

**PBC COMPREHENSIVE PLAN
HEALTH AND HUMAN
SERVICES ELEMENT
UPDATE**

TODAY'S AGENDA

1. Welcome and Acknowledgements
2. Agenda Overview
3. Purpose and Process
4. Laying The Foundation (Ecosystem Wheel, Racial Equity, Guiding Principles)
5. Introduction to the Element
6. Domain Presentations
7. Questions and Answers
8. Beyond the Element (Assessing and Measuring System Performance)
9. Next steps
10. Adjourn Meeting

PURPOSE FOR UPDATING THE HEALTH AND HUMAN SERVICES ELEMENT

1. TO ACCURATELY REFLECT CURRENT OPERATIONS

This update incorporates the work currently taking place through the Youth Services Department (Birth to 22) and other Collective Impact Initiatives (i.e. Hunger Relief, Behavioral Health & SUD etc.)

2. ALIGN WITH THE BOARD OF COUNTY COMMISSIONER'S PRIORITIES

The updated 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 Element complements our effort to align Financially Assisted Agency investments with BCC priorities.

3. IMPROVE OVERALL COORDINATION, PREVENT DUPLICATIVE EFFORTS AND TO MAXIMIZE THE IMPACT OF THE LIMITED RESOURCES THAT ARE AVAILABLE

4. MAXIMIZE OPPORTUNITY FOR INDIVIDUAL AND FAMILY SUCCESS (OPPORTUNITY ECOSYSTEM)

5. PRESERVE AND PROTECT SAFETY NET FOR VULNERABLE POPULATIONS AND IMPROVE OVERALL CLIENT EXPERIENCE (MITIGATE IMPACT OF TRAUMA ETC)

6. ATTRACT INVESTORS AND MAXIMIZE RETURN ON INVESTEMENT

PROCESS

1. PROCESS FACILITATED BY CSD, PZ&B AND THE CAC'S PLAN DEVELOPMENT IMPLEMENTATION COMMITTEE (PDIC)
2. TWO INITIAL MEETINGS WITH SYSTEM LEADERS (THEY ASSIGNED REPRESENTATIVES TO PARTICIPATE)
3. SYSTEM REPRESENTATIVES HELPED DEVELOP EACH DOMAIN
4. DRAFT FOR EACH DOMAIN REVIEWED BY CAC IN PUBLIC FORUM
5. CAC PLANNING RETREAT ON DECEMBER 9TH WITH ALL COMMUNITY PARTNERS
6. WILL WORK WITH PLANNING, ZONING AND BUILDING TO TWEAK AND SEND THROUGH THE APPROVAL PROCESS

Opportunity Ecosystem

Backbone Organizations

Municipalities

Community Voice



RACIAL EQUITY STATEMENT

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 benefits us all, both economically and psychologically. For this reason, we believe that advancing racial equity is to our collective benefit.

GUIDING PRINCIPLES

- 1) The following are a set of principles that the Citizens Advisory Committee uses to assess, guide and govern the overall health and human services systems of care:
- 2) Institutional and structural racism and discrimination must be dismantled in order to address the disparities that currently exist
- 3) Health and Human Services should be provided in the least restrictive environment
- 4) Services should focus on the needs of individuals and families ensuring that people's needs, values and care is respectful and responsive to them
- 5) 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
- 6) 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.
- 7) 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.
- 8) 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.
- 9) Business and other organizations play a critical role in providing quality work and providing opportunity for upward mobility.
- 10) Employment support benefits should provide enough economic stability for families to stabilize and advance economically and live in dignity.

