



Palm Beach County  
**COMMUNITY  
SERVICES**

Helping People Build Better Communities

# COMMUNITY INVESTMENT PORTFOLIO 2023

## MISSION:

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



@pbccsd

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**Palm Beach County  
Board of County Commissioners**

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

**County Administrator**

Verdenia C. Baker

**Assistant County Administrator**

Reginald Duren



*(Front row, left to right)* Vice Mayor Maria G. Marino, Mayor Maria Sachs, Gregg K. Weiss

*(Back row, left to right)* Michael A. Barnett, Marci Woodward, Sara Baxter, Mack Bernard,  
 County Administrator Verdenia C. Baker

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**Behavioral Health/Substance Use**

Agency:	Programs:
54 American Association of Caregiving Youth	Caregiving Youth Project
55 BoysTown South Florida	Care Coordination Services
57 Center for Child Counseling	Integrated Care - Promoting Recovery & Resilience
61 Community Partners of South Florida	Community-Based Outpatient Services (CBOS)
63 Community Partners of South Florida	High Fidelity Wraparound Supportive Housing Program
90 Drug Abuse Foundation	Adult Intensive Residential Treatment
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93 Drug Abuse Treatment Association	Non-Residential Program
95 Families First of Palm Beach County	Kin Support
96 Families First of Palm Beach County	Participation, Access, Rights, Equity, and Diversity (PARED)
101 Florida Association of Recovery Residences	Recovery Capital Initiative
102 Florida Atlantic University	Comprehensive Opioid Stimulant Substance Abuse Program (COSSAP)
105 For the Children	Children Community Wellness
122 Jeff Industries	Job Placement Program
122 Jeff Industries	Let's Go To Work
123 JFK Medical Center	Addiction Stabilization Center (ASC)
127 Palm Beach Behavioral Health Coalition	Facilitating Organization of Recovery Community Centers and Organizations
128 Palm Healthcare Foundation	BeWellPBC Behavioral Health and Wellness Initiative
131 South County Mental Health Center	Crisis Stabilization Unit - Belle Glade
132 South County Mental Health Center	Crisis Stabilization Unit - Delray
133 South County Mental Health Center	Intake and Evaluation / Mobile Crisis Team
134 South County Mental Health Center	Psychiatric Medical Services
136 Southeast Florida Behavioral Health Network	Coordinated Housing, Recovery Supports and Recovery Capital Initiative Program
137 Southeast Florida Behavioral Health Network	Rapid Rehousing with Substance Use/Mental Health
156 Wayside House	Partial Hospitalization Program

**Economic Stability /Mobility**

Agency	Programs:
58 Coalition For Independent Living Options	Learning and Educational Advocacy Program (LEAP)
59 Coalition For Independent Living Options	Financial Independence Need Disability (FIND)
60 Coalition For Independent Living Options	Supports and Independent Living (SAIL)
61 Community Partners of South Florida	AmeriCorp Vista Member Program
64 Community Partners of South Florida	Financial Capability Building Prosperity SOFI
94 El Sol, Jupiter's Neighborhood Resource Center (JNRC)	Worker Development Program
99 Farmworker Coordinating Council	Family Preservation & Economic Stabilization
104 Florida State University	Holistic Crisis Mitigation for At-Risk Individuals and Families
106 GBDC Entrepreneurship Institute, Inc	Mobile Outreach Services
113 Gulfstream Goodwill Industries	Work-Ability
114 Habilitation Center for the Handicapped	Day Program for Adults with Special Needs
115 Habilitation Center for the Handicapped	Employment Program for Adults with Disabilities
129 Pathways to Prosperity	Circles Palm Beach County
138 The Arc of the Glades	Adult Developmental Services System of Care
140 The Arc of Palm Beach County	Adult Education Program
141 The Arc of Palm Beach County	Seniors in Transition and Retirement Services (STARS)
142 The Arc of Palm Beach County	Supported Employment Program
143 The Arc of Palm Beach County	Supported Living Program
144 The Arc of Palm Beach County	Technology Training Program
145 The Glades Initiative	Connecting the Glades
153 United Way of Palm Beach County	Volunteer Income Tax Assistance (VITA)
154 Vita Nova	The Spot (SOFI)

**Homelessness**

Agency:	Programs:
44	Adopt-A-Family of the Palm Beaches Connecting Youth to Opportunities Program
44	Adopt-A-Family of the Palm Beaches Connecting Youth to Opportunities Program II Rapid Rehousing
45	Adopt-A-Family of the Palm Beaches Emergency Rental Assistance Application Navigation
45	Adopt-A-Family of the Palm Beaches Homeless Resource Center
46	Adopt-A-Family of the Palm Beaches Housing Stabilization Program
48	Adopt-A-Family of the Palm Beaches Program Reach
48	Adopt-A-Family of the Palm Beaches Project SAFE II (CoC)
49	Adopt-A-Family of the Palm Beaches Project SAFE II (FAA)
47	Adopt-A-Family of the Palm Beaches Rapid Rehousing (FAA)
47	Adopt-A-Family of the Palm Beaches Rapid Rehousing (HUD/ESG)
50	Adopt-A-Family of the Palm Beaches Youth Establishing Stability
51	Aid to Victims of Domestic Abuse (AVDA) Casa Vegso
51	Aid to Victims of Domestic Abuse (AVDA) Emergency Shelter
56	Catholic Charities of Palm Beach Homeless Prevention
59	Coalition For Independent Living Options Senior Financial Independence Need Disability (FIND)
97	Families First of Palm Beach County Bridges to Success (CoC)
97	Families First of Palm Beach County Bridges to Success (FAA)
98	Family Promise of North Central Palm Beach County Priority Housing Program
99	Farmworker Coordinating Council Navigation Services
100	Farmworker Coordinating Council Homeless Prevention
103	Florida Rural Legal Services Rapid Response Eviction Assistance Program (RREAP)
107	Gulfstream Goodwill Industries Employment-Focused Case Management
108	Gulfstream Goodwill Industries Youth Rapid Rehousing (RRH)
109	Gulfstream Goodwill Industries Senior Homeless Prevention
110	Gulfstream Goodwill Industries Homeless Resource Center (HRC) Operations
111	Gulfstream Goodwill Industries Homeless Supportive Services
111	Gulfstream Goodwill Industries Shelter Food Services
112	Gulfstream Goodwill Industries GGI Annex Fairgrounds Emergency Shelter
112	Gulfstream Goodwill Industries GGI Belle Glade Assessment Center and Pahokee Non-Congregate Sheltering Site

**Homelessness continued**

Agency:	Programs:
125	Legal Aid Society Eviction Prevention Services
125	Legal Aid Society Rapid Response Eviction Assistance Program (RREAP)
130	Rebel Recovery Housing Stabilization
139	The Arc of Palm Beach County Residential Group Home
146	The Homeless Coalition Staff: Executive Director - The Homeless Coalition
147	The Lord's Place Homeless Housing Services
147	The Lord's Place Permanent Supportive Housing
148	The Lord's Place Parks to Work
149	The Lord's Place Homeless Resource Center (HRC) Operations
150	The Salvation Army Center of Hope - Emergency Shelter
150	The Salvation Army Homeless Prevention
154	Vita Nova Homeless Prevention
154	Vita Nova Permanent Supportive Housing
157	YWCA Emergency Shelter
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**Senior Services**

Agency:	Programs:
52	Alzheimer's Community Care Family Nurse Navigator Program
53	Alzheimer's Community Care Specialized Alzheimer's Adult Day Care Service

**Strategic Partnerships**

Agency:	Programs:
53	211 Palm Beach/Treasure Coast Crisis Line Information & Referral
53	211 Palm Beach/Treasure Coast Elder Crisis Outreach
50	Adopt-A-Family of the Palm Beaches Traveler's Aid
110	Gulfstream Goodwill Industries Traveler's Aid
124	Legal Aid Society Guardian Advocacy Project
126	Palm Beach County Food Bank Benefits Outreach Program
126	Palm Beach County Food Bank Food Distribution
135	Southeast Florida Behavioral Health Network Wrap Around Services / Fidelity Manager
151	The Volen Center Match Funds
151	The Volen Center Transportation & Community Support
152	United Way of Palm Beach County Commercial Kitchen Project
152	United Way of Palm Beach County Hunger Relief

## OUR MISSION

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

## OUR VISION

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

## OUR 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

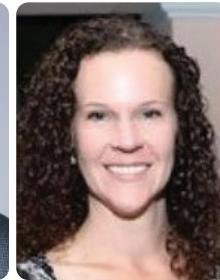
### LEADERSHIP TEAM

Behavioral Health & Substance Use Disorders



**JOHN HULICK**  
Senior Program Manager

Community and Volunteer Engagement



**ELIZABETH HARFMANN**  
Manager of Public Information Services

Division of Human Services and Community Action



**NATALIE VAZQUEZ**  
Senior Program Manager

Division of Human Services & Community Action



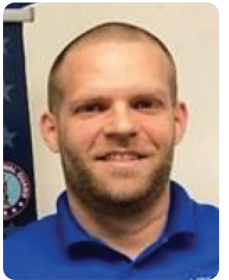
**DANIEL RAMOS**  
Senior Program Manager

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

HIV Elimination



**DR. CASEY MESSER**  
Program Manager

Training and Development



**DORIS DAVIS**  
Training Program Coordinator

# 2023 COMMUNITY INVESTMENT PORTFOLIO

prepared by:

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## EXECUTIVE SUMMARY

This is the Fiscal Year 2023 of the Community Services Department Community Investment Portfolio (formally known as Contract Portfolio). This report represents all of the contracts and direct services. Overall, the Community Services Department expended a total of **\$109,873,388.00** through various funding streams in FY23. There are a total of 123 contracted programs in FY23 within the strategic priority areas of Behavioral Health, Economic Stability/Mobility, Public Safety and Homelessness. Direct services are not inclusive of contracted amounts.

### Overview:






The purpose of the portfolio is to provide the overall view of the funding sources across the Community Services Department (CSD) sections: Administration, Division of Human Services and Community Action Program, Division of Seniors and Veteran Affairs, Behavioral Health and Substance Use Disorders, and HIV Elimination Services. The community investments may result in contracts and/or direct services through the department. This portfolio is organized by agencies and displays the funding sources, program funding amount, program description, and program performance outcomes (if applicable).

The Community Services Department wants to thank all of the community partners/agencies and CSD staff for all of their hard work serving the community. Your dedication and commitment to serving our residents in need are very much appreciated. The investments made could not be possible without collaboration and partnerships. We look forward to strengthening families, transforming communities, and positively impacting the lives of our fellow residents in Palm Beach County.



# FUNDING SOURCES

The report will be color-coded based on the funding source. Below is the table which depicts the difference of funding sources and actual vs. reported date ranges.

Funding Source	Report Ranges	FY23 Expenditure
 Administration	10/1/2022 - 9/30/2023	<b>\$16,330,651.00</b>
 Division of Human Services and Community Action	10/1/2022 - 9/30/2023	<b>\$62,160,295.00</b>
 Division of Senior Services and Veteran Services	10/1/2022 - 9/30/2023	<b>\$16,254,747.00</b>
 HIV Elimination	3/1/2022 - 6/30/2023	<b>\$12,118,360.00</b>
 Behavioral Health and Substance Use Disorder (BHSUD)	10/1/2022 - 9/30/2023	<b>\$3,009,335.00</b>
<b>Total</b>		<b>\$109,873,388.00</b>

### Client Services vs. Admin

Client Services	<b>\$88,504,352.00</b>
Admin & Personnel	<b>\$21,369,036.00</b>
<b>Total</b>	<b>\$109,873,388.00</b>



# ADMINISTRATION

Funding Source	Funding Amount
Administration	\$16,330,651.00

Palm Beach County has provided additional financial assistance to community-based organizations providing health and human services through the Financially Assisted Agencies (FAA) program, which is funded by Ad Valorem dollars. This funding is managed through the Administration section of the Community Services Department. Strategies and priorities of the funding are determined in collaboration with the Citizens Advisory Committee on Health and Human Services (CAC/HHS) and other divisions within the department. Through an annual competitive procurement process, funding is allocated across the three (3) main service categories of Housing/Homelessness, Economic Stability/Poverty, and Behavioral Health. There are additional sub-categories that align with the aforementioned service categories and these include Domestic Violence/Sheltering, Seniors, and Special Needs/Developmental Disabilities. The administration releases an annual report on the agencies/programs funded through the Financially Assisted Agencies (FAA) funding source. The report contains detailed demographic and outcome information for each of the funded agencies/programs. This document is published on the Community Services Department website and can be found here: <https://discover.pbcgov.org/communityservices/Pages/Publications.aspx>

## Financial Assisted Agencies (FAA) – ALL Categories\*

Demographic	Category	Number	Percentage
Age	17 and Under	2,841	15%
	18 to 24	894	5%
	25 to 39	3,440	18%
	40 to 59	2,763	15%
	60 and Above	4,344	23%
	Unknown	4,493	24%
Gender	Female	10,529	56%
	Male	7,886	42%
	Other/Unknown	360	2%
Race	White or Caucasian	7,448	40%
	Black or African American	6,743	36%
	American Indian/Alaska Native	240	1%
	Native Hawaiian/Other Pacific Islander	42	0%
	Asian	48	0%
	Two or More Races	1,682	9%
	Unknown	2,572	14%
Ethnicity	Hispanic/Latino	4,041	22%
	Non-Hispanic/Latino	10,835	58%
	Unknown	3,899	21%
Veteran	Veteran	1,527	8%
	Non-Veteran	16,468	88%
	Unknown	780	4%
<b>Total Number of Unduplicated Clients</b>		<b>18,775</b>	<b>100%</b>

\* Some Strategic Partnership agencies are not included in the demographic table above

## Financial Assisted Agencies (FAA) – Economic Stability/ Mobility

Demographic	Category	Number	Percentage
Age	17 and Under	65	1%
	18 to 24	207	2%
	25 to 39	1,204	10%
	40 to 59	978	10%
	60 and Above	3,295	33%
	Unknown	4,487	45%
Gender	Female	3,295	56%
	Male	4,049	40%
	Other/Unknown	332	3%
Race	White or Caucasian	3,965	39%
	Black or African American	3,540	35%
	American Indian/Alaska Native	190	0%
	Native Hawaiian/Other Pacific Islander	26	0%
	Asian	38	0%
	Two or More Races	1,123	11%
	Unknown	1,174	12%
Ethnicity	Hispanic/Latino	2,726	27%
	Non-Hispanic/Latino	5,839	58%
	Unknown	1,491	15%
Veteran	Veteran	384	4%
	Non-Veteran	9,192	91%
	Unknown	480	5%
<b>Total Number of Unduplicated Clients</b>		<b>10,056</b>	<b>100%</b>

\* Some Strategic Partnership agencies are not included in the demographic table above



### Financial Assisted Agencies (FAA) - Homelessness

Demographic	Category	Number	Percentage
<b>Age</b>	17 and Under	33	3%
	18 to 24	118	11%
	25 to 39	503	46%
	40 to 59	322	29%
	60 and Above	118	11%
	Unknown	2	0%
<b>Gender</b>	Female	744	68%
	Male	347	32%
	Other/Unknown	5	0%
<b>Race</b>	White or Caucasian	330	30%
	Black or African American	646	59%
	American Indian/Alaska Native	6	1%
	Native Hawaiian/Other Pacific Islander	4	0%
	Asian	2	0%
	Two or More Races	92	9%
	Unknown	16	1%
<b>Ethnicity</b>	Hispanic/Latino	199	18%
	Non-Hispanic/Latino	889	81%
	Unknown	8	1%
<b>Veteran</b>	Veteran	17	1%
	Non-Veteran	1,038	95%
	Unknown	41	4%
<b>Total Number of Unduplicated Clients</b>		<b>1,096</b>	<b>100%</b>

\* Some Strategic Partnership agencies are not included in the demographic table above

### Financial Assisted Agencies (FAA) - Behavioral Health

Demographic	Category	Number	Percentage
<b>Age</b>	17 and Under	2,743	36%
	18 to 24	569	7%
	25 to 39	1,913	25%
	40 to 59	1,463	19%
	60 and Above	931	12%
	Unknown	4	0%
	<b>Gender</b>	Female	4,110
Male		3,490	46%
Other/Unknown		23	0%
<b>Race</b>	White or Caucasian	3,153	41%
	Black or African American	2,557	34%
	American Indian/Alaska Native	44	1%
	Native Hawaiian/Other Pacific Islander	12	0%
	Asian	8	0%
	Two or More Races	467	6%
	Unknown	1,382	18%
<b>Ethnicity</b>	Hispanic/Latino	1,116	15%
	Non-Hispanic/Latino	4,107	54%
	Unknown	2,400	31%
<b>Veteran</b>	Veteran	1,126	15%
	Non-Veteran	6,238	82%
	Unknown	259	3%
<b>Total Number of Unduplicated Clients</b>		<b>7,623</b>	<b>100%</b>

\* Some Strategic Partnership agencies are not included in the demographic table above



CSD FUNDING SUMMARY  
**DIVISION OF HUMAN SERVICES &  
 COMMUNITY ACTION**

Funding Source	Funding Amount
Division of Human Services and Community Action	\$62,160,295.00

The **Palm Beach County Division of Human Services and Community Action** provides grants to non-profit organizations providing homeless services within four (4) program components: Emergency, Self-Sufficiency, Intervention and Homeless Services. All of which are supported by ad valorem funds. Funding is allocated through the Notice of Funding Opportunity (NOFO) Process. Applications are reviewed by a review committee, approved by members of the Housing and Homeless Alliance (HHA) Executive Board, and subject to final approval by the Board of County Commissioners (BCC). Direct Services are also provided within the Division of Human Services and Community Action Program.

