



COMMUNITY CONNECTION

A Newsletter of Palm Beach County Community Services

Volume 3, Issue 1



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The latter part of 2017 has been very productive for the Community Services Department. We have continued our focus on building a culture of excellence by moving forward with the development of our strategic plan, providing professional development opportunities to staff and soliciting feedback from our customers and key stakeholders to improve the efficiency and effectiveness of our services.

Community Services has continued to be responsive to the needs of our families. In response to the damages caused by Hurricane Irma, CSD employees formed and led a coalition of government and nonprofit entities to prevent eviction and homelessness for over 250 families. CSD employees also worked to prevent disconnection and restore electric services for hundreds of households.

Employees also joined with our community partners to ensure more than 3,000 individuals received food and water and applied for FEMA benefits.

CSD staff along with community partners successfully completed the 100-Day Challenge by placing or diverting 122 youth ages 18–24 within 100 days, and employees worked diligently to open a new Veterans Services office that will help improve and expand services to our veteran population.

Many thanks to all of the staff and community partners that assisted with these various projects over the past six months. We look forward to future collaboration as we continue to strengthen families, transform communities and change the lives of our fellow residents.

James Green

Community Services

Mission, Vision & Values



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.



OUR VALUES

Respect
Equity
Compassion
Integrity
Professionalism
Empowerment



OUR VISION

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



RAISING THE STANDARD:

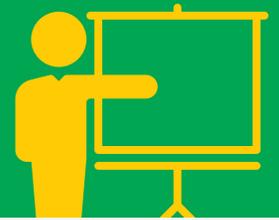
Building a Culture of Excellence



Palm Beach County COMMUNITY SERVICES

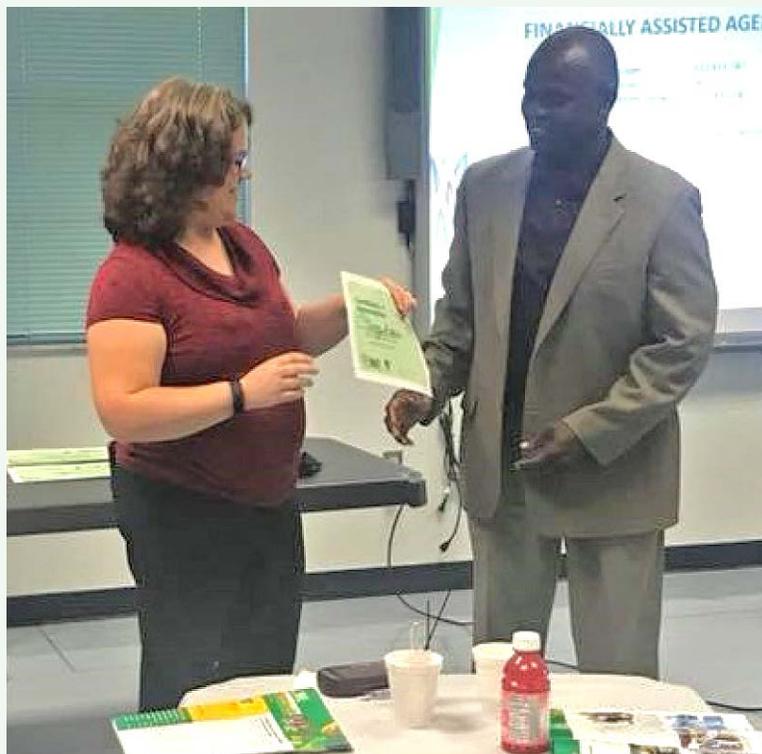
Helping People Build Better Communities

Annual Meeting

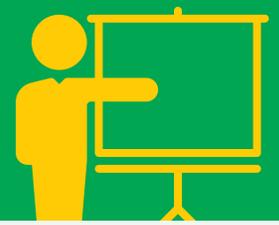


Community Services Department Hosts Annual Meeting to Highlight Accomplishments

On December 20, Community Services hosted its annual meeting to share highlights and accomplishments achieved by the department and its stakeholders throughout the past year. During the event, employees, volunteers and community partners were recognized for their many significant contributions to the department.



Annual Meeting



Department Spotlight



This year, our department submitted Golden Palm Award nominations for:

- 1. The creation of a new FAA monitoring tool and process**
- 2. Refinement of our FAA Request for Proposal process**
- 3. Creation of a fiscal monitoring tool that improved efficiency**
- 4. Creation of the OSCARSS database**
- 5. SMART Landlord Campaign**
- 6. Integration of a data management system for Ryan White program**
- 7. Creation of STARS Vendor Portal**

The SMART Landlord Campaign and STARS Vendor Portal were the two projects chosen by county administration. Congratulations to Community Services' 2017 Golden Palm Award recipients!



