

2021

Annual Report

Palm Beach County Public Safety Department





**Palm Beach County
Board of County Commissioners**

Robert S. Weinroth, Mayor
Gregg K. Weiss, Vice Mayor
Maria G. Marino
Dave Kerner
Maria Sachs
Melissa McKinlay
Mack Bernard

County Administrator
Verdenia C. Baker

Contents

03 Message from the Director

04 History of the Department of Public Safety

06 Mission, Vision, Core Values

07 Department Overview

08 Organizational Chart

10 Office Locations & Map

Division Overview & Highlights

12 9-1-1 Program Services

16 Animal Care & Control

20 Consumer Affairs

26 Emergency Management

30 Finance & Administrative Services

34 Justice Services

38 Victim Services



(Front row, left to right) Vice Mayor Gregg K Weiss, Mayor Robert S. Weinroth, and Commissioner Dave Kerner. (Back row, left to right) County Administrator Verdenia C. Baker, Commissioners Maria G. Marino, Mack Bernard, Maria Sachs, and Melissa McKinlay

Message from the Director



Stephanie Sejnoha

Department Director
561-712-6400
SSejnoha@pbcgov.org

In my 21-year career with Palm Beach County and 10 of those years with the Public Safety Department, these past few years were definitely for the history books and none of us could have ever imagined this type of impact to our community. We plan, train, and exercise for these types of events with the hopes that we would never have to face these situations. We had to pivot from operating in-person to virtual. This year continued to be difficult for everyone both professionally and personally, but the Public Safety team stayed focused, worked together, developed new strategies to continue delivering high quality services to our community. I am humbled by the commitment, passion, and expertise the

Public Safety team brings to our work. We continue to look at ways to improve our operations and services to the community. I'm excited to announce Public Safety's first published annual report. This report focuses on how the Department of Public Safety continued to play a critical role to ensuring our residents were safe, informed, and resilient even during the difficult times of the pandemic. It also provides an overview of the highlights and accomplishments within each of our seven divisions. I am gratified by the exceptional work that Public Safety is doing and I look forward to our continued success in ensuring the safety and well-being of our community.

History of the Department of Public Safety



1951

Palm Beach County Division of Emergency Management began as Palm Beach County Civil Defense.

1969

Animal Care and Control was established.

1972

The Division of Consumer Affairs was established with Alice Skaggs as first Director who helped craft the ordinance that created this Division.

2004

Justice Services Division was formed to operate programs that the County found to provide a valuable service to the judiciary and the public, but were not core elements of the court system. In 1988, Floridians voted to approve a constitutional amendment (Article V, Revision 7) which shifted funding of the court system from the county to the state in order to provide more uniform services throughout Florida.

1998

Emergency Management moved from the cold-war era Emergency Operations Center, or EOC, to a new state of the art facility.

1989

The Board of County Commissioners designated the Director of Emergency Management as the Coordinator of Assistance in natural disasters.

2008

Paul Milelli retires. Vincent Bonvento was appointed Director of the Department of Public Safety while continuing to serve as the Assistant County Administrator.

2015

All children and youth programming services from the Community Services Department, the Public Safety Department, and the Criminal Justice Commission were combined to establish the Youth Services Department to administer programs and initiatives of the Board of County Commissioners to ensure the healthy growth, development, education, and transition of children and youth to young adulthood and workforce.

2016

Vince Bonvento retires from Palm Beach County after 41 years of service. Stephanie Sejnoha was appointed Director of the Department of Public Safety.



1973

Department of Public Safety was established with Richard E. Lopez as the Director. The duties of this position included Animal Care and Control Department, County stockade, Highway Safety Department, Motor Vehicle Inspection and Civil Defense.

1974

Animal Care and Control became a division of the Public Safety Department. Programs and services were expanded to keep pace with the growing human and animal population. In 1980, the division became fully accredited by the Humane Society of the United States. Animal Care and Control was the first agency in the southeast and the second in the entire nation to achieve this distinction.

1975

Division of Victim Services was established with 24-hour crisis response for victims of sexual assault. Responses from victim crimes and the social and criminal justice systems were so positive, additional programs were developed to assist victims of filed felony and juvenile crimes.

1987

Paul Milelli was appointed the Director of Public Safety.

1981

911 Program Services began under the Emergency Medical Services Office in Public Safety and the Palm Beach County Sheriff's Office and Palm Beach County Fire Rescue began using Enhanced 911 (E911). At that time, Palm Beach County was one of the first areas in the country to use E911.

1979

In the late 70's, Civil Defense became Emergency Management and the emphasis changed from nuclear civil protection to dealing with many hazards that affect the citizens of Palm Beach County.

2017

The Ex Offender Reentry Services were transferred from the Criminal Justice Commission to the Department of Public Safety, Division of Justice Services. The Family Violence Intervention Program (FVIP) was transferred from Public Safety's Justice Services Division to the Youth Services Department. The FVIP program was developed as a diversion program to focus on the unique problems of each family whose child has committed domestic violence.

2018

The Guardian Ad Litem (GAL) Program was transferred from the Public Safety's Justice Services Division to the Youth Services Department.

2020

The Adult and Family Drug Court Program was transferred from the Public Safety Department to the Court Administration for efficiencies and smoother operations. The Adult and Family Drug Court is a County Court program overseen by the Drug Court Manager in Court Administration.



Mission, Vision, Values



MISSION

Enhance the safety and well-being of our community

VISION

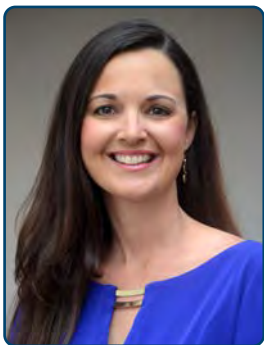
A safe, informed, and resilient community

CORE VALUES

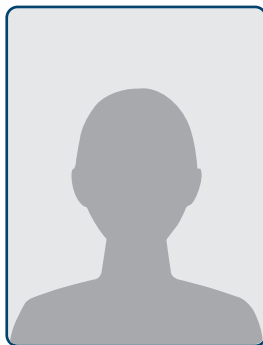
Compassion, Integrity, Responsive, Advocacy, Collaborative, Innovative

Department Overview

The Department of Public Safety consists of seven distinct Divisions providing services from 11 office locations throughout the County: 911 Program Services, Animal Care and Control, Consumer Affairs, Emergency Management, Finance and Administration, Justice Services, and Victim Services. These divisions are responsible for providing critical services such as the deployment and maintenance of technical infrastructure for 911 call and text routing; administration and enforcement of ordinances and laws for consumer protection, animals and the public; minimizing the impact of disasters by coordinating information and resources through education, planning, and response; managing financial and administrative needs; professional support to the citizens and the justice system through a variety of programs; and advocacy and therapy services to victims of violent crime. All Divisions provide outreach and education services specific to their area of expertise.



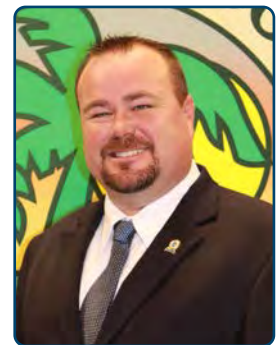
Stephanie Sejnoha
Director,
Public Safety Department