VULNERABLE POPULATIONS

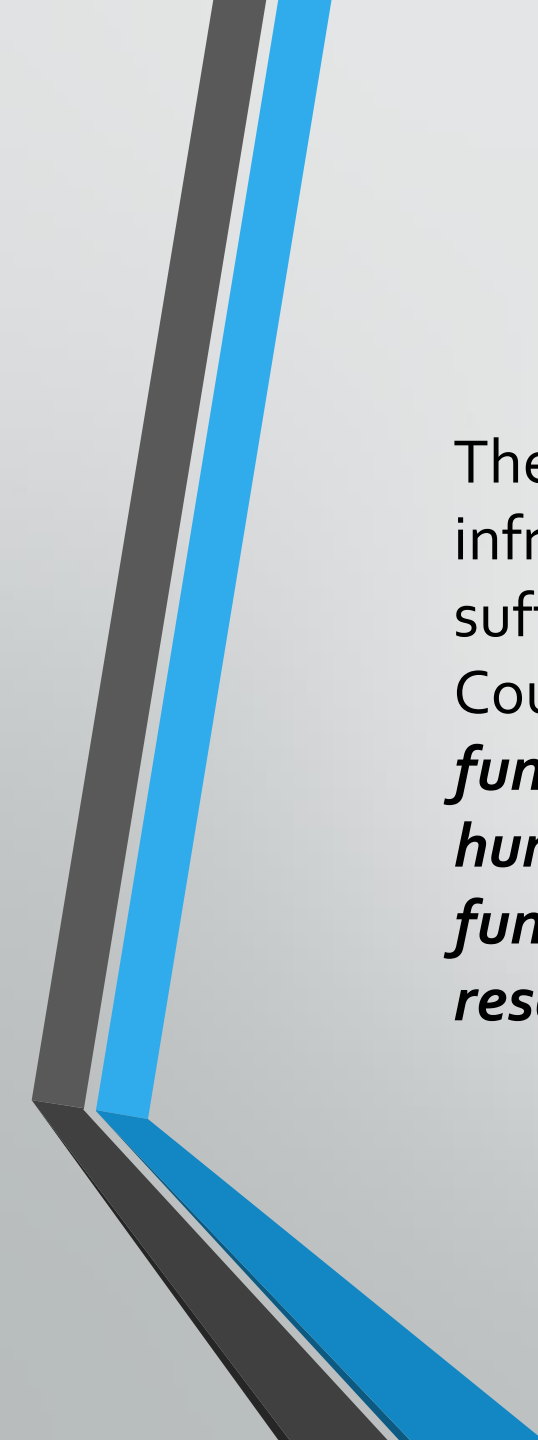
Palm Beach County will promote, fund and provide services that enhance the lives and well-being of vulnerable populations. The County will advocate for policies, services and funding to address the self-sufficiency and economic stability of vulnerable populations. Vulnerable populations as defined by the Element, *includes, 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 & Hispanic/Latino, caregiving youth, court-involved youth, homeless & foster care youth, and youth presenting with behavioral health concerns)
- Individuals living with HIV/AIDS
- Veterans
- Migrant Farmworkers
- Individuals and families living at or below 200% of the Federal Poverty Level



INTRODUCTION TO THE ELEMENT

Dr. Christine Koehn



Health and Human Services Element

The purpose of the HHS Element is to assist in the development of an infrastructure to ensure the 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.***

Resolution (R-2013-1563)

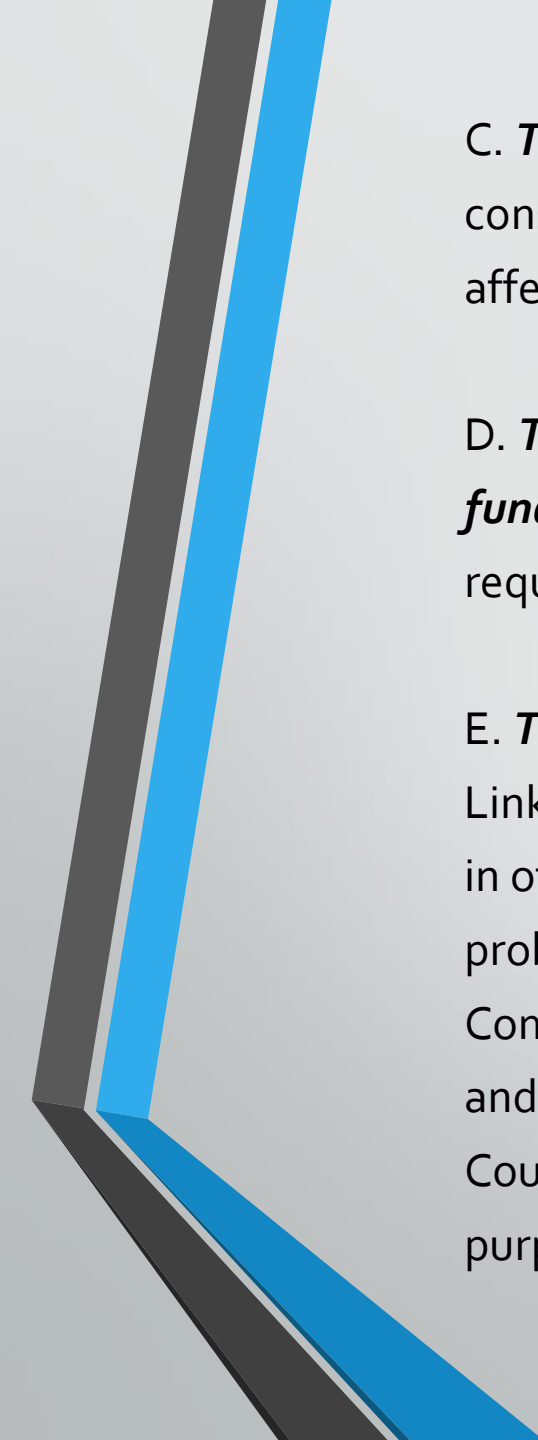
- Established the **Citizens Advisory Committee on Health and Human Services**
- Mission is to assist the BCC in the **assessment of need, planning, implementation and evaluation of a System of Care**, as defined in the Health and Human Services Element of the PBC Comprehensive Plan

