



Palm Beach County
**COMMUNITY
SERVICES**

Helping People Build Better Communities

ANNUAL REPORT 2022



MISSION:

To promote independence and enhance the quality of life in Palm Beach County by providing effective and essential services to residents in need.



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(Front row, left to right) Vice Mayor Maria Sachs, Mayor Gregg K. Weiss, Mack Bernard,

(Back row, left to right) Michael A. Barnett, Maria G. Marino, Sara Baxter, Marci Woodward, County Administrator, Verdenia C. Baker



Palm Beach County Board of County Commissioners

Gregg K. Weiss, Mayor
Maria Sachs, Vice Mayor
Maria G. Marino
Michael A. Barnett
Marci Woodward
Sara Baxter
Mack Bernard

County Administrator

Verdenia C. Baker

Assistant County Administrator

Reginald Duren

Community Services Department

James Green, Director
Taruna Malhotra, Deputy Director

DEPARTMENT DIRECTORS



Dr. James Green

Department Director

(561) 355-4702

jgreen1@pbcgov.org

The past year has been extremely productive for the Palm Beach County Community Services Department. Over the past 12 months, we focused on enhancing the customer experience and leveraging technology to expand access to support services. We worked diligently to develop our internal talent, improve our ability to measure and achieve results and increase our visibility throughout the Palm Beach County community.

Over the past 12 months, CSD helped thousands of residents continue to recover from the financial impact of COVID-19. The department added several new programs to help residents with their utility costs and we made strategic investments in families, strengthening their ability to become more self-reliant.

In collaboration with our community partners, CSD took

significant steps towards creating systemic change that has enhanced access to support services related to housing and homelessness, behavioral health and substance use disorders, and HIV elimination. We also strengthened the department's ability to focus on racial equity and increased opportunities for families to achieve upward economic mobility.

We would like to thank all of the advisory board members, volunteers, community partners, and other stakeholders who supported us this past year. A special thanks go out to the Community Services staff for their dedication and commitment to serving our residents in need.

We look forward to the meaningful work ahead, as we continue to strengthen families, transform communities and positively impact the lives of our fellow residents.

Dr. James Green





Taruna Malhotra

Deputy Director

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It's that time again – to share our 2021-2022 Annual Report. Inside, you'll discover what we as a department have been able to achieve by working together over the past year. We have many reasons to be proud and look forward to building an even stronger and more sustainable community in the years to come.

The past few years have been filled with overwhelming challenges, and through it all, CSD was on the ground, mobilizing COVID benefits for our community in addition to keeping up with our regular programming. Our department continues to represent our mission statement, promoting independence and enhancing the quality of life in Palm Beach County by providing effective and essential services to residents in need.

The commitment to building a better community in good times and particularly in tough times, as we've all experienced this past year – is truly remarkable. Nothing is more rewarding than being able to assist the most vulnerable population and able to make a difference in the lives of residents who are struggling to make the ends meet by focusing on people, policies, and partnerships.

You have all played a critical role as we have helped mobilize and manage services during the pandemic. Just during a pandemic, CSD had disbursed nearly \$140 million in emergency assistance, an effort that in a short time had a direct impact on more than 50,000 individuals. This was the result of a collective effort, partnerships, creative strategies, leaning on technology, access to services, and most important each employee of CSD that worked toward a common goal to support each other and our struggling families.

In this report, you will learn much about our efforts this past year. Our hard work and that of our agency partners are more vital than ever, and as COVID has changed the way we live and work, we are committed to our mission and true to our values. Our goal remains to improve the quality of life for clients we serve, building a resilient and equitable community providing opportunities for all our families. It is through collective efforts that we will address the challenges ahead by identifying specific gaps in services and then creating opportunities/ partnerships, and funds to develop programs through the CSD team that will continue to deliver measurable results.

Working collaboratively with dedicated community members, board members, system leaders, employees, and other nonprofits, we bring together the best people, ideas, talents, and resources to tackle a variety of complex challenges head-on and create long-lasting, positive changes in Palm Beach County. I thank you for all of your hard work and commitment. I am so grateful to work alongside a team of staff members who go above and beyond to serve the residents of our beautiful county. All of this hard work has been recognized on the national and state level through the many awards our department has received. Overall, we are very proud of all the work we have accomplished in 2021-2022. We look forward to continuing our support to strengthening families, transforming communities, and collaborating with system partners to positively impact the lives of our Palm Beach County residents.

Taruna Malhotra



MISSION

To promote independence and enhance the quality of life in Palm Beach County by providing effective and essential services to residents in need.

VISION

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

VALUES

Respect, Equity, Compassion, Integrity, Professionalism, Empowerment.

LEADERSHIP

EXECUTIVE TEAM



DR. JAMES GREEN
Director



TARUNA MALHOTRA
Deputy Director

Financial & Supportive Services



JULIE DOWE
Director

Division of Senior and Veteran Services



FAITH MANFRA
Director

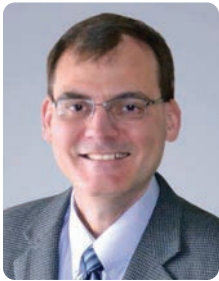
Division of Human Services & Community Action



WENDY TIPPETT
Director

LEADERSHIP TEAM

Behavioral Health & Substance Use Disorders



JOHN HULICK
Senior Program Manager

Community and Volunteer Engagement



ELIZABETH HARFMAN
Manager of Public Information Services

Division of Human Services and Community Action



NATALIE DIAZ-RODRIGUEZ
Program Manager

Division of Human Services & Community Action



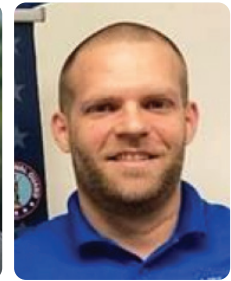
DANIEL RAMOS
Senior Program Manager

Division of Senior and Veteran Services



TAMMY LAMPI
Program Manager

Division of Senior and Veteran Services



ROHN HULTGREN
Veterans Services Officer

Financial & Supportive Services



THOMAS EATON
Fiscal Manager I

Financial & Supportive Services



MICHAEL WRIGHT
Contract and Compliance Manager

Planning and Evaluation



DR. JOANNA REID-ENOISE
Manager of Planning and Evaluation

Ryan White



DR. CASEY MESSER
Program Manager

Training and Development



DORIS DAVIS
Training Program Coordinator

OUR IMPACT

10,700 unduplicated households who received assistance through ERA funding

39,107,662.91 benefits disbursed for rental, electric, and water assistance

Launch of New HVAC and LIHWAP

762 landlords registered

9 HVAC vendors registered

Leverage of dollars to maximize funding streams.

\$1,385,131.72 invoices re-directed from ERAP to LIHEAP funding to maximize dollars and preserve ERAP for rental assistance. \$49,745.64 was re-directed from ERAP to LIHWAP for the same purpose. (note: LIHEAP is for electricity and LIHWAP is for water bills)

Syringe Services Program (SEP) participants reported **342** opioid overdose reversals, and **65** participants received referrals for substance use disorder treatment.

1793 individuals engaged at Recovery Community Center-Delray Beach

\$43,163,431 invested into the community through contracts and grants

Expansion of homeless calls through the contact center to **24/7**

Expanded with Delray site in 2022

177,205 calls to the Call Center

Homeless Coordination (**44,830- 25%**)

Prevention Coordination (**132,375- 75%**)