Vacant
Director,
911 Program Services



Janet Steele
Director,
Animal Care & Control



Rob Seft
Director,
Consumer Affairs



Mary Blakeney
Director,
Emergency Management



Marianela Diaz
Director,
Finance & Administrative



Nicole Bishop
Director,
Justice Services and
Victim Services



Department Director II
Public Safety Department

Administrative Assistant III

Administrative Technician I



**Number of
Positions:
266**

Division Director III Emergency Management

Division Director III Animal Care & Control

Office Manager	Administrative Assistant I	Division Director II			
Administrative Assistant I	Fiscal Specialist II	Shelter Operations Manager		Field Operations Manager	
Administrative Assistant I	Veterinarian III	General Maintenance Mechanic	Animal Care & Control Manager	Administrative Technician III	Animal Care & Control Field Manager
Senior Manager EM Programs	Veterinarian III	Animal Behavior & Enrichment Coordinator	Animal Care Coordinator	Chief Communicator	Animal Control Officer I
Emergency Mgmt. Specialist III	Veterinarian II	Animal Care & Control Manager	Animal Care Specialist	Communicator	Animal Control Officer I
Emergency Program Coordinator Operations	Veterinarian II	Animal Services Rep.	Animal Care Specialist	Communicator	Animal Control Officer I
Emergency Mgmt. Specialist III	Veterinarian	Animal Services Rep.	Animal Care Specialist	Communicator	Animal Control Officer I
Emergency Mgmt. Specialist II	Information Management System Specialist	Animal Services Rep.	Animal Care Specialist	Communicator	Animal Control Officer I
Emergency Mgmt. Specialist I	Materials Manager	Animal Services Rep.	Animal Care Specialist	Animal Care & Control Field Manager	Animal Control Officer I
Senior Planner	Animal Care & Control Manager	Animal Services Rep.	Animal Care Specialist	Animal Control Officer II	Animal Control Officer I
Emergency Program Coordinator Planning	Animal Care Coordinator	Animal Services Rep.	Animal Care Specialist	Animal Control Officer I	Animal Control Officer I
Emergency Mgmt. Specialist III	Animal Care Coordinator	Animal Services Rep.	Animal Care Specialist	Animal Control Officer I	Animal Control Officer I
Emergency Mgmt. Specialist II	Animal Care Veterinarian Assistant	Animal Services Rep.	Animal Care Specialist	Animal Control Officer I	Stray Shuttle Driver
Emergency Mgmt. Specialist II	Animal Care Veterinarian Assistant	Animal Services Rep.	Animal Care & Control Manager	Animal Control Officer I	Chief Communicator
Emergency Program Coordinator	Animal Care Veterinarian Assistant	Customer Relations Coordinator	Animal Care Coordinator	Animal Control Officer I	Communicator
Emergency Medical Services Specialist	Animal Care Veterinarian Assistant	Animal Care & Control Manager	Animal Care Specialist	Animal Control Officer I	Communicator
Emergency Program Coordinator Logistics	Animal Care Veterinarian Assistant	Animal Care Coordinator	Animal Care Specialist	Animal Control Officer I	Communicator
Emergency Mgmt. Support Technician	Animal Care Veterinarian Assistant	Volunteer Coordinator	Animal Care Specialist	Animal Control Officer I	Communicator
Communicator Lead	Animal Care Veterinarian Assistant	Manager Community Projects	Animal Care Specialist	Animal Control Officer I	Animal Care & Control Field Manager
Communicator	Animal Care Veterinarian Assistant		Animal Care Specialist	Animal Care & Control Field Manager	Animal Control Officer II
Communicator	Animal Care Veterinarian Assistant		Animal Care Specialist	Animal Control Officer II	Animal Control Officer II
Communicator	Animal Care Veterinarian Assistant		Animal Care Specialist	Animal Control Officer II	Animal Control Officer II
Communicator	Animal Care Veterinarian Assistant		Animal Care Specialist	Animal Control Officer II	Animal Control Officer I
Communicator	Animal Care Veterinarian Assistant		Animal Care Specialist	Animal Control Officer II	Animal Control Officer I
Communicator	Animal Care Veterinarian Assistant			Animal Control Officer II	Data Processor II
Communicator	Animal Care Veterinarian Assistant			Animal Control Officer I	
Communicator	Animal Care Veterinarian Assistant				
Communicator	Animal Care Veterinarian Assistant				

Public Safety Office Locations & Map

1

9-1-1 Program Services

20 South Military Trail
West Palm Beach, FL 33415
561-712-6400

2

Animal Care & Control

7100 Belvedere Road
West Palm Beach, FL 33411
561-233-1200

3

Consumer Affairs

50 South Military Trail, Suite 201
West Palm Beach, FL 33415
561-712-6600

4

Emergency Management

20 South Military Trail
West Palm Beach, FL 33415
561-712-6400

5

Finance & Administrative Services

20 South Military Trail
West Palm Beach, FL 33415
561-712-6400

6

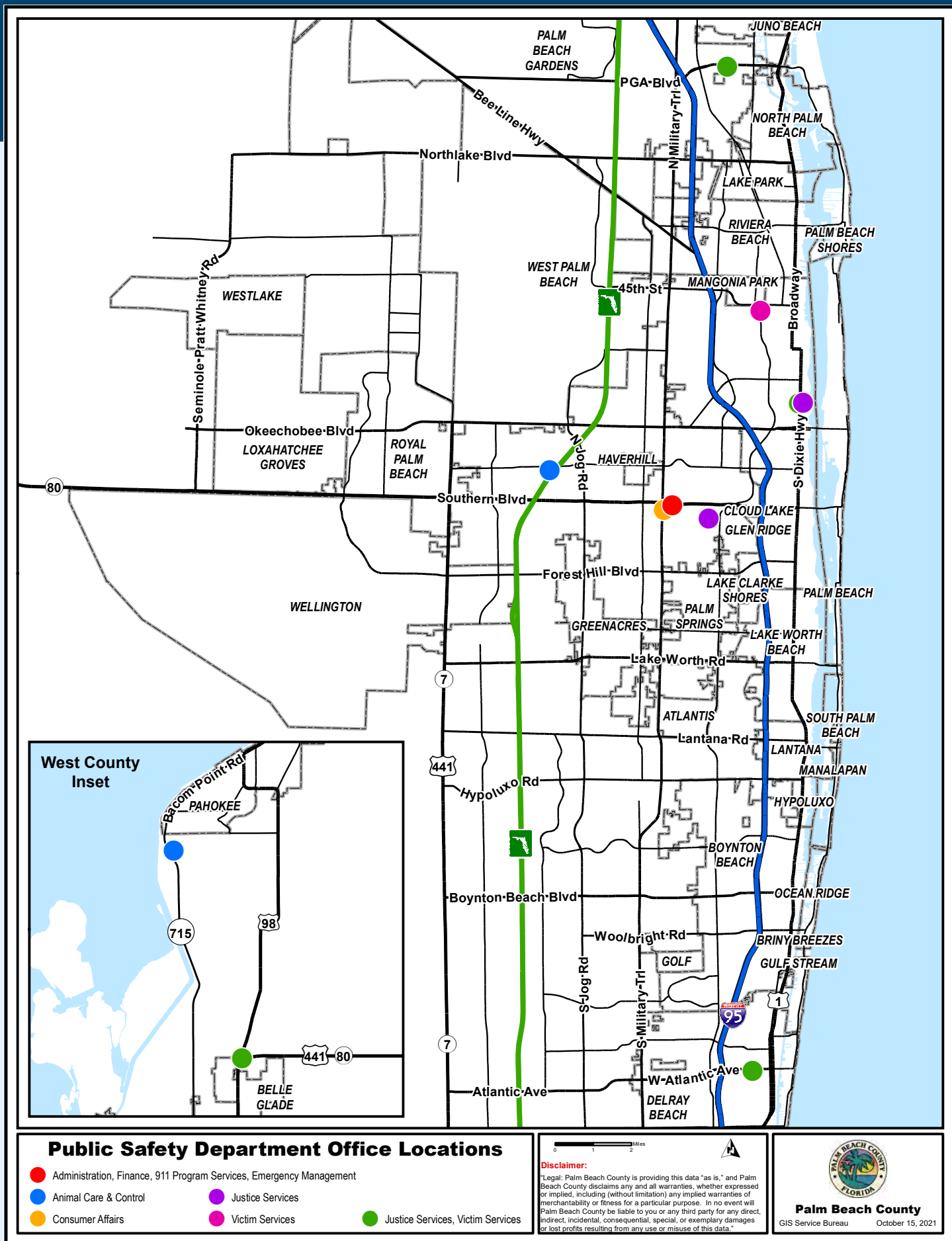
Justice Services

205 North Dixie Highway, Suite 5.1100
West Palm Beach, FL 33401
561-355-2418

7

Victim Services

205 North Dixie Highway, Suite 5.1100
West Palm Beach, FL 33401
561-355-2418





911 Program Services

20 S. Military Trail
West Palm Beach, FL 33415

Phone: 561-712-6400

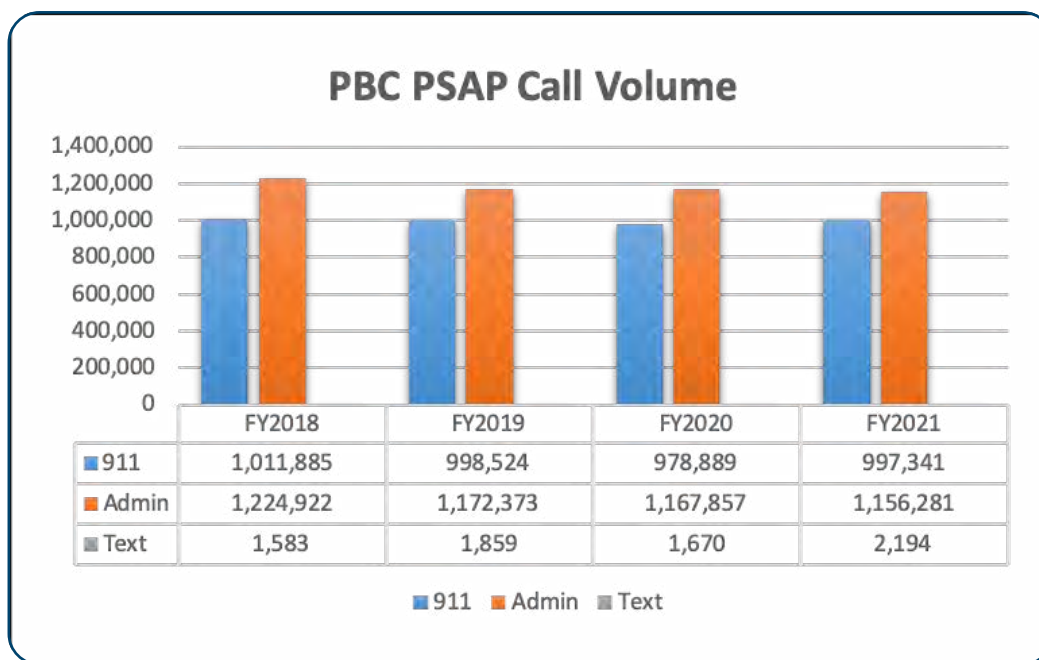


Division Overview

Palm Beach County's 911 Program Services (PBC911) provides and maintains the infrastructure to the County's thirteen (13) 911 Public Safety Answering Points (PSAP). PBC911 maintains over 150 call taking workstations for 911 calls, plus fifty 911 'go bags'. All workstations are equipped to handle phone, text and TDD calls.

