



COMPREHENSIVE PLAN AMENDMENT STAFF REPORT AMENDMENT ROUND 23-A

BCC ADOPTION PUBLIC HEARING, FEBRUARY 1, 2023

I. General Data

Project Name: Health & Human Services Element Update
Element: Health & Human Services Element
Project Manager: Melissa Michael, Senior Planner and
Stessy Cocerez, Planner II (Community Services Department)
Staff Recommendation: Staff recommends *approval* based on the findings and conclusions presented in this report.

II. Item Summary

Summary: This proposed amendment would revise and update the Health & Human Services Element of the Comprehensive Plan to reflect the current system of care in Palm Beach County by modifying the Element's Goals, Objectives and Policies, the Introduction and Implementation Sections. The last update to the Element was in 2015.

Assessment: This proposed amendment was requested by the Community Services Department to revise and update the Comprehensive Plan to reflect current conditions. The proposed amendments to the Health and Human Services Element are to expressly identify the County's role in funding, providing and/or supporting the delivery of health and human services, and to better define the County's relationship with other funders and providers of services for the purpose of maximizing the resources and benefits available for Palm Beach County. There are no associated ULDC changes resulting from this amendment.

III. Hearing History

Local Planning Agency: *Approval*, motion by John Carr, seconded by Barbara Roth, passed in an 8 to 0 vote at the September 9, 2022 public hearing. The Board asked questions related to whether COVID-19 had an impact on the timing of the Element updates and if there are case workers who assist with coordinating services for those in need. Commission members also expressed appreciation for the work of the Community Services Department. There was no public comment.

Board of County Commissioners Transmittal Public Hearing: *Transmit*, motion by Commissioner Bernard, seconded by Vice Mayor Sachs, passed in a 7 to 0 vote at the November 28, 2022 public hearing. There was minimal discussion and no public comment.

State Review Agency Comments: *To be provided in final agenda.*

Board of County Commissioners Adoption Public Hearing:

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IV. Intent

This proposed amendment would revise the Comprehensive Plan at the request of the Community Services Department to reflect the current system of care in Palm Beach County.

Specific changes are shown in strike out and underline in Exhibit 1. A clean version of the Element is shown in Exhibit 2.

V. Background

The Health and Human Services Element was adopted by Palm Beach County in 1989 in recognition of the importance of managing the County's responsibilities of providing health and human services. The Element was created under Section 163.3177, Florida Statutes, (F.S). and complies with the requirements of Section 163.3177, F.S. for optional Elements.

The Element was substantially revised in 1997 as a result of the Evaluation and Appraisal Report (EAR) and Comprehensive Plan mandates. Additional modifications to the Element were made in 1998, 1999, and 2000 based on the findings and issues contained within the EAR. Another substantial revision was done in two parts during 2001. Further minor updates were made in 2003, 2004, 2005, 2013, and 2015.

The entire Health & Human Services Element was reviewed by the Citizens Advisory Committee on Health and Human Services, the Plan Development/Implementation Committee, and approximately 22 agencies listed within the Element. The Citizens Advisory Committee is charged with advising the BCC on needed amendments to the Health and Human Services Element.

VI. Data and Analysis

This section provides data and analysis, including an examination of consistency with the Comprehensive Plan. The changes to the Health & Human Services Element are provided in Exhibit 1.

A. Consistency with the Comprehensive Plan

This amendment was requested by the Community Services Department to reflect the current system of care in Palm Beach County. The proposed amendment reflects a collaborative effort between several County Departments and integral Community Groups within the County. The purpose of the Health and Human Services Element is to assist in the development of an infrastructure to ensure availability of health and human services sufficient to protect the health, safety and welfare of Palm Beach County residents. The Element identifies the County's role in funding, providing and/or supporting the delivery of health and human services; it also defines the County's relationship with other funders and providers of services for the purpose of maximizing the resources and benefits available to Palm Beach County residents. The proposed amendment to the Health & Human Services Element is outlined in Exhibit 1 in strikeout and underline format.

B. Unified Land Development Code Implications

This proposed amendment will not require subsequent revisions to the Unified Land Development Code.

VII. Public and Municipal Review

Intergovernmental Plan Amendment Review Committee (IPARC): The Planning Division sent Notification to the County’s Intergovernmental Plan Amendment Review Committee (IPARC), a clearing-house for plan amendments, on Monday, August 22, 2022. Prior to printing this report, no calls, written requests for information, or objections to the amendment had been received. Correspondence received is added to the exhibits throughout the amendment process.

Government & Community Partner Agencies: The Element identifies approximately twenty two (22) government and community agencies that the Community Services Department partners with to achieve and implement their Goals, Objectives, and Policies. The Community Services Department sent out emails to these partner agencies requesting written acknowledgement of their inclusion and all agencies provided a response.

Palm Beach County Citizens Advisory Committee on Health & Human Services (CAC): The Citizens Advisory Committee on Health & Human Services is charged with advising the BCC on needed amendments to the Health and Human Services Element, and coordinates comments received. On May 12, 2022, the CAC recommended to transmit the proposed amendments to the Local Planning Agency (LPA) and Board of County Commissioners (BCC).

VIII. Assessment and Conclusions

As demonstrated in this report, the proposed amendment to the Health & Human Services Element will update the Element to reflect the current system of care in Palm Beach County. The proposed amendment is consistent with the Comprehensive Plan and revisions will not result in any changes to the ULDC.

As such, staff recommends **approval** of this amendment.

Attachments

Exhibit 1 – Proposed changes in strike out and underline format	E - 1
Exhibit 2 – Element as to be adopted	E - 32
Exhibit 3 – Correspondence	E - 55

Exhibit 1

A. Health & Human Services Element, Health & Human Services Element Update

REVISIONS: To revise and update the Health & Human Services Element. The added text is underlined, and the deleted text ~~struck out~~.

I. INTRODUCTION

The Health and Human Services Element ~~is an optional Element under 163.3177, F.S. Palm Beach County decided in 1989 to create this optional Element in~~ was adopted by Palm Beach County in 1989 in recognition of the importance of managing the County's responsibilities of providing health and human services. ~~This~~ The Element was created under Section 163.3177, Florida Statutes, (F.S). and complies with the requirements of Section 163.3177, F.S. for optional Elements.

A. Purpose

The purpose of the Health and Human Services Element is to assist in the development of an infrastructure to ensure availability of health and human services sufficient to protect the health, safety and welfare of Palm Beach County residents. The Element identifies the County's role in funding, providing and/or supporting the delivery of health and human services; it also defines the County's relationship with other funders and providers of services for the purpose of maximizing the resources and benefits available to Palm Beach County residents.

System of Care

~~The Health and Human Services Element has been organized around a System of Care. A System of Care is defined as a comprehensive spectrum of behavioral health, social services, medical services and other necessary services organized into a coordinated network to meet the multiple, complex and changing needs of children, adults and seniors.~~

~~The System of Care encompasses the scope and delivery of services. The core values of the System of Care are: (1) the service delivery system is driven by the needs of the clients; (2) the services are community based, and delivered in the least restrictive environment; and (3) the services are culturally competent.~~

~~The System of Care includes the provision of a full array of services provided to meet the needs of the individual client. The client and other interested parties are included in the development of the service delivery system and collaborative systems. Finally, the System of Care provides early identification and intervention programs and services, and, advocacy for programs and services to meet the needs of children, adults and seniors.~~

The Health and Human Services System of Care is defined as a comprehensive spectrum of services organized into a coordinated network to meet the multiple, complex and changing needs of children, adults and seniors. Health and Human Services focuses on physical and behavioral health as well as other human needs. An effective HHS System of Care considers access to prevention and intervention of services for vulnerable populations. It not only addresses the quality of direct services, but also accessibility, availability, accountability, and coordination among professionals, agencies and users within the service continuum.

Maintaining an effective HHS System of Care is necessary to optimize opportunity for individual and family success. It is also needed to preserve the safety net for vulnerable populations, prevent unnecessary duplication of services, improve the quality of life for all residents, and to maximize the social return on investment.

Citizens Advisory Committee on Health and Human Services

The Citizens Advisory Committee on Health and Human Services (CAC/HHS) was established on November 13, 1990, pursuant to Resolution R-90-1978. The mission of the CAC is to assist the Board of County Commissioners in the assessment of need, planning, implementation and evaluation of the System of Care, as defined in the Health and Human Services Element of the Palm Beach County Comprehensive Plan.

The CAC/HHS, Community Services Department staff and key community stakeholders organized the goals, objectives and policies listed throughout the Health and Human Services Element. Other county departments involved with the Element include Youth Services, Housing and Economic Development, Public Safety, Palm Tran and the Criminal Justice Commission. The Office of Community Revitalization works with Community Services and other departments to ensure the needs of residents who reside in rural and unincorporated areas throughout Palm Beach County.

These goals and policy recommendations are subject to review by the CAC/HHS and recommended to the Board of County Commissioners for approval.

The CAC/HHS works with the Palm Beach County Community Services Department (CSD) staff and other community partners to assure the integrity of the systems of care, within the scope of its authority and responsibility. Such assurance requires collaboration with other organizations who plan, provide and/or fund these services.

The CAC/HHS provides recommendations to sustain core services within the systems of care by defining basic needs; surveying emergent/urgent needs; prioritizing resources to address the needs; and making funding recommendations to the board of county commissioners to fill critical service gaps. The CAC/HHS may develop an action plan that specifies resources, capability and capacity to fill the core service gaps and/or emergent needs, appropriate to the County's responsibilities and authority. Allocation of County funds will take into consideration core services gaps.

The CAC/HHS will advise the BCC on an annual basis regarding system of care issues based on the assessment of gaps in core services. The County, through its Community Services Department, will identify federal, state and other funds to address gaps in core services and seek to maximize the utilization of such funds.

The Community Services Department will collect and analyze qualitative and quantitative data in collaboration with the CAC. This data will be used to identify gaps and inform recommendations on how to fill the gaps, as well as to coordinate with other health and social service organizations in order to foster a seamless service delivery system.

B. Assessment and Conclusions

History

The Health and Human Services Element was adopted in 1989 and substantially revised in 1997 as a result of the Evaluation and Appraisal Report (EAR) and Comprehensive Plan mandates. Additional modifications to the Element were made in 1998, 1999, and 2000 based on the findings and issues contained within the EAR. More recently, substantial revisions were made in 2023 to reflect the current system of care in Palm Beach County.

Goals, Objectives & Policies

~~The Citizens Advisory Committee on Health & Human Services (CAC), Plan Development Implementation Committee and Department of Community Services Staff organized Goals within the Element to reflect the following guiding principles: core values : 1) prevention, 2) self-sufficiency and economic stability, 3) sustainable systems of care, 4) integration and coordination of services and funding, 5) quality and cost-effectiveness, 6) demonstration of quality through measurable outcomes; and, 7) responsiveness to diversity in Palm Beach County.~~

~~Goals within the Element express the “vision” for health and human services while the Objectives express the “tactics” of how the vision will be accomplished. Evaluation measures that provide the means to assess progress toward the Goal, as well as provide input into planning cycles were developed. The evaluation measures addressed: data sources, data collection methods, frequency of reporting, and analysis (output vs. outcome).~~

~~Policies were drafted to ensure that Goals were attainable. Policies are the actions that specify what steps Palm Beach County Departments/Divisions will take to implement the Objectives – other agencies and organizations outside the jurisdiction of the County were only cited if there was a commitment by the agency or statutory mandate to be held accountable for that action.~~

~~The CAC recognizes that Policies (actions) are time limited. They (Policies) comprise the Implementation Plan.~~

The Goals, Objectives and Policies within the HHS Element cover a wide variety of topics, but they are all created for the purpose of informing and guiding health & human services decisions. Palm Beach County and collaborative partners recognize the importance of adequately providing for quality health and human services to protect and offer a safety net for our most vulnerable residents. For this reason, formulating and implementing goals and policies within the Collective Impact framework is vitally important to maximize the effectiveness and efficiency of the health and human service systems of care.

The Health & Human Services Element System of Care encompasses the scope and delivery of services organized into the following goal topic areas: 1) Housing & Homelessness, 2) Employment, 3) Transportation, 4) Food & Hunger, 5) Health & Wellness, 6) Education, 7) Safety & Justice, 8) Child Care.

Each of the goal topic areas listed above represents a system of care with backbone organizations and objectives that focus on:

- 1) **Quality of Services.** Services are evidenced-based and delivered in a culturally relevant way. Services are provided through a racial equity, non-discriminatory, and trauma-informed lens and are customer-focused.

- 2) **Accessibility.** Access to services are readily available online and in person. Services are ADA accessible and available to vulnerable populations. Service locations are available in low-income communities, and they can be accessed by public transportation.
- 3) **Availability.** Services are available to vulnerable populations. Resources are strategically allocated based on need, and vulnerable populations are prioritized to promote equity.
- 4) **Accountability.** There are backbone organizations that work with community partners to assess needs, develop shared goals and action plans based on needs identified, and evaluate progress on shared goals periodically. This information is shared with the Citizens Advisory Committee on Health and Human Services in order to provide support if possible.
- 5) **Coordination.** Health and Human Service providers and professionals work collaboratively to implement an integrated service model. Funders, nonprofits and governmental institutions work together to align policies and institutional practices in order to streamline services and maximize opportunity for economic stability and mobility.

Palm Beach County does not serve as the lead agency and is not primarily responsible for every domain. The Element defines the County's relationship with other lead agencies, funders and providers of services for the purpose of providing support where necessary and maximizing the resources and benefits available to Palm Beach County residents.

Palm Beach County will work with system leaders and community partners to develop tools that assess and measure the functioning level for each domain. Focus areas may be used by the backbone organization(s) to measure the functioning level of each domain outlined in the Health and Human Services Element.

Guiding Principles and Core Values

The following are a set of guiding principles that the Citizens Advisory Committee uses to assess, guide, and govern the overall health and human services systems of care:

- Institutional and structural racism and all other forms of discrimination must be dismantled in order to address the disparities that currently exist;
- Health and Human Services should be provided in the least restrictive environment;
- Services should focus on the needs of individuals and families ensuring that people's needs, values, and care are respectful and responsive to them;
- An integrated service delivery approach is needed in order to break down silos, reduce duplication of effort, share critical information and maximize results for individuals, families and communities;
- All workers should be able to earn a living wage and be provided an opportunity to develop their skills over time to facilitate upward mobility;
- Elected officials, institutional leaders, employers, non-profits, foundations, workers and other members of society all play a role in individuals entering and staying in the workforce;
- All residents should have the opportunity to work to their fullest potential, and earn a decent income as a primary way to meet their personal, social and economic responsibilities;

- Business and other organizations play a critical role in providing quality work and providing opportunity for upward mobility; and
- Employment support benefits should provide enough economic stability for families to stabilize and advance economically and live in dignity.

In addition, the following Core Values represent the highest priorities, deeply held beliefs, and fundamental driving sources across all organizations:

Racial Equity

Racial equity is an outcome and process that eliminates racial disproportionalities so that race is not a predictor of success.

We recognize that racial inequities exist across all indicators for success including in education, housing, criminal justice, health and jobs, regardless of intent. We also recognize that policymakers within government played a central role in the creation and maintenance of racial inequity, doing so explicitly for centuries and implicitly in recent decades via policies and institutional practices, even when they are race-neutral. Racial inequities will continue to exist unless there are intentional and strategic interventions that lead to transformation.