11 minutes call centre wait time

10,747 volunteer hours meeting the needs of the community

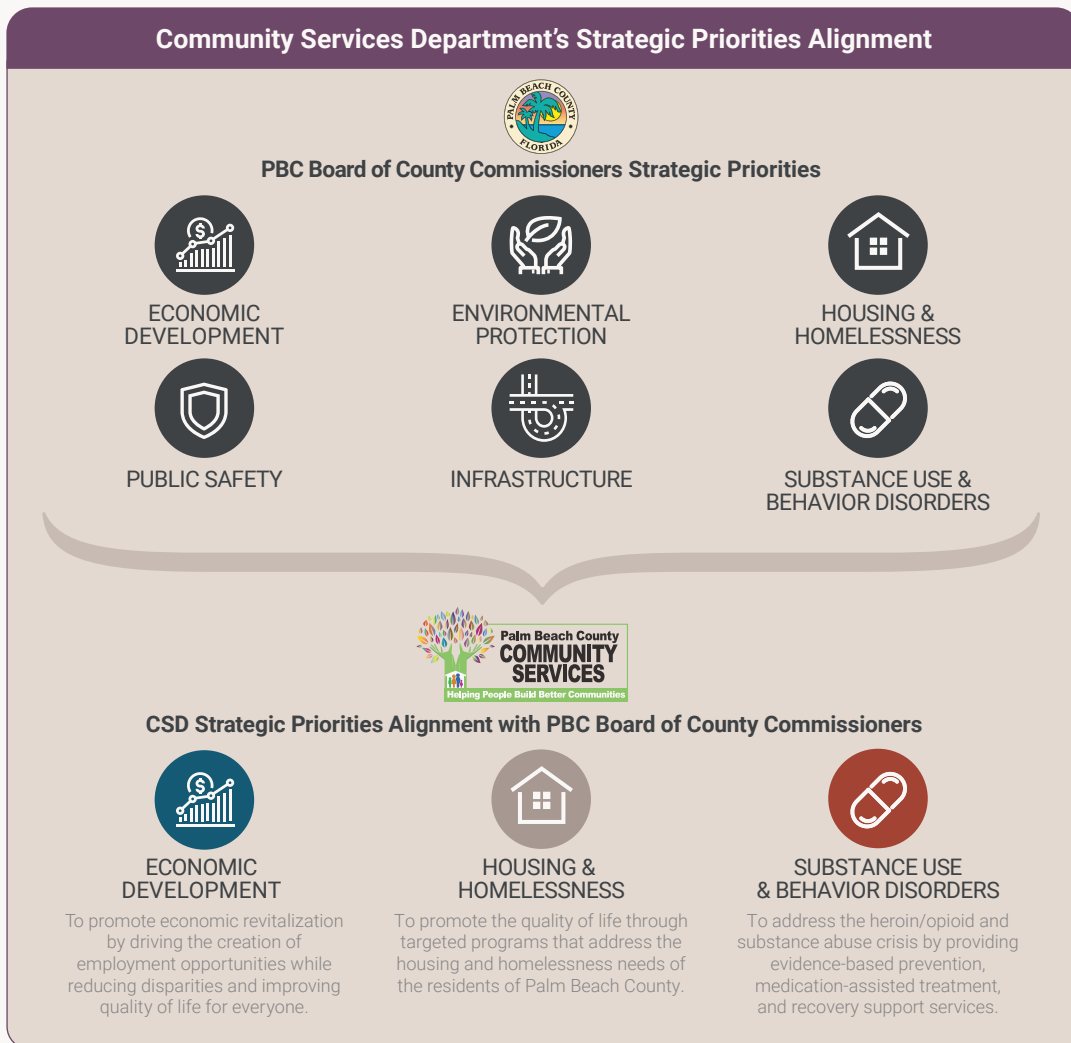
2,371 veteran claims were processed

353,005 Meals were served



STRATEGIC PRIORITIES

The Community Services Department has 3 Strategic Priorities: Economic Stability/Mobility; Housing & Homelessness, and Substance Use & Behavioral Health that are aligned with the Board of County Commissioners' 6 Strategic Priorities. The work of Community Services has a broad impact on the citizens of Palm Beach County served within these 3 strategic priorities.





Behavioral Health and Substance Use Disorders



Our Work

Behavioral Health & Substance Use Disorders section presented the updated Behavioral Health, Substance Use and Co-occurring Disorders Strategic Plan (March 2022 Plan Update) (formerly known as the 2017 Opioid Response Plan) to the Behavioral Health, Substance Use, and Co-occurring Disorders Board, which was unanimously approved on March 10, 2022.

Relation to BCC Strategic Priorities

Behavioral Health and Substance Use Disorder section continues to align with the Board’s strategic priority to establish a person-centered, recovery-oriented system of care through work with the County’s cross-departmental team and strategic partners. The Office is responsible

for the administration and monitoring of FAA’s behavioral health contracts, developing and executing the aforementioned system of care work, and engaging multiple community stakeholders to implement the March 2022 Plan Update.

1	432 clients were referred to Neutral Care Coordination services
2	1793 individuals engaged at Recovery Community Center-Delray
3	1235 Recovery Capital Index (RCI) surveys completed



Ryan White – Our Work

Ryan White program services provide medical and support services to people with HIV in Palm Beach County, with the ultimate goal of ending the HIV epidemic. Services provided include outpatient physical and mental health care, oral health care, labs/diagnostics, medications, health insurance cost-sharing, medical/non-medical case management, food bank, transportation, housing assistance, emergency financial assistance, legal services, psychosocial support, community outreach, tele-adherence counseling, vocational training, employment counseling, and syringe/needle exchange services.



Ryan White – Relation to BCC Strategic Priorities

Ryan White program services align with the BCC strategic priorities of Public Safety, Housing/ Homelessness, and Substance Use & Behavior Disorders. In addition to services provided to people with HIV, significant health planning and clinical quality management activities result in the

completion of a Community HIV Needs Assessment, the development of a 5-year Integrated HIV Prevention & Care Plan, and a Plan to End the HIV Epidemic in Palm Beach County by 2030.

Highlights

- Tele-Adherence Counseling services resulted in undetectable HIV rates for participants improving from 0% at enrollment to 71% within the year.
- A data-sharing agreement with the Florida Department of Health allows for the identification of people with HIV not receiving medical care to receive linkage and re-engagement interventions.
- Designation as a project development “lighthouse” site for a new web-based HIV client-level data management system to include interactive dashboards, evidence-based client assessments, and decision-making support for service delivery.
- HIV System of Care quality improvement collaborative ensuring clients are screened every 6 months for mental health and substance use disorders and referred when appropriate for needed services.
- Housing services assisted 48 people with HIV experiencing homelessness to achieve permanent, stable housing.



Division of Human Services and Community Action Program



Our Work

Division of Human Services and Community Action Program serve households currently experiencing homelessness and/or at risk of experiencing homelessness or housing instability. Programs and services provided include homelessness prevention (rent and utility assistance, food assistance), street outreach, rapid re-housing, cremation services, employment training and services, financial management and budgeting services, and intensive case management. The division serves as the lead agency for the local Continuum of Care and the Homeless Management Information System Administrator. Human Services provides monitoring and technical support for HUD-funded agencies in the community.

Homelessness Intervention Services

Coordinated Entry provides the community with one universal number to call if persons are homeless or in need of housing stability services. Enhanced the Continuum of Care Coordinated Entry System by adding a Call Center function. As a result, persons currently experiencing homelessness or who are facing housing instability have fair and equal access, and are quickly identified, assessed, referred, and connected to housing and assistance based on their strengths and needs.

Rapid Re-Housing Program (RRH) was developed as a pilot program in 2016 to lower shelter costs and achieve positive programmatic outcomes. Rapid Re-Housing services allow participants to transition from homelessness to signing a lease in their name; they were also provided wraparound services to ensure housing stability. In FY22, 398 total households and 134 new individuals were enrolled in the Rapid Rehousing Program. 68% of individuals who have exited RRH have remained stably housed for 12 months after program exit. This program provides financial assistance in the form of a decreasing subsidy, housing location, and case management services to homeless individuals. The ultimate goal is to assist the individuals to secure affordable stable housing and to remain stably housed upon completion of the program.

Homeless Outreach Team (HOT) locates and engages homeless residents on the street and in parks. The HOT focuses its engagement on those who have been on the street the longest and are the hardest to engage. In FY22, the teams engaged over 594 homeless individuals throughout Palm Beach County.

Parks to Work (P2W) was created in 2018 to train, employ and house chronically homeless individuals residing in county-owned parks. In FY22 31 individuals have been or are enrolled in the program. To date, 75% of participants have remained in the program and/or become fully employed.



Community Action Program

(Homelessness Prevention)

Family Self-Sufficiency seeks to remove barriers and create opportunities for low-income individuals and families that will enable them to become more self-sufficient through vocational training opportunities, employment, and wraparound services. Wraparound services include case management, financial skills, budgeting training, rent and utility assistance and food. The Community Action Program (CAP) administers the Community Services Block (CSBG) used to move families away from poverty and towards self-sufficiency.

Homelessness Prevention/Economic Stability Services provides housing relocation/eviction prevention, water and gas utility assistance, electrical bill assistance, emergency HVAC replacement program, food assistance, indigent cremation assistance, case management and referrals, and VITA tax services. The CAP administers the below grants:

- Low Income Home Energy Assistance Program (LIHEAP)
- Low Income Household Water Assistance Program (LIHWAP)
- Emergency Rental Assistance Program (ERAP)
- Emergency Solutions Grant (ESG-CV)
- Emergency Food & Shelter Grant (EFSP)

The Farmworker Career Development Program (FCDP) offers migrant and seasonal farmworkers the opportunity to strengthen their ability to achieve economic self-sufficiency through education, skills training, and support

services. The program targets residents that receive at least 50% of their total income from agricultural work and provides them with occupational skills training, employment assistance, job placement, retention follow-up, stipends, career counseling, and supportive services.

Relation to BCC Priorities

Division of Human Services and Community Action Program continues to play a leadership role in the Housing & Homelessness Cross-Departmental Team (CDT). Collaborative efforts the CDT worked to strengthen during this past year include: processing Emergency Rental Assistance applications to provide rent and utility assistance to households impacted by COVID-19; enhancing the local Continuum of Care's Coordinated Entry System by incorporating a Call Center function to provide screening, assessments, and referrals to services; coordinating and providing health screenings and vaccinations; and increasing outreach efforts to assist persons experiencing homelessness at risk being exposed to the COVID-19 virus.

The Division is also part of the Economic Development CDT. Collaborations included identifying employment and entrepreneurship efforts for County residents, including student and internship positions, and working with the Office of Resilience to identify funding and projects geared towards energy efficiency for County residents, especially for low-income clients/renters.