Location is one of the most important factors in getting help to the scene of an emergency incident. PBC911 maintains the Master Street Address Guide (MSAG). The MSAG locates and codes all properties in Palm Beach County to ensure calls are delivered to the proper 911 center in the county. The team also works with the wireless phone service providers to ensure proper routing of wireless calls within the county.

Palm Beach County operates and maintains a Next Generation 911 system. The NG911 system allows us to harness today's newer technologies in providing assistance to those needing emergency services. Our updated Emergency Services IP Network (ESINet) provides greater reliability, redundancy and processing times helping reduce call handling times for a quicker response from field emergency units. ESINet can integrate data from various sources to improve response for law enforcement, fire rescue and emergency medical services. This may include home alarm systems, smart watches, vehicle automatic crash notification, and other Internet or cellular connected devices



911 Training

PBC911 provides education for the public and over 400 911 Public Safety Telecommunicators in the County. The 911 Public Safety Telecommunicators are required to receive at least 20 hours every two years to retain their certification.

The Division also holds regularly scheduled meetings with the 911 Center Managers to maintain an open line of communication among the centers to enhance the 911 Services in Palm Beach County.



◀ 911 Communications Center Supervisor class - July 2021

◀ 911 Planning Coordinator, Bonnie Jenkins, on right

Keeping Schools Safe

In 2020, legislation was passed requiring all public elementary and secondary schools be equipped with silent panic alarms that are directly linked to law enforcement. Alyssa's Law, named after 14-year-old Marjorie Stoneman Douglas School shooting victim Alyssa Alhadeff, required implementation by the 2021-2022 school year. By statute, the County's 911 Coordinator must attest

that technical requirements had been met. 911 Program Services collaborated with the Palm Beach County School District and law enforcement to configure and test this notification system.

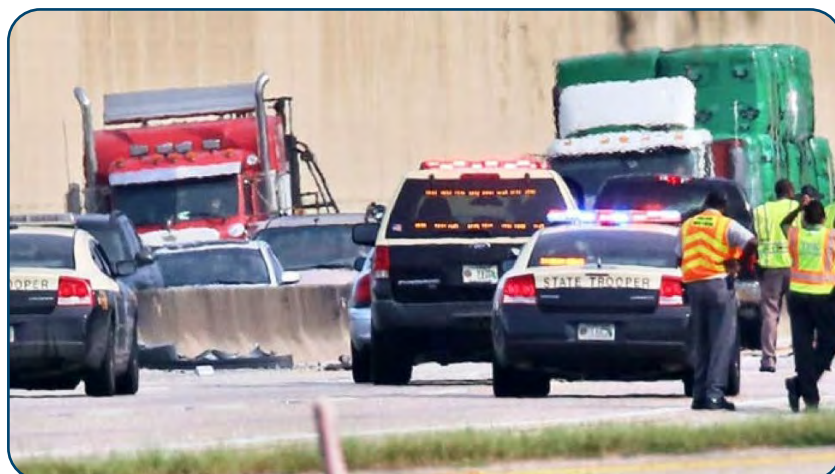
Alyssa's Alert is now active at 215 school campuses countywide.

Connecting More People to 911

PBC911 secured a grant from the Florida E911 Board to provide 911 call taking equipment at the Florida Highway Patrol (FHP) Lake Worth Regional Communications Center (LWRCC). This will allow FHP to receive the same call information as the PSAPs when 911 calls are transferred. With the new 911 call taking equipment, 911 operators at FHP will receive the callers' location for a quicker, safer response. Along with the callers' location, FHP 911 operators will now have access to additional resources, such as Text-to-911, vehicle crash notifications and improved mapping/location services.

In addition to FHP, the LWRCC also dispatches for the following state agencies in Palm Beach County: Florida Department of Law Enforcement, Department of Highway Safety and Motor Vehicles, Department of Agriculture and Consumer Services (State Fire Marshal), Department of the Lottery, Department of Financial Services, Office of the Attorney General and Department of Business and Professional Regulations.

Palm Beach County is the first county in the state of Florida to collaborate with FHP in providing Next Generation 911 services. This will enhance the safety of all those travelling state highways, including Florida's Turnpike and Interstate 95, in Palm Beach County.





Animal Care and Control

7100 Belvedere Road
West Palm Beach, FL 33411

Phone: 561-233-1200



Division Overview

Animal Care and Control is the only open admission animal welfare organization in Palm Beach County, serving residents, pets, and pet owners since 1969. Sheltering over 15,000 animals each year, while providing pets and pet owners in the community a variety of services.

Mission Statement

Protecting animals and people through education, enforcement, and community collaboration.

Through our various programs and service offerings, we are able to assist the community in the following ways:

- ▶ *Encourage responsible pet ownership through education and leadership.*
- ▶ *Enforce county, state and federal animal laws.*
- ▶ *Provide safe shelter and veterinary care for lost, abandoned and unwanted pets.*
- ▶ *Reunite pets with their owners, adopt out to new homes or place with partner organizations, as many animals as possible.*
- ▶ *Encourage spay and neuter of dogs and cats in the community to reduce pet overpopulation.*
- ▶ *Offer effective and proactive programs which protect the health, safety, and welfare of animals and residents of Palm Beach County.*

FY21 was both challenging and uplifting for Animal Care and Control as we saw the retirement of Division Director Dianne Sauve in September of 2021 after 19 years of service and the promotion of David Walesky from Field Operations Manager to Assistant Director in April of 2021.

With the impacts from COVID again allowing for elective surgeries, our veterinary staff were able to ramp up spays and neuters, vaccinations and examinations. Which comes just in time as the number of feral cats is increasing due to the impacts on the veterinary community during the COVID working restrictions. Working in conjunction

with our rescue partners and Community Cat advocates, we were able to significantly increase our Returned to Owner percentage and our Live Release of Cats number.

Continuing to focus on Trap/Neuter/Vaccinate/Return (TNVR) and the importance of our ongoing relationships with our rescue partners will help us achieve our Countdown2Zero (C2Z) goals.

“Protecting the animals and people of Palm Beach County through education, enforcement, and community collaboration”



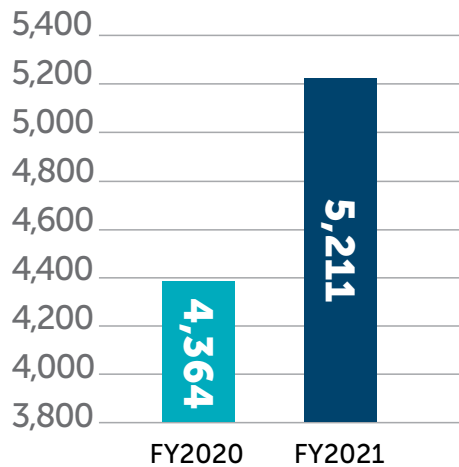
Accomplishments

- ▶ Division of Animal Care and Control (ACC) maintained a live release rate exceeding 91.3% for dogs and increased the save rate for cats to 81.7%. With these current trends, ACC is on track to meet the C2Z goal of ending euthanasia of adoptable animals by 2024.
- ▶ In spite of the continuation of a global pandemic, ACC did not limit any public services from shelter, clinic or field operations.
- ▶ Dispatch, Customer Service and Field are continually working to keep pets with families.
- ▶ Spay/neuter services have increased which long term will result in reducing the number of animals needing new homes.
- ▶ Our team continues to work hard to keep pets with families. Our live release team thrives to find rescues and transports for as many dogs and cats as possible.