As a governmental entity, we have the ability and responsibility to promote policy change at multiple levels and across multiple sectors to drive larger systemic change. For this reason, we set goals and measures to track our progress, with the recognition that strategies must be targeted to close the gaps. Systems and structures that improve opportunities for communities of color benefit us all, both economically and psychologically. For this reason, we believe that advancing racial equity is to our collective benefit.

Protection of Vulnerable Populations

Palm Beach County will promote, fund, and provide services that enhance the lives and well-being of vulnerable populations. The County will advocate for policies, services and funding to address the self-sufficiency and economic stability of vulnerable populations.

Vulnerable populations as defined by the Element, include, but are not limited to:

- Senior Citizens;
- Individuals with Disabilities and Special Needs;
- Individuals who have experienced domestic violence;
- Youth (specifically youth with special needs, LGBTQ, Black/African American and Hispanic/Latino, caregiving youth, court-involved youth, homeless and foster care youth, and youth presenting with behavioral health concerns);
- Individuals living with HIV/AIDS;
- Veterans;
- Migrant Farmworkers; and
- Individuals and families living at or below 200% of the Federal Poverty Level.

II. GOALS, OBJECTIVES AND POLICIES

GOAL 1: SYSTEMS OF CARE

~~Palm Beach County shall assure the integrity of public health, behavioral health and human service systems of care, within the scope of its authority and responsibility. Such assurance requires collaboration with other organizations who plan, provide and/or fund these services.~~

~~Palm Beach County will focus on sustaining core services within the systems of care by: defining basic needs; surveying emergent/urgent needs; prioritizing resources to address the needs; and, directing benefits to the affected public.~~

OBJECTIVE 1.1 — Collaboration for System Development

~~Palm Beach County will collaborate with other bodies who oversee health and human services for system development.~~

~~**Policy 1.1-a:** The County, through its CAC/HHS and in collaboration with other entities, will identify the system(s) of care for a local public health system, behavioral health and human services.~~

~~**Policy 1.1-b:** The County, through its CAC/HHS and in collaboration with other entities, will delineate the core services within the identified systems of care.~~

~~**Policy 1.1-c:** The County, through its CAC/HHS and in collaboration with other entities will assess the gaps in the systems relative to the core services.~~

OBJECTIVE 1.2 — Localize Service Delivery

~~Palm Beach County will localize health and human services, and take action to affect service delivery.~~

~~**Policy 1.2-a:** The County will develop an action plan that specifies resources, capability and capacity to fill the core service gaps and/or emergent needs, appropriate to the County's responsibilities and authority.~~

~~**Policy 1.2-b:** Allocation of County funds will take into consideration core services gaps.~~

OBJECTIVE 1.3 — Sustain Systems of Care

~~Palm Beach County will advocate for services and funding that sustain the systems of care.~~

~~**Policy 1.3-a:** The CAC/HHS will advise the BCC on an annual basis regarding system of care issues based on the assessment of gaps in core services.~~

~~**Policy 1.3-b:** The County will identify federal, state and other funds to address gaps in core services and seek to maximize the utilization of such funds.~~

GOAL 1: HOUSING AND HOMELESSNESS

It is the goal for Palm Beach County to end the cycle of homelessness by collaborating with community partners and implementing the goals and strategies outlined in "Leading the Way Home" and the Department of Housing and Economic Sustainability's Action Plan.

Objective 1.1 Reducing Homelessness

Palm Beach County supports initiatives with community partners that increase access and availability to affordable housing, reduce the incidence of substandard housing, and provide prevention/intervention services that reduce the incidence of homelessness among individuals and families. Such efforts will be consistent with the goals and objectives delineated in the Department of Housing and Economic Development Action Plan and the “Leading the Way Home” Plan.

Palm Beach County Community Services Department and the Department of Housing and Economic Development serve as lead agencies and central points of communication/action for housing and homelessness. In 2008, Palm Beach County created the “Ten Year Plan to End Homelessness”. Based on this blueprint document, partnerships with numerous municipalities and agencies were developed to address homelessness, affordable housing and other related needs. Upon reaching the end of the targeted timeframe, the “Ten Year Plan to End Homelessness” had achieved numerous proposed activities across seven (7) goals and had implemented seven (7) system enhancements. Building on the plan’s success, the new homeless plan titled “Leading the Way Home” was introduced in 2018 and identified additional issues and strategies that will be implemented to break the cycle of homelessness. These strategies include, but are not limited to expanding support services, aligning funding investment, focusing on racial equity and engaging health care providers and other community agencies in the continuum of cares’ overall efforts.

The Backbone Organizations associated with this goal are the Palm Beach County Community Services Department and the Department of Housing & Economic Sustainability in collaboration with the Homeless and Housing Alliance and other housing entities.

Quality of Services

Policy 1.1-a: The Community Services Department, serving as the collaborative applicant for the Department of Housing and Urban Development (HUD), will collect and analyze data that homeless providers enter into the Homeless Management Information System (HMIS) for quality assurance and quality management purposes. Agencies and services offered are listed in the Leading the Way Home publication.

Policy 1.1-b: The Community Services Department, through its Human Services Division, will collaborate with community partners to establish an operating structure that promotes equity and trauma-informed care.

Policy 1.1-c: The Community Services Department, through its Human Services Division, will collaborate with the Homeless and Housing Alliance and the Department of Housing and Economic Development to implement evidence-based programs and service delivery models in order to prevent homelessness and assist individuals and families that are experiencing homelessness.

Accessibility

Policy 1.1-d: The Community Services Department, through its Human Services Division, will work with the Homeless and Housing Alliance, the Department of Housing and Economic Sustainability, and other entities to expand access to online services and maximize access to in-person services offered within low income communities.

Policy 1.1-e: The Community Services Department and the Department of Housing and Economic Development will work to expand access to support services to affordable and workforce housing.

Policy 1.1-f: The Community Services Department will work with community partners and the Continuum of Care (CoC) program to offer assistance to those on the verge of eviction or a facing an unexpected emergency housing situation.

Availability

Policy 1.1-g: The Community Services Department, through its Human Services Division and the Homeless and Housing Alliance, will collaborate with other entities to assess the availability of services and communicate any funding gaps to local, state and federal partners or potential partners.

Policy 1.1-h: The Community Services Department will work with the Department of Housing and Economic Sustainability, the Homeless Coalition, Housing Authorities and other housing entities to strategically allocate resources through the Financially Assisted Agency (FAA) program by issuing Notice of Funding Opportunities (NOFOs) to address funding gaps to homeless individuals and those at risk of homelessness.

Policy 1.1-i: The Community Services Department, with advice from the Citizens Advisory Committee on Health & Human Services (CAC/HHS), will strategically allocate funding through the Financially Assisted Agency Program (FAA).

Accountability

Policy 1.1-j: The Community Services Department, through its Human Services Division and the Homeless and Housing Alliance, will work with the Homeless Advisory Board on an annual basis to measure progress toward achieving the goals outlined in the Leading the Way Home plan. The Homeless Advisory Board will report progress with Leading the Way Home to community stakeholders and to the Citizens Advisory Committee on Health & Human Services (CAC/HHS) and will make recommendations for improvement to the Board of County Commissioners.

Policy 1.1-k: The Community Services Department, through its Human Services Division and the Homeless and Housing Alliance, will periodically assess and report the Continuum of Care's system performance measures to the Homeless Advisory Board and Citizens Advisory Committee on Health & Human Services (CAC/HHS).

Coordination

Policy 1.1-l: The Community Services Department, through its Human Services Division, will oversee the Homeless Management Information System (HMIS) and will share access to this database with other service providers within the homeless Continuum of Care (CoC).

Policy 1.1-m: The Community Services Department, through its Human Services Division and the Homeless and Housing Alliance, will expand coordination with municipalities, businesses, faith-based organizations, healthcare entities, Securing our Future Initiative (SOFI) organizations, providers and other entities to leverage resources, enhance coordination, and maximize desired outcomes.

GOAL 2: HUMAN SERVICES

~~Palm Beach County will provide for, and contribute to, a continuum of human services that enhances the quality of life for all residents. Palm Beach County will also coordinate with other health and social service organizations in order to foster a seamless delivery system including other County Departments listed in the Comprehensive Plan.~~

OBJECTIVE 2.1 Protection of Vulnerable Populations

~~Palm Beach County will promote, fund and provide services that protect vulnerable populations, with specific focus on reducing the incidence of abuse, neglect and exploitation, institutionalization, and at risk status.~~

~~**Policy 2.1-a:** The County will partner with other governmental and community organizations to identify the issues affecting abuse and neglect, institutionalization and at risk status of vulnerable populations.~~

~~**Policy 2.1-b:** The County will advocate for services and funding to address the self-sufficiency and economic stability of vulnerable populations. Such efforts may include the provision of local match dollars and allocation of resources.~~

~~**Policy 2.1-c:** The Department of Community Services will coordinate and complement services with other governmental and nonprofit organizations to minimize duplication of human and fiscal resources. This will be accomplished by maintaining policies regarding eligibility determination and services.~~

~~**Policy 2.1-d:** The Division of Human Services/Veterans Services will assist eligible individuals and families attain economic stability and self-sufficiency through case management and support.~~

~~**Policy 2.1-e:** On an annual basis, the Division of Human Services/Veterans Services will establish and monitor performance standards with regard to client outcomes. These outcomes will be based on Individual Service Plans, and measured by staff caseload, service utilization and other indicators.~~

~~**Policy 2.1-f:** The Community Action Program will operate service centers which provide family self-sufficiency, emergency food and shelter, clothing and household items, utility assistance, and other support services to low income individuals and families.~~

~~**Policy 2.1-g:** The Division of Senior Services will report incidents of abuse, neglect and exploitation to the Dept. of Children and Families, Adult Protective Services. If a referral is made by Adult Protective Services to the Division of Senior Services, the Division shall respond within 72 hours for individuals designated as high risk.~~

~~**Policy 2.1-h:** As one of two lead agencies for the Area Agency on Aging (AAA), the Division of Senior Services will provide community and in-home services that enable adults age 60 and older to remain in the least restrictive setting. These services may include home delivered and congregate meals, respite care, personal care, homemaker services, adult day care, and case management for residents of northern and western Palm Beach County.~~

~~**Policy 2.1-i:** The Division of Senior Services will coordinate with Ruth & Norman Rales Jewish Family Services and the Alzheimer's Community Care Association to avoid duplication of administrative processes and services by utilizing the CIRTS database for documentation.~~

~~**Policy 2.1-j:** The Palm Beach County Youth Services Department will provide prevention and intervention services to divert at risk youth from the juvenile justice system.~~

OBJECTIVE 2.2 — Access to Care

~~Palm Beach County will promote and provide services that improve access to affordable health care.~~

~~**Policy 2.2-a:** The Department of Community Services will coordinate with the Health Care District as a collaborative agency to issue temporary eligibility for pharmaceutical and physician services (as defined in the benefits option) for its clients.~~

~~**Policy 2.2-b:** The Division of Human Services/Veterans Services will provide technical assistance to veterans with regard to applying for medical benefits.~~

~~**Policy 2.2-c:** Palm Beach County will collaborate with other community partners in providing health services to enrolled children, including medical, dental, mental health, vision, hearing, and developmental assessment and therapies.~~

~~**Policy 2.2-d:** The County will administer and monitor grant compliance with the Ryan White program (Part A). Contracted health services include medical, dental, mental health, substance abuse, home health care and case management.~~

OBJECTIVE 2.3 — Transportation

~~Palm Beach County will support initiatives that expand and improve service to persons who need public transportation. Such efforts will be consistent with the goals and objectives delineated in the Transportation Element.~~

~~**Policy 2.3-a:** The Department of Community Services will collect and analyze data from departmental information systems and other qualitative means with regard to transportation needs of clients.~~

~~**Policy 2.3-b:** The Department of Community Services will share data with Palm Tran regarding the needs of clients who are transportation disadvantaged.~~

OBJECTIVE 2.4 — Housing

~~Palm Beach County will support initiatives that expand the supply of affordable housing and reduce the incidence of substandard housing. Such efforts will be consistent with the goals and objectives delineated in the Housing Element and the Ten Year Plan to End Homelessness in Palm Beach County as amended.~~

~~**Policy 2.4-a:** The Department of Community Services will collect and analyze data from departmental information systems and other qualitative means with regard to housing needs of clients.~~

~~**Policy 2.4-b:** The Department of Community Services will share data and coordinate with applicable County Departments/Divisions such as the Department of Economic Sustainability and Division of Code Enforcement in their efforts to plan and fund affordable housing and enforce housing standards.~~

OBJECTIVE 2.5 — Reducing Poverty

~~Palm Beach County will promote, fund and provide initiatives that reduce the incidence of poverty. Such efforts will be consistent with the goals and objectives delineated in the Economic Sustainability.~~

~~**Policy 2.5-a:** The County will advocate services and funding to address self-sufficiency and economic stability. Such efforts may include the provision of local match dollars and allocation of resources.~~

~~**Policy 2.5-b:** The Department of Community Services will collect and analyze data from departmental information systems and other qualitative means with regard to economic needs of clients.~~

~~**Policy 2.5-c:** The Adult Migrant and Seasonal Farmworker Program will assist eligible individuals to learn new employment skills. This will be accomplished by providing basic/job skills training, job readiness, high school equivalency preparation, counseling and support.~~

~~**Policy 2.5-d:** Deleted in Amendment Round 04-1.~~

~~**Policy 2.5-e:** The Department of Community Services will share data with the Office of Economic Sustainability and other organizations who plan and develop economic growth and job training.~~

~~**Policy 2.5-f:** The County will provide local match funds for Title 20 subsidized child care. The purpose of this match to provide economic support to low-income, working parents.~~

OBJECTIVE 2.6 — Reducing Homelessness

~~Palm Beach County will fund and provide prevention and intervention services that reduce the incidence of homeless individuals and families. Such efforts will be consistent with the goals and objectives delineated in the Housing Element and the Ten-Year Plan to End Homelessness in Palm Beach County as amended.~~

~~**Policy 2.6-a:** On an annual basis, the Division of Human Services will participate in the assessment of utilization levels, need, and service gaps, and the delineation of roles and responsibilities among providers who serve homeless individuals and families in Palm Beach County. This assessment will be used to apply for HUD and other funds to serve the homeless, as well as avoid duplication of effort and resources among providers.~~

~~**Policy 2.6-b:** The Division of Human Services will assist homeless individuals (emancipated minors and adults over age 18) by providing eviction prevention services, outreach and assessment services, emergency shelter and permanent housing. Eligible individuals may be referred for self-sufficiency services within the Division.~~

~~**Policy 2.6-c:** The Division of Human Services will serve as the Collaborative Applicant with the Palm Beach County Homeless Continuum of Care.~~

~~**Policy 2.6-d:** The Division of Human Services will utilize the Client Management Information System database for documentation to avoid duplication of administrative processes and transmit pertinent client information across the continuum of care.~~

~~**Policy 2.6-e:** The Division of Human Services will serve as the contract monitor for the County's Homeless Resource Center which is the central point of access for homeless services.~~

OBJECTIVE 2.7 — Advocacy

~~Palm Beach County will evaluate and advocate programs and services that enable those affected by reform initiatives to maintain or improve family and economic stability and self-sufficiency.~~

~~**Policy 2.7-a:** The Division of Human Services/Veterans Services staff will assist clients in applying for benefits (State and local service systems) and will advocate for receipt of benefits.~~

GOAL 2 EMPLOYMENT

It is the goal for Palm Beach County to provide access to employment opportunities, job readiness and workforce training.

