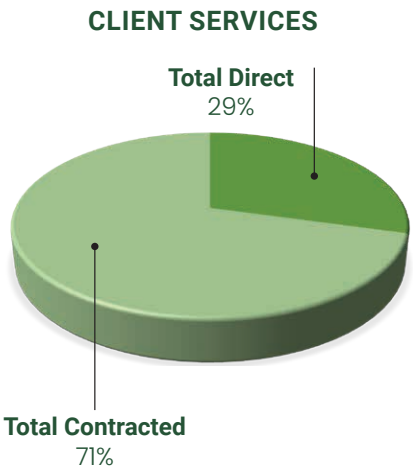
Client Services vs. Admin

Client Services	\$62,988,034
Admin and Personnel	\$22,746,373
Total	\$85,734,407



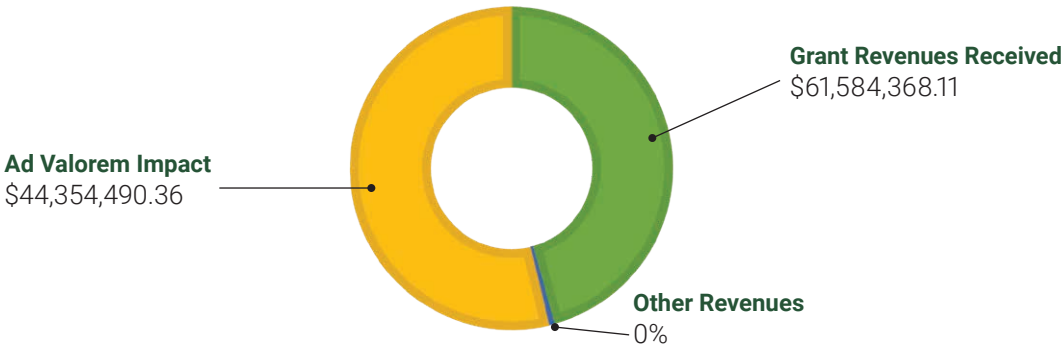
Client Services Summary

Direct Client Services	\$17,466,851
Contracted Services FAA	\$14,166,479
Contracted Services HIV programs	\$7,126,869
Senior Services Centers	\$1,021,227
Contracted Services Senior Services	\$9,121,058
Contracted Services Human Services and Community Action	\$11,812,368
Contracted Services Substance Use Disorders	\$1,795,744
Contracted Services ERAP program	\$477,438
Total Client Services	\$55,376,636