SECTION 3. ROLES AND RESPONSIBILITIES

The Citizens Advisory Committee shall have the following roles and responsibilities:

A. ***To make recommendations*** on the collection of data necessary to analyze the health and human service needs of the people of Palm Beach County.

B. ***To create a forum for citizen participation for all phases of the Health and Human Services Element of the Palm Beach County Comprehensive Plan development and amendment process.*** Further, the Committee shall make recommendations to the Planning Commission and the Board of County Commissioners regarding amendments to the Health and Human Services Element of the Palm Beach County Comprehensive Plan, and ***shall review the implementation status of the Health and Human Services Element of the Comprehensive Plan on an annual basis.***



C. ***To create a forum for citizen participation***, the Committee shall specifically provide for consumer, minority and affected party input on an issue by issue basis to allow for those affected to be involved in the Committee's activities.

D. ***To make recommendations on an annual basis during the Financially Assisted Agency funding process*** regarding service and funding priorities, outcomes and contract requirements.

E. ***To serve as a link to local and regional health and human service planning organizations.***

Linkages may include ex-officio member appointments of the Committee, participation in other agency planning processes, and multi-agency task forces to resolve specific problems. Further, all agencies and staff within the auspices of the Board of County Commissioners shall provide data, information and such support as reasonably required, and shall otherwise work in cooperation with the Committee in pursuing the Board of County Commissioner's health and human service goals, objectives and policies. The purpose of such linkages is to facilitate the Committee in achieving its mission.

WHAT IS A HEALTH AND HUMAN SERVICES SYSTEM OF CARE

The field of Health and Human Services (HHS) focuses on physical and behavioral health as well as other human needs. An effective HHS System of Care focuses on **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.

VALUE OF ASSESSING SYSTEM OF CARE

1. PROVIDES FRAMEWORK FOR THE CAC/HHS TO VISUALIZE GAPS WITHIN EACH DOMAIN AND STRATEGICALLY ALLOCATE RESOURCES TO FILL GAPS
2. ALIGNS SYSTEM OF CARE ACROSS DOMAINS AND ENHANCES OPPORTUNITIES FOR OTHER FUNDERS TO ALIGN
3. STRENGTHENS CAC'S ABILITY TO ADVOCATE FOR ALIGNMENT OF POLICIES AND INSTITUTIONAL PRACTICES AT A LOCAL, STATE AND FEDERAL LEVEL