Objective 2.1 Opportunities for Employment and Training

Palm Beach County will support the initiatives and efforts consistent with the goals and objectives established by CareerSource Palm Beach County (CareerSource PBC). CareerSource PBC plays a key role in the development of the region's economy through the planning and implementation of a demand-driven workforce development program and innovative employment services utilizing the Workforce Innovation and Opportunity Act (WIOA). The Workforce Innovation and Opportunity Act (WIOA) directs the County to provide a business-led and market-responsive integrated workforce development system which fosters customer service excellence, seeks continuous improvement, and demonstrates value by enhancing workforce training and employment opportunities for all individuals, including vulnerable populations (homeless, disabled, veterans, ex-offenders and out-of-school youth, as mandated by WIOA).

The collaboration among education, workforce and economic development networks will maximize the competitiveness of Palm Beach County's businesses and the productivity of the workforce, thus increasing economic mobility and prosperity.

The Backbone Organizations associated with this goal are CareerSource PBC, Palm Beach County Community Services Department Community Action Human Services Division.

Quality of Services

Policy 2.1-a: Palm Beach County, through CareerSource PBC, seeks to emphasize coordination and collaboration at all levels of the county (employers, universal jobseekers) by identifying the education, skill, and employment needs of the workforce system. CareerSource utilizes private economic modeling tools that aggregate all locally online-advertised positions to identify employer education, hard and soft skill requirements. The

Florida Department of Economic Opportunity provides a local labor report annually to CareerSource PBC and the Florida Chamber generates an annual Workforce Needs study. These tools and reports are used with local college direct employer surveys to create the Local Targeted Occupation List (LTOL) required for local WIOA funded training scholarships.

Policy 2.1-b: Palm Beach County Community Services Department Community Action and Human Services Division will host focus groups with low-income residents to assess the challenges and barriers faced by families in an effort to improve quality of services and client experiences.

Accessibility

Policy 2.1-c: CareerSource PBC will continue to serve as the county's one-stop local workforce board and will continue to offer both in-person and virtual services throughout the region. Services offered, but not limited to, include workforce training, internships, on-the-job training, career assessments, job preparation, interview skills, resume writing, and professional job placement.

Policy 2.1-d: CareerSource PBC will continue to collaborate with the local economic development agencies, the Business Development Board, and various community partners to conduct a proactive workforce system designed to attract talent and business to the area.

Policy 2.1-e: CareerSource PBC will continue to offer universally accessible services and technology to job seekers with visual and hearing impairment and will provide ESOL (speakers of other languages) services to underserved populations within the community.

Availability

Policy 2.1-f: The Community Services Department, with advice from the Citizens Advisory Committee on Health & Human Services (CAC/HHS), will strategically allocate funding through the Financially Assisted Agency Program (FAA).

Policy 2.1-g: Palm Beach County, through CareerSource PBC, will coordinate with community partners to deliver workforce services and address areas of need.

Policy 2.1-h: Palm Beach County, through CareerSource PBC, will engage and coordinate with community partners to address employment needs and deliver workforce services to vulnerable populations, which include job seekers with significant barriers to employment such as previous incarceration, disabled, homeless, long-term unemployed, veterans, migrant and seasonal farmworkers, and those transitioning to economic self-sufficiency from public assistance.

Accountability

Policy 2.1-i: Palm Beach County, through CareerSource PBC, will support the completion of annual goals and targets that align with Federal and State metrics as outlined by the US Department of Labor, Florida Department of Economic Opportunity, and the Palm Beach County local workforce board.

Policy 2.1-j: Palm Beach County, through the CareerSource PBC Board of Directors, will ensure the success of achieving annual organizational goals. The Organizational Effectiveness Report allows the board to analyze trends related to program effectiveness, and helps identify areas requiring increased focus, and/or resources.

Policy 2.1-k: CareerSource PBC will continue to be an active participant on a variety of community-wide “cradle to career” initiatives launched by funders, policymakers, and interested stakeholders from both the public and private sector. These CareerSource Palm Beach County-involved initiatives share the common goal of achieving “collective impact” and maximum coordination.

Coordination

Policy 2.1-l: Palm Beach County, through CareerSource PBC, will support the alignment of workforce investment, education, and economic development systems in an effort to achieve a comprehensive, accessible, and high-quality workforce development system.

Policy 2.1-m: CareerSource PBC will continue to serve as the facilitator for strategic initiatives to align workforce investment and education. CareerSource PBC will lead regional stakeholders in the effort to build upon existing successful strategies and spearhead collaborative innovation efforts between education, industry, and the workforce system to leverage a variety of resources and strategies to address current and/or projected skill gaps.

Policy 2.1-n: Palm Beach County, through CareerSource PBC, serves to improve the labor market relevance of workforce investment, education, and economic development efforts to provide workers with the skills and credentials necessary to secure employment with family-sustaining wages and to provide businesses with the skilled workers the employers need to succeed in a global economy.

~~**GOAL 3: BEHAVIORAL HEALTH**~~

~~Palm Beach County will support a behavioral health integrated system of care, which provides a continuum of services from prevention through treatment, thereby promoting the health, safety and quality of life for children, adults, and seniors.~~

~~**OBJECTIVE 3.1 Core Services**~~

~~Palm Beach County will participate in funding core behavioral health treatment services to assure the health, safety and quality of life of its residents.~~

~~**Policy 3.1-a:** In collaboration with community partners, Palm Beach County will identify its role and responsibility with respect to funding core behavioral health provisions and treatment services.~~

~~**Policy 3.1-b:** The Department of Community Services will make recommendations about funding for behavioral health services on an annual basis to the Board of County Commissioners.~~

~~**OBJECTIVE 3.2 Availability of Core Services**~~

~~Palm Beach County will collaborate with other behavioral health treatment funders to periodically assess the availability of core behavioral health treatment services for all residents.~~

~~**Policy 3.2-a:** The assessment of core behavioral health treatment services as defined by SAMHSA will be reviewed by the Palm Beach County Department of Community Services and Citizens Advisory Committee on Health and Human Services on a periodic basis.~~

~~**OBJECTIVE 3.3 — Managing the System**~~

~~Palm Beach County will promote attributes of a system of care for behavioral health.~~

~~**Policy 3.3-a:** The Palm Beach County Department of Community Services will coordinate the County's participation in a comprehensive integrated system of care.~~

~~**Policy 3.3-b:** The Palm Beach County Department of Community Services will collaborate with other behavioral health funders to achieve uniformity and standardization of administrative contracting and community-based outcomes.~~

~~**Policy 3.3-c:** Palm Beach County will support the integration of behavioral and physical health services by focusing on care coordination across treatment stages and modalities in the system of care.~~

~~**Policy 3.3-d:** The Citizens Advisory Committee on Health and Human Services and the Department of Community Services will provide a forum for collaboration on behavioral health system of care issues.~~

~~**OBJECTIVE 3.4 — Prevention/Early Intervention**~~

~~Palm Beach County will support prevention/early intervention efforts in collaboration with other community partners.~~

~~**Policy 3.4-a:** The Palm Beach County Department of Community Services and the Citizens Advisory Committee on Health and Human Services in collaboration with other community partners will define prevention/early intervention activities.~~

~~**Policy 3.4-b:** The Palm Beach County Youth Services Department will reach out to the School Board, law enforcement, community agencies, and mental health providers, in order to identify youth in need of the Department's services and to make referrals to other providers/agencies as appropriate.~~

~~**Policy 3.4-c:** The Palm Beach County Youth Services Department will provide parent skills building and other services as needed to prevent development of issues, which would lead to behavioral health problems.~~

~~**Policy 3.4-d:** The Palm Beach County Youth Services Department will provide a program of family therapy for "at-risk" adolescents both in residential treatment and in community treatment.~~

~~**OBJECTIVE 3.5 — Diversion Programs-Youth**~~

~~Palm Beach County will provide or fund programs to enable youth to avoid institutionalization and/or incarceration.~~

~~**Policy 3.5-a:** The Palm Beach County Youth Services Department will provide services to divert “at-risk” youth to prevent entry into the Juvenile Justice system or hospitalization.~~

~~**Policy 3.5-b:** The Criminal Justice Commission will support Diversion programs including youth violence, alternatives to incarceration and diversion programs offered at the Juvenile Assessment Center.~~

GOAL 3 TRANSPORTATION

It is the goal for Palm Beach County to provide a safe, efficient, and connected multimodal transportation system that ensures access for people of all ages and abilities and maximizes Health and Human Services supports for the System of Care.

Objective 3.1 Access to Safe Multimodal Transportation

Palm Beach County will support the initiatives for a safe, efficient, and connected transportation system in collaboration with Palm Tran and the Palm Beach Transportation Planning Agency (TPA) to implement an integrated approach that will address the transportation issues especially within disadvantaged and vulnerable areas of the community. Stakeholders advocate for effective communication and a cohesive approach to reduce the barriers for vulnerable populations to obtain access to various social services related to employment, health, housing, religion, etc. The Community Services Department will serve as a collaborative partner as needed.

The Backbone Organizations associated with this goal are Palm Tran, and Palm Beach Transportation Planning Agency (TPA).

Quality of Services

Policy 3.1-a: Palm Beach County will collect, share, and analyze data from various information systems and qualitative means to evaluate the delivery of transportation services to vulnerable populations throughout the County.

Accessibility

Policy 3.1-b: Palm Beach County, through Palm Tran and in collaboration with Palm Beach TPA and Transportation Disadvantaged Local Coordinating Board (LCB), will work cohesively to examine and assess services for the transportation disadvantaged.

Policy 3.1-c: Palm Beach County, through Palm Tran, will ensure that transportation is accessible to populations that rely on public transportation for access to services such as employment, medical appointments and childcare. Reliance on public transportation to access services will be considered when making changes to routes and stops that may significantly impede access to additional services.

Availability

Policy 3.1-d: Palm Beach County, through Palm Tran, will collaborate with local municipalities and Palm Beach TPA to identify and prioritize adequate transportation for low-income communities, individuals with developmental disabilities, and senior communities.

Policy 3.1-e: Palm Beach County, through Palm Tran, will collaborate with the Community Services Department to identify gaps in services and enhance flexible transportation options such as Palm Tran Connection, and fixed routes to hospitals, nonprofit locations, employment locations, and food and shopping centers.

Accountability

Policy 3.1-f: Palm Tran will collaborate with the Community Services Department to monitor and evaluate the performance of transportation services as it relates to health and human Services in Palm Beach County.

Coordination

Policy 3.1-g: Palm Beach County, through Palm Tran, will collaborate with residents, community leaders, and other stakeholders to identify and address obstacles that impede the provision of safe and reliable transportation services.

Policy 3.1-h: Palm Beach County, through Palm Tran, will coordinate transportation services with input from the Transportation Disadvantaged Local Coordinating Board (LCB), to best serve the transportation-disadvantaged population and increase their access to social services.

GOAL 4: LOCAL PUBLIC HEALTH SYSTEM

Palm Beach County shall promote, protect, maintain and improve the health and safety of its residents and visitors. This will be accomplished by being a key participant in a local public health system.

The responsibilities of the participants in a local public health system include: monitoring population health status; investigating and diagnosing community health problems and hazards; implementing prevention strategies; linking people with needed personal health services; assuring a competent health care and safety workforce; promoting mechanisms to evaluate effectiveness and quality of health services; mobilizing partnerships to identify and solve health and safety problems; policy development; and, enforcement of laws and regulations that protect health and safety.

OBJECTIVE 4.1 Public Safety

Palm Beach County will be a lead organization for the preservation of public safety and the enforcement of laws and regulations that protect health and safety. As a lead organization, Palm Beach County will establish cooperative and contractual linkages with federal, state and local organizations to fulfill its role and assure the integrity of the local public health system.

Policy 4.1-a: Palm Beach County will maintain a safe work environment for its employees and visitors to County facilities.

Policy 4.1-b: Palm Beach County will protect residents and visitors from environmental hazards in public, private and recreational areas.

Policy 4.1-c: Palm Beach County will collaborate with agencies who survey health status, plan and provide services, and monitor systems of care, in order to improve service delivery and health outcomes for recipients of County services.

~~**Policy 4.1-d:** Palm Beach County will support programs, provide services and collaborate with other organizations with respect to the prevention and intervention of identified population-based health and safety issues.~~

~~**Policy 4.1-e:** Palm Beach County will enforce regulations and laws that protect the health and safety of its residents and visitors.~~

~~**Policy 4.1-f:** Palm Beach County will support and fund initiatives that train and retain health workers and safety officers.~~

~~**Policy 4.1-g:** Palm Beach County will protect the safety of its residents and visitors by developing disaster and emergency management plans and maintaining and implementing programs and services supportive of those plans.~~

~~**Policy 4.1-h:** Palm Beach County will evaluate and advocate program and services that enable those affected by reform initiatives to maintain or improve their health status and reduce safety risks.~~

OBJECTIVE 4.2 — Public Health & Community Design

~~Palm Beach County will recognize and encourage community design principles that provide opportunities for physical activity, thereby, promoting public health.~~

~~**Policy 4.2-a:** Palm Beach County, in collaboration with the County Health Department, will seek, during the development review process, to advance the incorporation of community design principles that encourage physical activity through promotion of strategies, when appropriate, including, but not limited to:~~

- ~~1. Utilization of non-motorized transportation modes;~~
- ~~2. Location of public facilities accessible by multiple transportation modes;~~
- ~~3. Availability and maintenance of quality pedestrian paths or sidewalks;~~
- ~~4. Provision of street furniture and lighting enhancements;~~
- ~~5. Provision of civic and recreational facilities;~~
- ~~6. Establishment of interconnectivity between like development projects through vehicular and/or pedestrian cross-access; and~~
- ~~7. Provision of pedestrian and bicycle linkages between existing residential and non-residential land uses.~~

GOAL 4 FOOD AND HUNGER

The goal for Palm Beach County is to reduce local hunger by coordinating with community organizations, community leaders, and stakeholders to mobilize support and carry out the Palm Beach County Hunger Relief Plan strategies and goals.

Objective 4.1 Reducing Local Hunger

Palm Beach County will support the initiatives and efforts consistent with the goals and objectives established by the United Way of Palm Beach County, which serves as the lead agency for the Palm Beach County Hunger Relief Plan and is the central point for hunger relief work in Palm Beach County. In 2015, Palm Beach County and United Way of Palm Beach County came together to create the Palm Beach County Hunger Relief Plan. The purpose of this partnership is

to reduce hunger for Palm Beach County residents. Stakeholders advocate for strong and robust programs and policies that reduce hunger and poverty while working on the implementation of the ten (10) goals of the Hunger Relief Plan.

The Community Services Department (CSD) supports the comprehensive countywide hunger relief efforts outlined within the Palm Beach County Hunger Relief Plan. The plan aims to reduce hunger through innovative strategies designed to make significant and measurable reductions in the rates of food insecurity and hunger in Palm Beach County.

The Backbone Organization associated with this goal is the United Way of Palm Beach County.

Quality of Services

Policy 4.1-a: The Community Services Department will support the United Way of Palm Beach County Hunger Relief Program's collection, analysis, and utilization of data from local, state and national sources and other qualitative means in reference to food and the nutritional needs of Palm Beach County residents.

Accessibility

Policy 4.1-b: The Community Services Department will support the United Way of Palm Beach County Hunger Relief Program, which will serve as the countywide convener for mobilizing support and carrying out the Palm Beach County Hunger Relief Plan ten (10) goals and strategies and objectives.