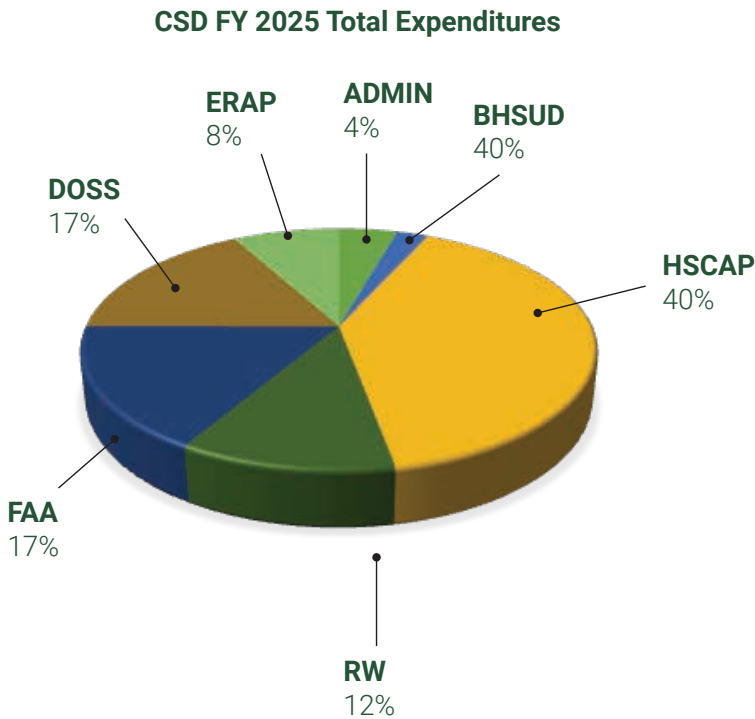
Ad Valorem Impact

	CSD	FAA	Total
Total Expenses	\$71,567,928.22	\$14,166,478.92	\$85,734,407.14
Grant Revenues Received	\$39,195,913.86	0	\$39,195,913.86
Other Revenues	\$446,484.21	0	\$446,484.21
Ad Valorem Impact	\$31,925,530.15	\$14,166,478.92	\$46,092,009.07



Expenditures

Totals By Division	FY 2023	FY 2024	FY 2025
Administration	\$2,558,78	\$3,353,828	\$3,275,614
Substance Use Disorder	\$1,918,942	\$3,009,335	\$2,241,735
Division of Human Services and Community Action Program	\$29,242,774	\$32,751,102	\$27,438,650
Ryan White	\$6,930,217	\$12,118,360	\$8,868,600
Financially Assisted Agencies	\$11,760,917	\$12,976,823	\$13,004,646
Division of Senior Services	\$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



ADVISORY BOARD MEMBERS

CSD 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 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 <i>CAC/HHS chair</i>	Steven Gustafson <i>ex-officio</i>	
Charlotte Leonard <i>CAC/HHS vice-chair</i>	Clara Murvin <i>ex-officio</i>	
Kate Magro	LaNita Sanders	Marie Presmy
Sam Wilcox	Dr. Marlene Ramnon	Andrea Stephenson
Isis Williams	Aruna Gilbert	<i>ex-officio</i>
Dr. Belma Andric	Houston Tate	Dr. Constance Siskowski
	<i>ex-officio</i>	<i>ex-officio</i>
	Scot Kannel	Ivan Maldonado
		<i>ex-officio</i>

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 <i>Board chair</i>	Jon Maples	Linda Williams	Cynthia Ridley
Angela Burns	Guillermo Carrasco	Victoria Anastasi	Yves Saint-Hillien
Raynold Sam	Steve West	Lisa Vreeland	Diane Lewis
	Sandra Wright	Xzavious Wiley	Michaela Kay

Homeless Advisory Board

The Homeless Advisory Board advises the Palm Beach County Board of County Commissioners on matters related to homelessness by fostering and promoting cooperation among governmental agencies, community-based organizations and business interests to achieve the goals of *Leading the Way Home*, the county's plan to end homelessness. The board gathers community input, reviews progress and identifies any roadblocks affecting the county's response to homelessness and the provision of services to people experiencing homelessness. Homeless Advisory Board Members are:

Bobby Powell, Jr. <i>chair</i>	Isis Williams	Joseph Nieves
Erica Whitfield, <i>vice chair</i>	Shalonda Warren	Carol Jones-Gilbert
Rodney Thomas	Karen Abbott	Ezra Krieg
	Cristina Lucier	Alicia Reno
	Elizama (Jami) Goertzen	

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 <i>chair</i>	Dr Youssef Motii	Ashaki Sypher’	Rosie Lee Hayes
Tad Fuller <i>vice-chair</i>	Kim Rommel Enright	Lysette Perez	Annette Verdal Dunn
Orquidea Acevado	Nancy McConnell	Miguel Vazquez	Cecil Smith
Kristen Harrington	Dr Sandra Anderson	Brittany Henry	Mary Jane Reynolds
	Dr Berthline Isma	Glenn Krabec	Dominique Lane
	Ashnika Ali	Hector Bernardino	Cynthia Walker

BHSUCOD Board

The Palm Beach County Advisory Committee on Behavioral Health, Substance Use and Co-Occurring Disorder (BHSUCOD) was established by the Palm Beach County 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.