Framing the Health and Human Services Element

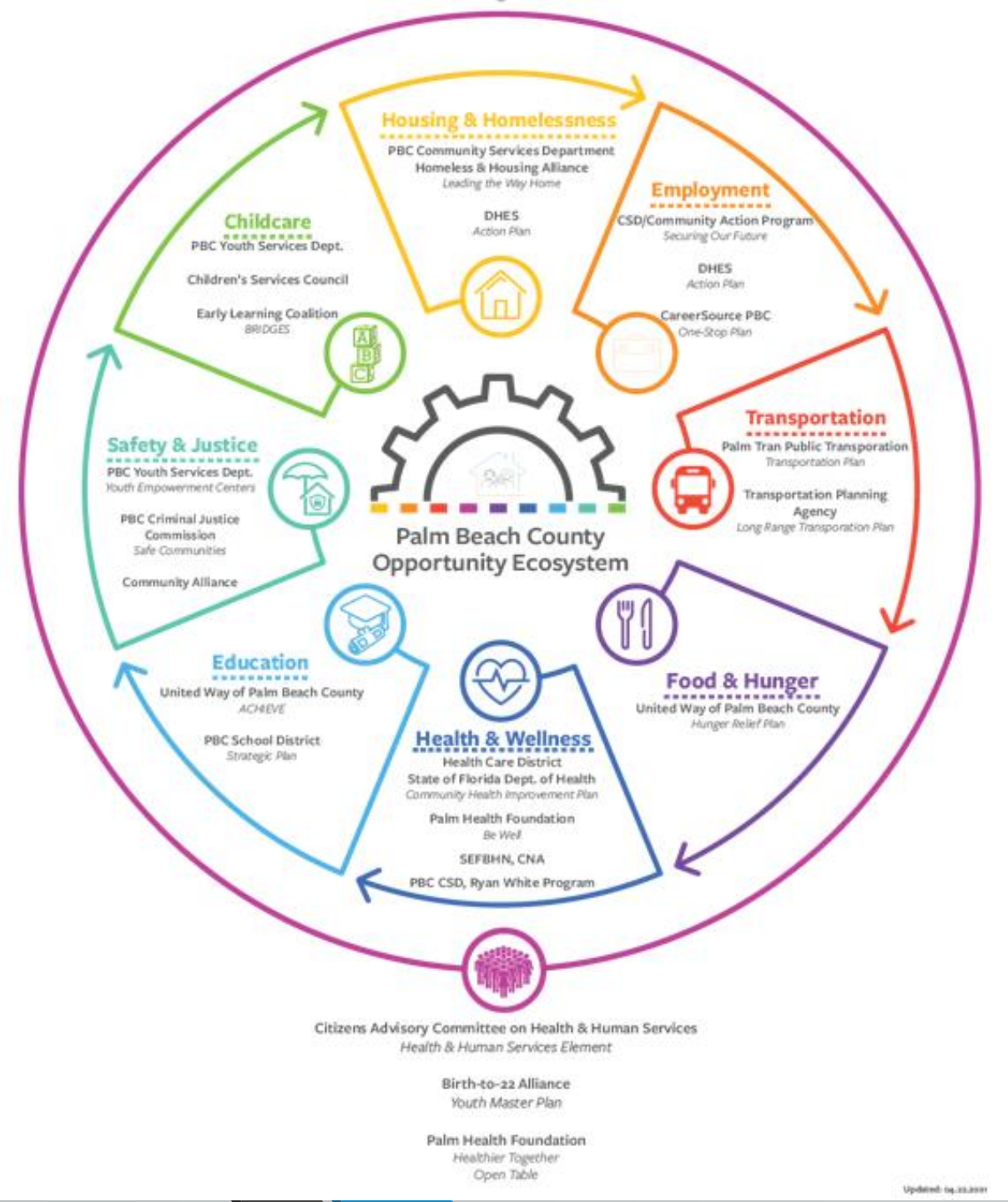
Palm Beach County does not serve as the lead agency and is not primarily responsible for every domain. Palm Beach County works with system partners to promote racial equity and develop tools to assess and measure the functioning level of each domain.

Each domain represents a system of care with a Backbone organization that focuses on:

- Quality of services
- Accessibility
- Availability
- Accountability
- Coordination

A set of core values govern how we approach our work

- Services should be provided in the least restrictive environment
- People-centered approach
- HHS are interdependent and must be integrated to maximize opportunity
- Institutional and structural racism must be dismantled in order to address the disparities that currently exist