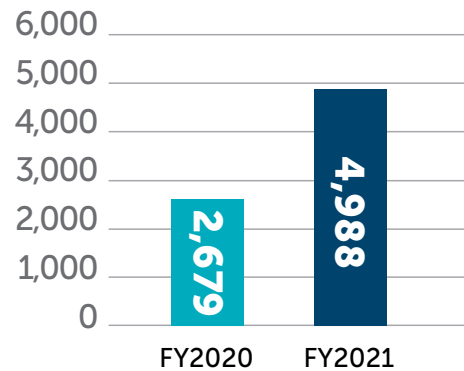


Accomplishments *(Continued)*

Veterinary Exams Performed

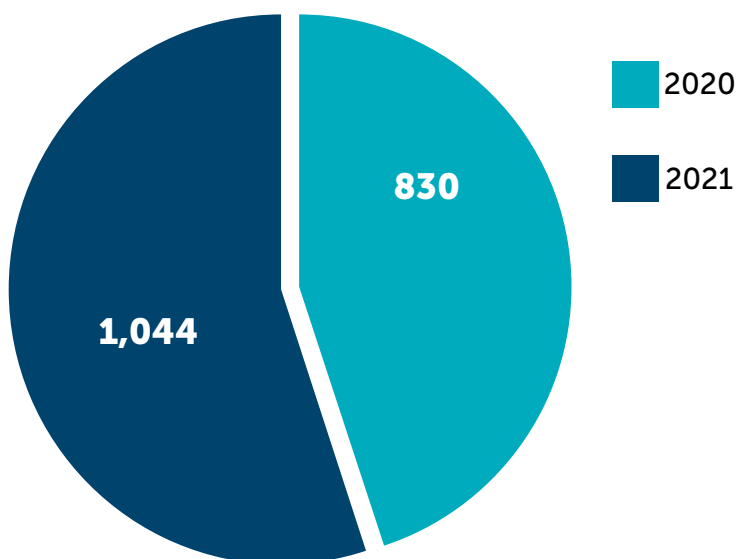


Boosters



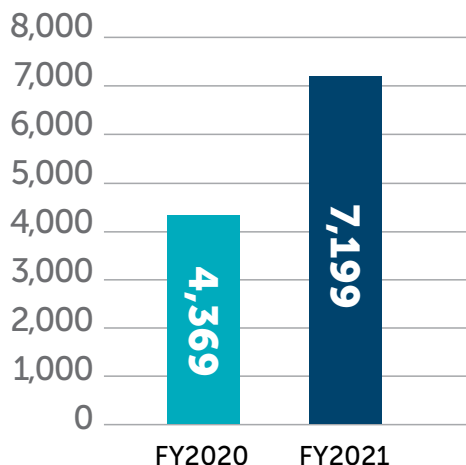
Returned to Owner

(2021: 25.8% more than 2020)

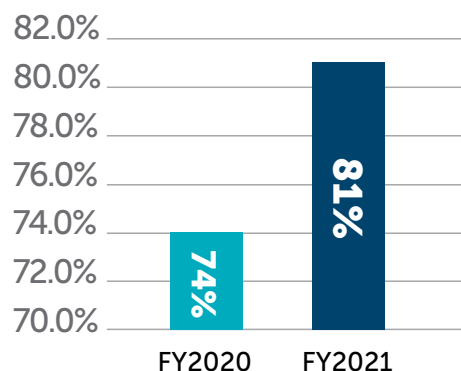


Accomplishments *(Continued)*

**Spay/Neuter Surgeries:
ACC Shelter Only**



Live Release - Cats



Spotlight

Last year, we were swamped with kittens and kudos go to the ACC team for finding loving homes and engaging other rescue agencies from all over the nation to help support our efforts of saving lives. With everyone's help, we were able to move 131 kittens out of our shelter to find loving homes. Also, this would not have been possible without the help of our volunteers who transport these kittens to other rescue agencies.





Consumer Affairs

50 S. Military Trail, Suite #201
West Palm Beach, FL 33415

Phone: 561-712-6600

Division Overview

The Division of Consumer Affairs (DCA) is a consumer protection organization. Protections are extended to Palm Beach County residents through the regulation of specified industries and through an informal dispute resolution program.

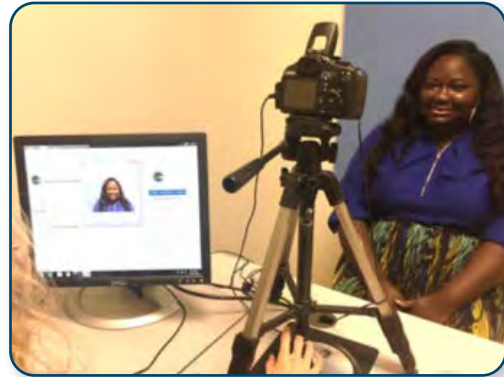
The DCA Team is comprised of eighteen (18) full-time positions that make up three sections: Licensing, Investigations/Compliance, and Administration. Staff are assigned duties in the field and in the Consumer Affairs office, which is centrally located in West Palm Beach in the Four Points Complex- 50 South Military Trail, Suite 201. During FY 21, the DCA team generated 78,000 consumer protection activities.



Home Caregiver

The County has a growing senior population with 24.4% over 65 years of age. In an effort to curtail abuse and financial exploitation to seniors perpetrated by caregivers and identified as a problem by the Palm Beach Sheriff's Office, the County implemented an ID badge requirement in 2015. This ID badging requirement applies to persons who receive compensation for providing assistance of daily living or instrumental activities to a vulnerable adult. A Level 2 criminal background screening is performed on each home caregiver applicant to ensure no disqualifying offenses occur. In total, more than 20,000 persons have been issued an ID badge since the launch of the program with 3,890 of those issued during FY 21.

To meet the renewal demand and keep pace with the ongoing volume of applications, DCA launched a web-based portal. Designed in cooperation with the County's Information Support Services Department, the portal allows both new and renewal caregivers to



apply, pay, and schedule an appointment remotely. The efficiencies gained through the use of this portal allowed the Division to meet demand while not increasing staff costs. Since the launch of the portal in February 2021, more than 2,500 applications have been processed. The web-based portal reduces in-person traffic and processing times, an appreciated benefit during the COVID pandemic. With the use of the portal, DCA experienced a 46% increase in applications processed as compared to the prior fiscal year.

Adult Entertainer

Calls to the National Human Trafficking Hotline places Florida in the top 3 states in the nation and Palm Beach County in the top 3 for the state. To help address concerns surrounding human trafficking, DCA works to improve knowledge of adult entertainer applicants about resources available and reporting methods. There has been a 115% increase in the number of adult entertainer applicants in FY 21 as compared to the prior year with 1,480 applicants made aware of human trafficking resources and reporting methods in FY 21.



Vehicle for Hire (VFH)

The Vehicle for Hire (VFH) Ordinance establishes requirements to protect the riding public. Taxis, limousines, sedans, non-emergency medical transportation vehicles and their drivers must conform to these safety regulations. Minimum insurance limits, driver requirements, calibration of taxi meters, vehicle safety, and operational condition are among the core components to promote safety. Team DCA extended the following protections in FY 21:

- ▶ 825 criminal and driver history records are evaluated for each driver.
- ▶ 1,217 vehicles meet minimum commercial insurance and mechanical and safety standards.
- ▶ 353 VFH companies were permitted.



Towing



There were more than 16,000 non-consent and countless consent tows in the County over the past year. Whether a tow company is assisting at an accident scene, or removing illegally parked vehicles, or helping stranded motorists, residents are extended protections through requirements established in the Tow Truck ordinance. In addition to setting maximum rates for the towing and storage of non-consent tows, Team DCA extended additional protections during FY 21:

- ▶ 392 drivers screened for disqualifying criminal or driving offenses.
- ▶ 428 vehicles and storage yards are inspected for safety and protection of property.
- ▶ 388 tow vehicles are monitored to ensure insurance minimums are maintained.

Moving

Florida and Palm Beach County have experienced a tremendous number of household moves over the past year. News reports reflect more than 1,000 people moving to Florida daily. All companies in the county performing local household moves are required to secure an operating permit. The Moving Ordinance requires written estimates, evidence of cargo legal liability and

motor vehicle insurance coverage, inventory documentation, contract for service/bill of lading, disclosures, and prohibitions against charges in excess of estimates. In FY 21, DCA issued 76 moving company permits and 304 moving vehicle decals. This represents a 21% increase in the number of moving companies over FY 20

Disputes/Complaints Resolution

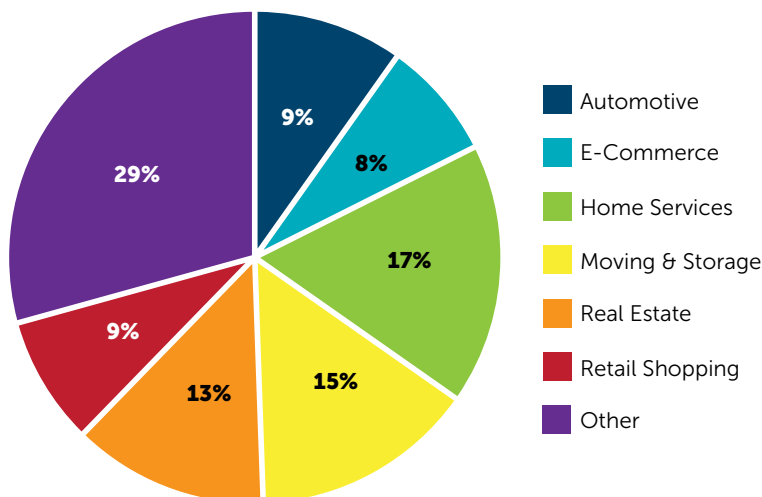
When a consumer has a dispute against a business or landlord located in the County, DCA Investigators stand ready to help resolve a situation. DCA staff investigate disputes by analyzing invoices, contracts, and relevant supporting documentation. Using an informal mediation process, Investigators correspond with all parties involved, including other government agencies, with the goal of seeking a resolution.