Highlights

- Assisted over 491 individuals with cremation services, including the families of claimed individuals, and unclaimed individuals.
- The Call Center received over 250,000 calls this fiscal year; 198,568 to the homelessness prevention line and 53,356 to the homelessness intervention line.
- Over 10,000 households received homeless prevention services.
- Provided rental assistance payments to 6,608 families, which resulted in families staying in their homes.
- The Palm Beach County Food Bank served over 206,000 clients through food distribution.
- United Way partnered with CAP to provide free tax preparation assistance to low to moderate-income families. As a result, 465 returns were processed, 126 households received the earned income credit and 73 households received the child tax credit
- CAP LIHEAP served 7,783 unduplicated households that received an electric bill and emergency utility assistance including water and gas.
- 64 individuals received a credential, certificate, or degree relating to the achievement of educational or vocational skills, and 52 obtained employment. In addition, 10 participants started a new business.
- 13 participants gained employment and 4 participants attained a credential through the Farmworker Program.
- The Parks to Work program, a partnership between the Community Services Department and the Parks & Recreation Department, continues to thrive. Over 25 participants in the program have benefited from the services provided by the program, which include housing, stipends, food, clothing, case management services, financial literacy, and linkage to permanent employment.





Division of Senior and Veteran Services



Our Work

The Division of Senior and Veteran Services provide a continuum of care to seniors and Veterans residing in Palm Beach County. Senior Services include senior centers, adult day care, case management to provide services in the home and community, emergency home energy assistance, nutrition service, and volunteerism.

Veteran Services assist former and current members of the Armed Forces who reside in Palm Beach County. Services include assistance in preparing and filing claims for benefits of which they are entitled under federal, state, and local laws. Dependents and survivors of present or former members of the Armed Forces may be eligible for the services of this program.

- ▶ Senior Centers provide senior participants with socialization through an array of health and wellness programs and activities, which enhance their quality of life.
- ▶ Nutrition Program (Congregate And Home-Delivered Meals) meets the nutritional needs of seniors by increasing access to food and preventing hunger.
- ▶ Volunteers assist staff in meeting the needs of the community by working on various tasks that contribute to seniors' and veterans' well-being.
- ▶ Adult Day Care provides seniors experiencing cognitive and functional impairments a structured program of therapeutic, rehabilitative, social, and leisure activities, along with supportive services to the families/caregivers.
- ▶ In-Home Services/Case Management assists seniors and their families with the emotional, financial and physical demands of caregiving by assuring the coordination and linkage to in-home and community-based services, which prevents institutionalization.
- ▶ Outreach provides education and awareness of resources to the community through events connecting those in need of services.
- ▶ Emergency Home Energy Assistance for the Elderly (EHEAP) funding assists low-income households that include at least one (1) individual age sixty and older who are at risk or in crisis for utility disconnection.
- ▶ Adult Protective Services serves seniors within seventy-two (72) hours of a Department of Children and Families referral to and Veteran Assistance in preparing and filing claims for benefits.



Relation to BCC Strategic Priorities

The Division of Senior and Veteran Services provide economic stability for seniors and Veterans through Case Management and In-Home and Community-based services, Emergency Home Energy Assistance for the Elderly Program (EHEAP), Nutrition Services (Congregate and Home Delivered Meals), and Veteran Assistance in preparing and filing claims for benefits.

- ▶ 362,248 hours of In-Home Services were provided
- ▶ 657 EHEAP applications were processed
- ▶ 2,371 Veteran claims were processed

Highlights

- ▶ Nutrition Program reopened twelve (12) congregate meal sites throughout the county's service area in 2022, with additional sites planned for 2023. Home Delivered Meals continued to operate without interruption.
- ▶ Case Management assessed to determine needs and coordinate/manage the delivery of in-home services, which resulted in 362,248 hours of in-home and community based services to homebound seniors and caregivers.
- ▶ Adult Day Care reopened in 2022 and assisted with caregiving services for Alzheimer's disease, cognitive, and chronic physically impaired participants by providing 7,734 hours of group social/recreational activities in a structured and supervised setting.
- ▶ Volunteer program interviewed and trained senior volunteers who logged 10,747 hours of volunteer work assistance in meeting the needs of the community.



Finance and Support Services



Finance and Support Services

Our Work

The Finance and Support Services section works behind the scenes to support the divisions and ensure the clients receive the services they need. This section is responsible for:

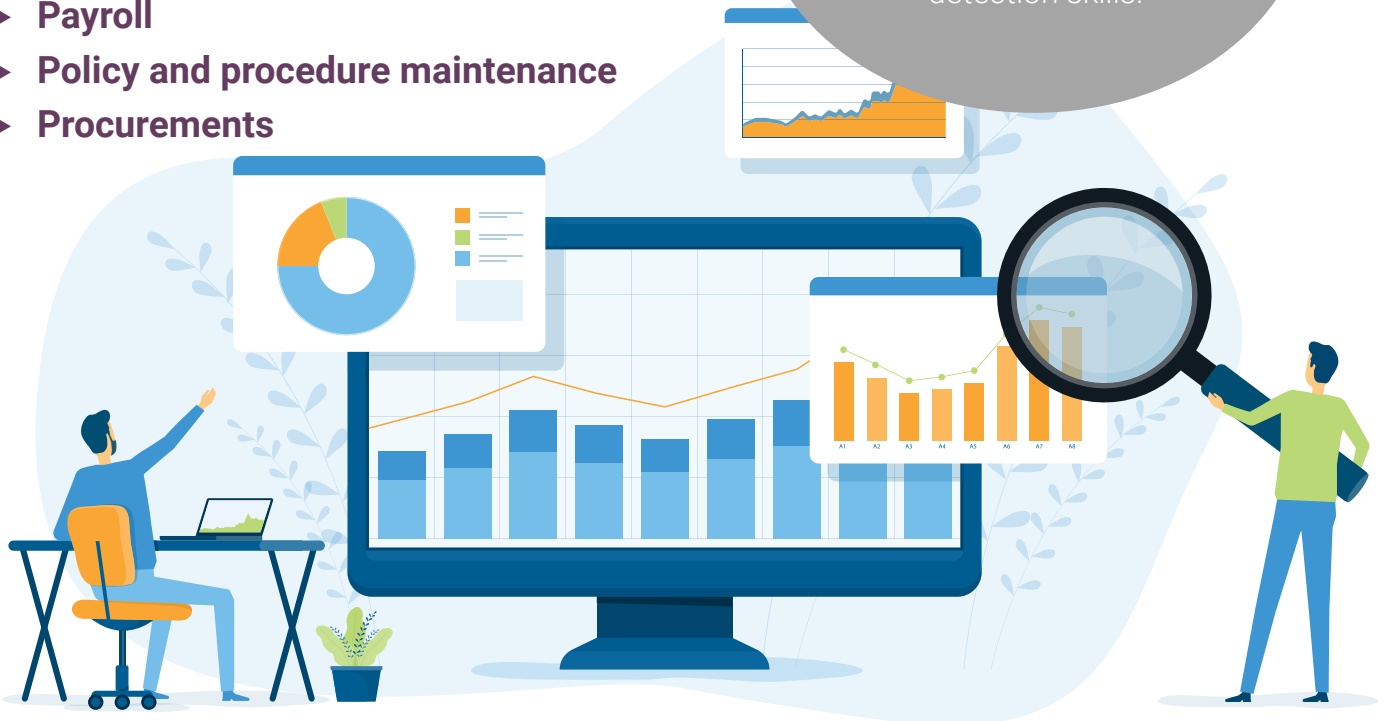
- ▶ **Asset Management**
- ▶ **Contracted agency administrative, programmatic and fiscal monitoring**
- ▶ **Creation & maintenance of budget**
- ▶ **Review of agenda items**
- ▶ **Grant Accounting**
- ▶ **Human resources for the department**
- ▶ **Payables and receivables**
- ▶ **Payroll**
- ▶ **Policy and procedure maintenance**
- ▶ **Procurements**

\$48,909,042

were processed payments for the Rental Assistance, Utility, and Food programs (in addition to their regular duties).

\$1,524,878

were prevented in improper payments due to the program and fiscal reviewer's excellent detection skills.





Contracts, Compliance and Program Performance (CCPP)

Our Work

The Contracts, Compliance, and Program Performance section oversees and administers all the Notice of Funding Opportunities for the Community Services Department. In addition, this section reviews the compliance and program performance of contracts with the Financial Assisted Agencies funding.

CCPP administered 8 FAA and grant-funded Notice of Funding Opportunities and Request For Proposal processes in FY 22.

CCPP monitored 68 programs (65 FAA) funded through 33 unique agencies between February 15 – October 4, 2022.

CCPP improved monitoring completion timeliness by 82% (reduction of 18 days) as compared to twenty-two (22) days for the FY 2021 FAA monitoring season.

CCPP issued 21 performance agreements for the 65 FAA programs.

CCPP reinstated FAA-funded agencies' quarterly meetings.

CCPP kicked off CSD cross-departmental contracts quarterly meetings.

CCPP kick-off CSD transition period for FAA- funded agencies' training of quarterly utilization and outcomes reports.