Policy 4.1-c: The Community Services Department will support the United Way of Palm Beach County Hunger Relief Program's leading stakeholders to advocate for strong and robust programs and policies that reduce hunger and poverty.

Policy 4.1-d: The Community Services Department will collaborate with the United Way of Palm Beach County Hunger Relief Program to create an interactive web-based GIS (Geographic Information System) application pertaining to food banks and pantries and have it hosted on the Palm Beach County server.

Availability

Policy 4.1-e: The Community Services Department, with advice from the Citizens Advisory Committee on Health & Human Services (CAC/HHS), will strategically allocate funding through the Financially Assisted Agency Program (FAA).

Policy 4.1-f: The Community Services Department will support the United Way of Palm Beach County Hunger Relief Program in acknowledging and assisting food insecure individuals in Palm Beach County by providing information and resources identified through data and zip code information.

Policy 4.1-g: The Community Services Department will support the United Way of Palm Beach County Hunger Relief Program, which will work side by side with residents, community leaders and other stakeholders, developing initiatives to help reduce hunger in our communities.

Accountability

Policy 4.1-h: The Community Services Department will support the United Way of Palm Beach County Hunger Relief Program in the completion of annual goals and targets that align with the Palm Beach County Hunger Relief Plan. These targets are used to measure progress year over year in serving food insecure individuals and families as well as to avoid duplication of effort and resources among providers. Assessment of need and service gaps and the delineation of roles and responsibilities among providers who serve food insecure individuals and families in Palm Beach County will be done on an ongoing basis.

Coordination

Policy 4.1-i: The Community Services Department will support the United Way of Palm Beach County Hunger Relief Program which will convene all hunger relief stakeholders through various workgroups to address the goals of the Hunger Relief Plan for the best outcomes. Guided by the Hunger Relief Advisory Council, five (5) Work Groups (Senior Hunger, Childhood Hunger, The Glades, Infrastructure, and SNAP Outreach and Advocacy Work Group) consisting of a diverse group of community partners will communicate and collaborate to collectively combat hunger. Hunger Relief will share data and coordinate with the Hunger Relief Work Groups, community organizations, community leaders, stakeholders, and residents in their efforts to implement the Palm Beach County Hunger Relief Plan.

Policy 4.1-j: The Community Services Department will partner with the United Way of Palm Beach County Hunger Relief Program which, through the Childhood Hunger Work Group, strives to ensure that all Palm Beach County children have access to the nutritious food they need to build health bodies and strong minds. The Childhood Work Group focuses on the following three areas: Afterschool Meals, Summer BreakSpot and Family Weekend Backpacks.

Policy 4.1-k: The Community Services Department will partner with the United Way of Palm Beach County Hunger Relief Program which, through the Senior Hunger Work Group, strives to ensure that all low-income older residents of Palm Beach County will have balanced and nutritious food. Specifically, that all eligible Palm Beach County senior citizens at risk of hunger will receive federal benefits and other life-saving hunger supports such as Supplemental Nutrition Assistance Program (SNAP), Home Delivered Meals (HDM), and Congregate Meals.

Policy 4.1-l: The Community Services Department will partner with the United Way of Palm Beach County Hunger Relief Program which, through the Infrastructure Work Group, strives to ensure that all Palm Beach County residents will be able to access healthy, affordable food in their community and that food banks, pantries, and other charitable agencies will partner to connect families to nutritious food and resources.

Policy 4.1-m: The Community Services Department will partner with the United Way of Palm Beach County Hunger Relief Program which, through the Glades Work Group, focuses on Special projects in the Glades area that address building capacity and infrastructure, engaging residents, community partners, elected officials and other stakeholders. These community groups work closely together to develop and implement initiatives that provide access to affordable nutritious food, nutrition education, and business opportunities.

Policy 4.1-n: The Community Services Department will partner with the United Way of Palm Beach County Hunger Relief Program which, through the SNAP Outreach and Advocacy Work Group, strives to ensure that the Palm Beach County Hunger Relief Task Force, Elected Officials and community members advocate for the strengthening of public policies at all levels of government to systematically fight hunger and reduce food hardship. The SNAP Outreach and Advocacy Work Group will work to improve access to SNAP to benefit more residents of Palm Beach County.

GOAL 5 HEALTH AND WELLNESS

It is the goal for Palm Beach County to promote and provide services that improve access to affordable integrated physical and behavioral health care.

This includes efforts to establish a person-centered recovery-oriented System of Care for Behavioral Health that is readily accessible and integrated. The system will provide a continuum of services from prevention to treatment, aftercare, and throughout recovery; thereby promoting the health, safety, and quality of life for children, adults, and seniors.

Objective 5.1 Behavioral and Physical Health Core Services

Palm Beach County will support the initiatives and efforts consistent with goals and objectives mentioned within the Community Health Improvement Plan (CHIP), the Palm Beach County Behavioral Health Needs Assessment, the Healthy Start Service Delivery Plan, the Palm Beach County School District Strategic Plan, the Health Care District plans, the Palm Beach County Integrated HIV Prevention and Care Plan, and the Ending the HIV Epidemic Plan. The Community Health Improvement Plan is a long-term, systemic effort to address public health problems based on the results of a community health assessment and a community health improvement framework. Stakeholders assess, prioritize and develop plans to address the needs in the community. The plan currently focuses on behavioral health, access to care and services, and promoting healthy lifestyles.

The Community Service Department (CSD) through its Office of Behavioral Health and Substance Use Disorders serves as a collaborative hub for implementing the Palm Beach County Opioid Response Plan. Additionally, the Department's Behavioral Health, Substance Use and Co-Occurring Disorder Steering Committee is responsible for measuring progress on and updating the Opioid Response Plan.

The Community Services Department through its HIV/AIDS Programs, supports an HIV coordinated service network that provides medical and support services to people with HIV. Additionally, the HIV CARE Council is responsible for planning, assessment, and resource allocation necessary to achieve the goals & objectives of the HIV Integrated Prevention & Care Plan.

The Backbone Organizations associated with this goal are Palm Beach County Community Services Department, Southeast Florida Behavioral Health Network, Florida Department of Health, Health Care District of Palm Beach County, and BeWell (a collective impact initiative coordinated by systems, sectors, and the community across Palm Beach County).

Quality of Services

Policy 5.1-a: Palm Beach County will collaborate with agencies who survey health status, plan and provide services, and monitor systems of care, to improve service delivery and health outcomes for recipients of County services.

Policy 5.1-b: Palm Beach County Community Services Department will collaborate with other behavioral health funders to achieve uniformity and standardization of administrative contracting and community-based outcomes including, but not limited to, integrating Recovery Capital Indexing into care provision.

Policy 5.1-c: Palm Beach County will support the concept of no wrong door for behavioral health by focusing on neutral care coordination for entry into all treatment modalities and stages in the system of care.

Policy 5.1-d: The Community Services Department will assist with analyzing data from the Community Health Assessment, the Community Health Improvement Plan, the Palm Beach County Cultural Health Disparity and Behavioral Health Needs Assessment and other health and wellness assessments such as Recovery Capital Indexing, to identify and support funding strategies to close gaps within a person-centered, recovery-oriented system of care.

Policy 5.1-e: Palm Beach County will collaborate with agencies who survey health status, plan and provide services, and monitor systems of care, in order to improve service delivery and health outcomes for recipients of County Services.

Policy 5.1-f: Palm Beach County will support the integration of physical health services by focusing on neutral care coordination across treatment stages and modalities in the person-centered recovery-oriented system of care.

Policy 5.1-g: The Palm Beach County Ryan White program will provide navigation services to assist people with HIV/AIDS to identify and apply for health insurance or other health care cost-sharing programs.

Accessibility

Policy 5.1-h: The Community Services Department will collaborate with the Health Care District, Southeast Florida Behavioral Health Network, and other organizations to ensure that Palm Beach County residents have access to medical and behavioral health services that are person-centered and recovery-oriented, and to reduce barriers for vulnerable populations. This should include trauma sensitive practices and building resiliency; education, awareness and de-stigmatization; and prevention services, particularly with youth and families.

Policy 5.1-i: The Citizens Advisory Committee on Health & Human Services (CAC/HHS) along with the Community Services Department will strategically allocate resources through the Financially Assisted Agency Program (FAA).

Policy 5.1-j: The Division of Senior Services and Veteran Services will provide technical assistance to veterans applying for medical benefits.

Policy 5.1-k: Palm Beach County, through the Ryan White Program, will collaborate with the Florida Department of Health to provide Early Intervention Services in community-

based settings that includes targeted HIV testing, referral services to improve HIV care and treatment at key points of entry, linkage to HIV core medical and support services.

Policy 5.1-l: The Ending the HIV Epidemic Program will implement a Data to Care strategy to identify people with HIV who are not receiving care and treatments, and rapidly navigate and engage those identified into needed services.

Policy 5.1-m: The Minority AIDS Initiative will provide medical and related support services to improve access to HIV care and reduce disparities in health outcomes for racial and ethnic minority populations disproportionately affected by HIV.

Availability

Policy 5.1-n: Palm Beach County will participate in funding core behavioral health prevention and treatment and recovery services to assure the health, safety and well-being of its residents.

Policy 5.1-o: Palm Beach County will collaborate with other behavioral health funders to periodically assess the availability of core behavioral health treatment and recovery services for all residents.

Policy 5.1-p: The Community Services Department will make recommendations about funding for behavioral health services and substance use disorders, prevention, treatment and recovery on an annual basis to the Board of County Commissioners.

Policy 5.1-q: Palm Beach County will work with community partners to reduce racial/ethnic or other discriminatory disparities in health and wellness outcomes and access to services across the continuum and within the system of care.

Policy 5.1-r: Palm Beach County will refer vulnerable individuals and families to the Health Care District and other community-partners for the provision of health services including medical, dental, vision, hearing, and developmental assessment and therapies.

Policy 5.1-s: Palm Beach County will support programs, provide services and collaborate with other organizations with respect to the prevention and/or intervention of identified population-based health and safety issues.

Policy 5.1-t: Palm Beach County will promote and provide routine opt-out HIV testing in health care and correctional settings. Such efforts will be consistent with Center for Disease Control (CDC) guidelines and recommendations.

Policy 5.1-u: Palm Beach County will work with Children's Services Council of Palm Beach County to ensure that maternal child health and early childhood development services are available for the residents of Palm Beach County.

Accountability

Policy 5.1-v: The Community Services Department and the Citizens Advisory Committee on Health and Human Services will periodically review the assessment of core behavioral health treatment and recovery services as defined by the Substance Abuse and Mental Health Services Administration of the U.S. Department of Health & Human Services.

Policy 5.1-w: Palm Beach County will work with funded providers of services in the system of care to ensure that all programs and services meet expected outcomes for service delivery.

Policy 5.1-x: The Community Services Department, in collaboration with the County's Office of Behavioral Health and Substance Use Disorder, will provide annual updates to the Board of County Commissioners on the progress of promoting best practices and innovative strategies which include programming aimed at reducing the following: alcohol and drug-related deaths and overdoses, crime related to substance use and mental health, drug-related infectious diseases and medical complications, alcohol and drug (inclusive of prescriptions) misuse, suicide, and mental health emergencies.

Policy 5.1-y: Palm Beach County will administer grant compliance with HIV/AIDS programs in the provision of health and support services.

Policy 5.1-z: The Ending the HIV Epidemic Program will establish Rapid Entry to Care sites that provide HIV care and treatment within 72 hours of diagnosis or referral.

Policy 5.1-aa: The HIV/AIDS Programs will monitor, evaluate, and report on annual HIV Care Continuum data for Palm Beach County.

Policy 5.1-bb: The Community Services Department will establish a Syringe Services Program to prevent the spread of infectious diseases and will offer supportive services to provide a bridge to treatment.

Policy 5.1-cc: Palm Beach County will work with community partners throughout the person-centered recovery-oriented system of care to ensure health and wellness services are well coordinated and meet the needs of Palm Beach County residents.

Coordination

Policy 5.1-dd: Palm Beach County will define its role and responsibility for system level coordination and initiate modifications as necessary to ensure implementation of a comprehensive, integrated, client-centered, and trauma-informed system of care along a continuum from prevention through recovery while working collaboratively with community partners to ensure services are well-coordinated to meet the needs of Palm Beach County residents.

Policy 5.1-ee: The Citizens Advisory Committee on Health and Human Services and the Community Services Department will provide a forum on a semiannual basis for review of behavioral health systems of care issues.

Policy 5.1-ff: Palm Beach County will collaborate with Palm Beach County Health Department, the Health Care District of Palm Beach County, Southeast Florida Behavioral Health Network, Children's Services Council of Palm Beach County, BeWell (a collective impact initiative coordinated by Palm Health Foundation), and other community organizations to maximize the health and wellness service offerings for Palm Beach County residents to promote positive health and wellness outcomes.

Policy 5.1-gg: Palm Beach County, in coordination with health and wellness focused foundations, will help to prioritize and ensure that gaps within the system of care are addressed with progressive initiatives to meet the needs of the community.

Policy 5.1-hh: The Community Services Department will coordinate with the Palm Beach County Department of Health, the Health Care District of Palm Beach County, and Federally Qualified Health Centers (FQHCs) to ensure medical and pharmaceutical services are available to the residents of Palm Beach County.

Policy 5.1-ii: The Community Services Department will coordinate the County's participation in a comprehensive integrated person-centered recovery-oriented system of care.

Policy 5.1-jj: The HIV/AIDS Programs will coordinate with governmental and community-based partners to provide a comprehensive system of HIV medical care, essential support services, and medications for low-income people with HIV who are uninsured and underinsured.

Policy 5.1-kk: The HIV/AIDS Programs will reduce stigma regarding HIV through the promotion of the U=U concept, which states that people with HIV who are receiving treatment and who maintain an undetectable viral load cannot sexually transmit HIV to others.

Policy 5.1-ll: The Housing Opportunities for Persons with HIV/AIDS (HOPWA) Program will provide housing assistance and related support services for low-income people with HIV/AIDS and their families and/or household members.

Policy 5.1-mm: Palm Beach County will collaborate with the State of Florida Health Department, the Health Care District of Palm Beach County, Southeast Florida Behavioral Health Network, Children's Services Council of Palm Beach County, Federally Qualified Health Centers (FQHCs), and other community organizations to maximize health and wellness service offerings and ensure Palm Beach County residents can achieve positive health and wellness outcomes.

GOAL 6 EDUCATION

It is the goal for Palm Beach County to work with an equity-embedded school system and community entities to enhance education through coalitions, programs, or services that assist all learners to develop their academic and life skills, find jobs, and achieve their highest potential in a global economy.

The Education domain includes primary school (kindergarten to high school graduation), post-secondary education (college and technical/vocational programs) and adult education. For policies related to early childhood education, see the Child Care Domain.

Objective 6.1 Enhancing Education

Palm Beach County will work with community entities such as the School District, Children's Services Council, Youth Services Department, Palm Beach State College and other community organizations to enhance education through coalitions, programs, or services and assist individuals to increase their skills and find jobs. Such efforts will be consistent with the goals and objectives delineated in the Palm Beach County School District Strategic Plan, the Birth to 22 United for Brighter Futures Youth Master Plan, and other planning efforts.

The Backbone Organizations associated with this goal are Palm Beach County School District and Palm Beach State College, both of which are supported by the Birth to 22 Alliance.