A recent complaint involved the non-delivery of \$56,875 worth of N-95 masks purchased

by a charitable organization in Mexico from a Palm Beach County business. Consumer Affairs teamed up with the Palm Beach County Sheriff's Office Financial Crimes Unit. After collaborative efforts, the charitable organization ultimately received a full refund.

Home Services, Moving & Storage, Real Estate/Landlord Tenant, and Retail Shopping are the top five complaints handled by Consumer Affairs. In FY 21, there were 482 complaints investigated and closed, recovering \$116,463.

Top Complaints by Business Type



Compliance/Enforcement

Key to the success of a licensing program is active compliance / enforcement efforts. Consumer Affairs regulates 6 industries including moving, towing, home caregivers, water taxi, adult entertainers, and vehicle for hire (taxis, limousines, sedans, non-emergency medical transportation). Investigators completed more than 3,900 Compliance/Enforcement activities: 748 Notices of Violation (NOVs), 207 citations, 14 stings, and field monitoring activities.

The chief goal of our enforcement efforts is compliance. There are a variety of methods used to achieve compliance ranging from education to progressive sanctions to cease and desist orders. It's always a welcomed occurrence when an unpermitted business responds to compliance actions. In a recent example, these efforts came full circle. Responding to multiple complaints about

unlicensed caregiver and vehicle for hire work, Investigators sent NOVs to the unlicensed individual - Ana. After some time and suspicion that unlicensed work continued, Investigators planned a sting operation. As expected, Ana responded to the request for service. While face to face with Investigators at the sting location, Ana initially denied all the allegations, but ultimately after being educated on the requirements to ensure public safety, she agreed to comply. Within days of being issued citations, Ana obtained a Home Caregiver ID Badge, a Vehicle for Hire Driver ID Badge, and purchased a Vehicle for Hire business operating permit. Ana later returned to the Consumer Affairs office with praise and thank you notes for the involved Investigators. She discussed how excited she is for the future and to be a legitimate business owner.





Emergency Management

20 S. Military Trail
West Palm Beach, FL 33415

Phone: 561-712-6400



Division Overview

The Palm Beach County Division of Emergency Management (DEM) develop and coordinate plans and programs to protect the public from large-scale natural and technological hazards. We serve all of Palm Beach County and coordinate closely with the State of Florida Division of Emergency Management, local municipal emergency management programs, non profit organizations, and many public service disciplines within the County and Southeast Florida. Some of our specific responsibilities include:

- ▶ Monitor severe and tropical weather
- ▶ Provide "on-location" support and assistance to local first response agencies
- ▶ Develop local emergency response plans, procedures and guidelines
- ▶ Provide technical assistance to municipal emergency management programs
- ▶ Provide or coordinate mutual aid with the State of Florida and surrounding counties
- ▶ Review emergency plans for health care facilities
- ▶ Implement local hurricane shelter and evacuation development standards
- ▶ Collect and distribute emergency related information
- ▶ Conduct and coordinate public outreach seminars and workshops
- ▶ Conduct local emergency management briefings, workshops and training courses
- ▶ Coordinate regional/state/federal emergency-related training courses
- ▶ Conduct inspections of all ALS/BLS ambulances in the County

COVID-19 Response and Recovery

The DEM continued operations of the Emergency Operations Center (EOC) at a Level 2 (Modified) Enhanced Activation status during the first nine (9) months of FY 20-21. The DEM provided unified testing and vaccination messaging through the Public Information Unit (PIU) on both traditional and social media outlets and supported the distribution of supplies to testing and vaccine sites as needed through the County Staging Area (CSA). The CSA also provided Personal Protective Equipment (e.g., face masks, gloves, gowns) to medical facilities upon request. Additionally, the DEM provided weekly updates to the Palm Beach County Commissioners, Legislative Delegation, and municipal partners, to include COVID-19 cases numbers, vaccinations administered, and status on local hospitals (e.g., ICU cases, ventilator usage). The DEM also managed FEMA's non-congregate sheltering program countywide.

In early November 2020, Palm Beach County made a transition from COVID-19 operations to tropical storm operations ahead of Tropical Storm Eta. Once the storm passed, the DEM returned to COVID-19 operations. All testing sites were reestablished with assistance from DEM Logistics on November 10, 2020 after Eta had passed Palm Beach County.

The first vaccine batches were set to arrive in Florida in December of 2020. Governor DeSantis held a press conference at Kings Point in Delray Beach to kick off the vaccination program in Palm Beach County on December 30, 2020. The South County Civic Center, which originally operated a testing site, transitioned to a vaccine site on January 19, 2021. A mass vaccination site

opened at the South Florida Fairgrounds on February 10, 2021. Palm Beach County opened a vaccination facility at the Burns Road Community Center in Palm Beach Gardens on February 24, 2021.

Testing in Palm Beach County

Since October 1, 2020 2,036,213 tests have been administered, with a total of 172,625 positive cases and 1,863,588 negative results.

Vaccinations

A total of 960,933 people were vaccinated in Palm Beach County from December 2020 through September 2021.

Test Site Locations

Testing sites at The Ballpark of the Palm Beaches, FAU Boca Raton, the Town Center Mall in Boca Raton, all Health Care District clinics, and two mobile testing units all continued operations through the first half of the year. The sites at FAU and Town Center Mall closed May 21, 2021 and the Ballpark of the Palm Beaches closed on May 22, 2021. Additionally, the CSA, which opened in early 2020, continued operations through May 2021. The CSA moved to an "on-call" status in December, 2020 and closed on May 27, 2021 moving all inventory to the Purchasing Warehouse. Requests for supplies were monitored by the Distribution Branch of the Logistics Section.

The final Local State of Emergency in Palm Beach County expired on June 27, 2021 and the EOC changed to a Level 3 Enhanced Monitoring on Monday, June 28, 2021. In late July, 2021 Palm Beach County began experiencing high cases due to a resurgence

associated with the Delta variant. On August 17, 2021 the Palm Beach County Board of County Commissioners voted to declare a Local State of Emergency and directed staff to create a hospital emergency directive. A Hospital Emergency Directive was signed by County Administrator Baker on August 20, 2021 which directed all hospitals to report data on a daily basis. Both the Local State of Emergency and Hospital Directive were in place as the fiscal year closed.



▲ Domestic Security Workshop: May 10, 2021

Training & Exercises

Community Emergency Response Team (CERT) Exercise

The Palm Beach County CERT Exercise was conducted on May 8, 2021 at Palm Beach County Fire Rescue Headquarters in West Palm Beach. There were 29 CERT volunteers in attendance who participated in refresher training that covered triage, first aid, and cribbing activities. The exercise tested the volunteers on operational coordination, mass search and rescue, fire management, and public health. Each participant went through four (4) exercise stations that provided the specific task they needed to accomplish, such as fire suppression, triage of injured persons, and a communications station.

Continuity of Operations (COOP) Plan

On July 30th, 2021 the DEM conducted a COOP Workshop. For the four hour workshop, some 30 Public Safety Department staff were educated on the contingency planning process. They learned the importance of continuity of essential departmental functions during and after an emergency. Staff were able to ask questions and be active participants on a scenario driven workshop.

Domestic Security Workshop

On May 10, 2021, DEM hosted the Palm Beach County 2021 Domestic Security Workshop. The workshop provided an overview of the plan and a briefing on how emergency management handles domestic security incidents, including the roles and responsibilities of stakeholders. The workshop concluded with a practical session in which participants walked through a complex coordinated attack scenario and how the plan would be used in a practical application. The workshop included 31 participants.

Family Assistance and Survivor Care Center (FASCC) Workshop

On May 11, 2021, DEM hosted the Palm Beach County 2021 Family Assistance and Survivor Care Center (FASCC) Tabletop Exercise. It was designed to establish a no-fault learning environment for players to discuss and demonstrate emergency response plans, policies, and procedures as they pertain to opening a Family Assistance and Survivor Care Center following a complex coordinated terrorist attack. Module 1 reviewed the outcomes of the FASCC Workshop from 2019. Module 2 provided the lessons learned from



▲ CERT Training Exercise: May 8, 2021

the 2016 Pulse Nightclub Shooting in Orlando. Module 3 provided the participants with a complex coordinated terrorist attack scenario and allowed for participants to participate in group discussions focusing on response and recovery. The tabletop exercise included 39 participants.