PROCLAMATIONS

March 2022

NATIONAL FARMWORKER'S
AWARENESS WEEK,
MARCH 25 - MARCH 31



May 2022

HIDDEN HEROES MONTH



September 2022

NATIONAL SENIOR CENTER MONTH
HISPANIC HERITAGE MONTH
NATIONAL GAY MEN'S HIV/AIDS
AWARENESS DAY, 9/27



October 2022

POVERTY AWARENESS MONTH
NATIONAL LATINX HIV/AIDS
AWARENESS DAY, 10/15

June 2022

WORLD ELDER ABUSE AWARENESS DAY
JUNE 15TH
NATIONAL HIV TESTING DAY



August 2022

NATIONAL OVERDOSE AWARENESS DAY, AUG. 31
NATIONAL RECOVERY MONTH



November 2022

NATIONAL HUNGER AND HOMELESSNESS AWARENESS MONTH
OPERATION GREEN LIGHT



December 2022

WORLD AIDS DAY



AWARDS



GOLDEN PALM

- ★ Data Exchange -Using Technology to Improve Human Services Administration and path towards Data Warehouse
- ★ OSCARSS Financials Payment Processing and Budget System
- ★ Prevention of Improper Client Assistance Payments
- ★ Rental Assistance and Homestead Properties





NACO

The Community Services Department was awarded with 8 NACo (National Association of Counties) Awards:

- ★ *Best In Category- Palm Beach County Community Services Prevention of Improper Payments- Best in Category*
- ★ *Palm Beach County Rental Assistance and Homesteaded Properties*
- ★ *First in County to Authorize Syringe Services Program*
- ★ *The Community Recovery HUB*
- ★ *Mobile Outreach Unit*
- ★ *Rapid Response Eviction Assistance Program*
- ★ *Data Exchange-Using Technology to Improve Human Services Administration and path towards Data Warehouse*
- ★ *Engaging Volunteers*

Community Services Department Receives 2022 National Association of Counties Best in Category Achievement Award for Financial Management!

The Community Services Department (CSD) was honored to receive the Best in Category in Financial Management achievement award at the 2022 National Association of Counties Annual Convention for Prevention of Improper Client Assistance payments! Community Services Department Director James Green and Director of Finance and Support Services, along with County Administration and County Commissioners were on hand at the NACo conference in Denver, Co to accept the award.

CSD provides a comprehensive range of programs to assist low-income households with basic needs and remove barriers to self-sufficiency. One program is the Rental Assistance program, where Palm Beach County residents in need (meeting certain income thresholds) can receive assistance to pay their rent. Through the severe economic downturn, CSD has seen the need for this assistance rise sharply and has adapted to this increased need, along with the need to maintain social distancing, by moving to an online-application process through the Online System for Community Access to Resources and Social Services (OSCARSS). Unfortunately with the dramatic increase in applications, CSD has also seen a large increase in fraud attempts, as well as an increase in clients applying through multiple systems to receive assistance quickly. In order to prevent duplication of benefits, combat fraud and ensure that the limited available funding goes to the residents who truly need it, CSD has implemented a variety of robust quality assurance and fraud mitigation strategies and has prevented over \$1M in improper payments! Every dollar saved by preventing improper payments ensures funding is preserved for clients in need.

DIVISION SPOTLIGHTS



Behavioral Health and Substance Use Disorders

Comprehensive Opioid, Stimulant, and Substance Abuse Site-based Program (COSSAP) program aims to achieve housing stability with a criminal justice involved population given its key predictive value in achieving long-term recovery outcomes. This program seeks to provide recovery housing with other recovery support services for Clients with Substance Use Disorder (SUD) referred from the Palm Beach County Criminal Justice System and other criminal justice involved individuals in order to reduce opioid use and recidivism rates. Specific services will include, but not be limited to, care coordination, peer support, housing, and other recovery support services. Clients served through this program will have access to the Recovery Housing Voucher and Recovery Support Services Funds.

Client Testimonials:

Terrance Shared:

Without this place, without this program, without COSSAP, where was I going to go? What was going to happen? Because of COSSAP, there are avenues to do it because there's funding there to allow some of these things to happen. The down payment was paid for by COSSAP on the scooter. Registration was paid for, which got me legal. The license plate that came on this scooter, it came in MSST 08, missed '08 is how I look at it. The reason being is that's when I went to prison and I've never been to jail before in my life, in this county, excuse me, and got out in 2011. This program should have been here. If it was, I should have been allowed to know about it because I wouldn't be sitting here right now. I would've already flourished and already returned this favor 1000 times by offering a service or volunteer service or whatever at this point in my life. But you have to scoop them up right then, and then get them through a program like this.

Bob shared:

COSSAP has helped me enormously. Taken a huge weight off my shoulders and help me be able to figure things out and not be rushed into an environment where every dollar that I earn has to be paid towards rent. Helped me to save money and be able to figure out the next step in my life faster and better. Helped me be able to stay levelheaded.



Ryan White

Syringe Exchange Program

In July of 2019, the BCC adopted the Infectious Disease Elimination Ordinance providing for a Syringe Exchange Program (SEP) that allows a one-to-one exchange of used needles and syringes for sterile needles and syringes, in unincorporated Palm Beach County and all municipalities within the County that have not adopted an ordinance in conflict. The Centers for Disease Control and Prevention recommends the use of needle exchange

programs to increase entry into substance use disorder treatment, reduce needle stick injuries to first responders, reduce overdose deaths, and reduce health care expenditures by preventing blood-borne infectious diseases such as HIV and viral hepatitis. In the past year, the Syringe Exchange Program has reported 342 opioid overdose reversals, and 65 participants received referrals for substance use disorder treatment.





Ryan White



Client Testimonials (cont.):

One day in 2005, I was working when someone from the Health Department came looking for me and asked to speak to me privately. Unsure what it was about, or how they even found me, I stepped aside to speak with them, and the person let me know that I was positive for HIV. There were many thoughts running through my mind, but ultimately I did not know how to feel or what to think. I ended up taking the rest of the day off, and all I could think about was when this happened, where it happened, and how it could have happened. It left me feeling numb.

The representative who came to visit me provided me with a few resources, which led me to make an appointment and visit a county clinic in West Palm Beach. I was able to get what I needed from them, and was enrolled into the Ryan White Program which has further helped me. Currently, I receive care from a Ryan White funded clinic, and I am very happy with my provider and the services I am provided there. Through them, I have had the opportunity to be a part of several studies that test new antiretroviral therapies and I am proud to say that with their help and my own adherence, I am considered undetectable and have been for many years.

In early September of this year, I was given a notice of nonrenewal for the place where I was living, with less than 30 days to pack my things and move. As you can imagine, this placed a significant amount of stress on me, as I had nowhere to go for myself or my disabled son, whom I am the primary caregiver for. I was paying out of pocket to stay in a hotel with him, and was initially told there was no funding to help me, but in November I reached out to the HOPWA program for assistance to pay a deposit for a place I found in Boynton Beach, and help was given. My case manager has been extremely kind, helpful, and prompt. She is always available when I need her, and responds quickly to important needs. Through her, I have been given peace of mind and a chance to take a breather for a few months while I regroup myself and my son. I am so grateful for this program and the wonderful people like my case manager who help others like me.





SEP 1-year Impact: Aggregate SSP Data (July 1, 2021 – June 30, 2022)

Number of participants served	253
Number of used syringes/needles received	62,461
Number of participants served	57,832
Number of used syringes/needles received	77
Number of participants served	80
Number of naloxone kits distributed	1,174
Number of reported overdose reversals	342





Division Human Services and Community Action Program





The Division of Human Services & Community Action Program breaks ground HRC2 on May 9, 2022. Construction of a Homeless Resource Center to be located in Lake Worth began and is projected to be completed in the summer of 2023. The Homeless Resource Center will have 74 beds for individuals, seniors, youth, and couples.

Groundbreaking Ceremony

The Palm Beach County Board of County Commissioners
cordially invites you to the

Homeless Resource Center II Groundbreaking Ceremony
Monday, May 9, 2022 at 11:00 a.m.

Location: park at the Mid-County Senior Center,
3680 Lake Worth Rd, Palm Springs, 33461



Palm Beach County Board of County Commissioners
Robert S. Weinroth, Mayor, Gregg K. Weiss, Vice Mayor,
Maria G. Marino, Dave Kerner, Maria Sachs, Melissa McKinlay, Mack Bernard
County Administrator
Verdenia C. Baker



Mayor Weinroth addresses the attendees



Commissioner McKinlay and County Administrator Verdenia Baker with PBSO officers



Community Services Department Director Dr. James Green addresses the attendees



Commissioners Dave Kerner, Mack Bernard and Maria Sachs



Client Testimonials

Karis Wright, single parent-female, joined CAP's Family Self-Sufficiency Program in December 2021. Upon entry, she was unemployed with zero income and SNAP benefits. She was residing in temporary housing. She completed the eligibility assessment with COSII Andrea Scott and referred to OSCARSS for emergency services. She completed additional training assessments with Kathryn McNealy, Employment Counselor. In March 2022, Karis obtained her CDL Learner's Permit. The employment counselor completed a referral for Karis to attend Sage Trucking School. Karis said, "I had recently returned home after serving a 5-year sentence. When I think about it, being in prison probably saved my life. I was not guilty as charged, but I did other things and got away with it in the past. I returned to a bad home situation. Police got involved. I had to leave. I moved to temporary housing in Belle Glade. I enrolled at Sage Trucking School on May 9, 2022. I gained employment at \$13 an hour from a listing on Indeed.com. That job ended after my son was in a car accident and hospitalized. At this time, I had to put school on hold. I then got a job earning \$18 an hour doing the same work. I completed CDL Class A training in August 2022 with Sage Trucking School. While working after the disaster in Fort Myers, I received a promotion to supervisor with Blue Lake Services, LLC. I really appreciate the help that I received from Community Action with paying for my school." Karis Wright is now residing in unsubsidized housing. She has obtained a CDL to supplement her AS Degree in Engineering. Karis is averaging \$1875 weekly or \$97,500 annually (423%FPLG) with Blue Lake Services, LLC.