Left to right: **Julie Dowe, Margarita Longoria, Meghan Parnell, Margo Gomme, Taruna Malhotra**

"Special thanks to all of the award nominees. From the bottom of my heart, I want to thank you all for the great work you do for our department and our community!"

-James Green
Community Services Director

Employee Recognition



Great job, Cirillo!

"Just wanted to share this note with you and also take the time to thank Cirillo for continually going that extra mile to make people feel comfortable and treated with respect and dignity. It makes a tremendous difference in the lives of our clients, especially in their time of grief."

Thank you Cirillo!

Wendy A. Tippett, MNM, GPC
Director of Human and Veteran Services

From: Mary Ellen Somerville
Sent: Wednesday, February 07, 2018 1:32 PM
To: Wendy Tippett
Subject: Cirillo, Benitez

Attention Wendy Tippett

"Ms. Tippett want to let you know I was in touch with Mr. Benitez an employee of the county. Due to a death of a Veteran relative of mine Mr. Benitez was so kind to me and walked me through a process I had no knowledge of. He was so helpful I cannot thank you and your organization for his time I had when I met him. I'm sending this message to let you know if we had more people in the world like Cirillo, we would be living in paradise. I thank-you again for him. He is a wonderful employee and it is my pleasure to meet him. And most of all the respect was awesome thank-you again for Cirillo Benitez."

Respectfully,
MaryEllen Castelo-Shope

Great job, Sabrena!

"Congratulations to our very own Sabrena Cooper for being honored as one Legacy Magazine's 25 Most Influential & Prominent Women in Business. Leadership is not position or title—it is ACTION and EXAMPLE! Keep uplifting your community, Sabrena! We are all very proud of you!"

James Green
Director of Community Services



Program Updates



Community Action Program (CAP)

Community Action Program co-hosts Poverty Simulation with Leadership PBC, Children's Services Council

The Palm Beach County Community Action Agency partnered with Leadership Palm Beach County and Circles Palm Beach County to host a poverty simulation on October 20 and with the Children's Services Council on November 7. The event included many agency representatives and community leaders who've expressed interest in fighting the war against poverty throughout Palm Beach County.

For many Americans, the thought of poverty is just a fleeting notion—something that happens to other people. The general belief is that poverty happens to those who don't want to work, who have made poor choices or who want to manipulate the system. The Cost of Poverty Experience (COPE) simulation provides the opportunity to see for ourselves the difficulties that low-income Americans face daily. This powerful tool allows participants to experience the "tyranny of the moment" in order to break down the stereotypes of poverty.

After the simulation, numerous participants agreed to volunteer their time to work directly with low-income families as a mentor with the Circles Campaign.



Program Updates

Community Action Program, continued

CAP Culinary Job Fair/ CAP Culinary

Culinary Job Fair at Benvenuto Restaurant on October 23, sponsored by Community Caring Center, PBC Community Action Program, CareerSource PBC and Boynton Beach CRA.

Congratulations to the nine culinary school graduates sponsored by the PBC Community Action Agency's employment skills program!



Community Action Program Hosts Advisory Board Retreat





Community Action Program, continued

Congrats to the Farmworker Program for helping these students complete their programs!



Nerlande Charles
HHA at Care Hope College



Rosemie Pierre
HHA at Care Hope College



Jonathan Toribio
completed the
welding program at PBSC



Louse T. Jean Michel
HHA at Care Hope College



Mariza Saucedo
Medical Assistant at
Florida Career College



Lelee McCauley
Patient Care Technician
at Academy for Nursing

Program Updates

Division of Human and Veteran Services (DHVS)

100-Day Challenge for Youth Homelessness

Congratulations to the Human and Veteran Services team and the Homeless and Housing Alliance for placing 122 youth within 100 days. Palm Beach County is applying for Functional Zero with HUD, which means we could be one of the first communities across the country to end youth homelessness!

Special thanks to the Rapid Results Institute, A Way Home America, and the department's partnering agencies for their support. Our CoC will continue

to implement a coordinated response for helping homeless youth long after the challenge period has ended.

For more information about HHA's efforts to end chronic, veteran and youth homelessness by the end of 2018, visit www.TheHomelessPlan.org.