Emergency Medical Services (EMS)

On March 9, 2021 the Board of County Commissioners approved a revision of the EMS Ordinance allowing for a modification to secondary Advanced Life Support (ALS) transport services and ALS/Basic Life Support (BLS) Inter-facility transport services for issuance of a COPCN. Applications for secondary provider COPCNs are issued every

six (6) years for a six-year term. COPCNs in Palm Beach County, were set to expire June 30, 2021. Seven (7) applications for secondary provider COPCNs were received. On June 15, 2021, the Board reviewed the Administrator's report on all seven (7) applications and selected three agencies to receive a secondary COPCN.

Changing of the Guard

On February 5, 2021 we bid farewell and congratulations to Bill Johnson, RN. Bill had served as the Director of DEM for close to ten (10) years. Mary Blakeney was selected as Bill's successor and hit the ground running on February 6, 2021.



▲ Mary Blakeney's first day as the Director of Emergency Management.

◀ Bill Johnson Retires.



Finance & Administrative Services

20 S. Military Trail
West Palm Beach, FL 33415

Phone: 561-712-6400



Division Overview

The Finance and Administrative Services Division is committed to supporting Public Safety's division by coordinating, developing, and monitoring the budget, providing accurate and timely financial reporting activities, and managing administrative services. Functions include:

- ▶ Receiving and posting accounts payable and accounts receivable
- ▶ Managing promissory notes
- ▶ Recording revenue collected
- ▶ Managing change funds and petty cash
- ▶ Managing procurement
- ▶ Managing grants (federal/state/other)
- ▶ Tracking and monitoring fixed assets
- ▶ Reviewing fiscal impact of agenda items
- ▶ Preparing and monitoring operating budgets
- ▶ Preparing financial forecasts
- ▶ Conducting internal operational and financial system reviews
- ▶ Assisting with performance measures development and reporting
- ▶ Developing, implementing, and monitoring financial controls to ensure integrity of all financial systems

Output Measures



3,647
Cash Receipt



101
Receivables



3,667
Purchase
Orders



312
Budget
Documents

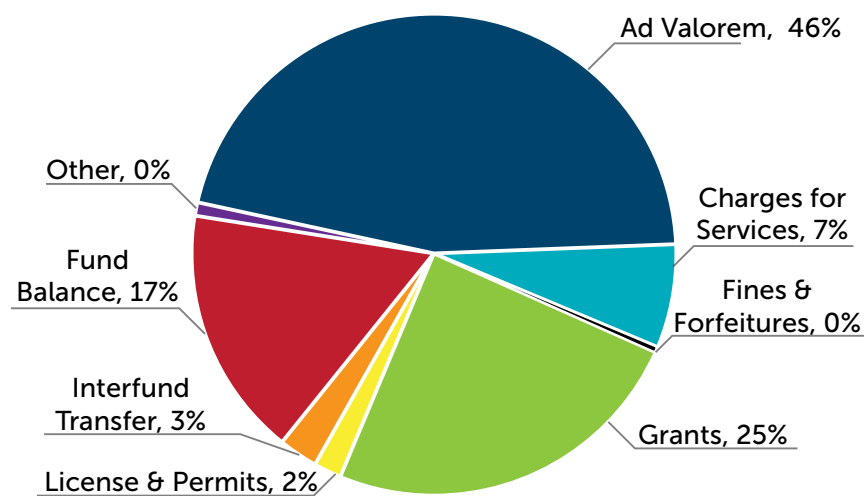


76
Agenda Items



36
Open Grants

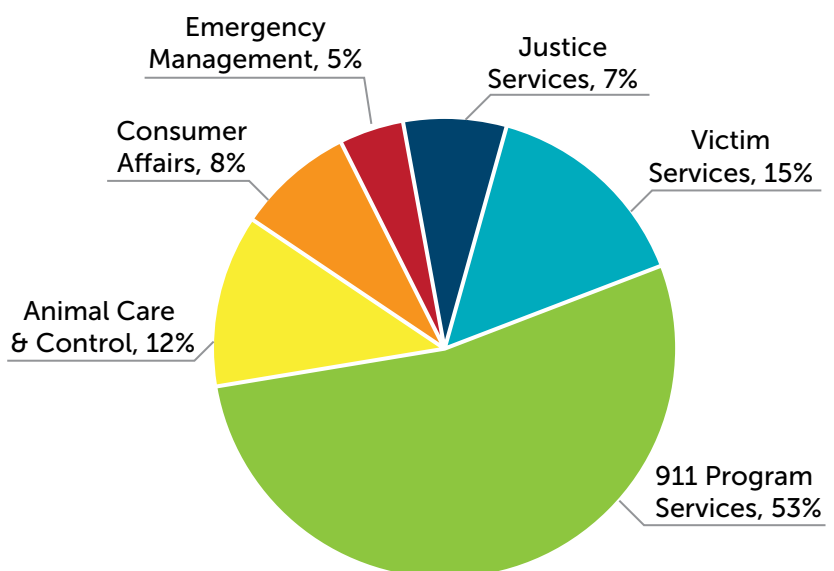
FY21 Adopted Revenue Budget by Funding Source: \$44,637,958



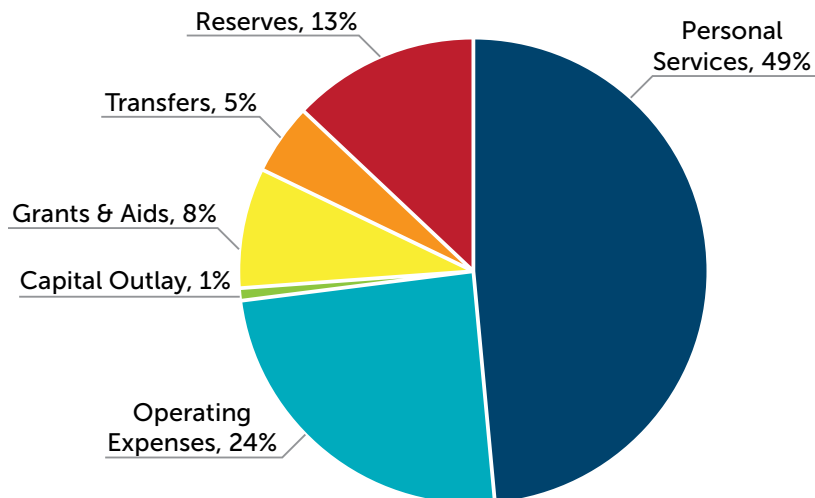
Ad Valorem	\$20,744,312
Charges for Services	\$3,275,500
Fines & Forfeitures	\$4,000
Grants	\$11,059,727
License & Permits	\$790,000
Interfund Transfer	\$1,212,846
Fund Balance	\$7,733,373
Other	-\$181,800
TOTAL	\$44,637,958

FY21 Adopted Revenue Budget by Division: \$23,893,646 *(excludes Ad Valorem)*

Justice Services	\$1,700,846
Victim Services	\$3,543,290
911 Program Services	\$12,728,240
Animal Care & Control	\$2,899,800
Consumer Affairs	\$1,965,604
Emergency Management	\$1,055,866
TOTAL	\$23,893,646



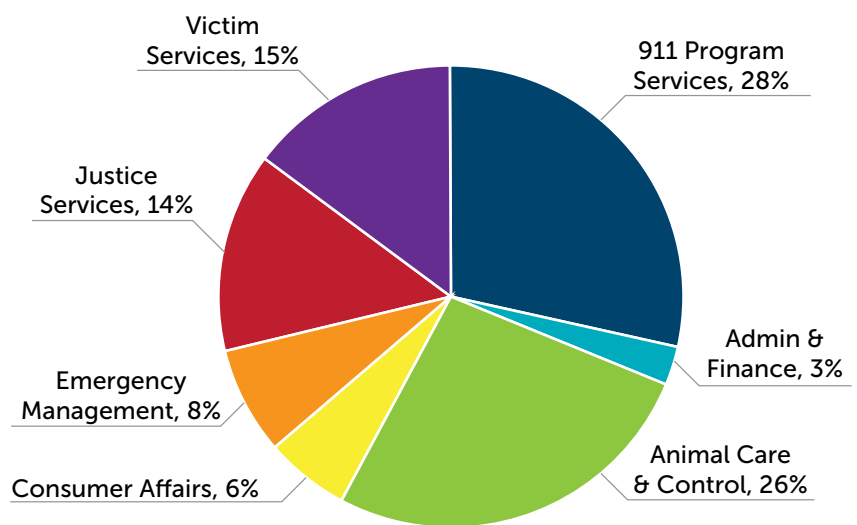
FY21 Adopted Expense Budget by Category: \$44,637,958