**COMMUNITY ACTION PROGRAM (HOMELESS PREVENTION)**

**Emergency Rental Assistance**

Demographic	Category	Number	Percentage
<b>Age</b>	17 and Under	0	0%
	18 to 24	256	4%
	25 to 39	3,263	52%
	40 to 59	2,139	34%
	60 and Above	643	10%
	Unknown	0	0%
<b>Gender</b>	Female	5,209	83%
	Male	1,087	17%
	Other/Unknown	5	0%
<b>Race</b>	White or Caucasian	1,467	23%
	Black or African American	4,736	75%
	American Indian/Alaska Native	27	0%
	Native Hawaiian/Other Pacific Islander	34	1%
	Asian	36	1%
	Two or More Races	0	0%
	Unknown	1	0%
<b>Ethnicity</b>	Hispanic/Latino	828	13%
	Non-Hispanic/Latino	5,473	87%
	Unknown	0	0%
<b>Veteran</b>	Veteran	111	2%
	Non-Veteran	6,183	98%
	Unknown	7	0%
<b>Total Number of Unduplicated Clients</b>		<b>6,301</b>	<b>100%</b>

\* The demographic table above is only depicting the individuals with whom an "individual/family-level" goal was established. Demographic information is not captured for other "community-level" goals, which provide access to services for the community in general.

### Family Self-Sufficiency Program

Demographic	Category	Number	Percentage
<b>Age</b>	17 and Under	3	4%
	18 to 24	6	8%
	25 to 39	45	63%
	40 to 59	16	23%
	60 and Above	1	1%
	Unknown	0	0%
<b>Gender</b>	Female	49	69%
	Male	22	31%
	Other/Unknown	0	0%
<b>Race</b>	White or Caucasian	2	3%
	Black or African American	59	83%
	American Indian/Alaska Native	0	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Asian	1	1%
	Two or More Races	9	13%
	Unknown	0	0%
<b>Ethnicity</b>	Hispanic/Latino	9	13%
	Non-Hispanic/Latino	62	87%
	Unknown	0	0%
<b>Veteran</b>	Veteran	0	0%
	Non-Veteran	63	89%
	Unknown	8	11%
<b>Total Number of Unduplicated Households</b>		<b>71</b>	<b>100%</b>

### HVAC Replacements

Demographic	Category	Number	Percentage
<b>Age</b>	17 and Under	0	0%
	18 to 24	0	0%
	25 to 39	15	6%
	40 to 59	50	19%
	60 and Above	193	75%
	Unknown	0	0%
<b>Gender</b>	Female	195	76%
	Male	63	24%
	Other/Unknown	0	0%
<b>Race</b>	White or Caucasian	127	48%
	Black or African American	123	48%
	American Indian/Alaska Native	6	2%
	Native Hawaiian/Other Pacific Islander	0	0%
	Asian	0	0%
	Two or More Races	0	0%
	Unknown	2	1%
<b>Ethnicity</b>	Hispanic/Latino	52	20%
	Non-Hispanic/Latino	203	79%
	Unknown	3	1%
<b>Veteran</b>	Veteran	7	3%
	Non-Veteran	251	97%
	Unknown	0	0%
<b>Total Number of Unduplicated Clients</b>		<b>258</b>	<b>100%</b>

**Low Income Home Energy Assistance Program (LIHEAP)**

Demographic	Category	Number	Percentage
<b>Age</b>	17 and Under	0	0%
	18 to 24	49	1%
	25 to 39	2,089	29%
	40 to 59	2,190	31%
	60 and Above	2,765	39%
	Unknown	0	0%
<b>Gender</b>	Female	5,872	83%
	Male	1,217	17%
	Other/Unknown	4	0%
<b>Race</b>	White or Caucasian	2,165	31%
	Black or African American	4,832	68%
	American Indian/Alaska Native	32	0%
	Native Hawaiian/Other Pacific Islander	18	0%
	Asian	41	1%
	Two or More Races	0	0%
	Unknown	5	1%
<b>Ethnicity</b>	Hispanic/Latino	1,258	18%
	Non-Hispanic/Latino	5,832	82%
	Unknown	3	0%
<b>Veteran</b>	Veteran	128	2%
	Non-Veteran	6,964	98%
	Unknown	1	0%
<b>Total Number of Unduplicated Households</b>		<b>7,093</b>	<b>100%</b>

\* The demographic table above includes clients who received assistance with both LIHEAP and LIHEAP-CARES funds as the LIHEAP-CARES funds were used to provide additional benefits to previous LIHEAP clients.

**Low Income Home Water Assistance Program (LIHWAP)**

Demographic	Category	Number	Percentage
<b>Age</b>	17 and Under	0	0%
	18 to 24	22	1%
	25 to 39	620	36%
	40 to 59	545	32%
	60 and Above	521	31%
	Unknown	0	0%
<b>Gender</b>	Female	1,462	86%
	Male	245	14%
	Other/Unknown	1	0%
<b>Race</b>	White or Caucasian	364	21%
	Black or African American	1,332	78%
	American Indian/Alaska Native	4	0%
	Native Hawaiian/Other Pacific Islander	2	0%
	Asian	6	0%
	Two or More Races	0	0%
	Unknown	0	7%
<b>Ethnicity</b>	Hispanic/Latino	1,515	89%
	Non-Hispanic/Latino	193	11%
	Unknown	0	0%
<b>Veteran</b>	Veteran	31	2%
	Non-Veteran	1,676	98%
	Unknown	1	0%
<b>Total Number of Unduplicated Clients</b>		<b>1,708</b>	<b>100%</b>

**Emergency Food and Shelter Program (EFSP-ARP)  
Emergency Food and Shelter Program (EFSP GY21)**

Demographic	Category	Number	Percentage
<b>Age</b>	17 and Under	0	0%
	18 to 24	5	4%
	25 to 39	50	43%
	40 to 59	44	38%
	60 and Above	15	13%
	Unknown	3	3%
<b>Gender</b>	Female	91	78%
	Male	26	22%
	Other/Unknown	0	0%
<b>Race</b>	White or Caucasian	36	31%
	Black or African American	81	69%
	American Indian/Alaska Native	0	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Asian	0	0%
	Two or More Races	0	0%
	Unknown	0	0%
<b>Ethnicity</b>	Hispanic/Latino	26	22%
	Non-Hispanic/Latino	91	78%
	Unknown	0	0%
<b>Veteran</b>	Veteran	2	2%
	Non-Veteran	115	98%
	Unknown	0	0%
<b>Total Number of Unduplicated Clients</b>		<b>117</b>	<b>100%</b>

**Florida Power & Light (FPL) Care to Share**

Demographic	Category	Number	Percentage
<b>Age</b>	17 and Under	0	0%
	18 to 24	1	7%
	25 to 39	5	36%
	40 to 59	5	36%
	60 and Above	3	21%
	Unknown	0	0%
<b>Gender</b>	Female	12	86%
	Male	2	14%
	Other/Unknown	0	0%
<b>Race</b>	White or Caucasian	13	93%
	Black or African American	0	0%
	American Indian/Alaska Native	0	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Asian	0	0%
	Two or More Races	0	0%
	Other/Unknown	1	7%
<b>Ethnicity</b>	Hispanic/Latino	0	0%
	Non-Hispanic/Latino	14	100%
	Other/Unknown	0	0%
<b>Veteran</b>	Veteran	0	0%
	Non-Veteran	14	100%
	Unknown	0	0%
<b>Total Number of Unduplicated Clients</b>		<b>14</b>	<b>100%</b>

### Indigent Cremation Program

Demographic	Category	Number	Percentage
<b>Age</b>	17 and Under	15	4%
	18 to 24	3	1%
	25 to 39	21	6%
	40 to 59	83	22%
	60 and Above	240	65%
	Unknown	8	2%
<b>Gender</b>	Female	126	34%
	Male	242	65%
	Other/Unknown	2	1%
<b>Race</b>	White or Caucasian	279	75%
	Black or African American	68	18%
	American Indian/Alaska Native	0	0%
	Native Hawaiian/Other Pacific Islander	15	4%
	Asian	1	0%
	Two or More Races	1	0%
	Unknown	6	2%
<b>Ethnicity</b>	Hispanic/Latino	6	2%
	Non-Hispanic/Latino	22	6%
	Unknown	342	92%
<b>Veteran</b>	Veteran	1	.5%
	Non-Veteran	1	.5%
	Unknown	368	99%
<b>Total Number of Unduplicated Clients</b>		<b>370</b>	<b>100%</b>

### Ad Valorem

Demographic	Category	Number	Percentage
<b>Age</b>	17 and Under	522	26%
	18 to 24	241	12%
	25 to 39	401	20%
	40 to 59	556	28%
	60 and Above	275	14%
	Unknown	0	0%
<b>Gender</b>	Female	938	47%
	Male	1035	52%
	Other/Unknown	22	1%
<b>Race</b>	White or Caucasian	364	18%
	Black or African American	1,399	70%
	American Indian/Alaska Native	12	1%
	Native Hawaiian/Other Pacific Islander	2	0%
	Asian	3	0%
	Two or More Races	206	10%
	Unknown	9	0%
<b>Ethnicity</b>	Hispanic/Latino	187	9%
	Non-Hispanic/Latino	1,803	90%
	Unknown	5	0%
<b>Veteran</b>	Veteran	48	2%
	Non-Veteran	1,932	97%
	Unknown	15	1%
<b>Total Number of Unduplicated Clients</b>		<b>1,995</b>	<b>100%</b>

### Challenge Grant

Demographic	Category	Number	Percentage
<b>Age</b>	17 and Under	296	45%
	18 to 24	52	8%
	25 to 39	146	22%
	40 to 59	114	17%
	60 and Above	54	8%
	Unknown	0	0%
<b>Gender</b>	Female	400	60%
	Male	262	40%
	Other/Unknown	0	0%
<b>Race</b>	White or Caucasian	107	16%
	Black or African American	312	47%
	American Indian/Alaska Native	1	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Asian	5	1%
	Two or More Races	213	32%
	Unknown	24	4%
<b>Ethnicity</b>	Hispanic/Latino	214	32%
	Non-Hispanic/Latino	434	66%
	Unknown	14	2%
<b>Veteran</b>	Veteran	9	1%
	Non-Veteran	609	92%
	Unknown	44	7%
<b>Total Number of Unduplicated Clients</b>		<b>662</b>	<b>100%</b>

### Continuum of Care Grant

Demographic	Category	Number	Percentage
<b>Age</b>	17 and Under	203	39%
	18 to 24	42	8%
	25 to 39	86	17%
	40 to 59	105	20%
	60 and Above	78	15%
	Unknown	0	0%
<b>Gender</b>	Female	281	55%
	Male	233	45%
	Other/Unknown	0	0%
<b>Race</b>	White or Caucasian	134	26%
	Black or African American	325	63%
	American Indian/Alaska Native	5	1%
	Native Hawaiian/Other Pacific Islander	0	0%
	Asian	0	0%
	Two or More Races	50	10%
	Unknown	0	0%
<b>Ethnicity</b>	Hispanic/Latino	48	9%
	Non-Hispanic/Latino	464	90%
	Unknown	2	0%
<b>Veteran</b>	Veteran	7	1%
	Non-Veteran	507	99%
	Unknown	0	0%
<b>Total Number of Unduplicated Clients</b>		<b>514</b>	<b>100%</b>

**Direct Services - Annex Rapid Rehousing • Rapid Rehousing Team  
Homeless Outreach Team (HOT)  
Tenet-Based Rental Assistance – HOME Investment Partnerships Program**

Demographic	Category	Number	Percentage
<b>Age</b>	17 and Under	212	15%
	18 to 24	107	7%
	25 to 39	349	24%
	40 to 59	497	34%
	60 and Above	295	20%
	Unknown	1	0%
	<b>Gender</b>	Female	604
Male		845	58%
Other/Unknown		12	1%
<b>Race</b>	White or Caucasian	484	33%
	Black or African American	792	54%
	American Indian/Alaska Native	5	0%
	Native Hawaiian/Other Pacific Islander	1	0%
	Asian	4	0%
	Two or More Races	148	10%
	Unknown	27	2%
<b>Ethnicity</b>	Hispanic/Latino	146	10%
	Non-Hispanic/Latino	1,305	89%
	Unknown	10	1%
<b>Veteran</b>	Veteran	35	2%
	Non-Veteran	1,292	88%
	Unknown	134	9%
<b>Total Number of Unduplicated Clients</b>		<b>1,461</b>	<b>100%</b>

**Emergency Solutions Grant (ESG)**

Demographic	Category	Number	Percentage
<b>Age</b>	17 and Under	271	50%
	18 to 24	36	7%
	25 to 34	95	18%
	35 to 44	56	10%
	45 to 54	42	8%
	55 and above	37	7%
	Unknown	0	0%
<b>Gender</b>	Female	371	69%
	Male	160	30%
	Other/Unknown	6	1%
<b>Race</b>	White or Caucasian	98	18%
	Black or African American	360	67%
	American Indian/Alaska Native	8	1%
	Native Hawaiian/Other Pacific Islander	0	0%
	Asian	6	1%
	Two or More Races	56	10%
	Unknown	9	2%
<b>Ethnicity</b>	Hispanic/Latino	119	22%
	Non-Hispanic/Latino	409	76%
	Unknown	9	2%
<b>Veteran</b>	Veteran	1	0%
	Non-Veteran	252	47%
	Unknown	284	53%
<b>Total Number of Unduplicated Clients</b>		<b>537</b>	<b>100%</b>

Missing data from various providers.



**Youth Homeless Demonstration Program (YHDP)**

Demographic	Category	Number	Percentage
<b>Age</b>	17 and Under	72	27%
	18 to 24	145	54%
	25 to 39	53	20%
	40 to 59	0	0%
	60 and Above	0	0%
	Unknown	0	0%
<b>Gender</b>	Female	175	65%
	Male	89	33%
	Other/Unknown	6	2%
<b>Race</b>	White or Caucasian	8	3%
	Black or African American	233	86%
	American Indian/Alaska Native	3	1%
	Native Hawaiian/Other Pacific Islander	0	0%
	Asian	0	0%
	Two or More Races	23	9%
	Unknown	3	1%
<b>Ethnicity</b>	Hispanic/Latino	20	7%
	Non-Hispanic/Latino	249	92%
	Unknown	1	0%
<b>Veteran</b>	Veteran	2	1%
	Non-Veteran	268	99%
	Unknown	0	0%
<b>Total Number of Unduplicated Clients</b>		<b>270</b>	<b>100%</b>

**Emergency Solutions Grant–CV1 and  
Emergency Solutions Grant–CV2**

Demographic	Category	Number	Percentage
<b>Age</b>	17 and Under	484	45%
	18 to 24	83	8%
	25 to 39	259	24%
	40 to 59	170	16%
	60 and Above	70	7%
	Unknown	2	0%
	<b>Gender</b>	Female	665
Male		401	38%
Other/Unknown		2	0%
<b>Race</b>	White or Caucasian	116	11%
	Black or African American	652	61%
	American Indian/Alaska Native	0	0%
	Native Hawaiian/Other Pacific Islander	1	0%
	Asian	6	1%
	Two or More Races	271	25%
	Unknown	22	2%
<b>Ethnicity</b>	Hispanic/Latino	145	14%
	Non-Hispanic/Latino	919	86%
	Unknown	4	0%
<b>Veteran</b>	Veteran	9	1%
	Non-Veteran	772	72%
	Unknown	287	27%
<b>Total Number of Unduplicated Clients</b>		<b>1,068</b>	<b>100%</b>



# CSD FUNDING SUMMARY

## DIVISION OF SENIOR & VETERAN SERVICES

Funding Source	Funding Amount
Division of Senior & Veteran Services	\$16,254,747.00

The **Division of Senior and Veteran Services** provides 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. Funding Sources for Senior Services are derived from the Area Agency of Aging Palm Beach/ Treasure Coast. Veteran Services assists former and current members of the Armed Forces who reside in Palm Beach County. Services include assistance in preparing and filing claims for benefits to 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.

Demographic	Category	Number	Percent
<b>Age</b>	17 and Under	24	0%
	18 to 24	2	0%
	25 to 39	8	0%
	40 to 59	58	1%
	60 and Above	5,175	98%
	Unknown	6	0%
<b>Gender</b>	Female	3,692	70%
	Male	1,570	30%
	Other/Unknown	2	0%
<b>Race</b>	African American	1,283	24%
	Asian/Pacific Islander	91	2%
	Caucasian	2,741	52%
	Hispanic/Latino	451	9%
	Other	420	8%
	Unknown	282	5%
<b>Ethnicity</b>	Canadian	1	0%
	Central American	6	0%
	Creole	9	0%
	Cuban	41	1%
	Haitian	28	1%
	Hispanic	927	18%
	Mexican	2	0%
	Non-Hispanic/Latino/Spanish Origin	494	9%
	South American	14	0%
	Other	2,838	54%
	Unknown	908	17%
<b>Veteran Status</b>	Veteran	218	4%
	Non-Veteran	3,120	59%
	Other/Unknown	1,930	37%
<b>Total Number of Unduplicated Clients</b>		<b>5,268</b>	<b>100%</b>



# CSD FUNDING SUMMARY HIV ELIMINATION

## Funding Source

## Funding Amount

HIV Elimination

**\$12,118,360.00**

**HIV Elimination** 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 Part A

Demographic	Category	Number	Percent
<b>Gender</b>	Male	1,819	64%
	Female	989	35%
	Transgender Male to Female	42	1%
	Transgender Female to Male	3	0%
	Other	3	0%
<b>Race</b>	Black	1,689	61%
	White	1,045	38%
	American Indian/Alaskan Native	40	1%
	Native Hawaiian/Pacific Islander	3	0%
	Asian	1	0%
<b>Ethnicity</b>	Haitian	522	9%
	Non-Haitian	2,334	41%
	Hispanic	649	11%
	Non-Hispanic	2,144	38%
<b>Total Number of Unduplicated Clients</b>		<b>2,856</b>	<b>100%</b>

## Housing Opportunities for People with AIDS (HOPWA)

Demographic	Category	Number	Percent
<b>Gender</b>	Male	124	55%
	Female	95	42%
	Transgender Male to Female	5	2%
<b>Race</b>	Black	168	75%
	White	56	25%
	Multi-Racial	0	0%
<b>Ethnicity</b>	Hispanic	31	14%
	Non-Hispanic	193	86%
<b>Area Median Income</b>	0-30	158	71%
	31-50	48	21%
	51-80	18	8%
<b>Total Number of Unduplicated Clients</b>		<b>224</b>	<b>100%</b>

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### Ending the HIV Epidemic (EHE)

Demographic	Category	Number	Percent
<b>Gender</b>	Male	213	57%
	Female	153	41%
	Transgender Male to Female	7	2%
	Transgender Female to Male	2	1%
<b>Race</b>	Black	273	73%
	White	49	13%
	Native Indian/Alaskan Native	1	0%
	Native Hawaiian/Pacific Islander	0	0%
	Asian	1	0%
	Unknown	51	14%
<b>Ethnicity</b>	Haitian	33	4%
	Hispanic	8	80%
	Non-Haitian	342	46%
	Non-Hispanic	330	44%
<b>Total Number of Unduplicated Clients</b>		<b>375</b>	<b>100%</b>

### Syringe Exchange Program

Demographic	Category	Number	Percent
<b>Gender</b>	Male	110	63%
	Female	62	35%
	Transgender Male to Female	1	1%
	Transgender Female to Male	2	1%
	Transgender Other	1	1%
<b>Race</b>	Black	31	18%
	White	105	60%
	Native Indian/Alaskan Native	2	1%
	Native Hawaiian/Pacific Islander	0	0%
	Asian	0	0%
	Multi-Racial	4	2%
<b>Age Range</b>	Hispanic	34	19%
	18 to 24 Years	10	6%
	25 to 29 Years	17	10%
	30 to 39 Years	71	40%
	40 to 49 Years	45	26%
	50 to 59 Years	20	11%
60+ Years	13	7%	
<b>Total Number of Unduplicated Clients</b>		<b>176</b>	<b>100%</b>



# CSD FUNDING SUMMARY BEHAVIORAL HEALTH & SUBSTANCE USE DISORDER

Funding Source	Funding Amount
Behavioral Health & Substance Use Disorder	\$3,009,335.00

**Behavioral Health and Substance Use Disorder** provides oversight on the Opioid Response funding and Financial Assisted Agencies under Behavioral Health. Services provided under Behavioral Health and Substance Use Disorder are Recovery Support, Neutral Care Coordination Services, and Opioid Response Planning.