Quality of Services

Policy 6.1-a: The Palm Beach County School District will provide free and appropriate public education through a positive and supportive school climate and effective and relevant instruction to meet the educational needs of all students.

Policy 6.1-b: Birth to 22 will work with providers to promote enhancements to educational services and ensure that families with school-age youth have the health and human services support needed to maintain a quality education.

Policy 6.1-c: Palm Beach County, through the Youth Services Department, will enhance educational opportunities by providing family support and promoting a trauma-informed environment.

Policy 6.1-d: Palm Beach County, through its Youth Services Department, will support out-of-school-time activities to enhance learning and educational opportunities.

Policy 6.1-e: The Palm Beach County School District, in collaboration with various community partners, will assess, implement, and evaluate evidence-based practices for behavioral health, trauma-informed care, alternatives to arrest, sentencing, and suspension, and other initiatives to maintain quality educational opportunities.

Accessibility

Policy 6.1-f: The Palm Beach County School District will expand strategies to promote access to educational opportunities for students and families.

Policy 6.1-g: The Palm Beach County School District and Palm Beach State College, through their Adult and Career Technical Education Programs, will ensure adults have access to educational opportunities within their community.

Policy 6.1-h: Birth to 22 and Palm Beach State College will implement initiatives to promote access to post-secondary education and completion.

Policy 6.1-i: Palm Beach County, through its Community Action Program, will offer support for General Education Diploma (GED) programs.

Policy 6.1-j: Birth to 22 will work with providers to enhance accessibility to educational services for disconnected youth.

Policy 6.1-k: Palm Beach County, through Palm Tran, will provide transportation supports for vulnerable families to access education programs.

Availability

Policy 6.1-l: The Palm Beach County School District will implement strategies to support School Choice (i.e. Career and Technical, Charter, Controlled Open Enrollment, Home Education, IB) options for students and adults.

Policy 6.1-m: Palm Beach County, through its Youth Services Department in collaboration with other entities, will promote availability of educational opportunities for students needing additional supports to be successful.

Accountability

Policy 6.1-n: Palm Beach County, through its Youth Services Department and the Community Services Department and in collaboration with the Palm Beach County School District, Children's Services Council, and Palm Beach State College, will provide periodic updates to the Board of County Commissioners, the Birth to 22 Steering Committees, the Palm Beach County School Board, and the Citizens Advisory Committee on Health and Human Services to share progress towards achieving the goals outlined in their respective plans.

Coordination

Policy 6.1-o: Palm Beach County, through the Business Development Board of Palm Beach County and in collaboration with the Palm Beach County School District, CareerSource Palm Beach County, local universities, and other entities, will work to align educational curricula with current and future workforce opportunities.

Policy 6.1-p: The Palm Beach County School District will collaborate with the Health Care District of Palm Beach County and various community providers to address students' health issues within the school setting to support their ability to learn.

Policy 6.1-q: Birth to 22 and the Palm Beach County School District will collaborate with various community partners to assess, identify, and provide tutoring and mentoring to promote student learning and academic achievement.

Policy 6.1-r: The Hunger Relief Steering Committee, in collaboration with the Palm Beach County School District and community partners, will provide for students' nutritional needs within and outside of school settings in order to promote learning and academic achievement.

Policy 6.1-s: Palm Beach County, through the Community Services Department Community Action and Human Services Division, will provide support services (i.e. Housing, Utility Assistance, Internet services, etc.) to vulnerable students and their families to ensure access to in-person and online educational opportunities.

Policy 6.1-t: Palm Beach County, through the Youth Services Department in conjunction with Birth to 22 and the Palm Beach County School District, will assess, identify, and reconnect disconnected youth to school settings in order to promote learning and academic achievement.

Policy 6.1-u: Palm Beach County, through the Palm Beach County Library System, will collaborate with the Palm Beach County School District to enhance opportunities for learning outside of the school setting.

GOAL 7 SAFETY AND JUSTICE

It is the goal for Palm Beach County to promote, protect, maintain and improve the safety of, and justice for, its residents and visitors.

Objective 7.1 Public Safety

Palm Beach County, through its Criminal Justice Commission (CJC), the Public Safety Department, and the Youth Services Department, collaborates with the Florida Department of Children and Families (DCF), the Florida Department of Juvenile Justice (DJJ), and other agencies to develop and implement initiatives that improve safety and promote justice for children, youth and adults in Palm Beach County. Such efforts are consistent with the goals and objectives delineated in Public Safety's Justice Services Initiatives, Birth to 22 United for Brighter Futures Youth Master Plan, Community Alliance of Palm Beach County initiatives and Department of Juvenile Justice's (Circuit 15) Strategic Plan.

Examples of Safety and Justice programs that overlap with health and human services are: reentry programs, victim services, adult protective services, youth empowerment centers, child welfare initiatives, afterschool educational and recreational programs and activities, family violence intervention programs, restorative justice initiatives, and programs providing alternatives to arrest or sentencing.

The Backbone Organizations associated with this goal are Palm Beach County Criminal Justice Commission, Florida Department of Children and Families, Palm Beach County Youth Services Department, Palm Beach County Public Safety Department, and Florida Department of Juvenile Justice.

Quality of Services

Policy 7.1-a: Palm Beach County, through the Criminal Justice Commission, will work with the courts and law enforcement entities across the county to collect and analyze data and make recommendations for alternative programming and best practices to improve public safety and quality of life for Palm Beach County residents.

Policy 7.1-b: Palm Beach County will support the efforts put forth by the State of Florida Department of Children and Families to prevent child abuse and protect vulnerable adults from abuse, neglect, and exploitation.

Policy 7.1-c: Palm Beach County will support the efforts of the Community Alliance of Palm Beach County to maintain and update the community's Child Abuse Prevention and Permanency Plan. The Community Alliance of Palm Beach County will gather stakeholders together to analyze data and make recommendations to improve the safety and welfare of children throughout Palm Beach County.

Policy 7.1-d: Palm Beach County, through the Criminal Justice Commission, the Youth Services Department, and the Public Safety Department, will assess, implement, and evaluate evidence-based practices for criminal justice reform, trauma-informed care, and other public safety initiatives.

Accessibility

Policy 7.1-e: Palm Beach County, through the Criminal Justice Commission, the Youth Services Department, and the Public Safety Department – Justice Services, will evaluate and advocate for programs and services that enable those affected by reform initiatives to maintain or improve their health status and reduce safety risks.

Policy 7.1-f: Palm Beach County, through the Criminal Justice Commission, the Youth Services Department, the Public Safety Department, and other partner agencies will ensure that the residents of Palm Beach County have access to programs and services that promote safety and justice.

Availability

Policy 7.1-g: Palm Beach County, through its Criminal Justice Commission, the Youth Services Department, and the Public Safety Department will strategically allocate funding and leverage local, state and federal resources to support the safety and justice initiatives in Palm Beach County.

Policy 7.1-h: Palm Beach County, through its Criminal Justice Commission, the Youth Services Department, and the Public Safety Department will strategically allocate funding to promote and maintain safety and justice initiatives for vulnerable populations.

Accountability

Policy 7.1-i: Palm Beach County, through its Criminal Justice Commission, the Youth Services Department, and the Public Safety Department will provide periodic updates to the Board of County Commissioners, the Birth to 22 Steering Committee, the Juvenile Justice Advisory Board, and the Citizens Advisory Committee on Health and Human Services to share progress towards achieving the goals outlined in their respective plans.

Coordination

Policy 7.1-j: Palm Beach County, through its Criminal Justice Commission, the Youth Services Department, and the Public Safety Department – Justice Services, will coordinate with nonprofit organizations, foundations, faith-based entities, law enforcement, and other governmental entities to promote, implement, and evaluate vulnerable populations.

GOAL 8 CHILD CARE

It is the goal for Palm Beach County to improve the accessibility of high quality early childhood education and after school care that promotes developmentally appropriate practices leading to children being ready to start and succeed in kindergarten and beyond.

Objective 8.1 Access to Child Care

Palm Beach County will support initiatives for early childhood education (child care) in collaboration with the Early Learning Coalition of Palm Beach County (ELC), the Children's Services Council of Palm Beach County (CSC) and Palm Beach County's Youth Services Department that champion the funding and management of a local early childhood care and education system of services that supports the community's most vulnerable children. Such efforts will be consistent with the goals and objectives delineated in the Birth to 22 United for Brighter Futures Youth Master Plan. The Community Services Department will serve as a collaborative partner as needed.

The Backbone Organizations associated with this goal are Children's Services Council, Early Learning Coalition, and Prime Time Palm Beach County. These organizations support the

management of a local system of services that supports the community's most vulnerable children.

Quality of Services

Policy 8.1-a: Palm Beach County, through the Youth Services Department, will collaborate with the Early Learning Coalition and Children's Services Council to research and evaluate the delivery of quality child care services in the community.

Policy 8.1-b: Palm Beach County, through the Youth Services Department, will work with the Children's Services Council and the Early Learning Coalition to evaluate and increase the capacity of quality child care programs through support such as scholarships and incentives for professional development of caregivers to maintain high quality services.

Accessibility

Policy 8.1-c: Palm Beach County, through the Youth Services Department, will continue to support the Early Learning Coalition in creating a centralized waitlist to create a fair, efficient, and effective method for the most vulnerable families to access services.

Policy 8.1-d: Palm Beach County will strategically allocate resources through the Youth Services Department.

Availability

Policy 8.1-e: Palm Beach County, through the Youth Services Department, will work with the Children's Services Council and Early Learning Coalition to determine child care needs in each zip code in Palm Beach County and assess the areas of highest need and what the child care availability is in those areas.

Accountability

Policy 8.1-f: Palm Beach County, through the Youth Services Department, will collaborate with the Children's Services Council and the Early Learning Coalition to measure quality child care environments through the Strong Minds Network and Classroom Assessment Scoring System (CLASS).

Policy 8.1-g: Palm Beach County, through the Youth Services Department, will collaborate with early care and educational partners to identify and utilize an accurate measure of School Readiness. This will allow Youth Services Department to assess the effectiveness of the early childhood care and educational system and child care providers.

Coordination

Policy 8.1-h: Palm Beach County, through the Youth Services Department, will collaborate with the Early Learning Coalition to help individuals requesting assistance with locating child care and provide them with information, consumer education, and community resources.

Policy 8.1-i: Palm Beach County, through the Youth Services Department, will support the Early Learning Coalition in the coordinated blending of funding sources for early care and education, and out-of-school programming (afterschool and summer camps).

Policy 8.1-j: Palm Beach County, through the Youth Services Department, will support and collaborate with Prime Time Palm Beach County in the fostering of high quality, out-of-school-time programs, which provide opportunities for children and youth to succeed while promoting awareness of Adverse Childhood Experiences (ACEs).

III. IMPLEMENTATION

Implementation of the Health and Human Services Element is the responsibility of the Palm Beach County Community Services Department. Implementation will be consistent with the directives from the Board of County Commissioners and County Administration, which will include consideration of recommendations from the Citizens Advisory Committee on Health and Human Services.

Evaluate Health and Human Service Progress (Citizens Advisory Committee on Health and Human Services)

The Citizens Advisory Committee on Health and Human Services shall report progress and implementation of the Health and Human Services Element to the Board of County Commissioners on an annual basis.

Evaluate Health and Human Service Progress (~~Department of Community Services~~ Department)

The ~~Department of Community Services~~ Department shall report progress and implementation of the Health and Human Services element to the Department of Planning, Zoning and Building or other applicable parties as required by the Palm Beach County Comprehensive Plan.

IV. REFERENCES

Additional documents such as the Palm Beach County Ecosystem Diagram, and the Index and Definitions document, can be found on Palm Beach County's Community Services website.

A. Plan Cross-References:

Cross-references have been indicated after several Goals, Objectives and Policies in the form of footnotes.

Exhibit 2

I. INTRODUCTION

The Health and Human Services Element was adopted by Palm Beach County in 1989 in recognition of the importance of managing the County's responsibilities of providing health and human services. The Element was created under Section 163.3177, Florida Statutes, (F.S). and complies with the requirements of Section 163.3177, F.S. for optional Elements.

A. Purpose

The purpose of the Health and Human Services Element is to assist in the development of an infrastructure to ensure availability of health and human services sufficient to protect the health, safety and welfare of Palm Beach County residents. The Element identifies the County's role in funding, providing and/or supporting the delivery of health and human services; it also defines the County's relationship with other funders and providers of services for the purpose of maximizing the resources and benefits available to Palm Beach County residents.

System of Care

The Health and Human Services System of Care is defined as a comprehensive spectrum of services organized into a coordinated network to meet the multiple, complex and changing needs of children, adults and seniors. Health and Human Services focuses on physical and behavioral health as well as other human needs. An effective HHS System of Care considers access to prevention and intervention of services for vulnerable populations. It not only addresses the quality of direct services, but also accessibility, availability, accountability, and coordination among professionals, agencies and users within the service continuum.

Maintaining an effective HHS System of Care is necessary to optimize opportunity for individual and family success. It is also needed to preserve the safety net for vulnerable populations, prevent unnecessary duplication of services, improve the quality of life for all residents, and to maximize the social return on investment.

Citizens Advisory Committee on Health and Human Services

The Citizens Advisory Committee on Health and Human Services (CAC/HHS) was established on November 13, 1990, pursuant to Resolution R-90-1978. The mission of the CAC is to assist the Board of County Commissioners in the assessment of need, planning, implementation and evaluation of the System of Care, as defined in the Health and Human Services Element of the Palm Beach County Comprehensive Plan.

The CAC/HHS, Community Services Department staff and key community stakeholders organized the goals, objectives and policies listed throughout the Health and Human Services Element. Other county departments involved with the Element include Youth Services, Housing and Economic Development, Public Safety, Palm Tran and the Criminal Justice Commission. The Office of Community Revitalization works with Community Services and other departments to ensure the needs of residents who reside in rural and unincorporated areas throughout Palm Beach County.

These goals and policy recommendations are subject to review by the CAC/HHS and recommended to the Board of County Commissioners for approval.

The CAC/HHS works with the Palm Beach County Community Services Department (CSD) staff and other community partners to assure the integrity of the systems of care, within the scope of its authority and responsibility. Such assurance requires collaboration with other organizations who plan, provide and/or fund these services.

The CAC/HHS provides recommendations to sustain core services within the systems of care by defining basic needs; surveying emergent/urgent needs; prioritizing resources to address the needs; and making funding recommendations to the board of county commissioners to fill critical service gaps. The CAC/HHS may develop an action plan that specifies resources, capability and capacity to fill the core service gaps and/or emergent needs, appropriate to the County's responsibilities and authority. Allocation of County funds will take into consideration core services gaps.

The CAC/HHS will advise the BCC on an annual basis regarding system of care issues based on the assessment of gaps in core services. The County, through its Community Services Department, will identify federal, state and other funds to address gaps in core services and seek to maximize the utilization of such funds.

The Community Services Department will collect and analyze qualitative and quantitative data in collaboration with the CAC. This data will be used to identify gaps and inform recommendations on how to fill the gaps, as well as to coordinate with other health and social service organizations in order to foster a seamless service delivery system.

B. Assessment and Conclusions

History

The Health and Human Services Element was adopted in 1989 and substantially revised in 1997 as a result of the Evaluation and Appraisal Report (EAR) and Comprehensive Plan mandates. Additional modifications to the Element were made in 1998, 1999, and 2000 based on the findings and issues contained within the EAR. More recently, substantial revisions were made in 2023 to reflect the current system of care in Palm Beach County.