Personal Services	\$21,726,570
Operating Expenses	\$10,941,216
Capital Outlay	\$259,500
Grants & Aids	\$3,768,738
Transfers	\$2,198,730
Reserves	\$5,743,204
TOTAL	\$44,637,958

FY21 Adopted Expense Budget by Division: \$44,637,958

911 Program Services	\$12,728,240
Administration & Finance	\$1,209,464
Animal Care & Control	\$11,815,172
Consumer Affairs	\$2,668,209
Emergency Management	\$3,431,895
Justice Services	\$6,196,793
Victim Services	\$6,588,185
TOTAL	\$44,637,958





Justice Services

205 N. Dixie Highway, Suite 5.1100
West Palm Beach, FL 33401

Phone: 561-355-2148



Division Overview

The Division of Justice Services provides a variety of age and issue specific programs. Each of these programs has their own specific mission, but are tied together with the common theme of assisting the justice system and enhancing public safety. Primary services provided under the division are reentry services for high risk adult and juvenile offenders, pretrial services, which include providing information to the Court so informed decisions can be made regarding pre-trial release and supervision and monitoring individuals who are referred by the Court, forensic psychological assessments and evaluations for the Court and fiscal management of the Court's three drug Courts who serve adults, juveniles and those involved in the child welfare system.

Justice Services has twenty-six employees. Locations are throughout the County at each of the four Courthouse locations and at the Criminal Justice Complex.



Reentry Services help people returning from incarceration into the community by creating opportunities for successful transition.

Juvenile Reentry

Each year 120 juveniles return to Palm Beach County from Department of Juvenile Justice residential commitment facilities. Youth returning to the community face a variety of challenges (for instance, lack of familial support, barriers to education and employment, and finding permanent housing). These challenges can affect successful reintegration. Thus, the goal of reentry programs is to overcome some of the known challenges of transitioning youth from institutional settings back into community settings while reducing their recidivism rates and ensuring public safety. Palm Beach County provides juvenile reentry services to youth who serve time in out of home placements at juvenile correctional

institutions throughout the state. In 2021, the Juvenile Reentry program shared a preliminary data analysis about youth outcomes with the Department of Juvenile Justice and other decision makers in an attempt to reform policies to allow more youth from Palm Beach County to be committed to a local residential treatment facility, rather than out of County. This resulted in a pilot project with Palm Beach Youth Academy to continue to study the issue. It is hoped that through these efforts, the Reentry Task Force Youth Subcommittee is able to have local youth committed to programs in Palm Beach County so that they can begin reentry services while still in residential commitment.

Adult Reentry

Reentry programs are designed to help returning citizens successfully “reenter” society following their incarceration, thereby reducing recidivism, improving public safety and saving money. Palm Beach County has a successful Reentry Task Force to address the needs of the 1200 citizens that return to Palm Beach County each year from correctional facilities around the state. In 2021, Reentry collaborated with the Palm Beach County Community Services Department on the Comprehensive Opioid Stimulant Substance Abuse Program grant, which will provide support services to 75 justice-involved residents, including housing vouchers for 46 people for up to 6 months. They also worked with Palm Beach State College to add classes at the Sago Palm Reentry Facility to include

HVAC, Plumbing, Wastewater Treatment, Cooking and an associate degree in Hospitality and Tourism Management. Overall program funding increased by \$250,000 by the Florida Legislature. Finally, Florida Atlantic University launched an evaluation of the reentry system, to be completed in 2022.



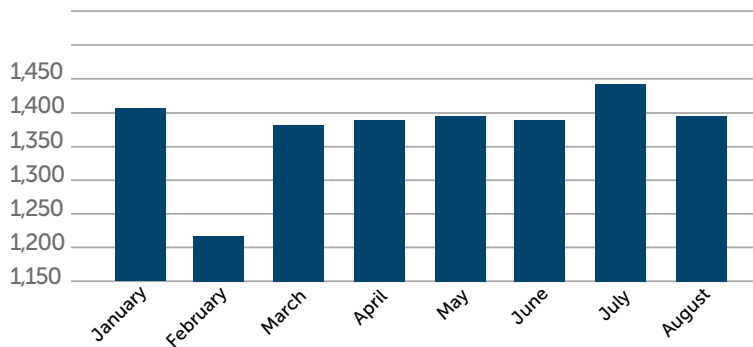
◀ Reentry Services staff collaborate with the Sago Palm Reentry Center to provide pre-release services to incarcerated adults in order to allow a seamless transition back into the community upon release.

Pretrial Services

The Pretrial Services Program has two primary goals: provide accurate, timely, neutral information regarding arrestees to judges so they can make informed decisions and promote public safety by ensuring appearance in court and compliance with release conditions established by judges for certain defendants. Pretrial Services conducts 14,000 interviews each year and supervises an average of 1,100 defendants daily each year. In 2021, Pretrial partnered with the Criminal Justice Commission on the MacArthur Safety and Justice Challenge to study the implementation of a Pretrial Risk Assessment Tool. Staff were trained

to administer the tool, which assess a defendant's risk of failing to appear or commit a new crime prior to their trial date. Florida State University is studying the effectiveness of the tool to determine if it will be utilized by Pretrial Services. A Court Reminder system was implemented by the Criminal Justice Commission, to reduce risk of failure to appear by defendants. Funding for bus passes and drug testing for defendants was also provided. Latronda Hayes, Court Services Manager, was named Regional Director for the Association of Pretrial Professionals of Florida (APPF).

2021 Pretrial Criminal Background Screenings



◀ The Pretrial Services chart represents the number of criminal background screenings provided to the courts. From January 2021 - August 2021, there were **10,786** Criminal Background Screenings.

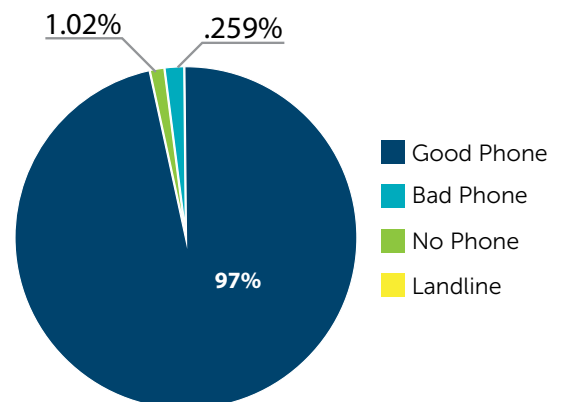


◀ Justice Services, Pretrial Services Supervision Unit

Justice Services, Pretrial Services Intake Unit ▶



Office Clients



▲ 5,395 text messages were sent to clients reminding them about upcoming appointments. 97% of the messages were delivered, leading to less than 5% of clients to fail to appear for appointments.

Court Psychology

Court Psychology provides judges in the 15th Judicial Circuit with court ordered psychological evaluations for criminal, delinquency, dependency and family court proceedings. In 2021, Court Psychology collaborated with the 15th Judicial Circuit's Mental Health Court to provide a staff psychologist to sit in on the Mental Health Court docket to provide appointments and priority appointments if needed. The psychologists also provided Juvenile Threat Assessments, a new service for Court, to determine if a juvenile was a threat to self or others, especially in the school setting following the Marjory Stoneman Douglas Public Safety Act.



Justice Services Forensic Psychology staff photo: (left to right) Margo Smith, Dr. Lynn Hargrove and Dr. Michaelanne Marie.

The Adult, Delinquency, and Family Drug Courts

Court Psychology provides judges in the 15th Judicial Circuit with court ordered psychological evaluations for criminal, delinquency, dependency and family court proceedings. In 2021, Court Psychology collaborated with the 15th Judicial Circuit's Mental Health Court to provide a staff psychologist to sit in on the Mental Health

Court docket to provide appointments and priority appointments if needed. The psychologists also provided Juvenile Threat Assessments, a new service for Court, to determine if a juvenile was a threat to self or others, especially in the school setting following the Marjory Stoneman Douglas Public Safety Act.



- ▶ Palm Beach County Drug Court celebrates National Drug Court Month and was honored with a proclamation for all of the hard work and dedication. Photo from left to right: APD Sheldon Graves, Drug Court Manager Jackson Mack, Program Specialist Wesley Andre, Judge Charles Burton, ASA Bryan Poulton, Program Specialist Sheree Carter, Officer Lisa Collie.



Victim Services

205 N. Dixie Highway, Suite 5.1100
West Palm Beach, FL 33401

Phone: 561-355-2148



Division Overview

The Division of Victim Services assists victims of sexual assault, intimate partner violence, homicide and other violent crimes through crisis response, advocacy, therapy and community awareness. Victim Services is the only Certified Rape Crisis Center in Palm Beach County. Forty-four employees make up the staff roster.