## Opioid Response

Demographic	Category	Number	Percent
<b>Age</b>	17 and Under	7	1%
	18 to 24	40	7%
	25 to 39	209	36%
	40 to 59	219	38%
	60 and Above	50	9%
	Unknown	56	10%
<b>Gender</b>	Female	198	34%
	Male	355	61%
	Other/Unknown	28	5%
<b>Race</b>	White or Caucasian	351	60%
	Black or African American	77	13%
	American Indian/Alaskan Native	2	0%
	Native Hawaiian/Other Pacific Islander	5	1%
	Asian	3	1%
	Hispanic/Latina/e/o	11	2%
	Two or More Races (Multi-Racial)	37	6%
<b>Ethnicity</b>	Hispanic/Latino	48	8%
	Non-Hispanic/Latino	391	67%
	Unknown	142	24%
<b>Veteran Status</b>	Veteran	9	2%
	Non-Veteran	446	77%
	Unknown	126	22%
<b>Total Number of Unduplicated Clients</b>		<b>581</b>	<b>100</b>

*This data only includes The Palm Beach County Hub.*

## COSSAP\*

Demographic	Category	Number	Percent
<b>Age</b>	17 and Under	0	0%
	18 to 24	7	8%
	25 to 39	41	48%
	40 to 59	34	40%
	60 and Above	4	5%
	Unknown	0	0%
<b>Gender</b>	Female	17	20%
	Male	69	80%
	Other/Unknown	0	0%
<b>Race</b>	White or Caucasian	41	48%
	Black or African American	23	27%
	American Indian/Alaskan Native	0	0%
	Native Hawaiian/Other Pacific Islander	0	0%
	Asian	2	2%
	Hispanic/Latina/e/o	0	0%
	Two or More Races (Multi-Racial)	20	23%
<b>Ethnicity</b>	Hispanic/Latino	20	23%
	Non-Hispanic/Latino	64	74%
	Unknown	2	2%
<b>Veteran Status</b>	Veteran	5	6%
	Non-Veteran	78	91%
	Unknown	3	3%
<b>Total Number of Unduplicated Clients</b>		<b>86</b>	<b>100</b>

*\*This data only includes Rebel Recovery.*

# CONTRACTED AGENCY PORTFOLIOS

This next section consists of the investments made in Palm Beach County with multiple funding streams through our partner agencies.

1. 211 Palm Beach/Treasure Coast	25. Gulfstream Goodwill Industries
2. Adopt-A-Family of the Palm Beaches	26. Habilitation Center for the Handicapped
3. Aid to Victims of Domestic Abuse (AVDA)	27. Jeff Industries
4. Alzheimer's Community Care	28. JFK Medical Center
5. American Association of Caregiving Youth	29. Legal Aid Society
6. Boys Town South Florida	30. Palm Beach County Food Bank
7. Catholic Charities of Palm Beach	31. Palm Beach Behavioral Health Coalition
8. Center for Child Counseling	32. Palm Healthcare Foundation
9. Coalition for Independent Living Options	33. Pathways to Prosperity
10. Community Partners of South Florida	34. Rebel Recovery
11. Division of Human Services and Community Services Department	35. HIV Elimination Programs
12. Division of Senior Services & Veteran Affairs	36. South County Mental Health Center
13. Drug Abuse Foundation	37. Southeast Florida Behavioral Health Network
14. Drug Abuse Treatment Association	38. The Arc of the Glades
15. El Sol, Jupiter's Neighborhood Resource Center (JNRC)	39. The Arc of Palm Beach County
16. Families First of Palm Beach County	40. The Glades Initiative
17. Family Promise of North Central Palm Beach County	41. The Homeless Coalition
18. Farmworker Coordination Council	42. The Lord's Place
19. Florida Association of Recovery Residences	43. The Salvation Army
20. Florida Atlantic University	44. The Volen Center
21. Florida Rural Legal Services	45. United Way of Palm Beach County
22. Florida State University	46. Vita Nova
23. For the Children	47. Wayside House
24. GBDC Entrepreneurship Institute, Inc.	48. YWCA



## 211 PALM BEACH/TREASURE COAST

**Program Name:** Crisis Line Information & Referral

**Program Award:** \$177,457.00

**Program Amount Expended:** \$177,457.00 (100%)

**Funding Category:** Strategic Partnerships/Financially Assisted Agency, (FAA)



The **211 Helpline** is the only free, confidential service in Palm Beach County and the Treasure Coast assists individuals in need with information, assessment, and referral services; crisis counseling; and suicide intervention, 24 hours a day, 365 days a year. For 50 years, the agency has served the community in its mission to save lives through crisis intervention and by connecting people to health, mental health, and wellness services 24 hours a day every day. The agency envisions a community where people in crisis receive information and support they need to weather life's storms. 211 Helpline fills a crucial role in the community during major disasters that are faced, providing the most accurate emergency information, resources, and support.

### Program Highlights

- ▶ Responded to around 48,000 requests for assistance in FY 23 including 781 suicide related calls.
- ▶ Launched a capital campaign and raised \$3 million toward the construction of a new hurricane-rated headquarters facility to house expanded services for years to come.
- ▶ 211 was successfully reaccredited by Nonprofits First and remained accredited by the American Association of Suicidology, and began the accreditation process with Inform USA.

**Program Name:** Elder Crisis Outreach

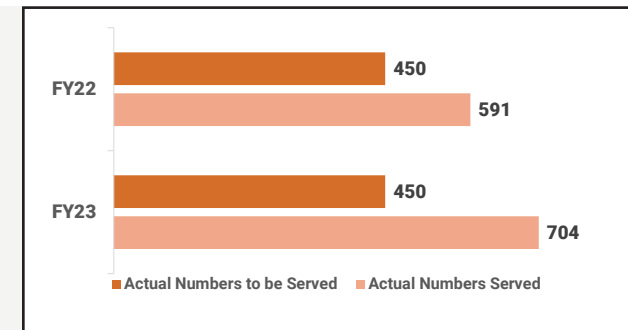
**Program Award:** \$44,403.00

**Program Amount Expended:** \$44,403.00 (100%)

**Funding Category:** Strategic Partnerships/Financially Assisted Agency, (FAA)



The program provides telephone and in-home counseling, suicide evaluation, service referrals, advocacy, screening, and enrollment support for basic needs and health care benefits.



**Outcome Statement and Outcome Percentage Achieved:** 338 of 450 (75%) of Elders will have their crisis stabilized.

**Program Success Story:** A young mother living in Palm Beach County, called 211 Helpline for information and resources. She said she had been in the hospital for emergency surgery and was depressed. She shared that she had been laid off from her job due to ongoing health problems and was struggling financially. The 211 Resource Specialist gave her counseling, assessment and several referrals to help with her situation. A screening was also done on her child who was born a couple of weeks early as requested by the mother. The screening indicated concerns about the child's development. With the mother's approval the child was referred to Palm Beach County Healthy Beginnings Program where the child was assessed, qualified for and began receiving services through the Early Steps Program.

## ADOPT-A-FAMILY OF THE PALM BEACHES

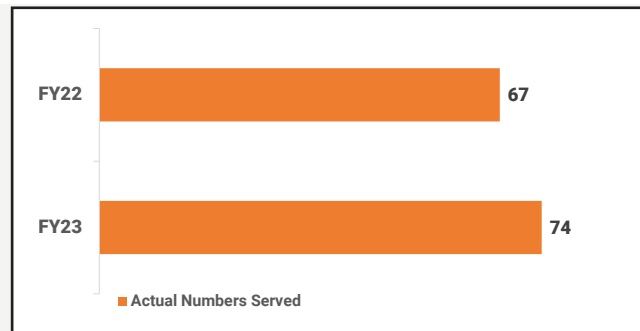


**Program Name:** Connecting Youth to Opportunities Program  
**Funding Category:** Continuum of Care (CoC)/Human Services



*\*This funding is not in County Budget. The County only provides programmatic oversight.*

This **CoC Program** is designed to promote a community-wide commitment to the goal of ending homelessness; to provide funding for efforts by nonprofit providers, states, and local governments to quickly rehouse homeless individuals, families, persons fleeing domestic violence, sexual assault, dating violence, and stalking; and youth while minimizing the trauma and dislocation caused by homelessness; to promote access to and effective utilization of mainstream programs by homeless individuals and families; and to optimize self-sufficiency among those experiencing homelessness.



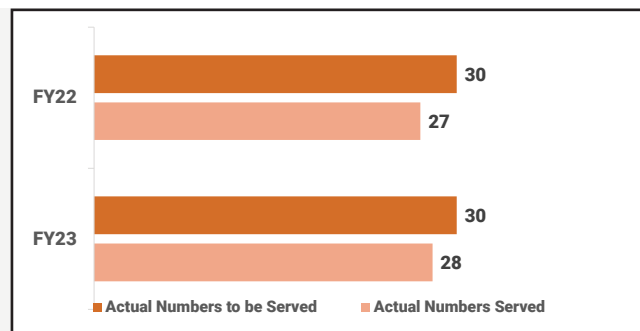
**Outcome Statement and Percentage Achieved:** 96% of program participants remained housed for 6 months or longer, or exited to permanent housing.

**Program Name:** Connecting Youth to Opportunities Program II Rapid Rehousing  
**Funding Category:** Youth Homeless Demonstration Program (YHDP)/Human Services



*\*This funding is not in County Budget. The County only provides programmatic oversight.*

This program provides an opportunity to quickly rehouse homeless families and individuals between ages 18-25 while minimizing trauma and dislocation caused by homelessness; to promote access to and effective utilization of mainstream programs by homeless youth; and to optimize self-sufficiency among these youth experiencing homelessness.



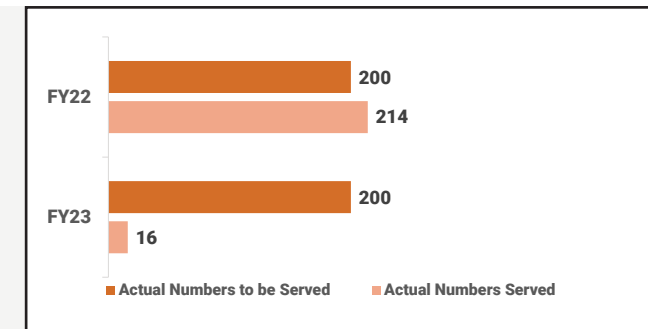
**Outcome Statement and Percentage Achieved:** 88% of families remained in or exited to, permanent housing destination.

## Contracted Agency Portfolios: Adopt-A-Family of the Palm Beaches

**Program Name:** Emergency Rental Assistance Application Navigation  
**Funding Category:** Emergency Rental Assistance



This program provides rental and utility assistance to eligible Palm Beach County residents who are suffering negative financial impact from the COVID-19 pandemic. The services provided are intended to mediate disagreements between tenants and property owners, to construct payment plans, temporary rent reductions, deferred payments, or other creative solutions to prevent evictions and ultimately, homelessness.



**Program Name:** Homeless Resource Center

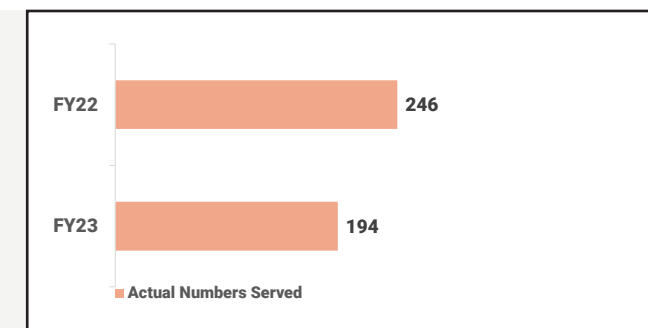
**Program Award:** \$1,782,037.00

**Program Amount Expended:** \$1,732,037.00 (100%)

**Funding Category:** Human Services/Ad Valorem



The program homeless services within four (4) program components: Emergency, Self-Sufficiency, Intervention, and Homeless Services.



**Outcome Percentage Achieved:** 85% of program participants did not re-enter the emergency services system within 12 months of case closure.

**Program Name:** Housing Stabilization Program

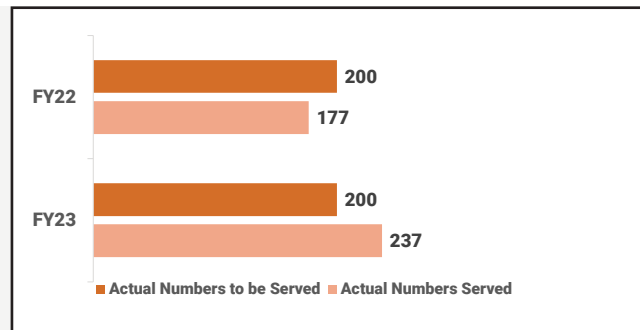
**Program Award:** \$143,040.00

**Program Amount Expended:** \$143,040.00 (100%)

**Funding Category:** Homeless/Financial Assisted Agency (FAA)



The program serves families, earning less than 50% of the Area Median Income, who are homeless or at imminent risk of becoming homeless. The program will provide financial assistance and comprehensive supportive services to prevent homelessness or to rapidly rehouse families residing in shelters or living in places not meant for human habitation.



**Outcome Statement and Outcome Percentage Achieved:** 94% of families maintained their housing for 6 months or more after receiving financial assistance.

**Program Success Story:** N is a single mom of three girls and lives in Belle Glade. N was laid off from her job, which caused her to fall behind on her rent. To avoid an eviction and possible homelessness, N contacted HSP for rental assistance. In order to prevent further financial loss, N worked on getting a new job and quickly obtained employment at a medical office in West Palm Beach. N knew that the gas expense along with the commute would not be sustainable, so she continued her job search. Within a few more weeks, N secured a job in Belle Glade near her home and the children’s schools. HSP assisted the family with 2 months’ rent and provided case management and referred the family to Community Partners Prosperity Center for enhanced budget counseling. Since receiving assistance, N reported loving her new job and enjoying the extra time she gets to spend with her children. This family has been able to remain stably housed.

**Program Name:** Rapid Re-housing

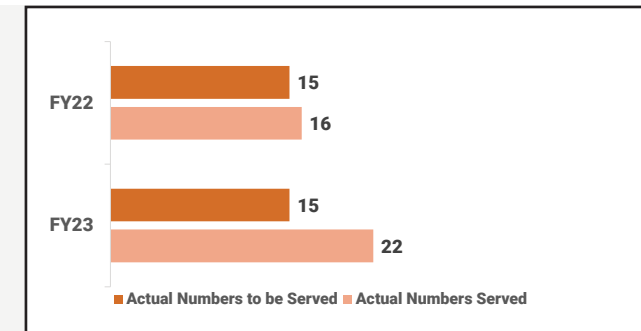
**Program Award:** : \$133,450.00

**Program Amount Expended:** \$133,450.00 (100%)

**Funding Category:** Homeless/Financial Assisted Agency (FAA)



The program provides up to twelve (12) months of declining rental subsidy, housing-focused case management, and linkage to community resources to provide the household with ample time and opportunity to stabilize and establish the ability to maintain rent independently.



**Outcome Statement and Percentage Achieved:** 93% of families remained in permanent supportive housing exited to a permanent housing location during the fiscal year.

**Program Success Story:** G and her four children, one who has a medical disability, were living with G’s mother. The family became homeless when G’s mother was evicted from her unit. G and her children were provided rapid re-housing through FAA funding. Once housed, G was able to find a job that gave her the flexibility to be with her child when he needed medical attention and allowed her to increase her household income. The FAA Family Advocate connected G with community resources such as case management, food, clothing, school uniforms, and holiday assistance. At the time of exit, G had sustained the rent and renewed her lease with the current landlord.

**Program Name:** Rapid Re-housing

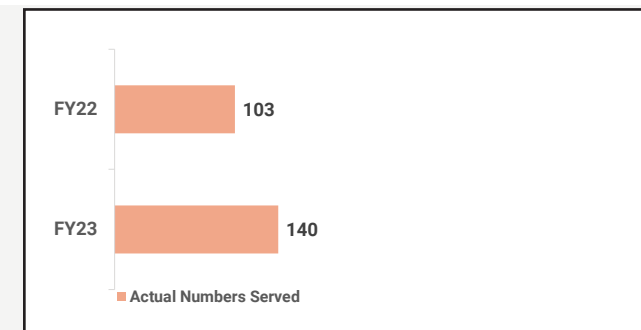
**Program Award:** \$183,762.00

**Program Amount Expended:** \$183,762.00 (100%)

**Funding Category:** Housing and Urban Development/Emergency Solutions Grant



The program provides up to twelve (12) months of declining rental subsidy, housing-focused case management, and linkage to community resources to provide the household with ample time and opportunity to stabilize and establish the ability to maintain rent independently.