Mr. Kenneth Williams is a 27 year old single young man, who came into the Family Self-Sufficiency Program to enroll in the CDL Vocational Training in May 2022. At the time of enrollment, Mr. Williams was working and earning a yearly income of \$24,148.80. He already had his CDL permit, which is highly recommended before joining the program. Our client was eager to learn new skills in order to obtain his Commercial Driver's License. He is extremely excited that he can substantially increase his income to get a higher paying job to allow him to become self-sufficient. Kenneth not only completed the training successfully, but has also been hired by Werner Tracking in Lake City, FL, starting training on January 4, 2023. He will be on the road and per his employment proposal he will be making .50 cents per mile, which will average a weekly salary of \$1,250.00 and be about \$31.50 an hour. He has dramatically increased his yearly income to \$65,000 a year. Kenneth is very content to start his new position; and very grateful for the assistance received from us by Sage Trucking Company, one of our wonderful vendors.

972-224-



Division of Senior and Veteran Services

Re-opening of the three (3) Senior Centers, two (2) Adult Day Cares, and twelve (12) Congregate Meal Sites; as well as partnering with the Palm Beach County Food Bank to provide free grocery bags full of nonperishable grocery items to seniors (age 60 and older who attended one (1) of the open house events hosted by the senior centers. The open house events ran from October to the end of December 2022.

Veteran Services participated in Operation Green Light, a new national collaborative initiative to support military Veterans, raise awareness about unique challenges faced by many Veterans, as well as the resources that are available at the county, state, and federal levels to assist Veterans and their families. The historic Palm Beach County Courthouse located in downtown West Palm Beach was illuminated green from November 7th to 13th as part of Operation Green Light. This initiative helped to project light on the issues Veterans face and the resources available to Veterans at the county level. In addition to lighting county buildings, residents and businesses were encouraged to participate by simply changing one light bulb in their house to a green bulb. Operation Green Light is a simple way to express our collective appreciation for the public service of our Veterans.

Client Testimonials

Ms. W. is a 103-year-old client of Palm Beach County's Division of Senior and Veteran Services. Her main goal is to stay in her home and thanks to Senior Services; she is able to do so. She and her husband used to own a shoe store in Fort Pierce, Florida and she worked there for over 50 years. Ms. W's son/caregiver says they connected to Senior Services when he contacted the Area Agency on Aging and she was placed on the client waiting list. He states having Senior Services in the home alleviates some of the care duties on him and that his mother can remain at home versus institutional care at a nursing home. He says his mother is so appreciative of the care she receives through Senior Services; her services include respite care, supplies, nutrition supplements, and case management. Case management is a required service for clients receiving services through some state-funded programs. Case managers coordinate the delivery of services and are considered the community care service system "gatekeeper" with the knowledge and responsibility to link clients' needs to the most beneficial and least restrictive array of community services and resources. Senior Services case managers make every effort to link clients with appropriate formal and informal support to ensure full coordination of services provided. Ms. W son says his mother's Case Manager "is so wonderful and very personable and, her aide is attentive and caring and provides the care and comfort his mother needs and engages in conversations to ensure she remains socially active." Ms. W son says that receiving the nutrition supplement too has been helpful, as his mother is having difficulties eating regular meals. Both Ms. W. and her son believe that Senior Services has been a blessing for her and the family and these services help her enjoy life! When asked, Ms. W. always says, "she feels great and that her Case Manager and Senior Services help me to stay at home where I like to be. I wouldn't be able to stay at home without their help."



“

An 83-year-old male living in Belle Glade with his wife/caregiver was diagnosed with advanced dementia, heart problems, arthritis, and incontinence. The couple had limited income and the caregiver was overwhelmed. The wife thanked the Case Manager for providing medical supplies for her husband. She was much appreciated and did not know what she would have done if the Case Manager had not stepped in to help. She wanted to relay that the work of the Division of Senior and Veteran Services is recognized. She saluted the staff for taking some of the burden off her and so many caregivers who could not make it without their help.

”

Veteran Services

“

Navy Veteran, Mr. C. presented to a Palm Beach County Veteran Service Officer (VSO) two (2) years ago. He has been going through an appeal process for disability with the Department of Veteran Affairs since 2013 and needed further assistance with the process. VSO assisted Mr. C. throughout the years submitting the additional needed evidence of injury while in service. The hard work and perseverance paid off. Mr. C. was recently awarded his retroactive benefits from over five (5) years ago and now can receive the proper care and benefits he earned.

”



“

Mr. T. was a homeless Veteran living on the streets in Lake Work. A Palm Beach County Veteran Service Officer (VSO) met him during a homeless outreach. Mr. T. had been discharged from the Navy in 1988 with a mental health condition. After decades of battling mental health, which contributed to his struggles with alcohol and drug addiction, Mr. T. worked on his sobriety. However, Mr. T. knew he needed professional help and support. Mr. T. stated to a VSO “if I don’t get help, I’ll just be right back on the streets.” Mr. T. VSO contacted the homeless outreach team at the Veterans Administration (VA) Medical Center and was able to obtain Mr. T. a humanitarian consult with mental health. Palm Beach County Veteran Services then submitted a disability claim for Mr. T. citing his military history with mental health issues and his current diagnosis. After months of hard work, Mr. T. was granted full access to VA health care and a 100% service connected disability. Mr. T. received a retroactive payment and is currently receiving monthly benefits. Mr. T. has since moved back home to North Carolina where he has his own apartment and is in a VA vocational job training program. Before leaving he said to the Palm Beach County Veteran Service Officer, “you guys saved my life, thank you.”



”

PERFORMANCE

Community Services tracks its Key Performance Indicators through an electronic system. Each section chooses meaningful indicators to measure their work. Below are a selection of performance indicators.

	Target 	Achieved 
Behavioral Health and Substance Use Disorders		
Number of clients receiving supportive recovery services that are given the Recovery Capital Instrument to assess their overall needs for Substance Use disorder recovery.	300	905
Increase the utilization of indigent residents receiving services by the two established Recovery Community Centers (RCCs) in Palm Beach County.	1200	1935
Ryan White		
Increase Ryan White clients achieving viral suppression	84%	84.2%
Increase engagement in care for people living with HIV (PWH) in Palm Beach County (PBC) to End the HIV Epidemic (EHE)	76.3%	75.4%
Division of Human Services and Community Action Program		
<i>Human Services</i>		
Number of Households stabilized through the Housing Stability program	936	17,853
Number of homeless clients placed in permanent housing through Rapid Rehousing	132	128

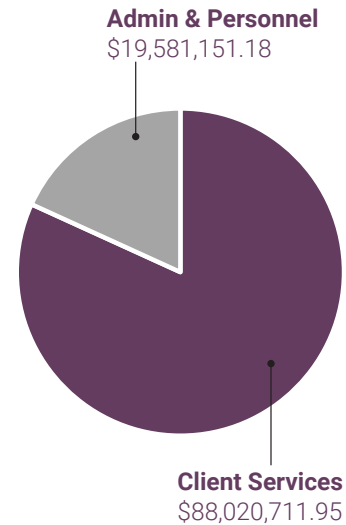
Performance

	Target 	Achieved 
<i>Community Action Program</i>		
Increase the number of households who received utility assistance including LIHEAP	8,400	7,383
Increase the number of households who receive LIHEAP assistance to prevent utility disconnection	12,000	4,034
<i>Farmworker Career Development Program</i>		
Increase the number of new participants enrolled in the Farmworker Career Development Program	51	6
Number of Clients who obtained employment	134	11
Division of Senior and Veteran Services		
<i>Senior Services</i>		
To increase access to nutritious MEALS for seniors to prevent hunger	340,000	353,005
To prevent institutionalization by providing In-Home Services	340,000	362,248
To Provide funds for seniors at risk or in crisis for utility disconnection	700	657
<i>Veteran Services</i>		
Increase the number of Veterans and/or their families who receive assistance to increase their benefits	600	2,371
Finance and Support Services		
<ul style="list-style-type: none"> • CCPP Provided Contract technical assistance to three agencies. • Generated 57 requisitions in SAMIS/TAPS. • Generated 36 contracts and partially executed 28 contracts in SAMIS/TAPS 		

EXPENDITURES

Client Services vs. Admin

Client Services	\$88,020,711.95
Admin & Personnel	\$19,581,151.18
	\$107,601,863.13