Goals, Objectives & Policies

The Goals, Objectives and Policies within the HHS Element cover a wide variety of topics, but they are all created for the purpose of informing and guiding health & human services decisions. Palm Beach County and collaborative partners recognize the importance of adequately providing for quality health and human services to protect and offer a safety net for our most vulnerable residents. For this reason, formulating and implementing goals and policies within the Collective Impact framework is vitally important to maximize the effectiveness and efficiency of the health and human service systems of care.

The Health & Human Services Element System of Care encompasses the scope and delivery of services organized into the following goal topic areas: 1) Housing & Homelessness, 2) Employment, 3) Transportation, 4) Food & Hunger, 5) Health & Wellness, 6) Education, 7) Safety & Justice, 8) Child Care.

Each of the goal topic areas listed above represents a system of care with backbone organizations and objectives that focus on:

- 1) **Quality of Services.** Services are evidenced-based and delivered in a culturally relevant way. Services are provided through a racial equity, non-discriminatory, and trauma-informed lens and are customer-focused.
- 2) **Accessibility.** Access to services are readily available online and in person. Services are ADA accessible and available to vulnerable populations. Service locations are available in low-income communities, and they can be accessed by public transportation.
- 3) **Availability.** Services are available to vulnerable populations. Resources are strategically allocated based on need, and vulnerable populations are prioritized to promote equity.
- 4) **Accountability.** There are backbone organizations that work with community partners to assess needs, develop shared goals and action plans based on needs identified, and evaluate progress on shared goals periodically. This information is shared with the Citizens Advisory Committee on Health and Human Services in order to provide support if possible.
- 5) **Coordination.** Health and Human Service providers and professionals work collaboratively to implement an integrated service model. Funders, nonprofits and governmental institutions work together to align policies and institutional practices in order to streamline services and maximize opportunity for economic stability and mobility.

Palm Beach County does not serve as the lead agency and is not primarily responsible for every domain. The Element defines the County's relationship with other lead agencies, funders and providers of services for the purpose of providing support where necessary and maximizing the resources and benefits available to Palm Beach County residents.

Palm Beach County will work with system leaders and community partners to develop tools that assess and measure the functioning level for each domain. Focus areas may be used by the backbone organization(s) to measure the functioning level of each domain outlined in the Health and Human Services Element.

Guiding Principles and Core Values

The following are a set of guiding principles that the Citizens Advisory Committee uses to assess, guide, and govern the overall health and human services systems of care:

- Institutional and structural racism and all other forms of discrimination must be dismantled in order to address the disparities that currently exist;
- Health and Human Services should be provided in the least restrictive environment;
- Services should focus on the needs of individuals and families ensuring that people's needs, values, and care are respectful and responsive to them;
- An integrated service delivery approach is needed in order to break down silos, reduce duplication of effort, share critical information and maximize results for individuals, families and communities;

- All workers should be able to earn a living wage and be provided an opportunity to develop their skills over time to facilitate upward mobility;
- Elected officials, institutional leaders, employers, non-profits, foundations, workers and other members of society all play a role in individuals entering and staying in the workforce;
- All residents should have the opportunity to work to their fullest potential, and earn a decent income as a primary way to meet their personal, social and economic responsibilities;
- Business and other organizations play a critical role in providing quality work and providing opportunity for upward mobility; and
- Employment support benefits should provide enough economic stability for families to stabilize and advance economically and live in dignity.

In addition, the following Core Values represent the highest priorities, deeply held beliefs, and fundamental driving sources across all organizations:

Racial Equity

Racial equity is an outcome and process that eliminates racial disproportionalities so that race is not a predictor of success.

We recognize that racial inequities exist across all indicators for success including in education, housing, criminal justice, health and jobs, regardless of intent. We also recognize that policymakers within government played a central role in the creation and maintenance of racial inequity, doing so explicitly for centuries and implicitly in recent decades via policies and institutional practices, even when they are race-neutral. Racial inequities will continue to exist unless there are intentional and strategic interventions that lead to transformation.

As a governmental entity, we have the ability and responsibility to promote policy change at multiple levels and across multiple sectors to drive larger systemic change. For this reason, we set goals and measures to track our progress, with the recognition that strategies must be targeted to close the gaps. Systems and structures that improve opportunities for communities of color benefit us all, both economically and psychologically. For this reason, we believe that advancing racial equity is to our collective benefit.

Protection of Vulnerable Populations

Palm Beach County will promote, fund, and provide services that enhance the lives and well-being of vulnerable populations. The County will advocate for policies, services and funding to address the self-sufficiency and economic stability of vulnerable populations.

Vulnerable populations as defined by the Element, include, but are not limited to:

- Senior Citizens;
- Individuals with Disabilities and Special Needs;
- Individuals who have experienced domestic violence;
- Youth (specifically youth with special needs, LGBTQ, Black/African American and Hispanic/Latino, caregiving youth, court-involved youth, homeless and foster care youth, and youth presenting with behavioral health concerns);
- Individuals living with HIV/AIDS;
- Veterans;
- Migrant Farmworkers; and
- Individuals and families living at or below 200% of the Federal Poverty Level.

II. GOALS, OBJECTIVES AND POLICIES

GOAL 1: HOUSING AND HOMELESSNESS

It is the goal for Palm Beach County to end the cycle of homelessness by collaborating with community partners and implementing the goals and strategies outlined in “Leading the Way Home” and the Department of Housing and Economic Sustainability’s Action Plan.

Objective 1.1 Reducing Homelessness

Palm Beach County supports initiatives with community partners that increase access and availability to affordable housing, reduce the incidence of substandard housing, and provide prevention/intervention services that reduce the incidence of homelessness among individuals and families. Such efforts will be consistent with the goals and objectives delineated in the Department of Housing and Economic Development Action Plan and the “Leading the Way Home” Plan.

Palm Beach County Community Services Department and the Department of Housing and Economic Development serve as lead agencies and central points of communication/action for housing and homelessness. In 2008, Palm Beach County created the “Ten Year Plan to End Homelessness”. Based on this blueprint document, partnerships with numerous municipalities and agencies were developed to address homelessness, affordable housing and other related needs. Upon reaching the end of the targeted timeframe, the “Ten Year Plan to End Homelessness” had achieved numerous proposed activities across seven (7) goals and had implemented seven (7) system enhancements. Building on the plan’s success, the new homeless plan titled “Leading the Way Home” was introduced in 2018 and identified additional issues and strategies that will be implemented to break the cycle of homelessness. These strategies include, but are not limited to expanding support services, aligning funding investment, focusing on racial equity and engaging health care providers and other community agencies in the continuum of cares’ overall efforts.

The Backbone Organizations associated with this goal are the Palm Beach County Community Services Department and the Department of Housing & Economic Sustainability in collaboration with the Homeless and Housing Alliance and other housing entities.

Quality of Services

Policy 1.1-a: The Community Services Department, serving as the collaborative applicant for the Department of Housing and Urban Development (HUD), will collect and analyze data that homeless providers enter into the Homeless Management Information System (HMIS) for quality assurance and quality management purposes. Agencies and services offered are listed in the Leading the Way Home publication.

Policy 1.1-b: The Community Services Department, through its Human Services Division, will collaborate with community partners to establish an operating structure that promotes equity and trauma-informed care.

Policy 1.1-c: The Community Services Department, through its Human Services Division, will collaborate with the Homeless and Housing Alliance and the Department of Housing and Economic Development to implement evidence-based programs and service delivery

models in order to prevent homelessness and assist individuals and families that are experiencing homelessness.

Accessibility

Policy 1.1-d: The Community Services Department, through its Human Services Division, will work with the Homeless and Housing Alliance, the Department of Housing and Economic Sustainability, and other entities to expand access to online services and maximize access to in-person services offered within low income communities.

Policy 1.1-e: The Community Services Department and the Department of Housing and Economic Development will work to expand access to support services to affordable and workforce housing.

Policy 1.1-f: The Community Services Department will work with community partners and the Continuum of Care (CoC) program to offer assistance to those on the verge of eviction or a facing an unexpected emergency housing situation.

Availability

Policy 1.1-g: The Community Services Department, through its Human Services Division and the Homeless and Housing Alliance, will collaborate with other entities to assess the availability of services and communicate any funding gaps to local, state and federal partners or potential partners.

Policy 1.1-h: The Community Services Department will work with the Department of Housing and Economic Sustainability, the Homeless Coalition, Housing Authorities and other housing entities to strategically allocate resources through the Financially Assisted Agency (FAA) program by issuing Notice of Funding Opportunities (NOFOs) to address funding gaps to homeless individuals and those at risk of homelessness.

Policy 1.1-i: The Community Services Department, with advice from the Citizens Advisory Committee on Health & Human Services (CAC/HHS), will strategically allocate funding through the Financially Assisted Agency Program (FAA).

Accountability

Policy 1.1-j: The Community Services Department, through its Human Services Division and the Homeless and Housing Alliance, will work with the Homeless Advisory Board on an annual basis to measure progress toward achieving the goals outlined in the Leading the Way Home plan. The Homeless Advisory Board will report progress with Leading the Way Home to community stakeholders and to the Citizens Advisory Committee on Health & Human Services (CAC/HHS) and will make recommendations for improvement to the Board of County Commissioners.

Policy 1.1-k: The Community Services Department, through its Human Services Division and the Homeless and Housing Alliance, will periodically assess and report the Continuum of Care's system performance measures to the Homeless Advisory Board and Citizens Advisory Committee on Health & Human Services (CAC/HHS).

Coordination

Policy 1.1-l: The Community Services Department, through its Human Services Division, will oversee the Homeless Management Information System (HMIS) and will share access to this database with other service providers within the homeless Continuum of Care (CoC).

Policy 1.1-m: The Community Services Department, through its Human Services Division and the Homeless and Housing Alliance, will expand coordination with municipalities, businesses, faith-based organizations, healthcare entities, Securing our Future Initiative (SOFI) organizations, providers and other entities to leverage resources, enhance coordination, and maximize desired outcomes.

GOAL 2: EMPLOYMENT

It is the goal for Palm Beach County to provide access to employment opportunities, job readiness and workforce training.

Objective 2.1 Opportunities for Employment and Training

Palm Beach County will support the initiatives and efforts consistent with the goals and objectives established by CareerSource Palm Beach County (CareerSource PBC). CareerSource PBC plays a key role in the development of the region's economy through the planning and implementation of a demand-driven workforce development program and innovative employment services utilizing the Workforce Innovation and Opportunity Act (WIOA). The Workforce Innovation and Opportunity Act (WIOA) directs the County to provide a business-led and market-responsive integrated workforce development system which fosters customer service excellence, seeks continuous improvement, and demonstrates value by enhancing workforce training and employment opportunities for all individuals, including vulnerable populations (homeless, disabled, veterans, ex-offenders and out-of-school youth, as mandated by WIOA).

The collaboration among education, workforce and economic development networks will maximize the competitiveness of Palm Beach County's businesses and the productivity of the workforce, thus increasing economic mobility and prosperity.

The Backbone Organizations associated with this goal are CareerSource PBC, Palm Beach County Community Services Department Community Action Human Services Division.

Quality of Services

Policy 2.1-a: Palm Beach County, through CareerSource PBC, seeks to emphasize coordination and collaboration at all levels of the county (employers, universal jobseekers) by identifying the education, skill, and employment needs of the workforce system. CareerSource utilizes private economic modeling tools that aggregate all locally online-advertised positions to identify employer education, hard and soft skill requirements. The Florida Department of Economic Opportunity provides a local labor report annually to CareerSource PBC and the Florida Chamber generates an annual Workforce Needs study. These tools and reports are used with local college direct employer surveys to create the Local Targeted Occupation List (LTOL) required for local WIOA funded training scholarships.

Policy 2.1-b: Palm Beach County Community Services Department Community Action and Human Services Division will host focus groups with low-income residents to assess

the challenges and barriers faced by families in an effort to improve quality of services and client experiences.

Accessibility

Policy 2.1-c: CareerSource PBC will continue to serve as the county’s one-stop local workforce board and will continue to offer both in-person and virtual services throughout the region. Services offered, but not limited to, include workforce training, internships, on-the-job training, career assessments, job preparation, interview skills, resume writing, and professional job placement.

Policy 2.1-d: CareerSource PBC will continue to collaborate with the local economic development agencies, the Business Development Board, and various community partners to conduct a proactive workforce system designed to attract talent and business to the area.

Policy 2.1-e: CareerSource PBC will continue to offer universally accessible services and technology to job seekers with visual and hearing impairment and will provide ESOL (speakers of other languages) services to underserved populations within the community.

Availability

Policy 2.1-f: The Community Services Department, with advice from the Citizens Advisory Committee on Health & Human Services (CAC/HHS), will strategically allocate funding through the Financially Assisted Agency Program (FAA).

Policy 2.1-g: Palm Beach County, through CareerSource PBC, will coordinate with community partners to deliver workforce services and address areas of need.

Policy 2.1-h: Palm Beach County, through CareerSource PBC, will engage and coordinate with community partners to address employment needs and deliver workforce services to vulnerable populations, which include job seekers with significant barriers to employment such as previous incarceration, disabled, homeless, long-term unemployed, veterans, migrant and seasonal farmworkers, and those transitioning to economic self-sufficiency from public assistance.

Accountability

Policy 2.1-i: Palm Beach County, through CareerSource PBC, will support the completion of annual goals and targets that align with Federal and State metrics as outlined by the US Department of Labor, Florida Department of Economic Opportunity, and the Palm Beach County local workforce board.

Policy 2.1-j: Palm Beach County, through the CareerSource PBC Board of Directors, will ensure the success of achieving annual organizational goals. The Organizational Effectiveness Report allows the board to analyze trends related to program effectiveness, and helps identify areas requiring increased focus, and/or resources.

Policy 2.1-k: CareerSource PBC will continue to be an active participant on a variety of community-wide “cradle to career” initiatives launched by funders, policymakers, and interested stakeholders from both the public and private sector. These CareerSource

Palm Beach County-involved initiatives share the common goal of achieving “collective impact” and maximum coordination.

Coordination

Policy 2.1-l: Palm Beach County, through CareerSource PBC, will support the alignment of workforce investment, education, and economic development systems in an effort to achieve a comprehensive, accessible, and high-quality workforce development system.

Policy 2.1-m: CareerSource PBC will continue to serve as the facilitator for strategic initiatives to align workforce investment and education. CareerSource PBC will lead regional stakeholders in the effort to build upon existing successful strategies and spearhead collaborative innovation efforts between education, industry, and the workforce system to leverage a variety of resources and strategies to address current and/or projected skill gaps.

Policy 2.1-n: Palm Beach County, through CareerSource PBC, serves to improve the labor market relevance of workforce investment, education, and economic development efforts to provide workers with the skills and credentials necessary to secure employment with family-sustaining wages and to provide businesses with the skilled workers the employers need to succeed in a global economy.

GOAL 3: TRANSPORTATION

It is the goal for Palm Beach County is to provide a safe, efficient, and connected multimodal transportation system that ensures access for people of all ages and abilities and maximizes Health and Human Services supports for the System of Care.

Objective 3.1 Access to Safe Multimodal Transportation

Palm Beach County will support the initiatives for a safe, efficient, and connected transportation system in collaboration with Palm Tran and the Palm Beach Transportation Planning Agency (TPA) to implement an integrated approach that will address the transportation issues especially within disadvantaged and vulnerable areas of the community. Stakeholders advocate for effective communication and a cohesive approach to reduce the barriers for vulnerable populations to obtain access to various social services related to employment, health, housing, religion, etc. The Community Services Department will serve as a collaborative partner as needed.