**Outcome Statement and Outcome Percentage Achieved:** 91% of households served remained in the program or exited to permanent housing.

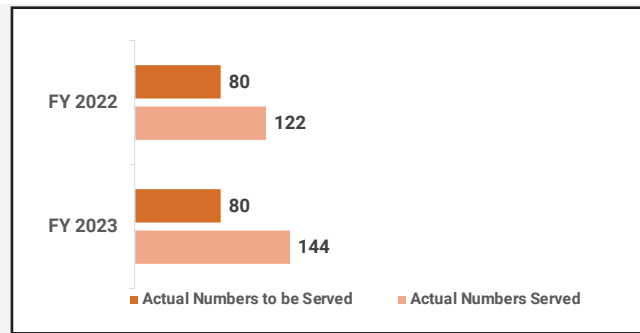
\*Outcome % was not attained for FY23



**Program Name:** Program REACH  
**Program Award:** \$413,951.00  
**Program Amount Expended:** \$413,951.00 (100%)  
**Funding Category:** Ad Valorem/Human Services



The program homeless services within four (4) program components: Emergency, Self-Sufficiency, Intervention, and Homeless Services.



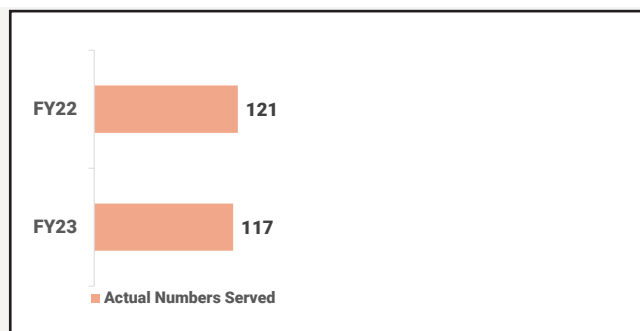
**Outcome Statement and Percentage Achieved:** 95% of clients/households did not re-enter the emergency services system within 12 months of case closure.

**Program Name:** Project Safe II  
**Funding Category:** Continuum of Care (CoC)/Human Services



*\*This funding is not in County Budget. The County only provides programmatic oversight.*

This **CoC Program** is designed to promote a community-wide commitment to the goal of ending homelessness; to provide funding for efforts by nonprofit providers, states, and local governments to quickly rehouse homeless individuals, families, persons fleeing domestic violence, sexual assault, dating violence, and stalking; and youth while minimizing the trauma and dislocation caused by homelessness; to promote access to and effective utilization of mainstream programs by homeless individuals and families; and to optimize self-sufficiency among those experiencing homelessness.

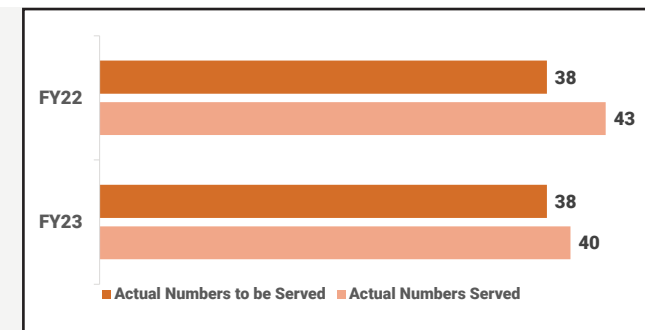


**Outcome Statement and Percentage Achieved:** 99% of program participants remained housed for 6 months or longer, or exited to permanent housing.

**Program Name:** Project Safe II  
**Program Award:** \$111,968.00  
**Program Amount Expended:** \$111,968.00 (100%)  
**Funding Category:** Homeless/Financial Assisted Agency (FAA)



The program provides permanent supportive housing to homeless families with documented disabilities. In addition to the provision of affordable permanent housing, supportive services such as case management, advocacy, budgeting, mental health counseling, access to education and job training, financial literacy, and childcare are also offered to families.



**Outcome Statement and Outcome Percentage Achieved:** 90% of families served remained in permanent supportive housing or exited to a permanent housing location during the fiscal year.

**Program Success Story:** After losing their home due to a combination of job loss and increased rent, D, C, and their two children resorted to living in their car. After a unit at Project SAFE II became available in April 2022, the family moved in and was provided with stable, affordable housing. After settling in, the family identified goals and developed an action plan to overcome barriers. C, who has had a history of severe mental health, was connected to in-house therapy services and improved her mental health. Additionally, she gained insight into ways to deal with conflict related to housing challenges. D was connected with Adopt-A-Family's (AAF) Job Coach and obtained employment with the School District in the food services department—a position maintained for nearly nine months. The children, ages five and eight, were enrolled in AAF's Project Grow afterschool program and are thriving. Through Project Grow, the family was linked to the proper support to help the children increase their academic levels. D and C meet regularly with their case manager to work on setting and meeting goals as well as money management and budgeting. The family is excelling and is grateful for this housing opportunity paired with support services.

**Program Name:** Traveler's Aid

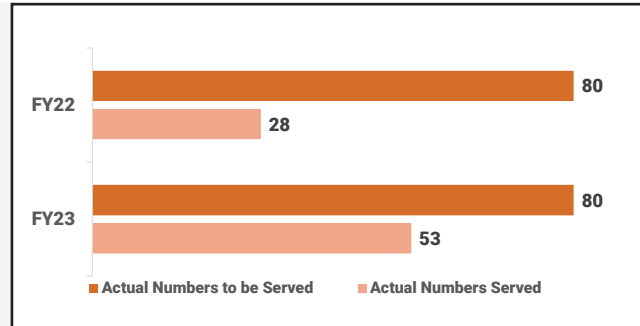
**Program Award:** \$13,500.00

**Program Amount Expended:** \$9,290 (69%)

**Funding Category:** Strategic Partnership/Financial Assisted Agency (FAA)



The program returns families and individuals home in order to avert homelessness. The program provides individuals with a Greyhound bus pass, train ticket, or airfare, returning them to their support system and helping to reduce the cost to the County.



**Outcome Statement and Outcome Percentage Achieved:** 100% of clients did not reenter the homeless system.

**Program Success Story:** Ms. T became homeless after the family was asked to leave her godmother's home. After calling the Lewis Center and being connected with the Diversion Team, she made the decision to reunite with her mother in North Carolina. The Diversion specialist assisted her with contacting her mother and arrangements were made for the family to relocate. Within days, the family was reunited, and Ms. T reported feeling safe and happy and is looking forward to finding employment in the new area.

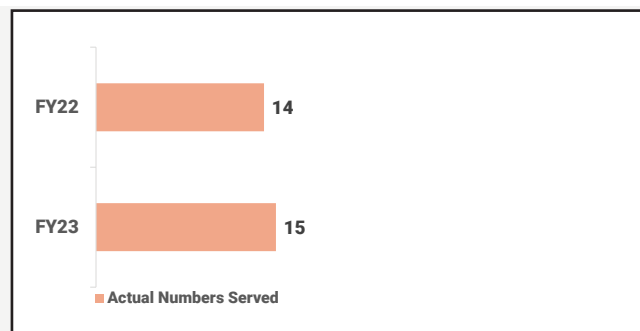
**Program Name:** Youth Establishing Stability

**Funding Category:** Youth Homeless Demonstration Program (YHDP)/Human Services



*\*This funding is not in County Budget. The County only provides programmatic oversight.*

This program provides an opportunity to quickly rehouse homeless families and individuals between ages 18-25 while minimizing trauma and dislocation caused by homelessness; to promote access to and effective utilization of mainstream programs by homeless youth; and to optimize self-sufficiency among these youth experiencing homelessness.



## AID TO VICTIMS OF DOMESTIC ABUSE (AVDA)



**Program Name:** Casa Vegso

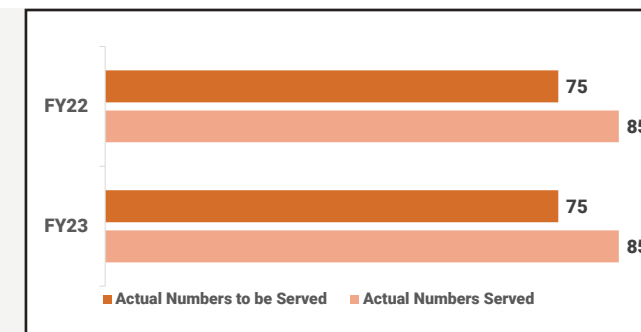
**Program Award:** \$300,000.00

**Program Amount Expended:** \$300,000.00 (100%)

**Funding Category:** Homeless/Financial Assisted Agency (FAA)



The program provides services to victims of domestic violence in a safe, secure, 64-bed confidential shelter. While in the shelter, the adult survivors and their children receive food, on-site access to basic needs, services, and benefits programs, as well as counseling and case management. Advocacy is available to assist participants in understanding domestic violence warning signs, building self-esteem, developing boundaries for healthy relationships, accessing Injunctions for Protection and relocation assistance, and increasing life skills and health and wellness.



**Outcome Statement and Outcome Percentage Achieved:** 97% of Households who experienced domestic violence transitioned from emergency shelter to safe, violence-free living in the fiscal year.

**Program Success Story:** A survivor of domestic violence entered AVDA's shelter without her three children, who were living with a relative until she had more stable housing. The survivor secured employment, received financial assistance from AVDA to repair her vehicle, and brought her three children to shelter to live with her. She secured an apartment for her and the three children, moving into safe, violence-free conditions. AVDA provided financial assistance for new household items for her new apartment.

**Program Name:** Emergency Shelter

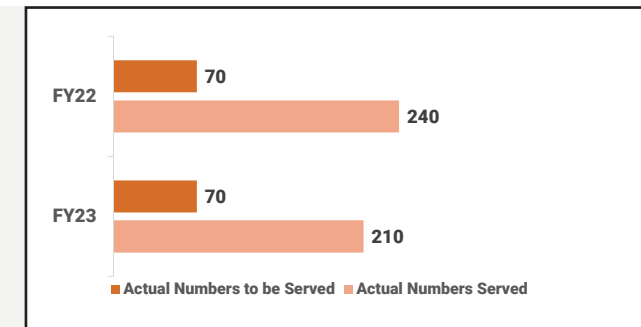
**Program Award:** \$135,000.00

**Program Amount Expended:** \$135,000.00 (100%)

**Funding Category:** Emergency Solutions Grant/Human Services



The program provides emergency shelters, transitional housing, and supportive services for homeless individuals and families.



## ALZHEIMER'S COMMUNITY CARE



**Program Name:** Family Nurse Consultant

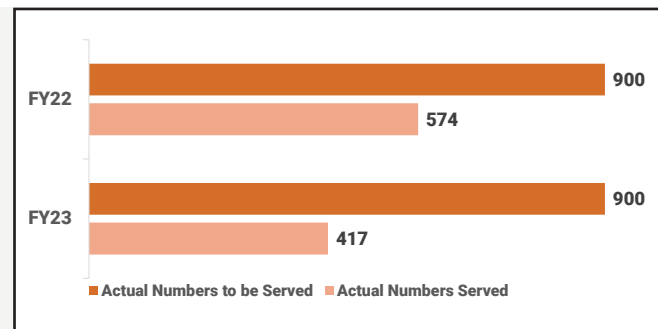
**Program Award:** \$291,649.00

**Program Amount Expended:** \$244,252.00 (84%)

**Funding Category:** Senior/Financial Assisted Agency (FAA)



The program provides dementia-specific support and wrap-around services, guidance, and direction for caregivers and family members of patients with Alzheimer's disease and related disorders.



**Outcome Statement and Outcome Percentage Achieved:** 100% of caregivers continued to provide community-based care, defined as not in a nursing home, for their loved-one with probable ADRD.

**Program Success Story:** In July 2022, a family contacted the Family Nurse Navigator to inquire about services available to them for their father. A Korean War Veteran and a former financial investigator for Equifax, the father had been diagnosed with Alzheimer's disease, and the family was guided to Alzheimer's Community Care. Although he strongly wished to continue living at his own home, he began receiving supportive services from Alzheimer's Community Care soon after the family's meeting with the Family Nurse Navigator. The father is fiercely independent. Despite his diagnosis of Alzheimer's disease, he continues to live alone in the familiar surroundings of home and has been able to continue doing so with the support of local friends and community agencies such as Alzheimer's Community Care. Additional supports were provided to the family through referrals by the Family Nurse Navigator to the Council On Aging and Area Agency On Aging for their support. He now receives Meals On Wheels daily. Through financial support from governmental agencies and foundations, Alzheimer's patients are able to remain living in their home, in the community, with safety and dignity.

**Program Name:** Specialized Alzheimer's Adult Day Service

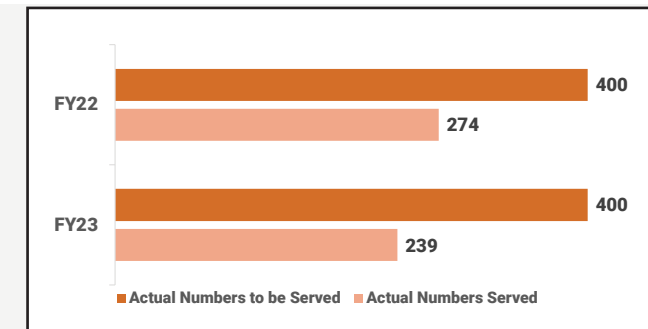
**Program Award:** \$272,072.00

**Program Amount Expended:** \$272,072.00 (100%)

**Funding Category:** Senior/Financial Assisted Agency (FAA)



The program is a community-based, dementia-specific service of therapeutic, social, recreational, and health activities provided for patients with Alzheimer's disease and related disorders. It is also a direct service to caregivers, as it provides the caregiver the opportunity to work, care for other family members, care for their own healthcare needs and take some much-needed respite time for him or herself.



**Outcome Statement and Outcome Percentage Achieved:** 100% of patients enrolled in Day Care continued to receive community-based care, defined as not in a nursing home during the fiscal year.

**Program Success Story:** Originally from Cuba, M is a patient at one of Alzheimer's Community Care's day centers. She currently lives in an Assisted Living Facility (ALF), and aside from enjoying the activities there, she loves attending the day center for the fulfillment it brings her. She loves it so much that she attends every weekday, traveling there from the ALF by a transportation bus. For M, the past that she remembers is her work life, and through these memories, she believes she is working at the day center. Every lunchtime, she will go around the room picking up plates after the meal is completed, and will even sweep the floor if she sees it needs tidying. She is so fastidious in her preference to keep things in order that one of her favorite activities is sorting beads according to color. Through her "work", M feels a sense of purpose and fulfillment. The staff ensure that M feels like she is a part of their team. M is an excellent example of success in the Specialized Day Center, as she greatly enjoys being there and it fills her life with purpose, dignity, safety, and care.

## AMERICAN ASSOCIATION OF CAREGIVING YOUTH



**Program Name:** The Caregiving Youth Project

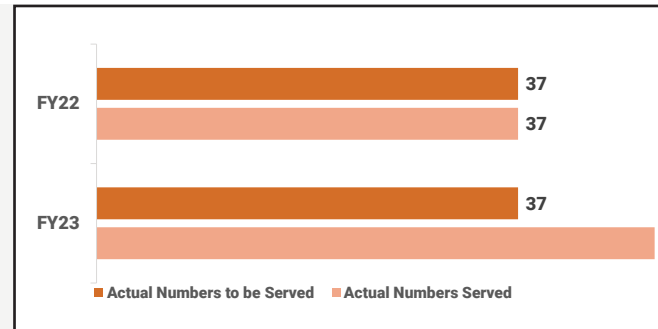
**Program Award:** \$37,000.00

**Program Amount Expended:** \$21,619.00 (58%)

**Funding Category:** Behavioral Health/Financial Assisted Agency (FAA)



The Program provides a myriad of direct services including supportive counseling and care management for Caregiving Youth who are at risk for dropping out of school and for increased stress, anxiety, and depression because of their family caregiving responsibilities in addition to their schoolwork and personal development. AACY provides services in and out of school and at home to address the caregiving ramifications including, but not limited to isolation, anxiety, and depression, which hinder the youth's psychosocial, emotional, developmental, physical health, education opportunities, and well-being.



**Outcome Statement and Outcome Percentage Achieved:** 92% of caregiving youth who completed counseling demonstrated a decrease of stress and depression by evidence of one (1) point decrease on the Behavioral Health Assessment (BHA) within three months from first support counseling during the fiscal year.

**Program Success Story:** A case manager reported a high school senior who shared the impact of counseling sessions and having someone to help her process her feelings and get through her last year of high school. The student has enrolled in college and is excited to embark on a new journey. Counseling can be a positive experience for students who commit to the process and feel less stigma when taking care of their mental well being.

## BOYS TOWN SOUTH FLORIDA



**Program Name:** Care Coordination Services

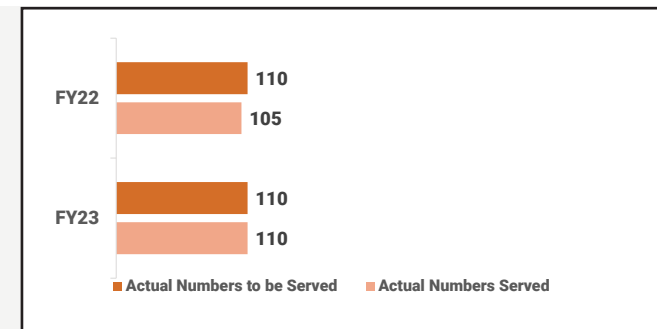
**Program Award:** \$399,901.00

**Program Amount Expended:** \$357,854.00 (89%)

**Funding Category:** Behavioral Health/Financial Assisted Agency (FAA)



The Program provides a behavioral health support service via the Care Coordination Services (CCS) Model. CCS is a youth and family-centered, home and community-based case management and care coordination intervention delivered by a Care Coordination Services Consultant (Consultant). The BTSF-designed CCS program is an intervention for Children/Youth, Young Adults, and their families who need multiple coordinated services and supports and are involved in at least one formal system (e.g., education, mental health, child welfare, criminal justice), and whose families can develop a formal and informal support system to help youth be successful. The goal of CCS is to deliver services that "bridge back" youth and families to higher and improved social emotional functioning.