Pastor Rae Whitely <i>chair</i>	William Freeman	Jon Van Arnam	Sandra Sisson
Sharon Burns-Carter	Catherine Doe	Jonathan Pope	Angela Burns
Ariana Ciano	Brent Schillinger	Patrick McNamara	Cheo Reid
Dr. Suzanne Spencer	Austin Wright	John Makris	Natalie Kenton
	Lissa Franklin <i>vice chair</i>	Daniel Oria	

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**
- 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**
- Raul Leon, Public Safety Representative**

CSD TEAM

The DREAM TEAM

With 205 positions, the department is a family of passionate and professional employees who dedicate their time and expertise to serving our community.

Approximately 26% of staff are dual language speaking. 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.



Organizational Leadership Assessment (OLA)

The CSD team participated in the Organizational Leadership Assessment, which evaluates key characteristics of organizational and leadership practices essential for optimal organizational health. The assessment uses six measurement indicators to gauge performance.

CSD staff completed the OLA survey and the results show significant progress in FY 2025. The department advanced to Level 4 (Moderate Health), with some sections achieving scores as high as Level 5, reflecting substantial strides in leadership and organizational development. The Department is striving to become an optimal health organization with continuous improvement in the areas of: Building Community, Valuing People, Providing Leadership, Sharing Leadership Developing People and Displaying Authenticity.



HIGHEST KEY AREAS OF ORGANIZATIONAL HEALTH	LOWEST KEY AREAS OF ORGANIZATIONAL HEALTH
- Build Community - Value	- Develop People - Display Authenticity

All Staff Retreat

The annual retreat was held on May 22, focused on the theme "Navigating Change Together: Maintaining Resilience, Harnessing Technology and Building Bridges to Opportunity." The event helps foster creativity, collaboration and recognition through engaging activities and team nominations.



Staff Retreat

Past to Present Cultural Bus Tour

This bus tour promoted cultural awareness and a deeper connection with the communities served by the department. This experiential learning approach is designed to promote community involvement and contribute to a more positive organizational culture.



Black History Cultural Tour, February 2025

Juneteenth Cultural Tour

United Way Outcomes

Every year CSD raises funds for the United Way during the countywide United Way Campaign. In FY 2025 to date, employees contributed \$13,020.44 through donations of cash, vacation time, or money raised during events. The events included the Slow Burn Showdown and the Fall Festival. Employees enjoyed the fellowship and the food.



United Way Outcomes

Community-Based Funded Partners

- 211 Palm Beach/Treasure Coast

Adopt-A-Family of the Palm Beaches

Aid to Victims of Domestic Abuse

Aids Healthcare Foundation

Alzheimer’s Community Care

American Association of Caregiving Youth

Boys Town 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 & Veterans Affairs

Drug Abuse Foundation

Drug Abuse Treatment Association

El Sol, Jupiter’s Neighborhood Resource Center

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 Health 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

We would love to hear from you.



CSD Cares

Your Experience Matters to Us!

We're committed to providing excellent service and your feedback is essential to our success. Simply scan the QR code to complete a short survey and let us know how we can continue to improve.



Your voice matters. Thank you for helping us improve!

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Client requests/inquiries/concerns are welcomed.

Serve customers with professionalism and respect.

Diligently work to achieve the customer service standards.

Clarify the request, inquiry or concern.

Act to resolve the situation efficiently.

Respond with empathy and compassion, in a courteous and timely fashion.

Evaluate the outcome.

Strive for 100% customer service satisfaction.

General Disclaimer: The data presented in this report reflect information available at the time of analysis and are limited to the program investments described herein. They do not represent the Department’s full annual budget or the entirety of services provided. Minor differences between this and other reports may occur because of variations in reporting periods, source systems, query parameters, data extraction methods, applied filters, rounding, or subsequent data validation and updates.



**Palm Beach County
Board of County Commissioners**

Sara Baxter, Mayor
District 6

Marci Woodward, Vice Mayor
District 4

Maria G. Marino
District 1

Gregg K. Weiss
District 2

Joel G. Flores
District 3

Maria Sachs
District 5

Bobby Powell Jr.
District 7

**County Administrator
Joseph Abruzzo**



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