The Backbone Organizations associated with this goal are Palm Tran and Palm Beach Transportation Planning Agency (TPA).

Quality of Services

Policy 3.1-a: Palm Beach County will collect, share, and analyze data from various information systems and qualitative means to evaluate the delivery of transportation services to vulnerable populations throughout the County.

Accessibility

Policy 3.1-b: Palm Beach County, through Palm Tran and in collaboration with Palm Beach TPA and Transportation Disadvantaged Local Coordinating Board (LCB), will work cohesively to examine and assess services for the transportation disadvantaged.

Policy 3.1-c: Palm Beach County, through Palm Tran, will ensure that transportation is accessible to populations that rely on public transportation for access to services such as employment, medical appointments and childcare. Reliance on public transportation to access services will be considered when making changes to routes and stops that may significantly impede access to additional services.

Availability

Policy 3.1-d: Palm Beach County, through Palm Tran, will collaborate with local municipalities and Palm Beach TPA to identify and prioritize adequate transportation for low-income communities, individuals with developmental disabilities, and senior communities.

Policy 3.1-e: Palm Beach County, through Palm Tran, will collaborate with the Community Services Department to identify gaps in services and enhance flexible transportation options such as Palm Tran Connection, and fixed routes to hospitals, nonprofit locations, employment locations, and food and shopping centers.

Accountability

Policy 3.1-f: Palm Tran will collaborate with the Community Services Department to monitor and evaluate the performance of transportation services as it relates to health and human Services in Palm Beach County.

Coordination

Policy 3.1-g: Palm Beach County, through Palm Tran, will collaborate with residents, community leaders, and other stakeholders to identify and address obstacles that impede the provision of safe and reliable transportation services.

Policy 3.1-h: Palm Beach County, through Palm Tran, will coordinate transportation services with input from the Transportation Disadvantaged Local Coordinating Board (LCB), to best serve the transportation-disadvantaged population and increase their access to social services.

GOAL 4: FOOD AND HUNGER

The goal for Palm Beach County is to reduce local hunger by coordinating with community organizations, community leaders, and stakeholders to mobilize support and carry out the Palm Beach County Hunger Relief Plan strategies and goals.

Objective 4.1 Reducing Local Hunger

Palm Beach County will support the initiatives and efforts consistent with the goals and objectives established by the United Way of Palm Beach County, which serves as the lead agency for the Palm Beach County Hunger Relief Plan and is the central point for hunger relief work in Palm Beach County. In 2015, Palm Beach County and United Way of Palm Beach County came together to create the Palm Beach County Hunger Relief Plan. The purpose of this partnership is to reduce hunger for Palm Beach County residents. Stakeholders advocate for strong and robust programs and policies that reduce hunger and poverty while working on the implementation of the ten (10) goals of the Hunger Relief Plan.

The Community Services Department (CSD) supports the comprehensive countywide hunger relief efforts outlined within the Palm Beach County Hunger Relief Plan. The plan aims to reduce hunger through innovative strategies designed to make significant and measurable reductions in the rates of food insecurity and hunger in Palm Beach County.

The Backbone Organization associated with this goal is the United Way of Palm Beach County.

Quality of Services

Policy 4.1-a: The Community Services Department will support the United Way of Palm Beach County Hunger Relief Program's collection, analysis, and utilization of data from local, state and national sources and other qualitative means in reference to food and the nutritional needs of Palm Beach County residents.

Accessibility

Policy 4.1-b: The Community Services Department will support the United Way of Palm Beach County Hunger Relief Program, which will serve as the countywide convener for mobilizing support and carrying out the Palm Beach County Hunger Relief Plan ten (10) goals and strategies and objectives.

Policy 4.1-c: The Community Services Department will support the United Way of Palm Beach County Hunger Relief Program's leading stakeholders to advocate for strong and robust programs and policies that reduce hunger and poverty.

Policy 4.1-d: The Community Services Department will collaborate with the United Way of Palm Beach County Hunger Relief Program to create an interactive web-based GIS (Geographic Information System) application pertaining to food banks and pantries and have it hosted on the Palm Beach County server.

Availability

Policy 4.1-e: The Community Services Department, with advice from the Citizens Advisory Committee on Health & Human Services (CAC/HHS), will strategically allocate funding through the Financially Assisted Agency Program (FAA).

Policy 4.1-f: The Community Services Department will support the United Way of Palm Beach County Hunger Relief Program in acknowledging and assisting food insecure individuals in Palm Beach County by providing information and resources identified through data and zip code information.

Policy 4.1-g: The Community Services Department will support the United Way of Palm Beach County Hunger Relief Program, which will work side by side with residents, community leaders and other stakeholders, developing initiatives to help reduce hunger in our communities.

Accountability

Policy 4.1-h: The Community Services Department will support the United Way of Palm Beach County Hunger Relief Program in the completion of annual goals and targets that align with the Palm Beach County Hunger Relief Plan. These targets are used to measure

progress year over year in serving food insecure individuals and families as well as to avoid duplication of effort and resources among providers. Assessment of need and service gaps and the delineation of roles and responsibilities among providers who serve food insecure individuals and families in Palm Beach County will be done on an ongoing basis.

Coordination

Policy 4.1-i: The Community Services Department will support the United Way of Palm Beach County Hunger Relief Program, which will convene all hunger relief stakeholders through various workgroups to address the goals of the Hunger Relief Plan for the best outcomes. Guided by the Hunger Relief Advisory Council, five (5) Work Groups (Senior Hunger, Childhood Hunger, The Glades, Infrastructure, and SNAP Outreach and Advocacy Work Group) consisting of a diverse group of community partners will communicate and collaborate to collectively combat hunger. Hunger Relief will share data and coordinate with the Hunger Relief Work Groups, community organizations, community leaders, stakeholders, and residents in their efforts to implement the Palm Beach County Hunger Relief Plan.

Policy 4.1-j: The Community Services Department will partner with the United Way of Palm Beach County Hunger Relief Program which, through the Childhood Hunger Work Group, strives to ensure that all Palm Beach County children have access to the nutritious food they need to build health bodies and strong minds. The Childhood Work Group focuses on the following three areas: Afterschool Meals, Summer BreakSpot and Family Weekend Backpacks.

Policy 4.1-k: The Community Services Department will partner with the United Way of Palm Beach County Hunger Relief Program which, through the Senior Hunger Work Group, strives to ensure that all low-income older residents of Palm Beach County will have balanced and nutritious food. Specifically, that all eligible Palm Beach County senior citizens at risk of hunger will receive federal benefits and other life-saving hunger supports such as Supplemental Nutrition Assistance Program (SNAP), Home Delivered Meals (HDM), and Congregate Meals.

Policy 4.1-l: The Community Services Department will partner with the United Way of Palm Beach County Hunger Relief Program which, through the Infrastructure Work Group, strives to ensure that all Palm Beach County residents will be able to access healthy, affordable food in their community and that food banks, pantries, and other charitable agencies will partner to connect families to nutritious food and resources.

Policy 4.1-m: The Community Services Department will partner with the United Way of Palm Beach County Hunger Relief Program which, through the Glades Work Group, focuses on Special projects in the Glades area that address building capacity and infrastructure, engaging residents, community partners, elected officials and other stakeholders. These community groups work closely together to develop and implement initiatives that provide access to affordable nutritious food, nutrition education, and business opportunities.

Policy 4.1-n: The Community Services Department will partner with the United Way of Palm Beach County Hunger Relief Program which, through the SNAP Outreach and Advocacy Work Group, strives to ensure that the Palm Beach County Hunger Relief Task Force, Elected Officials and community members advocate for the strengthening of public

policies at all levels of government to systematically fight hunger and reduce food hardship. The SNAP Outreach and Advocacy Work Group will work to improve access to SNAP to benefit more residents of Palm Beach County.

GOAL 5 HEALTH AND WELLNESS

It is the goal for Palm Beach County to promote and provide services that improve access to affordable integrated physical and behavioral health care.

This includes efforts to establish a person-centered recovery-oriented System of Care for Behavioral Health that is readily accessible and integrated. The system will provide a continuum of services from prevention to treatment, aftercare, and throughout recovery; thereby promoting the health, safety, and quality of life for children, adults, and seniors.

Objective 5.1 Behavioral and Physical Health Core Services

Palm Beach County will support the initiatives and efforts consistent with goals and objectives mentioned within the Community Health Improvement Plan (CHIP), the Palm Beach County Behavioral Health Needs Assessment, the Healthy Start Service Delivery Plan, the Palm Beach County School District Strategic Plan, the Health Care District plans, the Palm Beach County Integrated HIV Prevention and Care Plan, and the Ending the HIV Epidemic Plan. The Community Health Improvement Plan is a long-term, systemic effort to address public health problems based on the results of a community health assessment and a community health improvement framework. Stakeholders assess, prioritize and develop plans to address the needs in the community. The plan currently focuses on behavioral health, access to care and services, and promoting healthy lifestyles.

The Community Service Department (CSD) through its Office of Behavioral Health and Substance Use Disorders serves as a collaborative hub for implementing the Palm Beach County Opioid Response Plan. Additionally, the Department's Behavioral Health, Substance Use and Co-Occurring Disorder Steering Committee is responsible for measuring progress on and updating the Opioid Response Plan.

The Community Services Department through its HIV/AIDS Programs, supports an HIV coordinated service network that provides medical and support services to people with HIV. Additionally, the HIV CARE Council is responsible for planning, assessment, and resource allocation necessary to achieve the goals & objectives of the HIV Integrated Prevention & Care Plan.

The Backbone Organizations associated with this goal are Palm Beach County Community Services Department, Southeast Florida Behavioral Health Network, Florida Department of Health, Health Care District of Palm Beach County, and BeWell (a collective impact initiative coordinated by systems, sectors, and the community across Palm Beach County).

Quality of Services

Policy 5.1-a: Palm Beach County will collaborate with agencies who survey health status, plan and provide services, and monitor systems of care, to improve service delivery and health outcomes for recipients of County services.

Policy 5.1-b: Palm Beach County Community Services Department will collaborate with other behavioral health funders to achieve uniformity and standardization of administrative

contracting and community-based outcomes including, but not limited to, integrating Recovery Capital Indexing into care provision.

Policy 5.1-c: Palm Beach County will support the concept of no wrong door for behavioral health by focusing on neutral care coordination for entry into all, treatment modalities and stages in the system of care.

Policy 5.1-d: The Community Services Department will assist with analyzing data from the Community Health Assessment, the Community Health Improvement Plan, the Palm Beach County Cultural Health Disparity and Behavioral Health Needs Assessment and other health and wellness assessments such as Recovery Capital Indexing, to identify and support funding strategies to close gaps within a person-centered, recovery-oriented system of care.

Policy 5.1-e: Palm Beach County will collaborate with agencies who survey health status, plan and provide services, and monitor systems of care, in order to improve service delivery and health outcomes for recipients of County Services.

Policy 5.1-f: Palm Beach County will support the integration of physical health services by focusing on neutral care coordination across treatment stages and modalities in the person-centered recovery-oriented system of care.

Policy 5.1-g: The Palm Beach County Ryan White program will provide navigation services to assist people with HIV/AIDS to identify and apply for health insurance or other health care cost-sharing programs.

Accessibility

Policy 5.1-h: The Community Services Department will collaborate with the Health Care District, Southeast Florida Behavioral Health Network, and other organizations to ensure that Palm Beach County residents have access to medical and behavioral health services that are person-centered and recovery-oriented, and to reduce barriers for vulnerable populations. This should include trauma sensitive practices and building resiliency; education, awareness and de-stigmatization; and prevention services, particularly with youth and families.

Policy 5.1-i: The Citizens Advisory Committee on Health & Human Services (CAC/HHS) along with the Community Services Department will strategically allocate resources through the Financially Assisted Agency Program (FAA).

Policy 5.1-j: The Division of Senior Services and Veteran Services will provide technical assistance to veterans applying for medical benefits.

Policy 5.1-k: Palm Beach County, through the Ryan White Program, will collaborate with the Florida Department of Health to provide Early Intervention Services in community-based settings that includes targeted HIV testing, referral services to improve HIV care and treatment at key points of entry, linkage to HIV core medical and support services.

Policy 5.1-l: The Ending the HIV Epidemic Program will implement a Data to Care strategy to identify people with HIV who are not receiving care and treatments, and rapidly navigate and engage those identified into needed services.

Policy 5.1-m: The Minority AIDS Initiative will provide medical and related support services to improve access to HIV care and reduce disparities in health outcomes for racial and ethnic minority populations disproportionately affected by HIV.

Availability

Policy 5.1-n: Palm Beach County will participate in funding core behavioral health prevention and treatment and recovery services to assure the health, safety and well-being of its residents.

Policy 5.1-o: Palm Beach County will collaborate with other behavioral health funders to periodically assess the availability of core behavioral health treatment and recovery services for all residents.

Policy 5.1-p: The Community Services Department will make recommendations about funding for behavioral health services and substance use disorders, prevention, treatment and recovery on an annual basis to the Board of County Commissioners.

Policy 5.1-q: Palm Beach County will work with community partners to reduce racial/ethnic or other discriminatory disparities in health and wellness outcomes and access to services across the continuum and within the system of care.

Policy 5.1-r: Palm Beach County will refer vulnerable individuals and families to the Health Care District and other community-partners for the provision of health services including medical, dental, vision, hearing, and developmental assessment and therapies.

Policy 5.1-s: Palm Beach County will support programs, provide services and collaborate with other organizations with respect to the prevention and/or intervention of identified population-based health and safety issues.

Policy 5.1-t: Palm Beach County will promote and provide routine opt-out HIV testing in health care and correctional settings. Such efforts will be consistent with Center for Disease Control (CDC) guidelines and recommendations.

Policy 5.1-u: Palm Beach County will work with Children's Services Council of Palm Beach County to ensure that maternal child health and early childhood development services are available for the residents of Palm Beach County.

Accountability

Policy 5.1-v: The Community Services Department and the Citizens Advisory Committee on Health and Human Services will periodically review the assessment of core behavioral health treatment and recovery services as defined by the Substance Abuse and Mental Health Services Administration of the U.S. Department of Health & Human Services.

Policy 5.1-w: Palm Beach County will work with funded providers of services in the system of care to ensure that all programs and services meet expected outcomes for service delivery.

Policy 5.1-x: The Community Services Department, in collaboration with the County's Office of Behavioral Health and Substance Use Disorder, will provide annual updates to the Board of County Commissioners on the progress of promoting best practices and

innovative strategies which include programming aimed at reducing the following: alcohol and drug-related deaths and overdoses, crime related to substance use and mental health, drug-related infectious diseases and medical complications, alcohol and drug (inclusive of prescriptions) misuse, suicide, and mental health emergencies.

Policy 5.1-y: Palm Beach County will administer grant compliance with HIV/AIDS programs in the provision of health and support services.

Policy 5.1-z: The Ending the HIV Epidemic Program will establish Rapid Entry to Care sites that provide HIV care and treatment within 72 hours of diagnosis or referral.

Policy 5.1-aa: The HIV/AIDS Programs will monitor, evaluate, and report on annual HIV Care Continuum data for Palm Beach County.

Policy 5.1-bb: The Community Services Department will establish a Syringe Services Program to prevent the spread of infectious diseases and will offer supportive services to provide a bridge to treatment.