**Outcome Statement and Outcome Percentage Achieved:** 93% of youth experiencing mental/ behavioral health, substance use, and co-occurring disorders improved their level of functioning at discharge as measured by a decrease of at least 1 point on the CFARS from their baseline score at admission within the fiscal year.

**Program Success Story:** The family of JA initiated Care Coordination Services with Boys Town South Florida in 2021. At that time, JA was experiencing severe anxiety related to school, social interaction, and COVID-related stimuli. JA's parents were uncertain about how to handle JA's anxiety and inability to engage in day-to-day social interactions; they were considering and exploring acute hospitalization or residential programming. JA's service plan was developed to address his anxiety and assist with coping skills and daily functioning, along with utilizing family and other informal support regularly. Although it took time and patience, JA made tremendous progress throughout CC services. Near the end of services, JA had successfully completed his individual therapy goals and the service was successfully closed in April 2023. JA remains social through flag football and swimming and he is able to follow his safety plan 100% of the time. Lastly, JA improved his academic performance and was able to catch up to grade level.

## CATHOLIC CHARITIES OF PALM BEACH



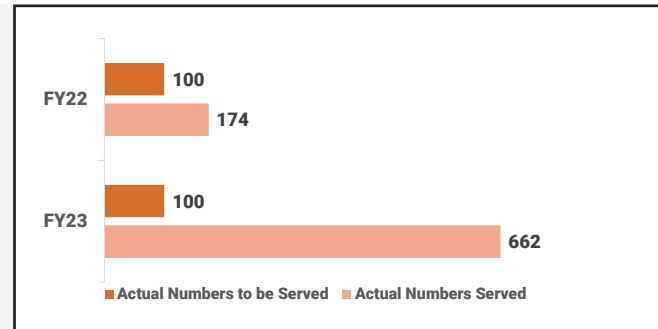
**Program Name:** Homeless Prevention

**Program Award:** \$124,000.00

**Funding Category:** Challenge Grant/Department of Children and Families



This program from the State Office on Homelessness is authorized to provide grant funding annually to lead agencies for homeless assistance continuums of care. These funds may be used for an array of programs, facilities, and services that are identified in the local continuum of care plan.



## CENTER FOR CHILD COUNSELING



**Program Name:** Integrated Care-Recovery & Resiliency

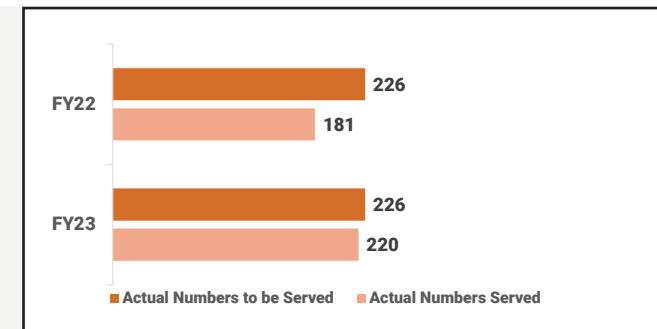
**Program Award:** \$207,958.00

**Program Amount Expended:** \$207,958.00 (%100)

**Funding Category:** Behavioral Health/Financial Assisted Agency, (FAA)



This program provides behavioral health services to address unmet needs for the priority populations through a person-centered, recovery-oriented, integrated, public health approach, screening, holistic assessment, and multilayered services in coordination with community partners and the overall system of care. The model is trauma-informed and equity-driven. Clinicians are integrated at Palm Beach Pediatrics (PBP) and community sites, with coordinated treatment planning, collaboration, and warm hand-off. Families can be self-referred or referred from their pediatrician and will receive a warm handoff to CCC therapists or Care Coordinators for early intervention and/or treatment services to be delivered in client's homes, schools, community settings or in the office.



**Outcome Statement and Percentage Achieved:** 95% of clients served improved their level of functioning, as measured by a decrease score on the CFARS from their baseline score at admission to discharge during the fiscal year.

**Program Success Story:** A 17-year-old child was referred to CFCC as one of our very first Pediatric Integration clients. The client presented with struggles surrounding anxiety, social skills, depression, a loss of a friend, and gender identity. This client was struggling to process grief and loss as well as navigating gender dysphoria. With the help of mental health therapy, the client was able to come out to their family, begin the process of transitioning to their chosen gender, and process their emotions related to loss. Over the last year and a half, this client has been able to complete their trauma narrative, build supportive relationships, and decrease their symptoms of depression and anxiety. This client successfully completed treatment and will be attending college in the Fall. This client went from being unable to identify emotions, to being able to label and process emotions when going through challenging life situations. Client's decrease in depression and anxiety and increase in overall social emotional functioning can be measured by a 13 point decrease in their overall CFARS score.

## COALITION FOR INDEPENDENT LIVING OPTIONS



**Program Name:** Learning and Educational Advocacy Program (LEAP)

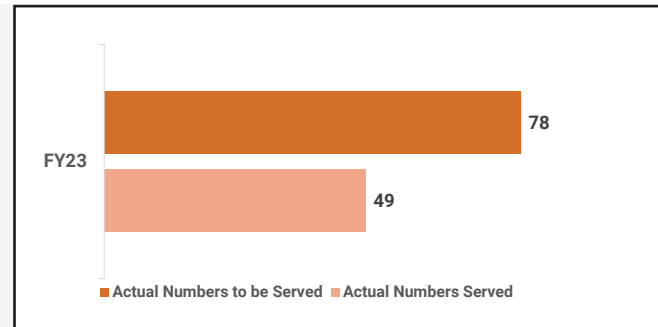
**Program Award:** \$89,775.00

**Program Amount Expended:** \$64,343.80 (72%)

**Funding Category:** Economic Stability-Intellectual Development Disabilities (IDD)/  
Financial Assisted Agency (FAA)



The program fights for the rights of clients in school to ensure they are receiving the accommodations and support to be appropriately educated, and will provide a thorough transition plan to guide their overall success.



**Outcome Statement and Percentage Achieved:** 100% of participants served were able to obtain an objective from their Individualized Education/Support Plan (IE/SP).

**Program Success Story:** A program participant was having a great deal of difficulty with a school not adhering to their IEP plan. An Agency advocate was able to work with the family and the school to achieve a successful plan for the student.

*Contracted Agency Portfolios: Coalition for Independent Living Options*

**Program Name:** Financial Independence Need Disability (FIND)

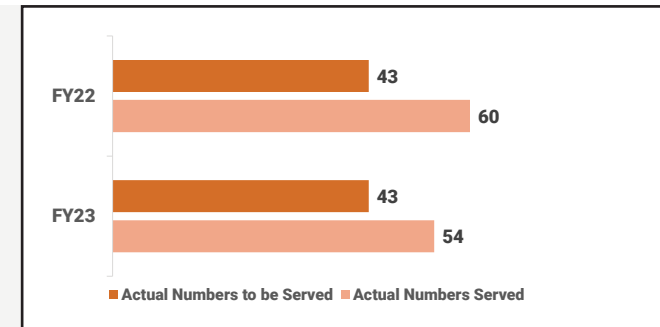
**Program Award:** \$93,130.00

**Program Amount Expended:** \$92,031.25 (99%)

**Funding Category:** Economic Stability-Intellectual Development Disabilities (IDD)/  
Financial Assisted Agency (FAA)



The program provides emergency financial assistance and training to individuals with a disability to help them remain in their homes and improve their finances.



**Outcome Statement and Percentage Achieved:** 100% of individuals served received a financial service or resource that will lead to stability within the fiscal year.

**Program Success Story:** Agency received a call from a participant that was facing homelessness due to their lease not being renewed. Staff worked with a case manager and they were able to secure housing. CILO funded the move-in costs.

**Program Name:** Senior Financial Independence Need Disability (FIND)

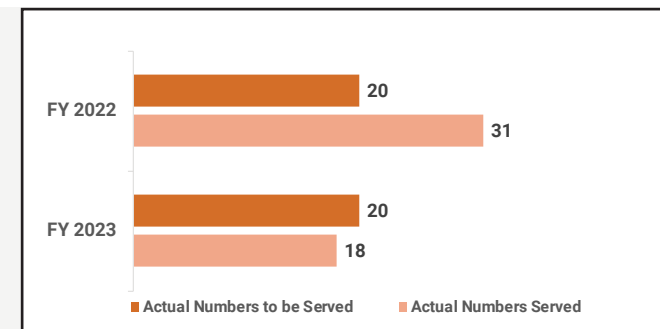
**Program Award:** \$39,642.00

**Program Amount Expended:** \$31,474.00 (79%)

**Funding Category:** Economic Stability-Intellectual Development Disabilities (IDD)/  
Financial Assisted Agency (FAA)



The program provides emergency financial assistance and training to Seniors age 60+ with a disability to help them remain in their homes and improve their finances.



**Outcome Statement and Percentage Achieved:** 100% of seniors (households) maintained housing stability for 6 months or more after receipt of financial assistance.

**Program Success Story:** During quarter 2 of FY23, CILO assisted four women; two women in need of move-in funds to prevent homelessness and two women in eviction prevention. All four cases were senior women with little to no familial support and were very thankful for the assistance.



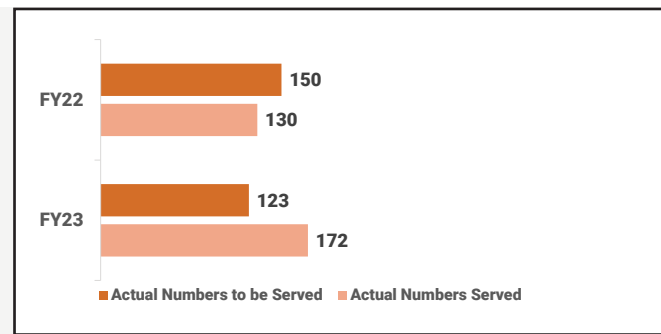
**Program Name:** Supports and Independent Living (SAIL)

**Program Award:** \$210,940.00

**Program Amount Expended:** \$210,940.00 (97%)

**Funding Category:** Economic Stability-Intellectual Development Disabilities (IDD)/  
Financial Assisted Agency (FAA)

The program coaches clients on how to get a job, how to ride the bus alone, how to manage personal relationships and other skills so they achieve their life goals. The program also mentors clients on how to manage their benefits, how to speak up for themselves, financial literacy, how to find community resources and many other essential topics.



**Outcome Statement and Percentage Achieved:** 95% of participants served were able to maintain or increase their self-sufficiency in one (1) or more categories such as transportation, childcare, housing, employment, income, and education, as measured on the Self-Sufficiency Matrix (SSM).

**Program Success Story:** A program participant was excited to receive a crib and bunk beds for her two children, and a queen bed for herself from the referral made to Sweet Dream Makers. The program participant was previously from the VOCA program and is looking forward to this new chapter in her life with her new baby girl, which is due in July.



## COMMUNITY PARTNERS OF SOUTH FLORIDA



**Program Name:** AmeriCorp Vista Member Program

**Program Award:** \$30,000.00

**Funding Category:** Economic Stability / Financially Assisted Agency (FAA)

The program is designed to provide financial and technical assistance to the Community Services Department (CSD) Public Information Office (PIO) and FAA-funded Economic Stability/Mobility Securing Our Future Initiative (SOFI) programs supporting eligible families (at or below 50% AMI) experiencing poverty. Community Partners of South Florida will manage and administer the AmeriCorp Vista Member program.

### Deliverables:

- ▶ Provide one (1) Vista member to support the CSD Public Relations and Outreach Team.
- ▶ Provide one (1) Vista member to support the CSD Securing Our Future Initiative (SOFI) Infrastructure.
- ▶ Provide one (1) Vista member to support the CSD Securing Our Future Initiative (SOFI) Open Table.

## COMMUNITY PARTNERS OF SOUTH FLORIDA



**Program Name:** Community-Based Outpatient Services (CBOS)

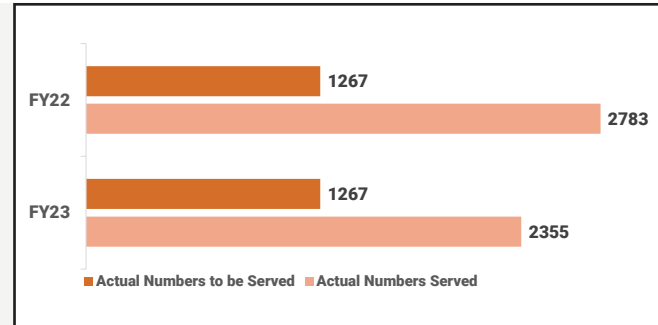
**Program Award:** \$236,275.00

**Program Amount Expended:** \$202,456.00 (86%)

**Funding Category:** Behavioral Health/Financial Assisted Agency (FAA)



The program provides quality, trauma-informed, holistic, and evidenced-based mental health interventions and care coordination to children and families in Palm Beach County. CBOS utilizes a holistic approach that evaluates each client's needs and finds innovative avenues to collaborate with clients in meeting their needs. These therapeutic services typically occur in the client's home, school, other local community locations, or telehealth.



**Outcome Statement and Percentage Achieved:** 74% of clients served during the contract year improved their level of functioning at discharge as measured by a decrease in score of at least one (1) point on the CFARS/FARS from their baseline score at admission.

**Program Success Story:** R is a 6-year-old female who was referred to therapy services with CPSFL. While in another county, R and her family were victims of a violent attack by a group of men who physically assaulted all family members and stole their belongings. R stopped wanting to go to school because she was always afraid of being separated from her family and hurt again. R's trauma was directly affecting her ability to focus in school and be the "happy girl" she used to be. Once connected with CPSFL, R and her mother met with an intake therapist who assessed their needs. R shared she did not want to be so afraid anymore. R began meeting weekly with her therapist who was specially trained in Trauma-Focused CBT, an evidence-based practice for working with children who have experienced trauma. They met together weekly and would also have sessions with her mother. R instantly connected with her therapist and processed the traumatic events and learned ways to cope with what had happened. R learned and used skills to calm herself down when feeling scared. R was successfully discharged from therapy and shared "I am not afraid anymore of the bad men." R and her family report that while they are still impacted by the traumatic event, R is happy and focused on "kid stuff"- not the trauma she experienced.

## Contracted Agency Portfolios: Community Partners of South Florida

**Program Name:** High Fidelity Wraparound Supportive Housing Program

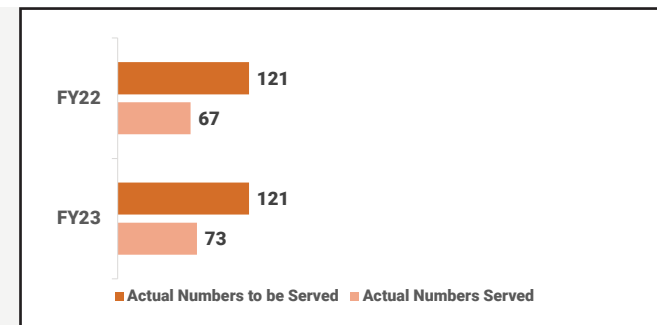
**Program Award:** \$175,000.00

**Program Amount Expended:** \$165,254.00 (94%)

**Funding Category:** Behavioral Health/Financial Assisted Agency (FAA)



The program assists adults and families in identifying, securing, and maintaining safe and decent independent housing. HFWSH focuses on housing along with advocating for clients' mental health and medical health needs, and connects clients to community resources using the warm handoff model. HFWSH collaborates with existing support systems and coordinates the care for clients working towards social, emotional, economic stability. HFWSH supports clients with complimentary services by enhancing access to needed services and coordinated care for the clients.



**Outcome Statement and Outcome Percentage Achieved:** 65% of clients served during the contract year who were placed in housing were able to maintain stable housing for 60 calendar days post placement.

**Program Success Story:** SH was able to successfully place 12 individuals/families in affordable housing during Q3. The agency also obtained an additional Memorandum of Understanding (MOU) in June 2023 which will allow it to place 10 extremely low-income individuals/ families in housing. The agency placed a senior individual in locating affordable housing in a new apartment complex in Palm Beach County after he was evicted from his apartment, he had been living in for 10 plus years due to increasing rent, which was unaffordable for him. His rent decreased significantly due to being placed in an extremely low income unit and he has been able to successfully maintain housing in a safe, affordable environment.



**Program Name:** Financial Capability Building Prosperity SOFI

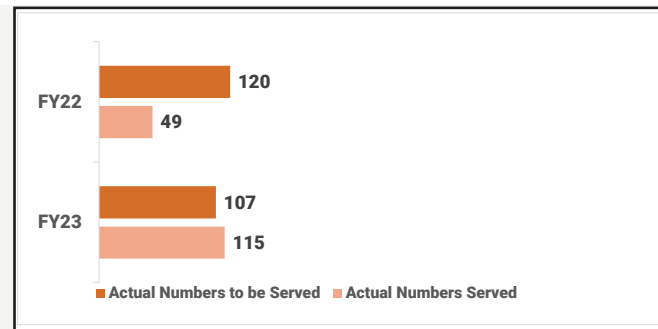
**Program Award:** \$212,314.00

**Program Amount Expended:** \$211,873.02 (99%)

**Funding Category:** Economic Stability / Securing Our Future Initiative (SOFI) / Financially Assisted Agency (FAA)



This program provides financial capability service to increase clients' economic mobility and alleviate their poverty rate. Emergency payments through the match savings program are available to help stabilize clients economically or prevent further economic hardship. SPSFL serves clients in PBC with specific concentration on the following zip codes: 33404, 33407, 33401, 33403, 33460, 33461, 33463, 33430, 33493, 33476 and 33438.



**Outcome Statement and Outcome Percentage Achieved:** 40% of households were able to obtain, maintain, or better their employment during the fiscal year.

**Program Success Story:** A SOFI participant who graduated in Q4 was in the SOFI program for 2 years. She was able to buy her first home 5 months ago through the countless efforts of the staff at community partners. There were a lot of hurdles to her closing on her property but staff was resilient and helped get her through the finish line. Her grandson who is 2 years old will be able to grow up in a home where it's not a rental where they have to move often but have a stable permanent home!