Enjoy! <https://www.youtube.com/watch?v=5zhxAwG8vNM&feature=youtu.be>



Hunger and Homeless Proclamation



Former mayor Paulette Burdick presented the #HHAW17 proclamation during the commission meeting on the morning of November 7. Thank you to all the BCC and PBC for your support.



Human and Veteran Services, continued

Grand Opening of South County Veteran Services Office

Palm Beach County's Division of Human and Veteran Services hosted the grand opening of the new South County Veteran Services Office on Wednesday, November 8, 2017, at 9 a.m. The office is located at 345 S. Congress Avenue, Suite 104, Delray Beach.



A ribbon-cutting ceremony celebrated the positive changes and growth for the division that include the addition of a second veteran services officer. This much-needed improvement will provide more efficient services for our growing veteran population in South County.

Palm Beach County has the largest population of veterans (approximately 100,000) in Florida. This does not include their families, dependents or widows. The governor has declared Florida to be the most veteran-friendly state. The division's goal is to make Palm Beach County the most veteran-friendly county in the state.

No One Buried Alone initiative honors strangers with a proper funeral

This is what makes Palm Beach County so special! Congratulations to Adriana Gorrondona and our Human and Veteran Services team for your continuous efforts to touch the lives of our fellow residents. Keep up the great work! <https://www.wptv.com/news/region-c-palm-beach-county/royal-palm-beach-no-one-buried-alone-initiative-honors-strangers-with-a-proper-funeral->



Ministry's goal: No one buried alone

Each year, up to 200 people die in Palm Beach County with no family to give a pro...

WPTV.COM

Program Updates

Human and Veteran Services, continued

Homewood Suites by Hilton helps Lewis Center Families

Many thanks to the Homewood Suites by Hilton for giving our Lewis Center families a special treat for Christmas. All of the ladies had a wonderful time! Special thanks to the Homeless Coalition for continuing to build awesome partnerships with our business community!



Homeless Coalition hosts Safari Night

The event was held on a Monday night, October 16, 2017. This event is called our "friend-raiser" as the main intent is to raise awareness about the issue of homelessness in PBC. It is an "affordable" event that targets our younger future philanthropists.

Over 150 people were in attendance and we had an extensive silent auction. Funds raised that night were used to purchase new beds for those who go through the Senator Philip D. Lewis Center and get placed in their own apartment.



Photo by Leonard Bryant



Photo by Leonard Bryant

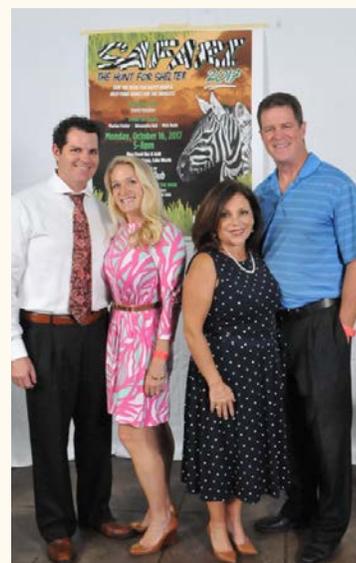


Photo by Leonard Bryant



Division of Senior Services (DOSS)

DOSS hosts Senior Prom

On Thursday, September 28, 2017, the Palm Beach County Division of Senior Services celebrated with a "Senior Prom" in honor of National Senior Center Month at the Mid County Senior Center located in Palm Springs/Lake Worth.

National Senior Center Month, celebrated nationally every year in September, highlights the many valuable programs, activities and services offered at Palm Beach County's three senior centers. This year's

theme for National Senior Center Month was "Senior Centers: Masters in Aging." What a better place to highlight this theme than the county's senior centers!

The Senior Prom was well attended by over 70 seniors who enjoyed live reggae and calypso music offered by Pan Paradise. The smiling faces reflected the fun had by all; everyone danced and enjoyed each other's company! Participants indulged in over three hours of live music, awards and refreshments.



Program Updates

Division of Senior Services, continued

Senior Centers Celebrate the Holidays

In December, the North County Senior Center hosted its annual holiday celebration. This year's event was highlighted by a holiday breakfast, provided and served by Leadership Florida and their distinguished members and guests.





Division of Senior Services, continued

Grand Opening of Dunbar Senior Center in WPB

The West Palm Beach Housing Authority celebrated the opening of the Paul Laurence Dunbar Senior Complex at 820 Grant Street on Friday, August 11, 2017. The senior apartment features a free-standing clubhouse, fitness center, and activity rooms.