Increases from FY21 to FY22 primarily due to shelters

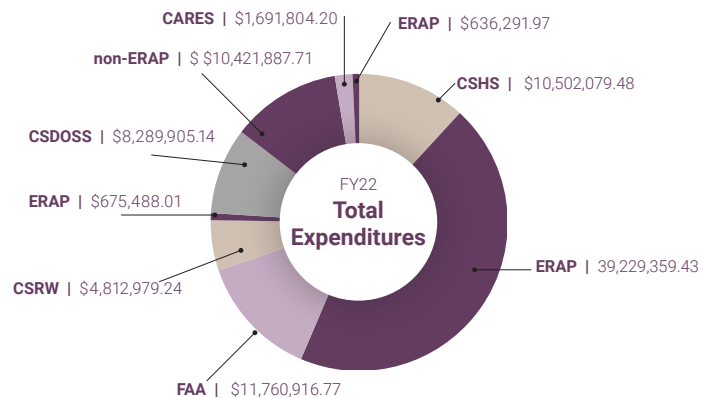
	FY21	FY22	Increase
Annex	\$1,386,100.80	\$3,534,069	\$2,147,967.97
Western Shelter	\$120,208.06	\$1,846,605	\$1,726,397.42
HRC	\$3,217,586.05	\$4,160,710	\$943,124.35
			\$4,817,489.74

Client Services

Direct Client	\$50,326,735.15	\$2,147,967.97
Contracted Client Services	\$37,693,976.80	\$1,726,397.42
Total Client Services		\$88,020,711.95

Client Services Summary

Direct Client Services-ERAP Program	\$39,229,359.43
Contracted Services FAA	\$11,760,916.77
Contracted Services Human Services & Community Action (CSHS)	\$10,502,079.48
Direct Client Services (non ERAP)	\$10,421,887.71
Contracted Services DOSS (CSDOSS)	\$8,289,905.14
Contracted Services Ryan White (CSRW)	\$4,812,979.24
Contracted Services Substance Use Disorders (CARES)	\$1,691,804.20
DOSS Senior Centers (ERAP)	\$675,488.01
Contracted Services ERAP program (ERAP)	\$636,291.97
Total Client Services	\$88,020,711.95

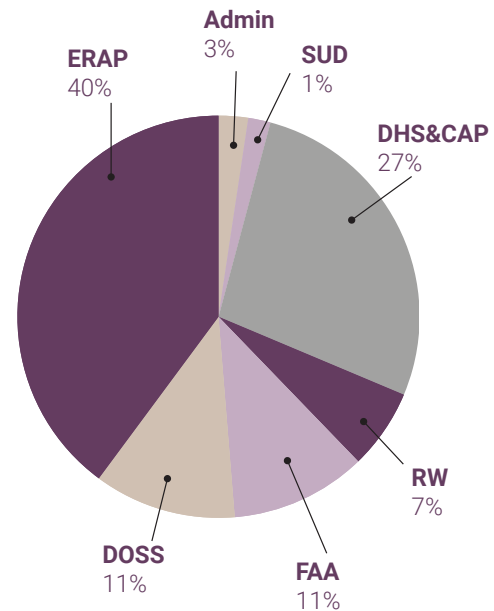


Expenditures

Totals By Division

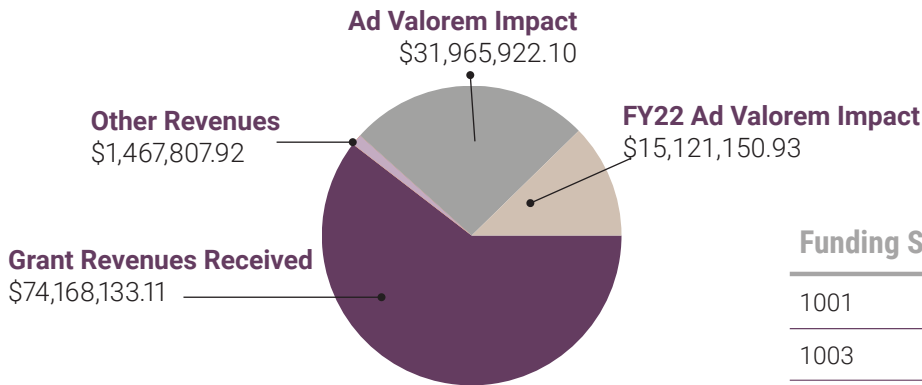
Admin	\$2,558,787.98
SUD	\$1,918,941.60
DHS&CAP	\$29,242,774.29
RW	\$6,930,216.64
FAA	\$11,760,916.77
DOSS	\$12,308,893.44
ERAP	\$42,881,332.41
Total Contracted Services	\$107,601,863.13

CSD FY22 Total Expenditures



Ad Valorem Impact

	CSD	FAA	Total
Total Expenses	\$95,840,946.36	\$11,760,917	\$107,601,863.13
Grant Revenues Received	\$74,168,133.11	0	\$74,168,133.11
Other Revenues	\$1,467,807.92	0	\$1,467,807.92
Ad Valorem Impact	\$20,205,005.33	\$11,760,917	\$31,965,922.10
FY22 ad valorem impact	\$15,121,150.93		\$15,121,150.93



Contract Payments

CAP	\$601,531.04
HS	\$9,900,548.44
Total	\$10,502,079.48

Funding Services

1001	\$572,006.37
1003	\$2,659,506.87
1004	\$77,207.08
1009	\$5,669,260.75
0001/148	\$17,482,877.75
DHES	\$328,670.28
Total	\$29,242,774.29

ADVISORY BOARD MEMBERS

Community Services can't accomplish all the work we do without the input and guidance of our advisory committees and boards.

Citizens Advisory Committee on Health and Human Services CAC/HHS

The mission of the Citizens Advisory Committee on Health and Human Services was established in 1990 by the Palm Beach Board of County Commissioners. Its mission is to assist the Board of County Commissioners in the assessment of need, planning, implementation, and evaluation of Systems of Care as defined in the Health and Human Services Element.

Dr. Merlene Ramnon

Chair

Dr. Christine Koehn

Vice-Chair

Dr. Thomas Cleare

Anne Gerwig

Randy Palo

Dr. Constance Siskowski

Inger Harvey

Elisa Cramer

Anne Caroline Valtin

Dr. Barbara Cox Gerlock

ex-officio

Scot Kannel

ex-officio

Houston Tate

ex-officio

Andrea Stephenson

ex-officio

Community Action Board

Community Action Changes people's lives, embodies the spirit of hope, improves communities, and makes America a better place to live. We care about the entire community, and we are dedicated to helping people help themselves and each other.

Carol-Jones-Gilbert

Board Chair

Mary R. Wilkerson

Vice-Chair

Raynold Sam

Kevin L. Jones

Guillermo Carrasco

Steve West

Sandra Wright

Linda Williams

Alesia Keller

Xzavious Wiley

Cynthia Ridley

Yves Saint-Hillien

Michaela Kay

Farmworker Program Advisory Board

The purpose of the Farmworker Program Advisory Board is to advise, assist, and support and advocate for the Farmworker Career Development Program (FCDP) on matters that will strengthen employment opportunities for clients served by the agency. Members are volunteers who share an expert knowledge of the career tasks and competency requirements for specific occupations.

Irene Figueroa

Cosha Jackson

Charles Duval

Karis Engle

Doug Brown

Cergile Sincere

Daniella Santoyo

Homeless Advisory Board

The Homeless Advisory Board was established by the Palm Beach County Board of County Commissioners on May 1, 2007. The Board's mission is the development of the Ten Year Plan to End Homelessness as conceived by HUD; "leading a collaborative planning process to design, execute, and evaluate programs, policies and practices to prevent and end homelessness." The responsibilities of the Homeless Advisory Board are to assist the County in reaching its Ten-Year Plan to End Homelessness goals

Mack Bernard
Chair

Katrina Long- Robinson
Vice-Chair

Javaro Sims

Erica Whitfield

Elisa Cramer

Anne Gerwig

Sophia Eccelston

Uwe K. Naujak

Joshua Butler

Carol Jones-Gilbert

Ezra Krieg

Linda Kane

Mason Youell

HIV CARE Council Board

The Palm Beach County HIV CARE Council is intended to be a collaborative organization of the affected community, service providers, and non-elected community leaders. Members of the CARE Council are evenly divided among three groups: affected communities, service providers, and non-elected community leaders. Every effort is made to ensure that the representation of the infected community reflects the demographics of the epidemic in Palm Beach County, with particular consideration given to disproportionately affected and historically under-served groups and subpopulations.

Kenny Talbot
Chair

Richardo Jackson
Vice-Chair

Rosaline Jocurin
Secretary

Tony Medford
Treasurer

HIV CARE Council Members:

- Bring the most effective treatments for HIV/AIDS to those in need
- Provide services in the most effective, compassionate manner
- Are nominated through a process that is open to public participation
- Appointment to the Council is made by the Palm Beach County Board of County Commissioners for a two-year term
- Membership is guided by federal principles guiding participation which reflects the demographic makeup of the disease in this County

CSD TEAM



The DREAM TEAM

Community Services is made up of 191 passionate and professional employees who dedicate their time and expertise to serving our community. We serve others and have fun along the way.