Policy 5.1-cc: Palm Beach County will work in partnership with community partners throughout the person-centered recovery-oriented system of care to ensure health and wellness services are well coordinated and meet the needs of Palm Beach County residents.

Coordination

Policy 5.1-dd: Palm Beach County will define its role and responsibility for system level coordination and initiate modifications as necessary to ensure implementation of a comprehensive, integrated, client-centered, and trauma-informed system of care along a continuum from prevention through recovery while working collaboratively with community partners to ensure services are well-coordinated to meet the needs of Palm Beach County residents.

Policy 5.1-ee: The Citizens Advisory Committee on Health and Human Services and the Community Services Department will provide a forum on a semiannual basis for review of behavioral health systems of care issues.

Policy 5.1-ff: Palm Beach County will collaborate with Palm Beach County Health Department, the Health Care District of Palm Beach County, Southeast Florida Behavioral Health Network, Children's Services Council of Palm Beach County, BeWell (a collective impact initiative coordinated by Palm Health Foundation), and other community organizations to maximize the health and wellness service offerings for Palm Beach County residents to promote positive health and wellness outcomes.

Policy 5.1-gg: Palm Beach County, in coordination with health and wellness focused foundations, will help to prioritize and ensure that gaps within the system of care are addressed with progressive initiatives to meet the needs of the community.

Policy 5.1-hh: The Community Services Department will coordinate with the Palm Beach County Department of Health, the Health Care District of Palm Beach County, and Federally Qualified Health Centers (FQHCs) to ensure medical and pharmaceutical services are available to the residents of Palm Beach County.

Policy 5.1-ii: The Community Services Department will coordinate the County's participation in a comprehensive integrated person-centered recovery-oriented system of care.

Policy 5.1-jj: The HIV/AIDS Programs will coordinate with governmental and community-based partners to provide a comprehensive system of HIV medical care, essential support services, and medications for low-income people with HIV who are uninsured and underinsured.

Policy 5.1-kk: The HIV/AIDS Programs will reduce stigma regarding HIV through the promotion of the U=U concept, which states that people with HIV who are receiving treatment and who maintain an undetectable viral load cannot sexually transmit HIV to others.

Policy 5.1-ll: The Housing Opportunities for Persons with HIV/AIDS (HOPWA) Program will provide housing assistance and related support services for low-income people with HIV/AIDS and their families and/or household members.

Policy 5.1-mm: Palm Beach County will collaborate with the State of Florida Health Department, the Health Care District of Palm Beach County, Southeast Florida Behavioral Health Network, Children's Services Council of Palm Beach County, Federally Qualified Health Centers (FQHCs), and other community organizations to maximize health and wellness service offerings and ensure Palm Beach County residents can achieve positive health and wellness outcomes.

GOAL 6 EDUCATION

It is the goal for Palm Beach County to work with an equity-embedded school system and community entities to enhance education through coalitions, programs, or services that assist all learners to develop their academic and life skills, find jobs, and achieve their highest potential in a global economy.

The Education domain includes primary school (kindergarten to high school graduation), post-secondary education (college and technical/vocational programs) and adult education. For policies related to early childhood education, see the Child Care Domain.

Objective 6.1 Enhancing Education

Palm Beach County will work with community entities such as the School District, Children's Services Council, Youth Services Department, Palm Beach State College and other community organizations to enhance education through coalitions, programs, or services and assist individuals to increase their skills and find jobs. Such efforts will be consistent with the goals and objectives delineated in the Palm Beach County School District Strategic Plan, the Birth to 22 United for Brighter Futures Youth Master Plan, and other planning efforts.

The Backbone Organizations associated with this goal are Palm Beach County School District and Palm Beach State College, both of which are supported by the Birth to 22 Alliance.

Quality of Services

Policy 6.1-a: The Palm Beach County School District will provide free and appropriate public education through a positive and supportive school climate and effective and relevant instruction to meet the educational needs of all students.

Policy 6.1-b: Birth to 22 will work with providers to promote enhancements to educational services and ensure that families with school-age youth have the health and human services support needed to maintain a quality education.

Policy 6.1-c: Palm Beach County, through the Youth Services Department, will enhance educational opportunities by providing family support and promoting a trauma-informed environment.

Policy 6.1-d: Palm Beach County, through its Youth Services Department, will support out-of-school-time activities to enhance learning and educational opportunities.

Policy 6.1-e: The Palm Beach County School District, in collaboration with various community partners, will assess, implement, and evaluate evidence-based practices for behavioral health, trauma-informed care, alternatives to arrest, sentencing, and suspension, and other initiatives to maintain quality educational opportunities.

Accessibility

Policy 6.1-f: The Palm Beach County School District will expand strategies to promote access to educational opportunities for students and families.

Policy 6.1-g: The Palm Beach County School District and Palm Beach State College, through their Adult and Career Technical Education Programs, will ensure adults have access to educational opportunities within their community.

Policy 6.1-h: Birth to 22 and Palm Beach State College will implement initiatives to promote access to post-secondary education and completion.

Policy 6.1-i: Palm Beach County, through its Community Action Program, will offer support for General Education Diploma (GED) programs.

Policy 6.1-j: Birth to 22 will work with providers to enhance accessibility to educational services for disconnected youth.

Policy 6.1-k: Palm Beach County, through Palm Tran, will provide transportation supports for vulnerable families to access education programs.

Availability

Policy 6.1-l: The Palm Beach County School District will implement strategies to support School Choice (i.e. Career and Technical, Charter, Controlled Open Enrollment, Home Education, IB) options for students and adults.

Policy 6.1-m: Palm Beach County, through its Youth Services Department in collaboration with other entities, will promote availability of educational opportunities for students needing additional supports to be successful.

Accountability

Policy 6.1-n: Palm Beach County, through its Youth Services Department and the Community Services Department and in collaboration with the Palm Beach County School District, Children’s Services Council, and Palm Beach State College, will provide periodic updates to the Board of County Commissioners, the Birth to 22 Steering Committees, the Palm Beach County School Board, and the Citizens Advisory Committee on Health and Human Services to share progress towards achieving the goals outlined in their respective plans.

Coordination

Policy 6.1-o: Palm Beach County, through the Business Development Board of Palm Beach County and in collaboration with the Palm Beach County School District, CareerSource Palm Beach County, local universities, and other entities, will work to align educational curricula with current and future workforce opportunities.

Policy 6.1-p: The Palm Beach County School District will collaborate with the Health Care District of Palm Beach County and various community providers to address students’ health issues within the school setting to support their ability to learn.

Policy 6.1-q: Birth to 22 and the Palm Beach County School District will collaborate with various community partners to assess, identify, and provide tutoring and mentoring to promote student learning and academic achievement.

Policy 6.1-r: The Hunger Relief Steering Committee, in collaboration with the Palm Beach County School District and community partners, will provide for students’ nutritional needs within and outside of school settings in order to promote learning and academic achievement.

Policy 6.1-s: Palm Beach County, through the Community Services Department Community Action and Human Services Division, will provide support services (i.e. Housing, Utility Assistance, Internet services, etc.) to vulnerable students and their families to ensure access to in-person and online educational opportunities.

Policy 6.1-t: Palm Beach County, through the Youth Services Department in conjunction with Birth to 22 and the Palm Beach County School District, will assess, identify, and reconnect disconnected youth to school settings in order to promote learning and academic achievement.

Policy 6.1-u: Palm Beach County, through the Palm Beach County Library System, will collaborate with the Palm Beach County School District to enhance opportunities for learning outside of the school setting.

GOAL 7 SAFETY AND JUSTICE

It is the goal for Palm Beach County to promote, protect, maintain and improve the safety of, and justice for, its residents and visitors.

Objective 7.1 Public Safety

Palm Beach County, through its Criminal Justice Commission (CJC), the Public Safety Department, and the Youth Services Department, collaborates with the Florida Department of

Children and Families (DCF), the Florida Department of Juvenile Justice (DJJ), and other agencies to develop and implement initiatives that improve safety and promote justice for children, youth and adults in Palm Beach County. Such efforts are consistent with the goals and objectives delineated in Public Safety's Justice Services Initiatives, Birth to 22 United for Brighter Futures Youth Master Plan, Community Alliance of Palm Beach County initiatives and Department of Juvenile Justice's (Circuit 15) Strategic Plan.

Examples of Safety and Justice programs that overlap with health and human services are: reentry programs, victim services, adult protective services, youth empowerment centers, child welfare initiatives, afterschool educational and recreational programs and activities, family violence intervention programs, restorative justice initiatives, and programs providing alternatives to arrest or sentencing.

The Backbone Organizations associated with this goal are Palm Beach County Criminal Justice Commission, Florida Department of Children and Families, Palm Beach County Youth Services Department, Palm Beach County Public Safety Department, and Florida Department of Juvenile Justice.

Quality of Services

Policy 7.1-a: Palm Beach County, through the Criminal Justice Commission, will work with the courts and law enforcement entities across the county to collect and analyze data and make recommendations for alternative programming and best practices to improve public safety and quality of life for Palm Beach County residents.

Policy 7.1-b: Palm Beach County will support the efforts put forth by the State of Florida Department of Children and Families to prevent child abuse and protect vulnerable adults from abuse, neglect, and exploitation.

Policy 7.1-c: Palm Beach County will support the efforts of the Community Alliance of Palm Beach County to maintain and update the community's Child Abuse Prevention and Permanency Plan. The Community Alliance of Palm Beach County will gather stakeholders together to analyze data and make recommendations to improve the safety and welfare of children throughout Palm Beach County.

Policy 7.1-d: Palm Beach County, through the Criminal Justice Commission, the Youth Services Department, and the Public Safety Department, will assess, implement, and evaluate evidence-based practices for criminal justice reform, trauma-informed care, and other public safety initiatives.

Accessibility

Policy 7.1-e: Palm Beach County, through the Criminal Justice Commission, the Youth Services Department, and the Public Safety Department – Justice Services, will evaluate and advocate for programs and services that enable those affected by reform initiatives to maintain or improve their health status and reduce safety risks.

Policy 7.1-f: Palm Beach County, through the Criminal Justice Commission, the Youth Services Department, the Public Safety Department, and other partner agencies will ensure that the residents of Palm Beach County have access to programs and services that promote safety and justice.

Availability

Policy 7.1-g: Palm Beach County, through its Criminal Justice Commission, the Youth Services Department, and the Public Safety Department will strategically allocate funding and leverage local, state and federal resources to support the safety and justice initiatives in Palm Beach County.

Policy 7.1-h: Palm Beach County, through its Criminal Justice Commission, the Youth Services Department, and the Public Safety Department will strategically allocate funding to promote and maintain safety and justice initiatives for vulnerable populations.

Accountability

Policy 7.1-i: Palm Beach County, through its Criminal Justice Commission, the Youth Services Department, and the Public Safety Department will provide periodic updates to the Board of County Commissioners, the Birth to 22 Steering Committee, the Juvenile Justice Advisory Board, and the Citizens Advisory Committee on Health and Human Services to share progress towards achieving the goals outlined in their respective plans.

Coordination

Policy 7.1-j: Palm Beach County, through its Criminal Justice Commission, the Youth Services Department, and the Public Safety Department – Justice Services, will coordinate with nonprofit organizations, foundations, faith-based entities, law enforcement, and other governmental entities to promote, implement, and evaluate vulnerable populations.

GOAL 8 CHILD CARE

It is the goal for Palm Beach County to improve the accessibility of high quality early childhood education and after school care that promotes developmentally appropriate practices leading to children being ready to start and succeed in kindergarten and beyond.

Objective 8.1 Access to Child Care

Palm Beach County will support initiatives for early childhood education (child care) in collaboration with the Early Learning Coalition of Palm Beach County (ELC), the Children's Services Council of Palm Beach County (CSC) and Palm Beach County's Youth Services Department that champion the funding and management of a local early childhood care and education system of services that supports the community's most vulnerable children. Such efforts will be consistent with the goals and objectives delineated in the Birth to 22 United for Brighter Futures Youth Master Plan. The Community Services Department will serve as a collaborative partner as needed.

The Backbone Organizations associated with this goal are Children's Services Council, Early Learning Coalition, and Prime Time Palm Beach County. These organizations support the management of a local system of services that supports the community's most vulnerable children.

Quality of Services

Policy 8.1-a: Palm Beach County, through the Youth Services Department, will collaborate with the Early Learning Coalition and Children's Services Council to research and evaluate the delivery of quality child care services in the community.

Policy 8.1-b: Palm Beach County, through the Youth Services Department, will work with the Children's Services Council and the Early Learning Coalition to evaluate and increase the capacity of quality child care programs through support such as scholarships and incentives for professional development of caregivers to maintain high quality services.

Accessibility

Policy 8.1-c: Palm Beach County, through the Youth Services Department, will continue to support the Early Learning Coalition in creating a centralized waitlist to create a fair, efficient, and effective method for the most vulnerable families to access services.

Policy 8.1-d: Palm Beach County will strategically allocate resources through the Youth Services Department.

Availability

Policy 8.1-e: Palm Beach County, through the Youth Services Department, will work with the Children's Services Council and Early Learning Coalition to determine child care needs in each zip code in Palm Beach County and assess the areas of highest need and what the child care availability is in those areas.

Accountability

Policy 8.1-f: Palm Beach County, through the Youth Services Department, will collaborate with the Children's Services Council and the Early Learning Coalition to measure quality child care environments through the Strong Minds Network and Classroom Assessment Scoring System (CLASS).

Policy 8.1-g: Palm Beach County, through the Youth Services Department, will collaborate with early care and educational partners to identify and utilize an accurate measure of School Readiness. This will allow Youth Services Department to assess the effectiveness of the early childhood care and educational system and child care providers.

Coordination

Policy 8.1-h: Palm Beach County, through the Youth Services Department, will collaborate with the Early Learning Coalition to help individuals requesting assistance with locating child care and provide them with information, consumer education, and community resources.

Policy 8.1-i: Palm Beach County, through the Youth Services Department, will support the Early Learning Coalition in the coordinated blending of funding sources for early care and education, and out-of-school programming (afterschool and summer camps).

Policy 8.1-j: Palm Beach County, through the Youth Services Department, will support and collaborate with Prime Time Palm Beach County in the fostering of high quality, out-of-school-time programs, which provide opportunities for children and youth to succeed while promoting awareness of Adverse Childhood Experiences (ACEs).

III. IMPLEMENTATION

Implementation of the Health and Human Services Element is the responsibility of the Palm Beach County Community Services Department. Implementation will be consistent with the directives from the Board of County Commissioners and County Administration, which will include consideration of recommendations from the Citizens Advisory Committee on Health and Human Services.

Evaluate Health and Human Service Progress (Citizens Advisory Committee on Health and Human Services)

The Citizens Advisory Committee on Health and Human Services shall report progress and implementation of the Health and Human Services Element to the Board of County Commissioners on an annual basis.

Evaluate Health and Human Service Progress (Community Services Department)

The Community Services Department shall report progress and implementation of the Health and Human Services element to the Department of Planning, Zoning and Building or other applicable parties as required by the Palm Beach County Comprehensive Plan.

IV. REFERENCES

Additional documents such as the Palm Beach County Ecosystem Diagram, and the Index and Definitions document, can be found on Palm Beach County's Community Services website.

A. Plan Cross-References:

Cross-references have been indicated after several Goals, Objectives and Policies in the form of footnotes.

Exhibit 3
Correspondence