## DIVISION OF HUMAN SERVICES AND COMMUNITY ACTION



### Community Action Program, Ad Valorem Direct Services

These funding dollars were used to assist eligible low-income households with heating and cooling energy costs, bill payment assistance, HVAC replacement, energy crisis assistance, and indigent cremation services



PY 2023 Range	Funding Sources	Description of Funding Source	Total Awarded
10/1/2022 - 9/30/2023	PY21 Low Income Home Energy Assistance Program (LIHEAP)	Federal Funding - through the Florida Department of Economic Opportunity from the Department of Health and Human Services	\$5,055,844.00
10/1/2022 - 9/30/2023	Low Income Home Energy Assistance Program (LIHEAP)	Federal Funding - through the Florida Department of Economic Opportunity from the Department of Health and Human Services	\$4,273,460.00
10/1/2022 - 9/30/2023	PY22 Low Income Home Energy Assistance Program (LIHEAP) - CARES	Federal Funding - through the Florida Commerce from the Department of Health and Human Services	\$5,214,899.00
10/1/2022 - 9/30/2023	PY22 Low Income Home Energy Assistance Program (LIHEAP) - CARES	Federal Funding - through the Florida Commerce from the Department of Health and Human Services	\$82,457.00
10/1/2022 - 9/30/2023	PY22 Low Income Household Water Assistance Program (LIHWAP ARP)	Federal Funding - through the Florida Commerce from the Department of Health and Human Services	\$2,234,474.00
10/1/2022 - 9/30/2023	Emergency Rental Assistance Program (ERA)	Federal Funding - through the Florida Department of Economic Opportunity from the Department of Health and Human Services	\$25,921,313.00
10/1/2022 - 9/30/2023	Indigent Cremation Program	Indigent Cremation Program funding is provided by County (Ad Valorem)	\$189,500.00

Outcome Indicator	Actual
Households who restored electric utility connection or prevented utility disconnection.	7,738 LIHEAP households who restored electric utility connection or prevented utility disconnection.
Households who restored water utility connection or prevented utility disconnection.	258 households increased their energy efficiency by obtaining a new HVAC unit to replace the old one
Households who received ERA assistance to prevent eviction.	2308 LIHWAP households who restored water utility connection or prevented utility disconnection.
497 Cremation services were provided for indigent persons.	ERA payments were made to 6,301 households, which resulted in households staying in their homes.

### Family Self-Sufficiency Program

PY 2023 Range	Funding Sources	Description of Funding Source	Total Awarded
10/1/2022 - 9/30/2023	Community Services Block Grant (CSBG)	Federal Funding – through the Florida Commerce from the Department of Health and Human Services	\$1,094,998.00

Under CSBG, CAP runs the Family Self-Sufficiency Program, which provides vocational training opportunities and other support services to low-income individuals. CAP uses two (2) lists of vendors: for-profit (RFP through Purchasing Department) and not-for-profit (RFP through CSD). Below is a list of schools (vendors) that were used during the last fiscal year.

Vendor	Services Provided	Vendor Amount Expended
Credit Card Management Services	Budgeting	\$11,200.00
CROS Ministries	Gleaning Program	\$75,000.00
Academy for Nursing	PCT, HHA	\$28,392.00
Haggerty Strategic Solutions	Entrepreneurship	\$1,125.00
Sage Corporation	CDL	\$41,932.20
School District of PBC	Various	\$2,818.00

### Family Self-Sufficiency Program *continued*

Outcome Indicator	Actual
Individuals served will increase their savings	171 individuals increased their savings
Individuals served will improve their credit score	367 individuals improved their credit score
Individuals served will obtain a recognized credential or certificate, including educational or vocational skills	30 individuals obtained a recognized credential or certificate, including educational or vocational skills
Produce will be gleaned and distributed across pantries in Palm Beach County	200,000 pounds of produce were gleaned and distributed across pantries in Palm Beach County
Individuals served will become employed as a result of the Family Self-Sufficiency Program and Vocational Training	21 individuals became employed as a result of the Family Self-Sufficiency Program and Vocational Training

**Community Action Program, Additional Funding:**

PY 2023 Range	Funding Sources	Description of Funding Source	Total Awarded
10/1/2022 - 9/30/2023	Emergency Food and Shelter Program (EFSP-ARP)	Federal Funding – through United Way of Palm Beach County	\$240,605.98
10/1/2022 - 9/30/2023	Emergency Food and Shelter Program (EFSP GY21)	Federal Funding – through United Way of Palm Beach County	\$64,787.40
10/1/2022 - 9/30/2023	FPL Care to Share	Funding from Florida Power & Light	\$4,721.85

These funding dollars were used to assist eligible low-income households with rental assistance and FPL electric bill assistance.

Outcome Indicator:	Outcome Indicator:
117 Households stayed in their homes and prevented eviction.	111 Households who restored FPL electric utility connection or prevented utility disconnection.

**Community Action Program, Ad Valorem – Indirect Client Services:**

Additional Funding Sources (Described in Annual Report): Not used for direct client services.

PY 2022 Range	Funding Sources	Description of Funding Source	Total Awarded
10/1/2022 - 9/30/2023	Ad Valorem	Palm Beach County – Ad Valorem	\$608,723.00

These Ad Valorem funds were used mostly for administrative costs (salaries, conference registration, mileage overage, etc.)

**Human Services, Direct Services**

Unless otherwise noted, direct services are provided by Community Services Department (CSD) staff. These services are described in more detail in the CSD Annual Report.



Funding Sources*	Description of Funding Source	Total Awarded
Ad Valorem (Direct Services)	Ad Valorem - through the Palm Beach County Division of Human Services (DHS)	\$2,799,670.00
*Emergency Solutions Grant COVID-19 (Emergency Solutions Grant-CV) Rapid Re-Housing (RRH)	Federal Funding - through the Department of Housing and Economic Development	\$2,484,268.00
*Home Investment Partnerships Program (HOME) - Tenant-Based Rental Assistance (TBRA)	Federal Funding - through the Department of Housing and Economic Development	\$250,000.00

\*Emergency Solutions Grant-CV and HOME are multi-year and are not broken down by fiscal year.

Funding Sources*	Description of Funding Source	Total Awarded
* Emergency Solutions Grant COVID-19 (ESG-CV) Rapid Rehousing (RRH)	Federal Funding – through the Department of Housing and Economic Development	\$2,484,268.00

The Palm Beach County Division of Human Services was provided additional funding through the Emergency Solutions Grant COVID-19 (ESG-CV) to provide Rapid Rehousing (RRH) services through the Department of Housing and Economic Development (DHED).

Outcome Indicator: Number of clients served through the ESG-CV Rapid Rehousing.	Outcome Indicator: Number of clients served through the Annex Rapid Rehousing.
<b>Actual</b> N/A – Funds fully expended prior to FY 2023	<b>Actual</b> 61 clients were served

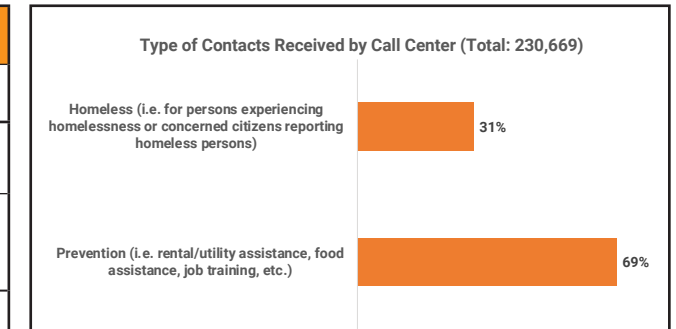
Funding Sources*	Description of Funding Source	Total Awarded
* Home Investment Partnerships Program (HOME) – Tenant-Based Rental Assistance (TBRA)	Federal Funding – through the Department of Housing and Economic Development	\$250,000.00

HOME Investment Partnerships Program (HOME) is federal funding that permits Participating Jurisdictions (PJs) to create flexible programs that assist households to help them afford the housing costs of market-rate units. These programs are known as "Tenant-Based Rental Assistance" (TBRA). In Palm Beach County, the money is used for backend services for families coming out of the Homeless Resource Center.

Outcome Indicator: Number of clients served through Tenant-Based Rental Assistance.
<b>Actual</b> 82 clients were served

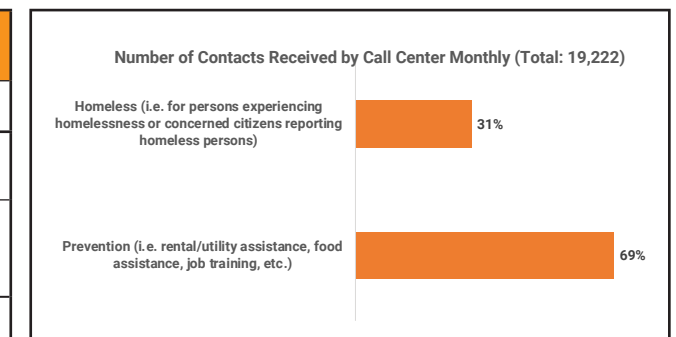
## Human Services, Call Center

Type of Contacts Received by Call Center		
Type of Contact	# of Calls	% of Calls
Prevention (i.e. rental/utility assistance, food assistance, job training, etc.)	159,760	69%
Homeless (i.e. for persons experiencing homelessness or concerned citizens reporting homeless persons)	70,909	31%
<b>Total*</b>	<b>230,669</b>	<b>100%</b>



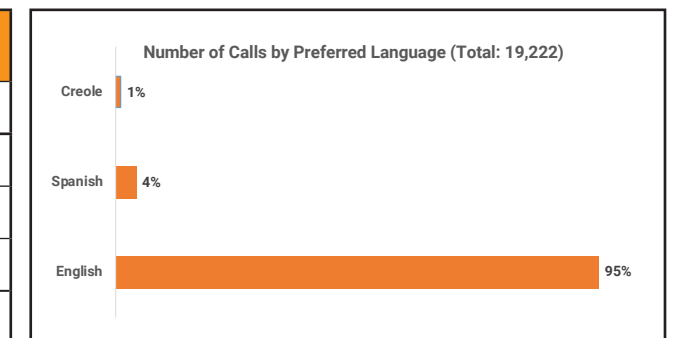
\* 34.3% of all calls received were resolved simply through providing information automatically

Number of Contacts Received by Call Center – Monthly (Average) *		
Type of Contact	# of Calls	% of Calls
Prevention (i.e. rental/utility assistance, food assistance, job training, etc.)	13,313	69%
Homeless (i.e. for persons experiencing homelessness or concerned citizens reporting homeless persons)	5,909	31%
<b>Total*</b>	<b>19,222</b>	<b>100%</b>



\* The average number of calls are based monthly between October 2022 and September 2023

Number of Calls by Preferred Language		
Language	# of Calls	% of Calls
English	219,136	95%
Spanish	9,227	4%
Creole	2,306	1%
<b>Total*</b>	<b>19,222</b>	<b>100%</b>



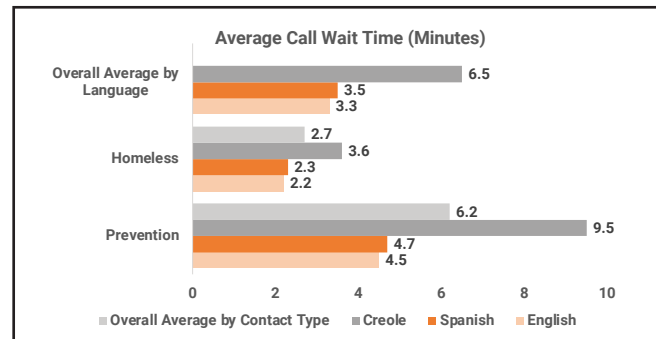


## DIVISION OF SENIOR & VETERAN SERVICES



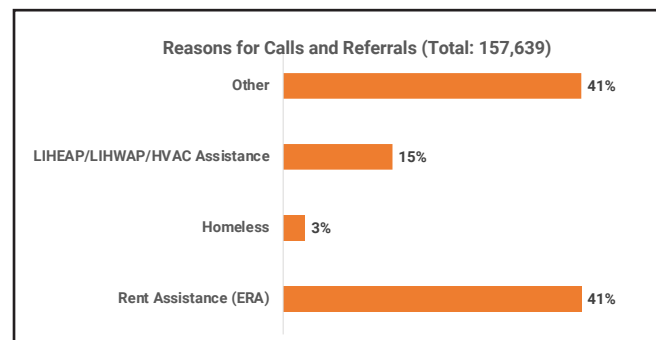
### Senior Services

Average Call Wait Time*			
Language	Prevention	Homeless	Overall Average by Language
English	4.5 minutes	2.2 minutes	3.3 minutes
Spanish	4.7 minutes	2.3 minutes	3.5 minutes
Creole	9.5 minutes	3.6 minutes	6.5 minutes
<b>Overall Average by Contact Type</b>	<b>6.2 minutes</b>	<b>2.7 minutes</b>	

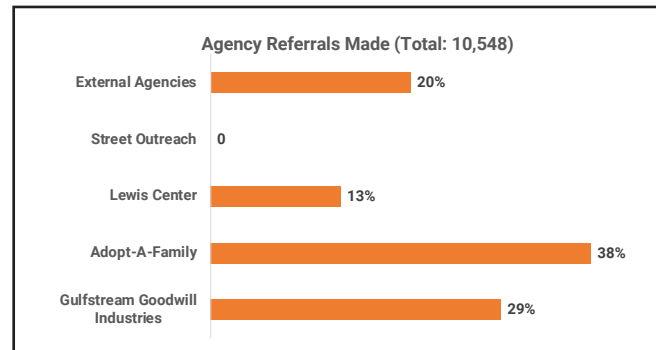


\* The average wait time for all contacts was 4.47 minutes; a significant decrease from last year's average of 20 minutes.

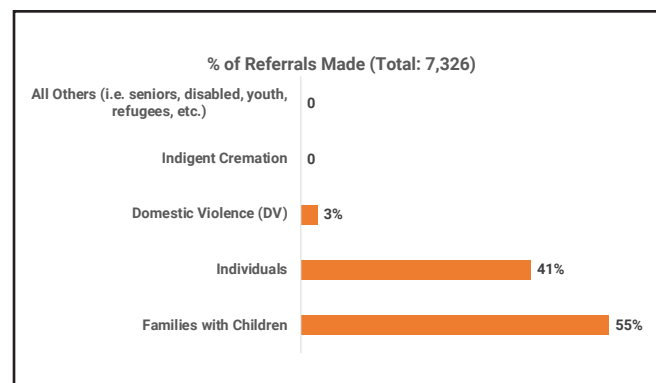
Reasons for Calls and Referrals		
Reason	# of Calls	% of Calls
Rent Assistance (ERA)	64,479	41%
Homeless	5,097	3%
LIHEAP/LIHWAP/HVAC Assistance	23,152	15%
Other	64,911	41%
<b>Total*</b>	<b>157,639</b>	<b>100%</b>



Agency Referrals		
Agency	# of Referrals Made	% of Referrals Made
Gulfstream Goodwill Industries	3,017	29%
Adopt-A-Family	3,991	38%
Lewis Center	1,401	13%
Street Outreach	76	<1%
External Agencies	2,063	20%
<b>Total*</b>	<b>10,548</b>	<b>100%</b>



Special Population Referrals		
Special Population	# of Referrals Made	% of Referrals Made
Families with Children	3,994	55%
Individuals	3,018	41%
Domestic Violence (DV)	180	3%
Indigent Cremation	93	<1%
All Others (i.e. seniors, disabled, youth, refugees, etc.)	41	<1%
<b>Total*</b>	<b>7,326</b>	<b>100%</b>



GY 2023 Range	Funding Sources	Description of Funding Source	Total Allocated for Direct Services
10/1/2022 - 9/30/2023	American Rescue Plan / RP3C1	Federal Funding - through the Area Agency of Aging (AAA) from Department of Elder Affairs (DOEA)	\$652,720.00

The purpose of the American Rescue Plan (RP3C1) is to complement current coordinated systems to serve older individuals. These systems assist older individuals to attain and maintain maximum independence with supportive services. The American Rescue Plan (RP3C1) funding provides congregate meals and nutrition education in strategically located centers such as schools, churches, community centers, senior centers, and other public or private facilities where persons may receive other social and rehabilitative services.

Vendor	Services Provided	Vendor Amount Expended
GA Food Services, Inc.	Congregate Meals	\$652,720.00

Contracted Agency Portfolios: Division of Senior and Veteran Services

GY 2023 Range	Funding Sources	Description of Funding Source	Total Allocated for Direct Services
10/1/2022 - 9/30/2023	American Rescue Plan / RP3C2	Federal Funding - through the Area Agency of Aging (AAA) from Department of Elder Affairs (DOEA)	\$101,689.00

The primary purpose of the American Rescue Plan (RP3C2) is to compliment current coordinated systems to serve older individuals. These systems assist older individuals to attain and maintain maximum independence with supportive services. The American Rescue Plan (RP3C2) funding provides home-delivered meals, nutrition screening and assessment, nutrition counseling, and nutrition education to homebound individuals.

Vendor	Services Provided	Vendor Amount Expended
GA Food Services, Inc.	Home Delivered Meals, Congregate Meals	\$101,689.00

Contracted Agency Portfolios: Division of Senior and Veteran Services

GY 2023 Range	Funding Sources	Description of Funding Source	Total Allocated for Direct Services
10/1/2022 - 9/30/2023	American Rescue Plan / RP3C2	Federal Funding - through the Area Agency of Aging (AAA) from Department of Elder Affairs (DOEA)	\$189,176.00

The primary purpose of the American Rescue Plan (RP3B) is to complement current coordinated systems to serve older individuals. These systems assist older individuals to attain and maintain maximum independence with supportive services. The American Rescue Plan (RP3B) funding provides supportive services to boost the well-being of elders and to help them live independently in their home environment and the community.