Office locations are throughout the County in each of the County Courthouses. There is a stand-alone Sexual Assault Response Team Center on Australian Avenue, and a forensic rape exam facility (Butterfly House) at Wellington Regional Medical Center.

In addition to the ongoing advocacy and therapy services to crime victims, Victim Services also co-leads the Human Trafficking Task Force with the Palm Beach County Sheriff's Office, leads the Sexual Assault Response Team (SART), the Impaired Driving Death Enhance Assistance Taskforce (IDEA), chairs the Victim's Rights Coalition and will assist in launching a new coordinated community response to Intimate Partner Violence.

Accomplishments

Victim Services provides comprehensive services to primary and secondary victims of sexual violence, domestic violence, homicide, human trafficking and other violent crime. Each year services are provided to about 5,000 primary and secondary victims. Services

include prevention, outreach, advocacy, therapy, coordination of the Sexual Assault Response Team (SART) and the Impaired Driving Enhanced Assistance (IDEA) Task Force.

Prevention

In 2021, Victim Services concluded the successful Green Dot prevention program and replaced it with a new prevention strategy. The Department of Health, through the Florida Council Against Sexual Violence, awarded Victim Services \$225,000 to implement strategies to reduce sexual violence victimization and perpetration in targeted populations (girls age 11-22, men

and boys, and members of the small business sector). This initiative will be accomplished over the next three years through a strategic plan based on community needs to address promoting social norms and teaching skills, providing opportunities and leadership skills to young women and girls and creating protective environments in the workplace.

Outreach

Victim Services works hard to reach deep into the community to provide awareness and training. This past year, 204 events were held. These efforts resulted in 17,688 individuals being reached. Notable events included Glades Initiative Food Drives, law enforcement roll call trainings, Facebook live events, college campus events and specific outreach to underserved communities. In December, Victim Services collaborated with Mothers Against Drunk Driving to co-host a candlelight vigil to honor those who have lost their lives due to an impaired driver. December is impaired driving awareness month.



Advocacy

This year victim advocates provided 31,836 services corresponding to 6,354 crimes. Advocates are on call 24 hours per day 7 day per week to assist victims immediately following their victimization. They work with clients throughout the pendency of any criminal proceedings or until the client no longer needs our assistance. Victim Services also advocates on a community level to improve system response to crime victims. This year concluded a four-year assessment by the Battered Women's Justice Project (BWJP). Victim Services collaborated with the Criminal Justice Commission to bring the BWJP to Palm Beach County to evaluate the system

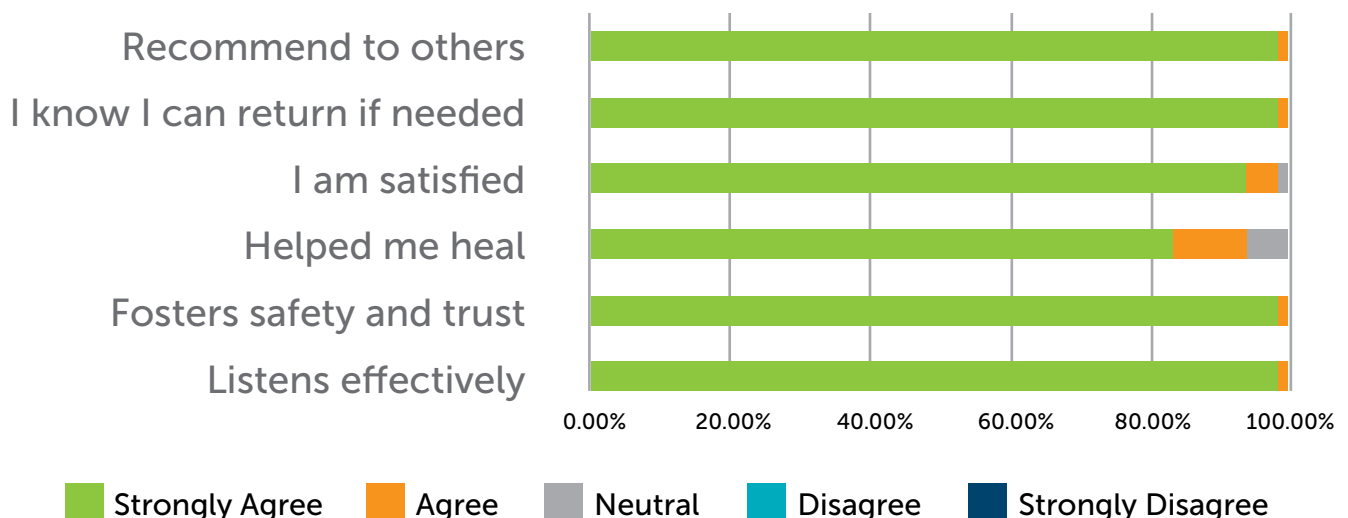
of care for victims of domestic violence. This project resulted in a comprehensive assessment, trainings provided by top criminal justice entities to law enforcement and the recommendation to form a multidisciplinary team to further assess and address system gaps. This coordinated community response team launched in October, which is Domestic Violence Awareness Month. Victim Services received a 3 year grant for \$1,000,000 from the Department of Justice, Office on Violence Against Women to support this initiative and to launch the team.

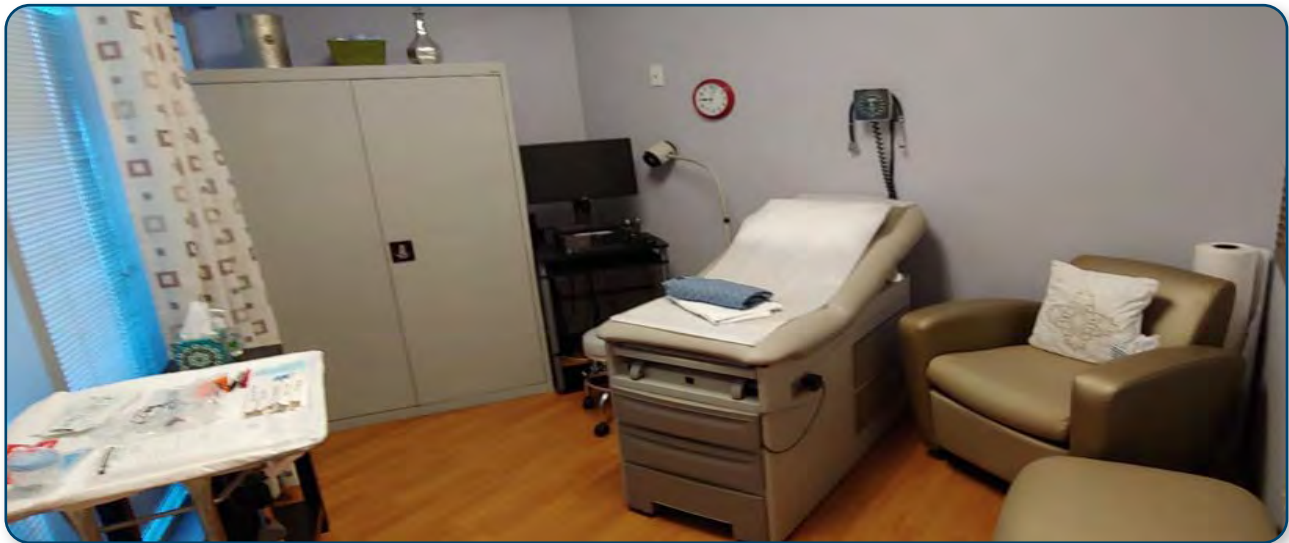
Therapy

Trauma therapy is essential to recovery from violent crime. This year Victim Services therapists provided 1,170 individual therapy sessions. Due to COVID-19, sessions were able to be conducted via HIPPA compliant Zoom. Several different types of support

groups also occur on a monthly basis to meet the demand for services. Therapists are consistently sharpening their clinical skills and have recently received training in Cognitive Thought Processing, and Advances and Innovations in Violence and Treatment.

Victim Services Therapy Satisfaction Rates 2021





The Butterfly House is Victim Services' evidence collection site specially designed for forensic sexual assault examinations. Butterfly House provides a safe and private environment for victims of sexual assault to obtain a Sexual Assault Kit and complete any Law Enforcement interviews with the support of a Victim Advocate.



HAPPY Retirement!



Congratulations to our dedicated employees who have retired in 2021!



Bill Johnson

On February 5, 2021, Bill Johnson retired. Bill was the director of the Division of Emergency Management since April 2010.



Dianne Suave

On September 3, 2021, Dianne Sauve retired. Dianne was the director of the Animal Care & Control Division, and has been with the County for over 19 years of service.



Chuck Spalding

On October 1, 2021, Chuck Spalding retired. Chuck was the director of the Division of 911 Program Services since September 21, 2013. He started with the County as a Project Manager in the Information System Services Department on September 28, 2011.



Palm Beach County
Board of County Commissioners