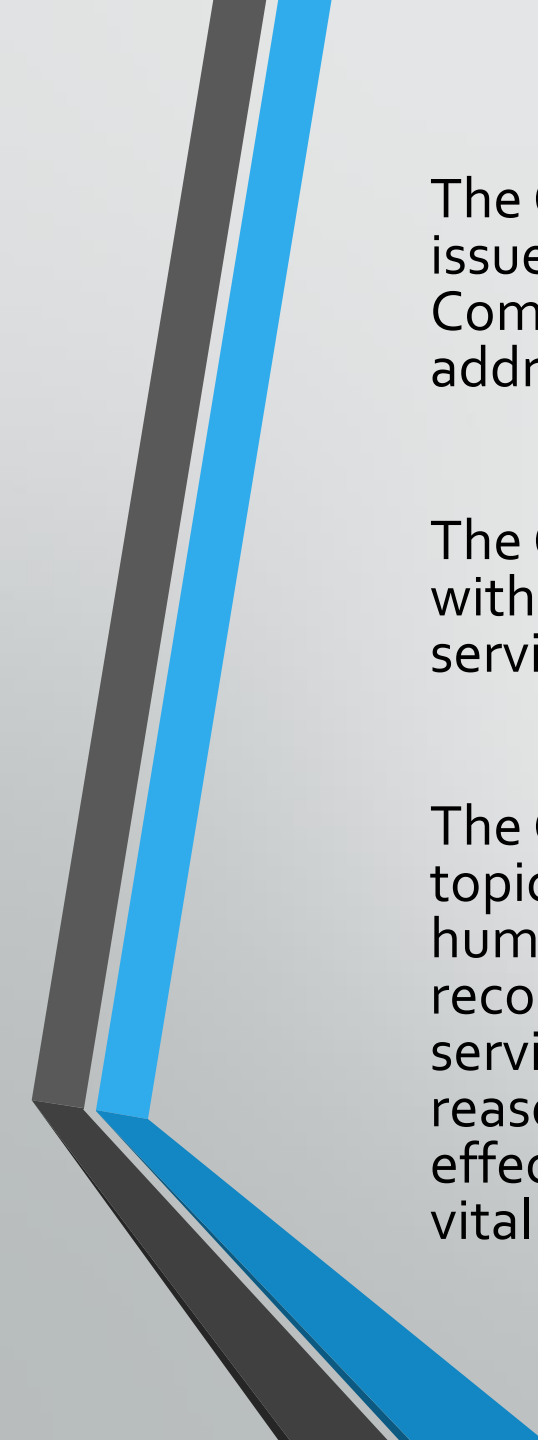
Operationalizing the Health and Human Services Element

The Citizens Advisory Committee on Health & Human Services (CAC/HHS), Community Services Department staff and key community stakeholders organized the goals and policies listed throughout the Health and Human Services Element. Other county departments involved with the Element include Youth Services, Housing and Economic Sustainability, 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 data in collaboration with the CAC. This data will be used to coordinate with other health and social service organizations in order to foster a seamless service delivery system.

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 that will maximize the effectiveness and efficiency of the health and human service systems of care is vitally important.



Housing and Homelessness Domain

EXAMPLE

GOAL 1 HOUSING AND HOMELESSNESS

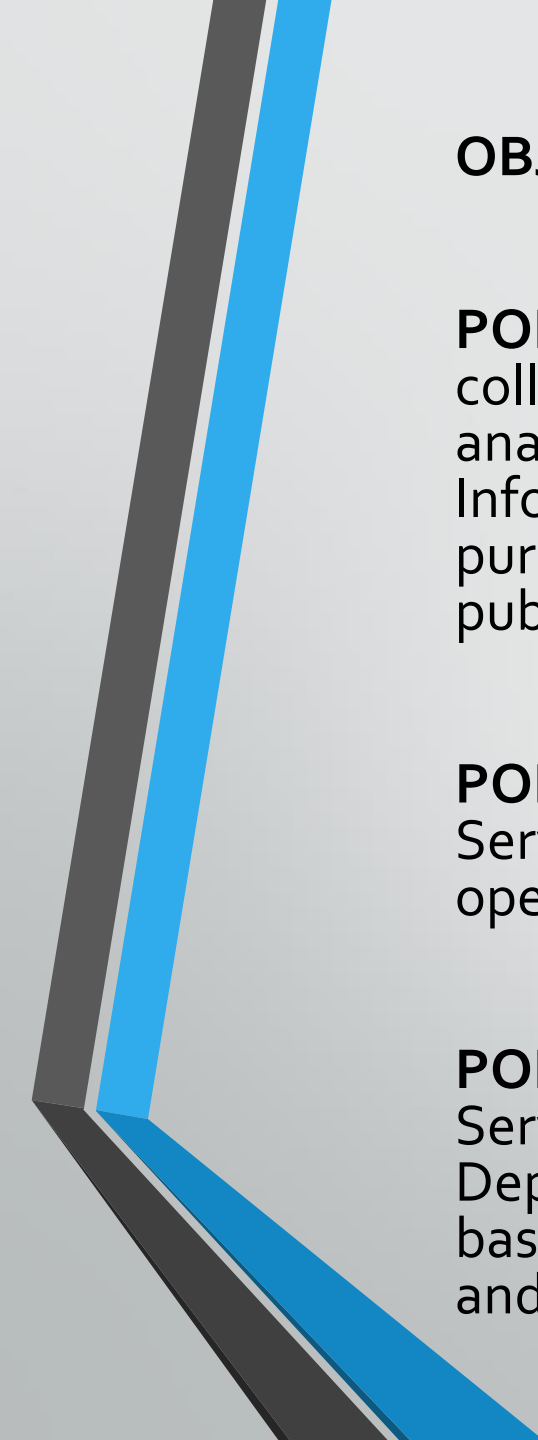
The GOAL for Palm Beach County is to end the cycle of homelessness by collaborating with community partners and implementing the goals and strategies outlined in Leading the Way Home and the Department of Housing and Economic Sustainability's Action Plan.