Vendor	Services Provided	Vendor Amount Expended
Devine Care Plus, LLC	Chore, Companionship, Enhanced Chore, Homemaker, Personal Care, Respite	\$2,256.00
Caring for Seniors, Inc.	Chore, Companionship, Enhanced Chore, Homemaker, Personal Care, Respite	\$46,333.00
CSI Private Duty Services, Inc. (dba - Friends Assisting Seniors and Families)	Chore, Companionship, Enhanced Chore, Homemaker, Personal Care, Respite	\$420.00
Home Health Care Resources Corp.	Chore, Companionship, Enhanced Chore, Homemaker, Personal Care, Respite	\$56,389.00
JN Nursing Registry, Inc.	Companionship, Homemaker, Personal Care, Respite	\$3,250.00
Mega Nursing Services (dba - Affordable Health Care at Home)	Chore, Companionship, Enhanced Chore, Homemaker, Personal Care, Respite	\$31,842.00
Quality Family Care LLC	Chore, Companionship, Enhanced Chore, Homemaker, Personal Care, Respite	\$7,964.00
Southern Home Care Services, Inc.	Chore, Companionship, Enhanced Chore, Homemaker, Personal Care, Respite	\$38,381.00
White Glove Community Care of Florida, Inc.	Chore, Companionship, Enhanced Chore, Homemaker, Personal Care, Respite	\$2,341.00

Contracted Agency Portfolios: Division of Senior and Veteran Services

GY 2023 Range	Funding Sources	Description of Funding Source	Total Allocated for Direct Services
10/1/2022 - 9/30/2023	American Rescue Plan / RP3E	Federal Funding - through the Area Agency of Aging (AAA) from Department of Elder Affairs (DOEA)	\$53,573.00

The primary purpose of the American Rescue Plan (RP3E) is to compliment current coordinated systems to serve older individuals. These systems assist older individuals to attain and maintain maximum independence with supportive services. The American Rescue Plan (RP3E) funding provides services through the National Family Caregiver Support Program to assist families caring for frail older members and to assist grandparents or older relatives who are caregivers for children 18 and younger or for children of any age who have disabilities.

Vendor	Services Provided	Vendor Amount Expended
Southern Home Care Services, Inc.	Chore, Companionship, Enhanced Chore, Homemaker, Personal Care, Respite	\$7,480.00
Caring for Seniors, Inc.	Chore, Enhanced Chore, Respite	\$26,195.00
Home Health Care Resources Corp.	Chore, Enhanced Chore, Respite	\$13,048.00
Home Health Services of the Palm Beaches, Inc.	Chore, Enhanced Chore, Respite	\$6,122.00
Mega Nursing Services (dba - Affordable Health Care at Home)	Chore, Enhanced Chore, Medical Supplies and Services, Respite	\$728.00

Contracted Agency Portfolios: Division of Senior and Veteran Services

GY 2023 Range	Funding Sources	Description of Funding Source	Total Allocated for Direct Services
10/1/2022 - 9/30/2023	Ad Valorem	Palm Beach County - Ad Valorem	\$2,597,774.00

Palm Beach County Ad Valorem funds serve as a 10% required match to enhance services provided to clients.

Vendor	Services Provided	Vendor Amount Expended
A Place For You Adult Day Care and Rehabilitation Center	Adult Day Care, In-Facility Respite	\$13,130.00
Caring for Seniors, Inc.	Chore, Companionship, Enhanced Chore, Homemaker, Personal Care, Respite	\$781,395.00
Cochhbha Enterprises, Inc.	Temporary personnel (Legal Secretary – secondary vendor)	\$42,686.00
CSI Private Duty Services, Inc. (dba - Friends Assisting Seniors and Families)	Chore, Companionship, Enhanced Chore, Homemaker, Personal Care, Respite	\$8,725.00
Devine Care Plus, LLC	Chore, Companionship, Enhanced Chore, Homemaker, Personal Care, Respite	\$42,500.00
Dimi Nursing Inc.	Chore, Companionship, Enhanced Chore, Homemaker, Personal Care, Respite	\$10,267.00
Faith Lutheran Church of North Palm Beach Missouri Synod Inc.	Adult Day Care, In-Facility Respite	\$781.00
GA Foods Services, Inc.	HHome Delivered Meals, Emergency Home Delivered Meals, Congregate Meals	\$427,492.00
Guardian Medical Monitoring	Emergency Alert Response	\$2,355.00
Home Health Care Resources Corp.	Chore, Companionship, Enhanced Chore, Homemaker, Personal Care, Respite	\$484,982.00
Home Health Services of the Palm Beaches, Inc.	Chore, Companionship, Enhanced Chore, Homemaker, Personal Care, Respite	\$18,217.00
ILS HHA OF REGION 11	Medical Supplies & Services	\$95.00
JN Nursing Registry, Inc.	Companionship, Homemaker, Personal Care, Respite	\$53,882.00
Lifeline	Emergency Alert Response	\$10,360.00
Mar-J Medical Supply Inc.	Medical Supplies and Services	\$6,682.00
Mega Nursing Services (dba - Affordable Health Care at Home)	Chore, Companionship, Enhanced Chore, Homemaker, Medical Supplies and Services, Personal Care, Respite	\$382,183.00
Orange Pest Control & Services, Inc.	Pest Control Services	\$40.00
Quality Family Care LLC	Chore, Companionship, Enhanced Chore, Homemaker, Personal Care, Respite	\$75,305.00
Redishred Acquisition Inc	Documents Shredding Services	\$587.00
Southern Home Care Services, Inc.	Chore, Companionship, Enhanced Chore, Homemaker, Personal Care, Respite	\$172,911.00
U & ME TRANSFER INC	Moving Services	\$795.00
Universal Protection Services LLC	Security Services	\$19,250.00
White Glove Community Care of Florida, Inc.	Chore, Companionship, Enhanced Chore, Homemaker, Personal Care, Respite	\$43,142.00

**Contracted Agency Portfolios: Division of Senior and Veteran Services**

GY 2023 Range	Funding Sources	Description of Funding Source	Total Allocated for Direct Services
10/1/2022 - 9/30/2023	Alzheimer's Disease Initiative (ADI)	State Funding - through the Area Agency on Aging (AAA) from Department of Elder Affairs (DOEA)	\$1,927,510.00

The Alzheimer's Disease Initiative (ADI) provides community-based respite services for the special needs of individuals with Alzheimer's disease and related memory disorders. Caregivers are eligible to receive respite and training to assist them in caring for the ADI client.

Vendor	Services Provided	Vendor Amount Expended
A Place For You Adult Day Care and Rehabilitation Center	Adult Day Care, In-Facility Respite	\$40,703.00
Caring for Seniors, Inc.	Respite	\$457,887.00
Cochhbha Enterprises, Inc.	Temporary personnel (Legal Secretary – secondary vendor)	\$19,436.00
Devine Care Plus, LLC	Chore, Companionship, Enhanced Chore, Homemaker, Personal Care, Respite	\$55,481.00
Faith Lutheran Church of North Palm Beach Missouri Synod Inc.	Adult Day Care, In-Facility Respite	\$196.00
Home Health Care Resources Corp.	Respite	\$403,710.00
Home Health Services of the Palm Beaches, Inc.	Respite	\$43,907.00
JN Nursing Registry, Inc.	Chore, Companionship, Enhanced Chore, Homemaker, Personal Care, Respite	\$94,494.00
Mar-J Medical Supply Inc.	Medical Supplies and Services	\$9,192.00
Mega Nursing Services (dba - Affordable Health Care at Home)	Chore, Companionship, Counseling (Gerontology), Counseling (Mental Health/Screening), Enhanced Chore, Homemaker, Medication Management, Medical Supplies and Services, Personal Care, Respite	\$503,911.00
Quality Family Care LLC	Chore, Companionship, Enhanced Chore, Homemaker, Personal Care, Respite	\$56,940.00
Southern Home Care Services, Inc.	Chore, Companionship, Enhanced Chore, Homemaker, Personal Care, Respite	\$216,629.00
White Glove Community Care of Florida, Inc.	Chore, Companionship, Enhanced Chore, Homemaker, Personal Care, Respite	\$25,023.00

**Contracted Agency Portfolios: Division of Senior and Veteran Services**

GY 2023 Range	Funding Sources	Description of Funding Source	Total Allocated for Direct Services
10/1/2022 - 9/30/2023	Community Care for the Elderly (CCE)	State Funding - through the Area Agency on Aging (AAA) from Department of Elder Affairs (DOEA)	\$3,438,926.00

The Community Care for the Elderly (CCE) funding provides community-based services organized in a continuum of care to help functionally impaired persons 60 years of age and older to live in the least restrictive yet most cost-effective environment suitable to their needs.

Vendor	Services Provided	Vendor Amount Expended
A Place For You Adult Day Care and Rehabilitation Center	Adult Day Care, In-Facility Respite	\$2,496.00
Caring for Seniors, Inc.	Chore, Companionship, Enhanced Chore, Homemaker, Personal Care, Respite	\$937,132.00
Cochhbha Enterprises, Inc.	Temporary personnel (Legal Secretary – secondary vendor)	\$13,155.00
CSI Private Duty Services, Inc. (dba - Friends Assisting Seniors and Families)	Chore, Companionship, Enhanced Chore, Homemaker, Personal Care, Respite	\$3,629.00
Devine Care Plus, LLC	Chore, Companionship, Enhanced Chore, Homemaker, Personal Care, Respite	\$205,663.00
Dimi Nursing Inc.	Chore, Companionship, Enhanced Chore, Homemaker, Personal Care, Respite	\$22,743.00
Faith Lutheran Church of North Palm Beach Missouri Synod Inc.	Adult Day Care, In-Facility Respite	\$502.00
GA Foods Services, Inc.	Home Delivered Meals	\$78,307.00
Guardian Medical Monitoring	Emergency Alert Response	\$5,665.00
Home Health Care Resources Corp.	Chore, Companionship, Enhanced Chore, Homemaker, Personal Care, Respite	\$702,767.00
Home Health Services of the Palm Beaches, Inc.	Chore, Companionship, Enhanced Chore, Homemaker, Personal Care, Respite	\$89,014.00
ILS HHA OF REGION 11	Medical Supplies & Services	\$428.00
JN Nursing Registry, Inc.	Companionship, Homemaker, Personal Care, Respite	\$84,845.00
LifeLine	Emergency Alert Response	\$13,546.00
Mar-J Medical Supply Inc.	Medical Supplies and Services	\$9,072.00
Mega Nursing Services (dba - Affordable Health Care at Home)	Chore, Companionship, Counseling (Gerontology), Counseling (Mental Health/Screening), Enhanced Chore, Homemaker, Medication Management, Medical Supplies and Services, Personal Care, Respite	\$500,556.00
Orange Pest Control & Services, Inc.	Pest Control Services	\$25.00
Quality Family Care LLC	Chore, Companionship, Enhanced Chore, Homemaker, Personal Care, Respite	\$225,195.00
Southern Home Care Services, Inc.	Chore, Companionship, Enhanced Chore, Homemaker, Personal Care, Respite	\$368,618.00
White Glove Community Care of Florida, Inc.	White Glove Community Care of Florida, Inc.	\$175,568.00



*Contracted Agency Portfolios: Division of Senior and Veteran Services*

GY 2023 Range	Funding Sources	Description of Funding Source	Total Allocated for Direct Services
10/1/2022 - 9/30/2023	Home Care for the Elderly (HCE)	State Funding - through the Area Agency on Aging (AAA) from Department of Elder Affairs (DOEA)	\$211,913.00

The Home Care for the Elderly (HCE) funding supports care for persons 60 and older in family-type living arrangements within private homes, as an alternative to institutional or nursing home care. A basic subsidy is provided for support and maintenance of the elder, including some medical costs. A special subsidy may also be provided for services and/or supplies.

Vendor	Services Provided	Vendor Amount Expended
Caring for Seniors, Inc.	Chore, Companionship, Enhanced Chore, Homemaker, Personal Care, Respite	\$3,923.00
Devine Care Plus, LLC	Chore, Companionship, Enhanced Chore, Homemaker, Personal Care, Respite	\$7,350.00
ElderberryHome Health services LLC	Chore, Companionship, Enhanced Chore, Homemaker, Personal Care, Respite	\$1,651.00
GA Foods Services, Inc.	Home Delivered Meals	\$6,741.00
Home Health Care Resources Corp.	Chore, Enhanced Chore, Homemaker, Personal Care, Respite	\$140,098.00
Mar-J Medical Supply Inc.	Medical Supplies and Services	\$1,438.00
Mega Nursing Services (dba - Affordable Health Care at Home)	Chore, Counseling (Gerontology), Counseling (Mental Health/Screening), Enhanced Chore, Homemaker, Medical Supplies and Services, Personal Care, Respite	\$41,455.00
Quality Family Care LLC	Chore, Companionship, Enhanced Chore, Homemaker, Personal Care, Respite	\$9,257.00

*Contracted Agency Portfolios: Division of Senior and Veteran Services*

GY 2023 Range	Funding Sources	Description of Funding Source	Total Allocated for Direct Services
10/1/2022 - 9/30/2023	Older Americans Act / Title 3 Congregate Meals (OAA/O3C1)	Federal Funding - through the Area Agency on Aging (AAA) from Department of Elder Affairs (DOEA)	\$58,232.00

The primary purpose of the Older Americans Act (OAA) is to foster the development and implementation of comprehensive and coordinated systems to serve older individuals. These systems assist older individuals to attain and maintain maximum independence with supportive services. The Title III C1 funding provides congregate meals and nutrition education in strategically located centers such as schools, churches, community centers, senior centers, and other public or private facilities where persons may receive other social and rehabilitative services.

Vendor	Services Provided	Vendor Amount Expended
GA Food Services, Inc.	Congregate Meals, Home Delivered Meals, Emergency Home Delivered Meals	\$58,232.00

Contracted Agency Portfolios: Division of Senior and Veteran Services

GY 2023 Range	Funding Sources	Description of Funding Source	Total Allocated for Direct Services
10/1/2022 - 9/30/2023	Older Americans Act / Title 3 Home Delivered Meals (OAA/O3C2)	Federal Funding - through the Area Agency on Aging (AAA) from Department of Elder Affairs (DOEA)	\$377,036.00

The primary purpose of the Older Americans Act (OAA) is to foster the development and implementation of comprehensive and coordinated systems to serve older individuals. These systems assist older individuals to attain and maintain maximum independence with supportive services. The Title III C2 funding provides home-delivered meals, nutrition screening and assessment, nutrition counseling, and nutrition education to homebound individuals.

Vendor	Services Provided	Vendor Amount Expended
Cochhbha Enterprises, Inc.	Temporary personnel (Legal Secretary – secondary vendor)	\$19,002.00
GA Food Services, Inc.	Home Delivered Meals, Emergency Home Delivered Meals, Congregate Meals	\$358,034.00

Contracted Agency Portfolios: Division of Senior and Veteran Services

GY 2023 Range	Funding Sources	Description of Funding Source	Total Allocated for Direct Services
10/1/2022 - 9/30/2023	Older Americans Act / Older Americans Title 3 B (Anyone over age 60) (OAA/OA3B)	Federal funding – through the Area Agency on Aging (AAA) from Department of Elder Affairs (DOEA)	\$1,258,128.00

The primary purpose of the Older Americans Act (OAA) is to foster the development and implementation of comprehensive and coordinated systems to serve older individuals. These systems assist older individuals to attain and maintain maximum independence with supportive services. The Title III B funding provides supportive services to boost the well-being of elders and to help them live independently in their home environment and the community.

Vendor	Services Provided	Vendor Amount Expended
Caring for Seniors, Inc.	Chore, Companionship, Enhanced Chore, Homemaker, Personal Care, Respite	\$432,273.00
Cochhbha Enterprises, Inc	Temporary personnel (Legal Secretary – secondary vendor)	\$2,741.00
CSI Private Duty Services, Inc. (dba - Friends Assisting Seniors and Families)	Chore, Companionship, Enhanced Chore, Homemaker, Personal Care, Respite	\$847.00
Devine Care Plus, LLC	Chore, Companionship, Enhanced Chore, Homemaker, Personal Care, Respite	\$6,275.00
Guardian Medical Monitoring	Emergency Alert Response	\$4,136.00
Home Health Care Resources Corp.	Chore, Companionship, Enhanced Chore, Homemaker, Personal Care, Respite	\$279,548.00
Home Health Services of the Palm Beaches, Inc.	Chore, Companionship, Enhanced Chore, Homemaker, Personal Care, Respite	\$18,959.00
JN Nursing Registry, Inc.	Companionship, Homemaker, Personal Care, Respite	\$19,034.00
LifeLine	Emergency Alert Response	\$13,378.00
Mar-J Medical Supply Inc.	Specialized Medical Equipment, Supplies and Services	\$2,350.00
Mega Nursing Services (dba - Affordable Health Care at Home)	Chore, Companionship, Enhanced Chore, Homemaker, Personal Care, Respite, Specialized Medical Equipment, Supplies and Services	\$240,635.00
Quality Family Care LLC	Chore, Companionship, Enhanced Chore, Homemaker, Personal Care, Respite	\$30,487.00
Southern Home Care Services, Inc.	Chore, Companionship, Enhanced Chore, Homemaker, Personal Care, Respite	\$164,237.00
White Glove Community Care of Florida, Inc.	Chore, Companionship, Enhanced Chore, Homemaker, Personal Care, Respite	\$43,228.00

Contracted Agency Portfolios: Division of Senior and Veteran Services

GY 2023 Range	Funding Sources	Description of Funding Source	Total Allocated for Direct Services
10/1/2022 - 9/30/2023	Older Americans Act / Older Americans Title 3 E (Clients with Caregivers) (OAA/OA3E)	Federal funding – through the Area Agency on Aging (AAA) from Department of Elder Affairs (DOEA)	\$275,451.00

The primary purpose of the Older Americans Act (OAA) is to foster the development and implementation of comprehensive and coordinated systems to serve older individuals. These systems assist older individuals to attain and maintain maximum independence with supportive services. The Title III E funding provides services through the National Family Caregiver Support Program to assist families caring for frail older members and to assist grandparents or older relatives who are caregivers for children 18 and younger or for children of any age who have disabilities.

