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**HEALTH AND HUMAN SERVICES ELEMENT**

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# HEALTH AND HUMAN SERVICES ELEMENT

## I. INTRODUCTION

The Health and Human Services Element is an optional Element under Rule 9J-5, F.A.C. Palm Beach County decided in 1989 to create this optional Element in recognition of the importance of managing the County's responsibilities of providing health and human services. This Element complies with the requirements of Rule 9J-5 F.A.C. 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.

## 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.

### 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 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 to be held accountable for that action.

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

## **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 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.

### **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 coordinate 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 services and provision of support services (emergency, economic stability and self-sufficiency services).

**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 Florida Department of Elder Affairs, the Division of Senior Services will provide 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, caregiver stipends, adult day care, and case management for residents of northern and western Palm Beach County. (Services in southern Palm Beach County are provided by the Mae Volen Senior Center)

**Policy 2.1-i:** The Division of Senior Services will coordinate with Jewish Family and Children 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 Department of Public Safety, Division of Youth Affairs, 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 enrollment and adjudication of medical benefits.

**Policy 2.2-c:** The Head Start and Children Services Program will provide 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 Comprehensive AIDS program (Title I). Contracted health services include medical, dental, mental health, substance abuse, home care and rehabilitation care.

### **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.

**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 the Department of Housing and Community Development 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 Element.

**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 Development 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.

**Policy 2.6-a:** On an annual basis, the Division of Human Services/Veterans 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/Veterans Services will assist homeless individuals (emancipated minors and adults over age 18) by providing eviction prevention services, outreach and assessment services, emergency shelter and transitional housing. Eligible individuals may be referred for self-sufficiency services within the Division.

**Policy 2.6-c:** The Division of Human Services/Veterans Services will administer the Homeless Hotline, which is the entry point in the continuum of care for all individuals and families served by the Palm Beach County Continuum of Care Collaborative.

**Policy 2.6-d:** The Division of Human Services/Veterans Services will utilize the Client Services Network service provider database for client documentation to avoid duplication of administrative processes and transmit pertinent information across the continuum of care.

## **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 will collect data from Financially Assisted Agency service providers regarding clients who may be WAGES eligible. The purpose of this project is to retain surplus TANF funds for pre-vocational training and services in Palm Beach County.

### **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 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 SAMSA 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 (Head Start and Children’s Services Division, Human Service and Veteran Services Division, Senior Services Division) 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 Department of Public Safety, Division of Youth Affairs will outreach to the School Board, law enforcement, community agencies, and mental health providers, in order to identify youth in need of the Division’s services and to make referrals to other providers/agencies as appropriate.

**Policy 3.4-c:** The Department of Public Safety, Division of Youth Affairs will provide parent skills building to prevent development of issues, which would lead to behavioral health problems.

**Policy 3.4-d:** The Department of Public Safety, Division of Youth Affairs 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 Department of Public Safety, Division of Youth Affairs will provide services to divert “at-risk” youth to prevent entry into the Juvenile Justice system or hospitalization.

**Policy 3.5-b:** The Department of Public Safety, Division of Youth Affairs will assess the need for a treatment center in south county for at-risk adolescents (ages 11 through 15 years).

### **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.

### **III. IMPLEMENTATION**

Implementation of the Health and Human Services Element is the responsibility of the Palm Beach County Department of Community Services. 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)**

The Department of Community Services 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**

#### **A. Plan Cross-References:**

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

### ABBREVIATED AMENDMENT HISTORY

Action	Date	Ord. No.	Effective Date
<i>Adopted</i>	<i>08/31/89</i>	<i>89-17</i>	<i>09/11/89</i>
<i>Revised</i>	<i>09/18/90</i>	<i>90-32</i>	<i>10/04/90</i>
<i>97-1 EAR Re-write Adopted</i>	<i>09/22/97</i>	<i>97-33</i>	<i>12/03/97</i>
<i>98-1 Minor Revision to Implementation</i>	<i>09/16/98</i>	<i>98-43</i>	<i>11/12/98</i>
<i>99-1 Revision - Add Policy 5.1-j for consistency with the Managed Growth Tier System</i>	<i>08/17/99</i>	<i>99-29</i>	<i>10/14/999</i>
<i>00-1 Revisions and Updates throughout the element</i>	<i>09/18/00</i>	<i>2000-31</i>	<i>11/14/00</i>
<i>01-1 Revisions – To substantially rewrite the element</i>	<i>08/27/01</i>	<i>2001-45</i>	<i>10/22/01</i>
<i>01-2 Revisions – To substantially rewrite the element (part 2)</i>	<i>12/5/01</i>	<i>2001-78</i>	<i>1/28/02</i>
<i>03-1 Minor Revisions to Introduction</i>	<i>08/21/03</i>	<i>2003-42</i>	<i>10/27/03</i>
<i>04-1 Revisions to clarify organizational responsibilities regarding policies and programs.</i>	<i>08/24/04</i>	<i>2004-27</i>	<i>10/29/04</i>
<i>05-2 Revisions –Addition of language promoting physical activity through community design</i>	<i>11/28/05</i>	<i>2005-55</i>	<i>01/24/06</i>

**Note:** For a complete history of the specific changes to this element, please contact the Planning Division at (561) 233-5300.

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