Context, Key System Partnerships & County Role

Palm Beach County supports initiatives with community partners that increase access and availability to affordable housing, reduce the incidence of substandard housing, and provides 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 Sustainability Action Plan and the Leading the Way Home Plan.

Palm Beach County Community Services Department and Department of Housing and Economic Sustainability 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. The new homeless plan entitled "*Leading the Way Home*" 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.

Backbone organizations associated with this Goal are: Community Services Department and Department of Housing & Economic Sustainability in collaboration with the Homeless and Housing Alliance and other housing entities.



OBJECTIVE 1.1 – Quality of Services

POLICY 1.1-a: The Community Services Department, serving as the collaborative applicant for Housing and Urban Development, 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 Department of Housing and Economic Sustainability to implement evidence-based programs and service delivery models in order to prevent homelessness and assist individuals and families that are experiencing homelessness.

OBJECTIVE 1.3 – Availability

POLICY 1.3-a: 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.

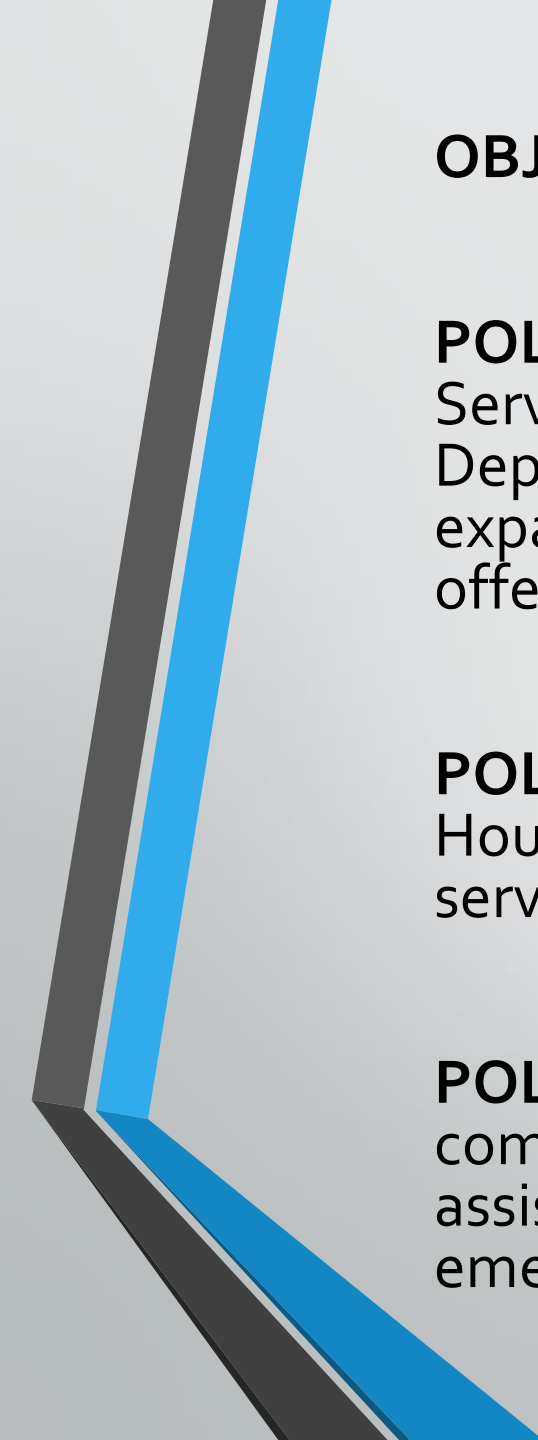
POLICY 1.3-b: The Community Services Department will work with Department Housing and Economic Sustainability, Homeless Coalition, Housing Authorities and other housing entities to strategically allocate resources through the Financially Assisted Agency (FAA) program by issuing Notice of Funding Opportunities (NOFOs) to address funding gaps to homeless individuals and those at risk of homelessness.