DOSS hosts
teambuilding
workshop



Special Events

Palm Beach County Observed National Poverty Awareness Week

The Palm Beach County Community Action Agency, Pathways to Prosperity, and Circles Palm Beach County recognized National Poverty Awareness Week (PAW) October 17 through October 20, 2017. The objective of this week was to raise awareness about poverty in Palm Beach County. Throughout the week, community members had an opportunity to participate in a variety of activities that bring them face-to-face with the barriers so many impoverished people in our city experience on a daily basis.

The following activities were planned:

Tuesday, October 17: Twitter Chat

The community is invited to watch films on poverty. After watching the suggested films, subject matter experts will discuss, via Twitter, issues related to poverty using the hashtag #Poverty #PovertyAwarenessMonth #PovertyChallenge

Wednesday, October 18: Take the SNAP Challenge

What can you do with \$4.50 per day? Experience the food challenge that millions of Americans experience each day.

Thursday, October 19: Palm Tran Matters Challenge
Attempt this challenge by taking public transportation all day.

Friday, October 20: COPE (Cost of Poverty Experience) Simulation Challenge

Experience a real-life simulation of a month in the life of an impoverished family.



Six Sigma Training

Investing in the development of employees is the most effective way to improve an organization's performance. You don't build organizations—you build people!





Results Oriented Management and Accountability (ROMA) Training

Staff from Community Services Department and other programs began the certification process in Results Oriented Management and Accountability (ROMA). ROMA is a complete management and accountability process that focuses on the outcomes achieved as a result of an agency's activities. The workshop uses concepts from the world-renowned management consultant and educator Peter Drucker and Dr. Reginald Carter, author of *The Accountable Agency*, to train participants on the development of a

mission statement, community needs assessment and logic model. ROMA explores each component of the logic model and teaches participants how to improve program performance through better planning and analysis. It provides instruction on ways to strategically align program activities and outcomes with the needs of the community. It also educates participants on ways to use industry to measure performance and calculate return on investment.



Citizens Advisory Committee Retreat

On December 14, leaders from various sectors came together to discuss innovative solutions to reduce/end poverty in Palm Beach County. Leaders discussed strategies for building an integrated Health and Human Services system to create more seamless, effective, and sustainable interventions that advance social and economic mobility and improve the health and well-being of Palm Beach County residents.



Special Events



James Speaks at League of Cities

James Green, PBC Community Services Director, informing the PBC League of Cities Board of Directors about the Citizen Advisory Committee for Health and Human Services' effort to maximize the effectiveness of the county's system of care!

Community Services participates in Animal Care and Control's Human vs. Canine Competition

Watch the video: <https://www.facebook.com/pbccsd/videos/2012427019021831/>



Collective Impact

Regina Cannon, a CSH consultant, discussing plans to engage the community with representatives from Citizen's Advisory Committee, Homeless Advisory Board and Community Services Staff.



Special Events

Community Services Leads Coalition Hurricane Irma Disaster Relief

From September 20–October 4, the Caring Community Coalition provided disaster relief services to over 3,000 residents from Belle Glade, South Bay, Pahokee, West Palm Beach, Lake Worth, Delray Beach, Riviera Beach and Jupiter. Services included application assistance for FEMA, food stamps, electric bills, eviction prevention, employment, Medicaid and legal services.

Agencies participating in this effort included FEMA workers, Catholic Charities, Glades Initiative, Salvation Army, Army Core, Legal Aid Society, Florida Rural Legal Services, CareerSource, Area Agency on Aging, Community Caring Center, The Lighthouse Cafe, PBC Food Bank, United Way, Farmworker Coordinating Council, PBC Library System, PBSO and Community Services Department Human Services Division and PBC Community Action Program.





MBK Mentor Recruitment

Financial Analyst I Frank Frank and Program Evaluator Vivian Blackmon-Taylor participated in the recruitment.