Operation Santa

Community Services employees signed up for Operation Santa- purchased and delivered toys to children throughout Palm Beach County as part of our Securing our Future Initiative.

Past to Present Cultural Bus Tour

This bus tour promoted cultural awareness and a deeper connection with the communities served by the Community Services Department. This experiential learning approach is designed to promote community involvement and contribute to a more positive organizational culture.

Hispanic Heritage Month Bus Tour

Hispanic Heritage Month is celebrated from September 15 through October 15. Savietto, with the support of Palm Tran, the Director of Community Services Department for Palm Beach County James Green, and Smithsonian Fellow Martha Gutiérrez-Steinkamp, organized the one-day tour of Palm Beach County. The tour was designed to highlight the cultural influences Hispanics have had in Palm Beach County since its inception and all the community services available to Latinos.

Zombie Run

CSD enjoys having fun while raising money for United Way! Employees took place in the zombie run to earn money for United Way.

Team name = Shark Week & Baby Shark Week

Team Members: Stessy Cocerez, Julie Dowe, Maria Bond, Doris Davis, and Kayla West

Event name: United Way Zombie Fun Run 2022

United Way outcomes

Every year CSD raises funds for United Way during the County Wide United Way Campaign. In FY 22 CSD employees contributed \$7,903.01 through donations of cash, vacation time or money raised during events.

Operation Santa



TRAINING AND EMPLOYEE DEVELOPMENT

The Training and Employee Development Section continues the work of the department's Strategic Plan by assisting with the development of CSD staff, ensuring compliance with required training, and providing opportunities for professional and personal development, while assisting divisions and individuals with the development of training opportunities.

2021-2022 Highlights

- The Coronavirus Pandemic proved to be a motivating factor for the department in moving the training and employee development fast forward. CSD has maintained its status as a uniting force in the community. The department received accolades at the state and federal levels for its performance in assisting Palm Beach County residents.

In partnership with the Financially Assisted Agencies and Palm Beach County Libraries, CSD took charge of responding to residents in need of rental, utility, and food assistance.

Training and Development continue to support the department and staff by ensuring that each staff is equipped with the skills to complete daily tasks efficiently:

- Four (4) partner agencies were trained to process ERA1 and ERA2 applications for rent and utilities, while eight other agencies continue to work with residents using OSCARSS.
- Public "OSCARSS Lunch and Learn" sessions have continued throughout the year with 22 sessions, one on one tutorials for clients, and weekly Q&A sessions for staff.

8 partner agencies were trained to process CARES and ERA1 applications for rent and utilities.

22 volunteers were recruited to assist with ERA Applications. The volunteers were provided with training and ongoing technical assistance.

7 application meetings with a total of 321 attendees and an average 45 attendees at each meeting.

6 "Preventing the Spread of COVID-19" Partner Updates for partner agencies with an average attendance of 114 persons.

23 public OSCARSS Lunch and Learn sessions with an overall total of 141 attendees; with an average of 6 attendees per meeting.



Certifications and Trainings

124 CSD employees completed 504 hours of training (not OSCARSS related)

CSD staff and partner agencies participated in 96 OSCARSS-focused training that covered ERA1 and ERA2, LIHEAP and HMIS with an average of 13 attendees per training

ROMA Training was provided to 23 CSD and partner agency staff

40 CSD employees completed Mental Health First Aid

1 CSD employee received certification as a Mental Health First Aid Instructor

1 CSD employee received certification as a Trauma Informed Care Instructor

13 internal promotions from within the department and other county departments

10 New Hire Orientations welcomed 72 new hires to the department in FY 2022.



Six Sigma Certification – Yellow Belt

Reduce the return rate of LIHEAP applications---Cirillo Benitez, Elizabeth Harfmann, Latonya Smith-Clark, Ramona Dunn, Andres Correa

Ensure timely submission of AIS agenda item packets—Alnita Coleman, Atisha Latimore, Elena Klimenko, Michelle Jones, Shantel Drayton Pedro Medina

Reduce the return rate of applications for services—Hong Truong & Jason Gross

Improve the process for veterans' benefits applications-- Andy Reese, Rohn Hultgren

Increase committee member attendance at Care Council meetings—Devon McLean, Sean Conklin, Narumi Vargas

Reduce HMIS Help Tickets—Randy Paul, David Tedesco

Reduce the time required to register new landlords---Wadnel Salomon, Sasha Lopez, Juanita O'Dell



Six Sigma Certification – Green Belt

PBC HIV CARE Council

facing challenges in Recruitment
& Retention of members.

Paula Bastidas, Sean Conklin,
Neeta Mahani

A Call to Quality

Sonja Holbrook, Kim Parnett,
Era Allen, Sammiedean Sutton

Increase the efficiency of the
registration and sign in process for
Seniors.

Tina Austin, Amy Blackman

Consolidated Funding
(CFR); Accurate and On-time

Shantel Drayton, Elena Klimenko,
Michael Wright

DEPARTMENT WIDE INITIATIVES AND LOOKING AHEAD



DIVISION OF HUMAN SERVICES AND COMMUNITY ACTION PROGRAM

<p>Challenges</p>	<ul style="list-style-type: none"> ▶ 82% of PBC residents who earn less than 30% of AMI (currently at \$90,300) are severely cost-burdened (Florida Housing Coalition 12/22) and 58% of renters in PBC are severely cost burdened who earn 30% to 50% AMI. The cost of rent has risen to a point that to afford the \$1,578 Fair Market Rent on a two-bedroom apartment, the tenant would have to earn \$30.29 per hour or \$63,000. Rentals are scarce even in this price range and landlords are refusing to work with nonprofits and governmental agencies because rental amounts are capped and they do not have to deal with homeless and very low-income individuals. ▶ Over 8,000 homeless persons, including children, were served within the CoC last year. We anticipate as the ERA and COVID money dries up, the number of homeless will increase as the ability to pay rent will cease for many that are receiving rental payments or subsidies for rent at this time.
<p>Goals</p>	<ul style="list-style-type: none"> ▶ Prioritize the purchase and eventual building and rehabilitation of affordable housing for those who are homeless, disabled, and elderly. ▶ Successfully open the Resource and Referral port to gather data on referrals and linkages made in the homeless system and the prevention system ▶ Launch the HUD academy for the Continuum of Care (i.e. Homeless and Housing Alliance ▶ Successful integration of the Coordinated Entry system for Palm Beach County

BEHAVIORAL HEALTH AND SUBSTANCE USE DISORDERS

- ▶ To continue its aim of establishing a network of RCO/RCCs in the County, a second RCO/RCC will be opened in Lake Worth Beach during FY23. A community-based development process to expand the Network will also be launched in Riviera Beach and Belle Glade in FY23.
- ▶ The BH and SUD section is increasing the number of organizations deploying and utilizing RCI data to inform: individualized recovery plans; services emerging from RCCs and the Department’s budget and planning efforts.
- ▶ The BH and SUD section will work with a State University research partner to assess progress related to the Palm Beach County Behavioral Health, Substance Use, and Co-Occurring Disorders Strategic Plan Update and its associated Advisory Committee and develop outcome measures for various office initiatives.

RYAN WHITE

- ▶ In collaboration with CSD Community Action Program, launched an employment counseling/vocational training program to provide opportunities for upward economic mobility for people with HIV.
- ▶ In collaboration with Cicatelli Associates Inc., multiple HIV System of Care independent assessments are underway to evaluate jail linkage/re-entry, transportation, and case management services for people with HIV in Palm Beach County.



DIVISION OF SENIOR AND VETERAN SERVICES

Challenges	<ul style="list-style-type: none">▶ As the elder population increases, the demand for services continues to grow and has been particularly heightened by COVID-19.▶ Challenges such as isolation, mobility issues, economic insecurities, and nutrition insecurities as well as mental health concerns continue to inhibit independence, even with in-home and community-based support services in place
Goals	<ul style="list-style-type: none">▶ Work with the County's Information Systems Services (ISS) Department to transition and integrate the internal database Senior Tracking and Referral System (STARS) to CSD web-based portal.