POLICY 1.3-c: 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).

OBJECTIVE 1.4 – Accountability

POLICY 1.4-a: 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 Citizens Advisory Committee on Health & Human Services (CAC/HHS) and will make recommendations for improvement to the Board of County Commissioners.

POLICY 1.4-b: 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).

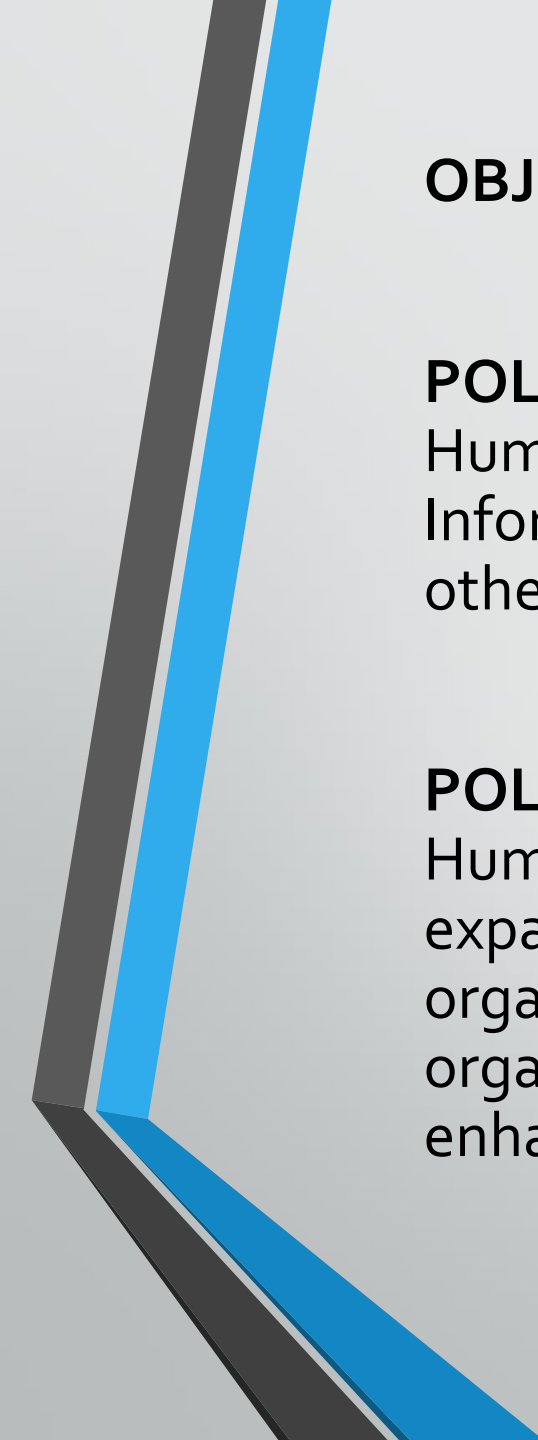


OBJECTIVE 1.2 – Accessibility

POLICY 1.2-a: The Community Services Department, through its Human Services Division, will work with the Homeless and Housing Alliance, 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 1.2-b: The Community Services Department and the Department of Housing and Economic Sustainability will work to expand access to support services to affordable and workforce housing.

POLICY 1.2-c: 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.



OBJECTIVE 1.5 – Coordination

POLICY 1.5-a: 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 1.5-b: 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.