New Hires

Hire Date	Name	Department
2/5/18	Betty Legendre	DOSS Outreach/Direct Service Worker
1/2/18	Mario Ajax	CSD Farmworker Counselor
12/23/17	Bibi Baksh	CSD Manager Public Information Services
11/20/17	Gloria Rauner	DOSS Senior Service Aide
11/6/17	Naiteur Casmir	Human Services Case Manager I
10/16/17	Maria Zamora	CAP Community Outreach Specialist I
9/2/17	Christeen Miller	CAP Community Outreach Specialist II
8/14/17	Jessica Vlahos	Human Services Case Manager II
7/31/17	Simone Jackson	DOSS Nutrition Services Coordinator
6/26/17	Claudia Garzon Rodriguez	DOSS Site Manager
4/15/17	Brian Nickerson	Human Svcs Information Mgmt Systems Specialist

Promotions

Promotion	From	To
Doris Davis	CAP Grant Compliance Specialist I	CSD Grant Compliance Specialist III
Neeta Mahani	CSD Fiscal Specialist III	Ryan White Care Council Coordinator
Daniel Ramos	Human Services Operations Supervisor	Human Services Senior Program Mgr
Elcana Dantzler	CAP Community Outreach Specialist I	CAP Lead Clerk
Jason Josephs	DOSS Volunteer Coordinator	DOSS Grant Compliance Specialist I
Meghan Parnell	Human Svcs Quality Assurance Coordinator	CSD Manager Planning & Evaluation
Randall Graham	CSD Case Manager II	CSD Casework Supervisor
Mary Woodard	CSD Grant Compliance Specialist III	Ryan White Program Manager
Jacquelyn Uceda	DOSS Senior Service Aide	Asst. Community Center Manager
Andrea Abrams Scott	CAP Community Outreach Specialist I	CAP Community Outreach Specialist II
Rebecca Onagoruwa	DOSS Outreach/Direct Service Worker	Human Services Case Manager I



United States Department of Agriculture



Hacking your snacks

Planning for healthy snacks can help satisfy hunger in between meals and keep you moving towards your food group goals.



Build your own

Make your own trail mix with unsalted nuts and add-ins such as seeds, dried fruit, popcorn, or a sprinkle of chocolate chips.



Prep ahead

Portion snack foods into baggies or containers when you get home from the store so they're ready to grab-n-go when you need them.



Make it a combo

Combine food groups for a satisfying snack—yogurt and berries, apple with peanut butter, whole-grain crackers with turkey and avocado.



Eat vibrant veggies

Spice up raw vegetables with dips. Try dipping bell peppers, carrots, or cucumbers in hummus, tzatziki, guacamole, or baba ganoush.



Snack on the go

Bring ready-to-eat snacks when you're out. A banana, yogurt (in a cooler), or baby carrots are easy to bring along and healthy options.



List more tips

Based on the Dietary Guidelines for Americans
Go to ChooseMyPlate.gov for more information.

MPMW Tipsheet No. 11
March 2017
Center for Nutrition Policy and Promotion
USDA is an equal opportunity provider, employer, and lender.

All food and beverage choices matter. Start by making small changes to create a healthier eating style. According to the USDA, planning for healthy snacks can help satisfy hunger in between meals. Check out the USDA's MyPlate MyWins "Hacking Your Snacks" tip sheet. They are simple tips that will help you move towards your food group goals. Add in a little stretching and deskercise throughout the day, and it will help boost your energy and improve your concentration so that you can accomplish your work tasks without feeling sluggish.

https://choosemyplate-prod.azureedge.net/sites/default/files/tentips/MPMW_tipsheet_11_Hackingyoursnacks.pdf

Event Calendar



Date	Time	Event	Location
5/25/2018	8AM–5PM	CSD All Staff Meeting	TBD
7/10–11 & 7/13	9AM–4PM	Collective Impact—Charrette	South County Civic Center 16700 Jog Road, Delray Beach
7/12/2018	2PM–3PM	Quarterly Conference Call	Via Phone/Web
9/20/2018	2PM–3PM	Quarterly Conference Call	Via Phone/Web
12/12/2018	8:30AM–10:30AM	Annual Staff Meeting	TBD



Safety Committee Meeting Dates

Meetings will be held at the **Community Service Department (Basement Conference Room)**, 810 Datura Street, West Palm Beach, 33401 from **8:30 a.m.–9:30 a.m.**:

Contact **David Rafaidus**, Senior Planner and Safety Committee Chair @ drafaidu@pbcgov.org or 561-355-4705.

March 22, 2018
April 26, 2018
May 24, 2018
June 28, 2018
July 26, 2018
August 23, 2018
September 27, 2018
October 25, 2018
January 2, 2019

We Would Like To Thank...

Amalia Hernandez, Yolanda Asante, and **Bibi Baksh** for their hard work and effort in creating the Community Services Department newsletter!

We want to hear from YOU!

Please let us know what you would like to see in the next edition of our newsletter!

Contact **Yolanda Asante** at Yasante@pbcgov.org