FINANCE AND SUPPORT SERVICES CONTRACTS, COMPLIANCE AND PROGRAM PERFORMANCE

- ▶ Use technology and enhanced internal communication to streamline monitoring process to prevent multiple visits to funded agencies.
- ▶ Coordinated monitoring activities to streamline monitoring and compliance to prevent conflicting assessments in the same monitoring areas.
- ▶ Utilize technology and SAMIS/TAPS to strengthen the connection between NOFO and contracting.
- ▶ Enhance the connection between programmatic performance and gaps identified in the needs assessment..
- ▶ Align the NOFO, monitoring, and program evaluation processes to ensure maximum benefit for funded services/programs.
- ▶ Create cross-training opportunities for succession planning



PROGRAMS AND SERVICES

Division of Human Services & Community Action Program

SERVICES:

Housing Relocation, Eviction Prevention, Water and Gas Assistance, LIHEAP (Electric Bill Assistance), Case Management, Vocational Training, Financial Management Training, Transportation, VITA Tax Services, Job Readiness, Skills Training and Referrals, Rental Assistance, Utility Assistance, Information and Referral, Indigent Cremation, and FPL Care to Share

LOCATIONS & HOURS:

Belle Glade

38754 State Road #80, Room 216
Belle Glade, FL 33430
561-996-0660
Monday–Friday 8:00AM–5:00PM

Delray Beach

225 South Congress Avenue
Delray Beach, FL 33444
561-274-3130
Monday–Friday 8:00AM–5:00PM

Lake Worth

1699 Wingfield Street
Lake Worth, FL 33460
561-694-5415
Monday–Friday 8:00AM–5:00PM

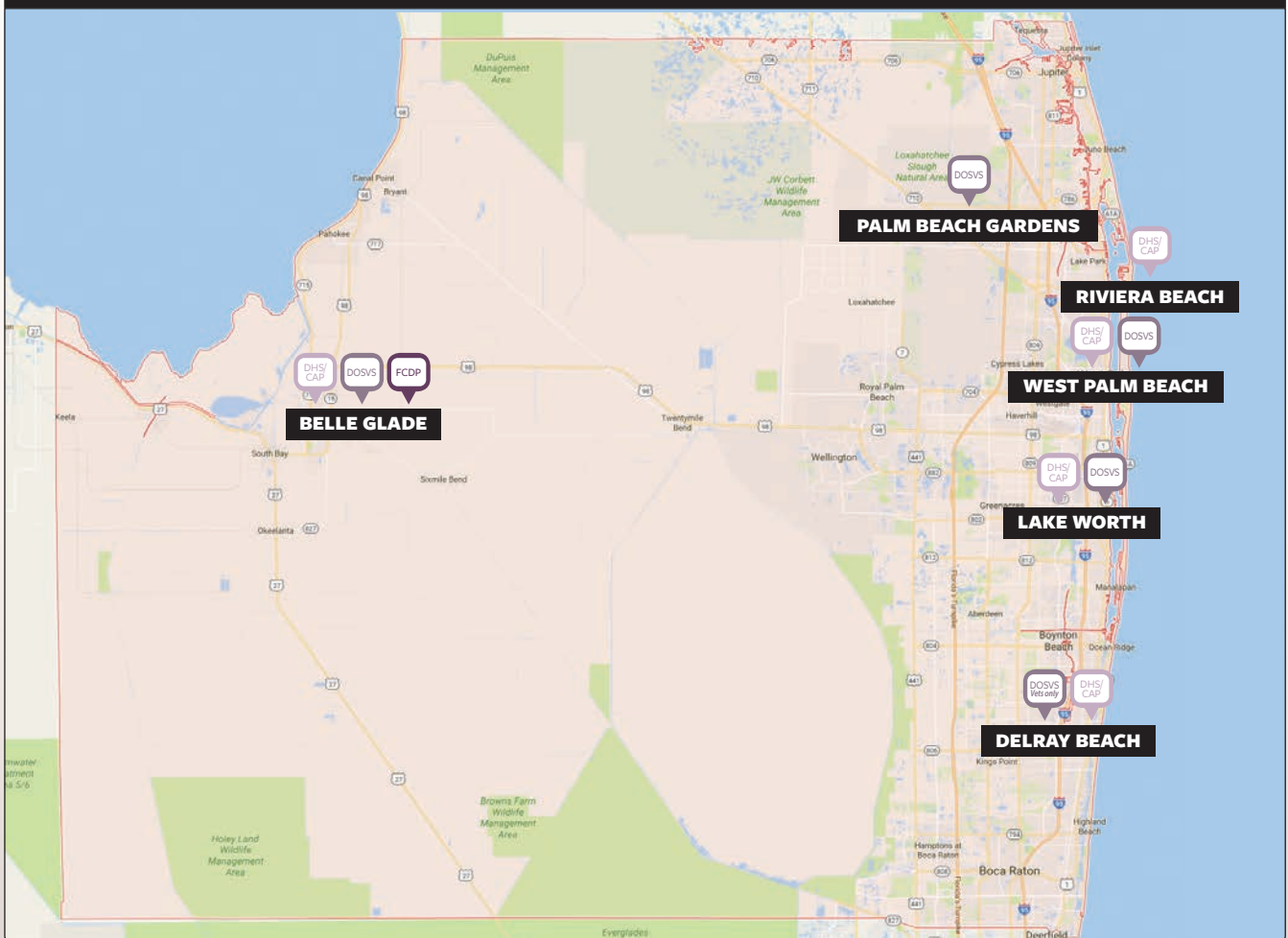
Riviera Beach

1440 Martin Luther King, Jr. Boulevard
Riviera Beach, FL 33404
561-694-7463
Monday–Friday 8:00AM–5:00PM

West Palm Beach

810 Datura Street
West Palm Beach, FL 33401
561-355-4792
Monday–Friday 8:00AM–5:00PM

Program Locations



Division of Senior and Veteran Services

SERVICES:

Emergency Home Energy Assistance, Adult Protective Services, Nutrition: Home Delivered & Congregate Meals, Case Management, Adult Day Care, Volunteer & Volunteer Stipend Programs: Senior Companion & Respite for Elders Living in Everyday Families, Outreach, Information & Referral, and Caregiver Support

LOCATIONS & HOURS:

Belle Glade

West County Senior Center
2916 State Road #15
Belle Glade, FL 33430
561-996-4808 | fax: 561-992-1011
Monday–Friday 8:00AM–5:00PM

Lake Worth

Mid County Senior Center
3680 Lake Worth Road
Lake Worth, FL 33461
561-357-7100 | fax: 561-357-7114
Monday–Friday 8:00AM–5:00PM

Palm Beach Gardens

North County Senior Center
5217 Northlake Boulevard
Palm Beach Gardens, FL 33418
561-694-5435 | fax: 561-694-9611
Monday–Friday 8:00AM–5:00PM

West Palm Beach

810 Datura Street
West Palm Beach, FL 33401
561-355-4792
Monday–Friday 8:00AM–5:00PM

(Services for Veterans only)

SERVICES:

Compensation Claims, Pension Claims, Aid and Attendance or Housebound Benefits, Income Verification Letters, Homestead Tax Discount Letter, Application for Certification of Discharge Papers, Assistance with Requesting Discharge Upgrades, Identification Applications for 100% Disabled Veterans and Referrals

LOCATIONS & HOURS:

Delray Beach

345 South Congress Avenue, Suite 104
Delray Beach, FL 33444
561-276-1225
Monday–Friday 8:00AM–5:00PM

Farmworker Career Development Program

SERVICES:

Food Distribution, Food Vouchers, Clothing, Rent Assistance, Utility Assistance, Assistance with Completing Forms and Applications, Transportation to Medical and Social Service Appointment, Orientation of Community Resources, Translations and Interpretations, Housing Counseling, Life Skills, Case Management, Assistance with Unemployment Application, and Job Referrals

LOCATIONS & HOURS:

Belle Glade

38754 State Road #80, Room 216
Belle Glade, FL 33430
561-996-0660
Monday–Friday 8:00AM–5:00PM



Community-Based Funded Partners

211 Palm Beach/Treasure Coast
Achievement Centers for Children and Families
Adopt-A-Family of the Palm Beaches
Aid to Victims of Domestic Abuse (AVDA)
Aids Healthcare Foundation
Alzheimer's Community Care
American Association of Caregiving Youth
Area Agency on Aging
Boys Town South Florida
CareerSource
Catholic Charities of Palm Beach
Center for Child Counseling
Coalition For Independent Living Options
Community Partners of South Florida
Compass
Credit Card Management Services
CROS Ministries
Division of Human Services & Community Action Program
Division of Senior & Veteran Services
Drug Abuse Foundation
Drug Abuse Treatment Association
El Sol, Jupiter's Neighborhood Resource Center
Estellas Brilliant Bus
Families First of Palm Beach County
Farmworker Coordinating Council
Florida Association of Recovery Residences
Florida Atlantic University
Florida Rural Legal Services
Florida Department of Health
For the Children
FoundCare
GDBC Entrepreneur Institute
Gratitude House
Gulfstream Goodwill Industries
Habilitation Center for the Handicapped
Hanley Center Foundation
Health Care District of Palm Beach County
Health Council of Southeast Florida
Housing & Education Alliance, Inc.
Jeff Industries
Legal Aid Society
Mae Volen
Midway Specialty Care
Monarch Health Services
Morse Life
Palm Beach County Food Bank
Palm Beach County Housing Authority
Palm Beach Behavioral Health Coalition
Palm Health Foundation
Pathways to Prosperity
Rapid Results Institute
Rebel Recovery
Seagull Industries
South County Mental Health Center
Southeast Florida Behavioral Health Network
The Arc of the Glades
The Arc of Palm Beach County
The Glades Initiative
The Homeless Coalition
The Lord's Place
The Povarello Center
The Salvation Army
Treasure Coast Health Council
United Way of Palm Beach County
Vita Nova
Wayside House



**Palm Beach County
Board of County Commissioners**
Gregg K. Weiss, Mayor, Maria Sachs, Vice Mayor
Maria G. Marino, Michael A. Barnett
Marci Woodward, Sara Baxter, Mack Bernard
County Administrator Verdenia C. Baker