Questions and Answers



Beyond the Element

WHAT ARE SOME EXAMPLES OF EFFECTIVE SYSTEM OF CARE INDICATORS

Equitable Focus on Vulnerable Populations

Resource Availability & Strategic Allocation

Location and Service Integration Model

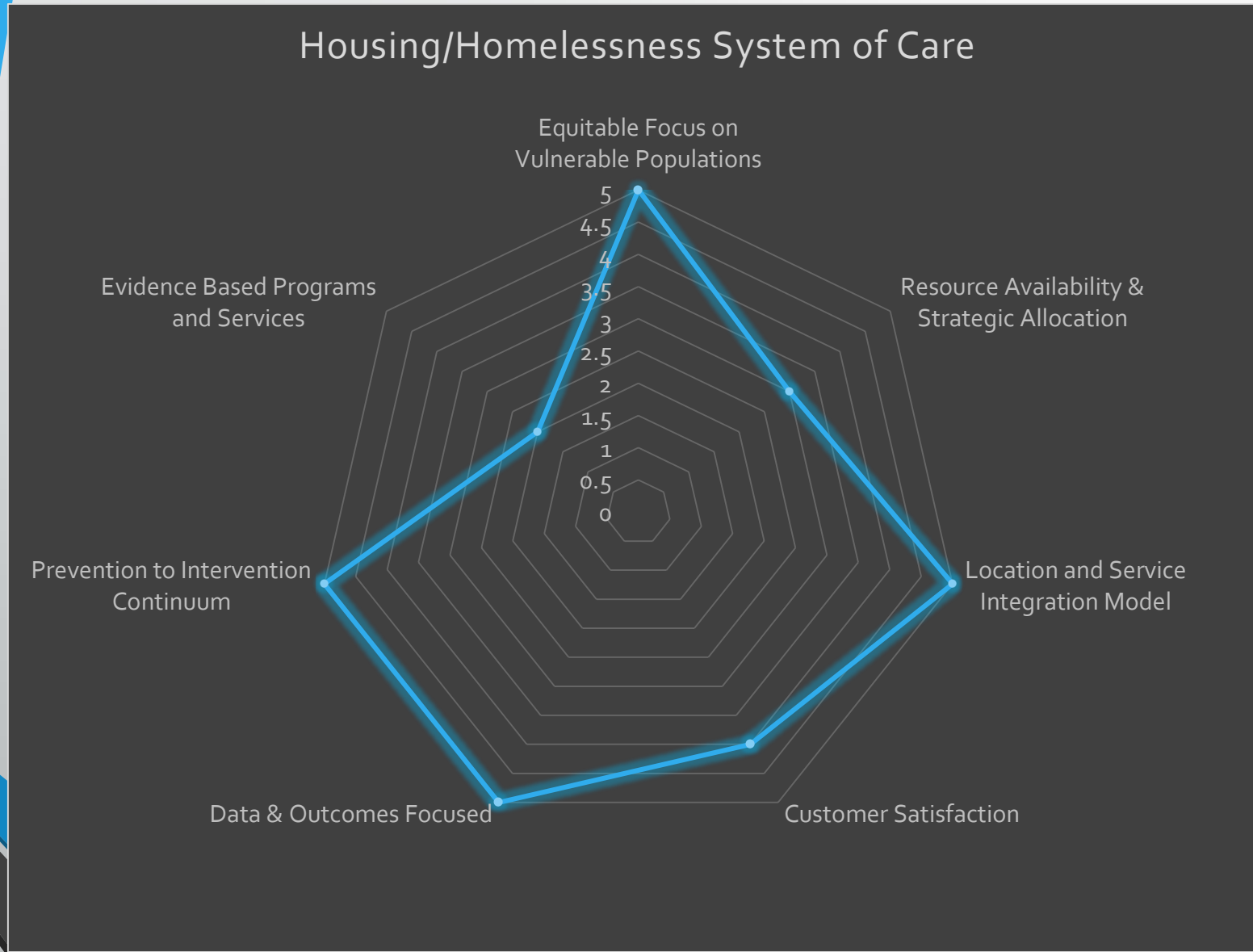
Customer Satisfaction

Data and Outcome Focused

Prevention to Intervention Continuum

Evidence-based Programs and Services

EXAMPLE OF HOW THE CAC/HHS COULD ASSESS EACH SYSTEM OF CARE



Measure	Rating
Equitable Focus on Vulnerable Populations	5
Resource Availability & Strategic Allocation	3
Location and Service Integration Model	5
Customer Satisfaction	4
Data & Outcomes Focused	5
Prevention to Intervention Continuum	5
Evidence Based Programs and Services	2

Next Steps

Initiation hearings:

Planning Commission – January 14, 2022

BCC – February 2, 2022

Transmittal hearings (Round 22-B of Planning amendments):

Planning Commission – May 13, June 10, July 8 or August 12, 2022 (any of these dates)

BCC – August 31, 2022

Adoption hearing:

BCC – November 30, 2022