Vendor	Services Provided	Vendor Amount Expended
A Place For You Adult Day Care and Rehabilitation Center	Adult Day Care, In-Facility Respite	\$312.00
Caring for Seniors, Inc.	Chore, Enhanced Chore, Respite	\$84,649.00
Devine Care Plus, LLC	Chore, Companionship, Enhanced Chore, Homemaker, Personal Care, Respite	\$2,313.00
Home Health Care Resources Corp.	Chore, Enhanced Chore, Respite	\$78,469.00
Home Health Services of the Palm Beaches, Inc.	Chore, Enhanced Chore, Respite	\$11,494.00
JN Nursing Registry, Inc.	Chore, Companionship, Enhanced Chore, Homemaker, Personal Care, Respite	\$5,274.00
Mar-J Medical Supply Inc.	Medical Supplies and Services	\$3,052.00
Mega Nursing Services (dba - Affordable Health Care at Home)	Chore, Enhanced Chore, Medical Supplies and Services, Respite	\$51,873.00
Quality Family Care LLC	Chore, Companionship, Enhanced Chore, Homemaker, Personal Care, Respite	\$384.00
Southern Home Care Services, Inc.	Chore, Companionship, Enhanced Chore, Homemaker, Personal Care, Respite	\$37,631.00

Contracted Agency Portfolios: Division of Senior and Veteran Services

GY 2023 Range	Funding Sources	Description of Funding Source	Total Allocated for Direct Services
10/1/2022 - 9/30/2023	United Way MOU / Home-Delivered Meals (AAA/UW)	United Way funding – through the Area Agency on Aging (AAA)	\$224.00

The primary purpose of the Coronavirus Consolidated Appropriations Act Program is to prevent, prepare for, and respond to coronavirus by providing nutrition services to older individuals and their caregivers. Additional funds have been awarded to provide credible information about COVID-19 vaccines, identify people who may need help getting a COVID-19 vaccination, help with scheduling appointments and arranging accessible transportation to COVID-19 vaccination sites, reminding the person of their second vaccination appointment, and providing respite for caregivers to get their COVID-19 vaccination.

Vendor	Services Provided	Vendor Amount Expended
GA Foods Services, Inc.	Home Delivered Meals	\$224.00

*Contracted Agency Portfolios: Division of Senior and Veteran Services*

GY 2023 Range	Funding Sources	Description of Funding Source	Total Allocated for Direct Services
10/1/2022 - 9/30/2023	Emergency Home Energy Assistance Program (EHEAP)	Federal funding – through the Area Agency on Aging (AAA) from Department of Elder Affairs (DOEA)	\$21,774.00

The Emergency Home Energy Assistance Program (EHEAP) Crisis Benefits funding assists seniors in a situation where a household does not have or is in danger of losing home energy for heating or cooling.

GY 2023 Range	Funding Sources	Description of Funding Source	Total Allocated for Direct Services
10/1/2022 - 9/30/2023	Emergency Home Energy Assistance Program - American Rescue Plan (EHEAP ARP)	Federal funding – through the Area Agency on Aging (AAA) from Department of Elder Affairs (DOEA)	\$12,307.00

The Emergency Home Energy Assistance Program - American Rescue Plan (EHEAP ARP) Crisis Benefits funding assists seniors in a situation where a household does not have or is in danger of losing home energy for heating or cooling.

*Contracted Agency Portfolios: Division of Senior and Veteran Services*

GY 2023 Range	Funding Sources	Description of Funding Source	Total Allocated for Direct Services
10/1/2022 - 9/30/2023	Nutrition Services Incentive Program	Federal funding – through the Area Agency on Aging (AAA) from Department of Elder Affairs (DOEA)	\$179,630.00

The primary purpose of the Older Americans Act (OAA) is to foster the development and implementation of comprehensive and coordinated systems to serve older individuals. These systems assist older individuals to attain and maintain maximum independence with supportive services. The Nutrition Services Incentive Program (NSIP) provides incentives for the effective delivery of nutritious meals to older individuals. NSIP allows programs to increase the number and/or the quality of meals served. NSIP is a cash allotment or commodity program that supplements funding or food used in meals served under the OAA. Florida has opted for cash payments in lieu of donated foods.

*Contracted Agency Portfolios: Division of Senior and Veteran Services*

GY 2023 Range	Funding Sources	Description of Funding Source	Total Allocated for Direct Services
10/1/2022 - 9/30/2023	Respite for Elders Living in Everyday Families (RELIEF)	State Funding - through the Area Agency on Aging (AAA) from Department of Elder Affairs (DOEA)	\$19,920.00

The Respite for Elders Living in Everyday Families (RELIEF) funding provides volunteer-based in-home respite services (beyond the provisions of current public programs) that are designed to support family caregivers of frail homebound elders age 60 and older and those with Alzheimer’s disease and related dementia. Additionally, the RELIEF program provides opportunities for multi-generational corps of volunteers, age 18 and older, to contribute to their communities; up to four (4) hours of in-home respite services at a time with an emphasis on evening and weekend hours; and stipends (to those who qualify) and reimbursements to volunteers to enable them to provide services at no cost to themselves.

Outcome Indicator	Actual Achieved
Number of Adult Day Care hours provided to seniors with cognitive and functional impairments.	<b>22,666</b> Adult Day Care hours were provided to seniors with cognitive and functional impairments.
Number of Outreach events that provide education and awareness of resources.	<b>94</b> Outreach Events were held to provide education and awareness of resources.
Number of Volunteer hours to assist staff in meeting the needs of the community.	<b>8,063</b> Volunteer hours were logged to assist staff in meeting the needs of the community.
Number of client crisis resolved through Emergency Home Energy Assistance.	<b>1,113</b> Client crises were resolved through Emergency Home Energy Assistance.
Number of hours of In-Home services (personal care, home-making, respite, companionship, etc.) provided to seniors.	<b>422,151</b> Hours of In-Home Services were provided to seniors.
Number of nutritious Meals provided to clients in need.	<b>285,077</b> Nutritious Meals were provided to clients in need.
Percentage of Adult Protective Services clients served within 72 hours of referral.	<b>100%</b> of Adult Protective Services clients were served within 72 hours of referral.

**Veteran Services**



Outcome Indicator	Actual Achieved
Number of Veterans and /or their families served by Veteran Services Office	<b>2,539</b> Veterans and/ or their families were served by Veterans Service office
Number of Outreach Events that provide education and awareness of resources	More than 2,000 attendees across <b>89</b> outreach events were provided with education and awareness of resources



## DRUG ABUSE FOUNDATION



**Program Name:** Adult Intensive Residential Treatment

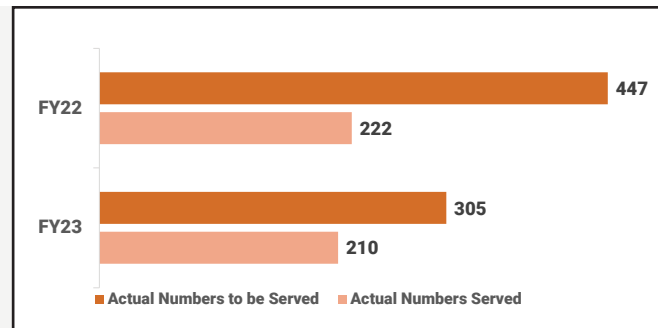
**Program Award:** \$490,000.00

**Program Amount Expended:** \$490,000.00 (100%)

**Funding Category:** Behavioral Health/Financial Assisted Agency (FAA)



The program provides services to individuals who are exhibiting symptoms of a chronic substance use disorder and require clinical stabilization in a structured clinical environment. Individuals will be successfully stabilized physically, mentally, and emotionally within 60 to 90 days and will be equipped with learning tools that will put them on a pathway to recovery leading to a more productive and fulfilling life.



**Outcome Statement and Percentage Achieved:** 91% of clients served improved at least one (1) point in at least three (3) domains on the RCI™ from program admission to post-discharge within the contract year.

**Program Success Story:** This program is a 22-bed facility, which provides services for individuals who are exhibiting symptoms of withdrawal from drug or alcohol use. The program assists the client through Medication Assisted Treatment (MAT) informed detoxification through the utilization of medication and medical/behavioral monitoring to ensure individuals do not suffer medical complications due to their withdrawal from drugs and alcohol and to encourage and facilitate treatment placement.

## Contracted Agency Portfolios: Drug Abuse Foundation



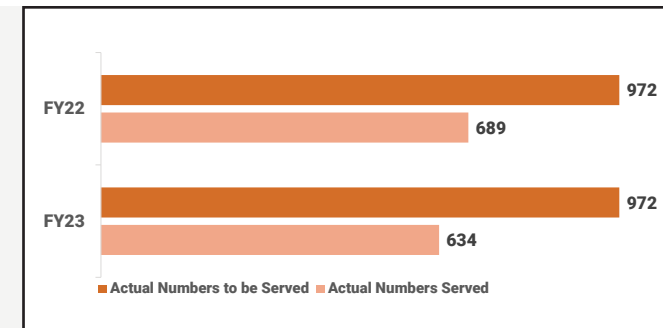
**Program Name:** Medical Detox

**Program Award:** \$815,000.00

**Program Amount Expended:** \$175,000.00 (100%)

**Funding Category:** Behavioral Health/Financial Assisted Agency (FAA)

This program is a 22-bed program, which provides for services for individuals who are exhibiting symptoms of withdrawal from drug or alcohol use. The program assists the client through Medication Assisted Treatment (MAT) informed detoxification through the utilization of medication and medical/behavioral monitoring to ensure individuals do not suffer medical complications due to their withdrawal from drugs and alcohol and to encourage and facilitate treatment placement.



**Outcome Statement and Percentage Achieved:** 95% of clients received an RCI™ Survey and obtained a baseline score prior to a successful program discharge.

**Program Success Story:** After experiencing unsuccessful treatment attempts at various facilities, a client finally found success in DAF's Residential program. Following the completion of residential treatment, she secured stable housing, gained employment, and successfully regained custody of her children.

## DRUG ABUSE TREATMENT ASSOCIATION



**Program Name:** Walter Kelly Treatment Center

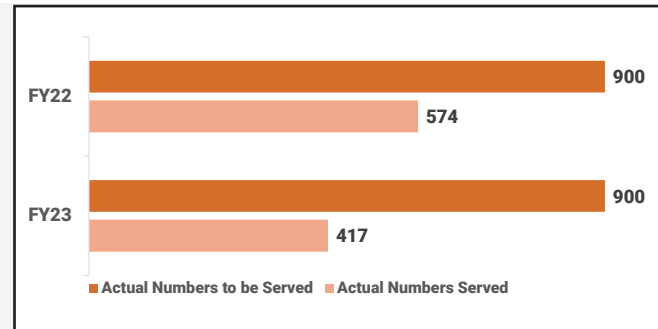
**Program Award:** \$135,000.00

**Program Amount Expended:** \$135,000.00 (100%)

**Funding Category:** Behavioral Health/Financial Assisted Agency (FAA)



The program is a coeducational adolescent residential substance abuse treatment facility that has been serving youth and families for over 30 years. The three components include (1) evidence-based individual, family, and group treatment/therapy, (2) behavioral modification, and (3) participation in the on-site school. The primary goal of the program is to decrease adolescent substance abuse.



**Outcome Statement and Percentage Achieved:** 100% of adolescents served during the fiscal year successfully transitioned to community-based educational, technical, and/or vocational services post-successful discharge.

**Program Success Story:** N.V., a 14-year-old Latino male grappling with a substantial alcohol issue, was admitted to the Residential program earlier this year. He faced considerable challenges, often returning intoxicated after leaving the facility for medical appointments or home passes. His mother, dealing with her own significant alcohol problem and having limited awareness of the negative effects of N.V.'s drinking, initially struggled to comprehend the gravity of the situation. However, after an intensive 8-month period in the program, N.V. successfully completed it and transitioned to outpatient care for continued therapy and recovery support in a less structured environment. Several weeks into outpatient treatment, N.V. has remained substance-free and has successfully reengaged in school.

## Contracted Agency Portfolios: Drug Abuse Treatment Association

**Program Name:** Non-Residential

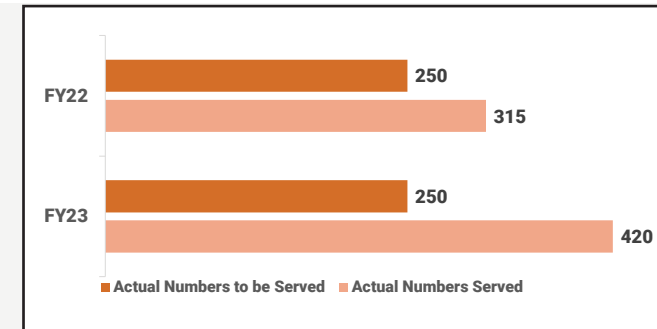
**Program Award:** \$120,000.00

**Program Amount Expended:** \$120,000.00 (100%)

**Funding Category:** Behavioral Health/Financial Assisted Agency (FAA)



The program utilizes a 13-week evidence-based intervention targeting adolescents with a substance use diagnosis in fifteen (15) Palm Beach County schools. The model includes weekly individual and/or family sessions, intervention planning, and discharge planning. The primary goal of the program is to decrease adolescent substance abuse.



**Outcome Statement and Percentage Achieved:** 91% of adolescents who successfully completed non-residential treatment this fiscal year reported increased levels of happiness on the Happiness Scale as evidenced by an increase of at least 1 point from admission to discharge.

**Program Success Story:** DATA concluded the school year on a highly positive note, with the number of clients served exceeded by over 100 in the quarter. Several youth who had been placed under a Baker Act were successfully identified and connected to mental health services in the community.

## EL SOL, JUPITER'S NEIGHBORHOOD RESOURCE CENTER (JNRC)



**Program Name:** Worker's Development Project

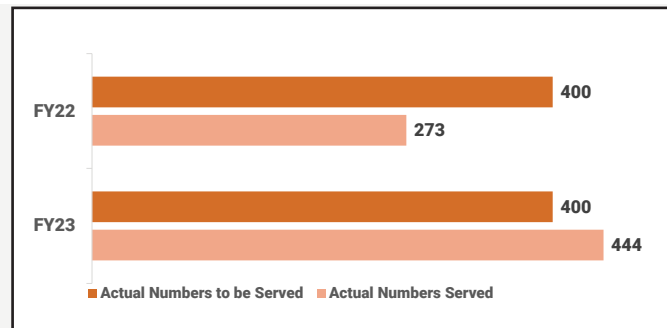
**Program Award:** \$57,750.00

**Program Amount Expended:** \$54,999.90 (95%)

**Funding Category:** Economic Stability/Mobility/Financial Assisted Agency (FAA)



The program seeks to bridge the gaps in employment that undermine the financial stability of day laborers in Jupiter, Florida.



**Outcome Statement and Percentage Achieved:** 100% of individuals obtained financial resource services that lead to stability within the fiscal year.

**Program Success Story:** Through active participation in various training programs, a program participant has made remarkable strides in improving her life and ensuring her daughter's education. Although she initially faced the challenges of living with roommates, the participant's hard work, perseverance, and the support of organizations like El Sol, which provided budgeting and career training, have paid off. During her last Labor Program registration, she proudly shared the news that she now has her own rental home, where she and her adult daughter reside. Both mother and daughter continue to work diligently, saving money to maintain their stable housing. Looking ahead, the participant's future goal is to purchase a lot in Guatemala and construct a home that will serve as her retirement sanctuary.

## FAMILIES FIRST OF PALM BEACH COUNTY



**Program Name:** Kin Support

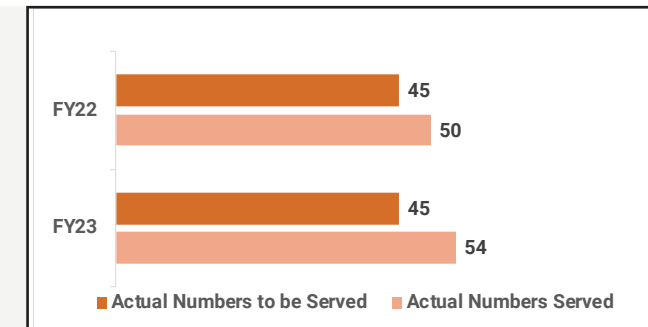
**Program Award:** \$62,500.00

**Program Amount Expended:** \$62,500.00 (100%)

**Funding Category:** Behavioral Health/Financial Assisted Agency (FAA)



The program provides comprehensive social work case management & care coordination services to kinship families, which include grandparents who are raising children, with supportive counseling in the home and through groups regarding the challenges of family living. The program also assists relative caregivers with linkages to health and human services and resources. Services are person and family-centered through the implementation of full care coordination and offering wraparound services.



**Outcome Statement and Outcome Percentage Achieved:** 100% of families served were able to receive a warm transfer to supportive services based on their Family Action Plans (FAPs).

**Program Success Story:** A 48-year-old grandmother and her 21-year-old son have been taking care of two (2) of her daughter's children (ages 2 and 3). The Kin Support Program has linked the family with legal aid as well as provided supportive counseling. The Family Service Coordinator has also linked her to food assistance and other basic needs. Since her admission to the program, she has moved into stable housing through section 8 and has been able to start the process of adopting her other grandchild. The Family Service Coordinator is currently working on a plan to help her with budgeting and expenses as well as doing supportive counseling. She has expressed interest in the program's support groups and has expressed her gratitude with the guidance and linkages that her Family Service Coordinator has provided her with.



**Program Name:** Participation, Access, Rights, Equity and Diversity (PARED)

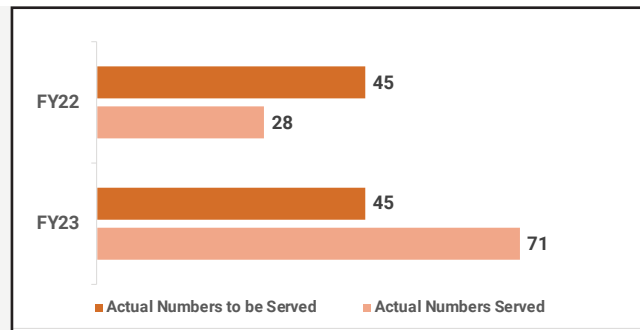
**Program Award:** \$112,554.00

**Program Amount Expended:** \$112,554.00 (100%)

**Funding Category:** Behavioral Health/Financial Assisted Agency (FAA)



The program provides Behavioral Health services through a culturally sensitive lens, utilizing the No Wrong Door (NWD) approach as this program will be the access to affordable and adequate treatment. Services provided through this program can include: individual and/or family therapy, case management, wraparound, advocacy, and support groups.



**Outcome Statement and Outcome Percentage Achieved:** 77%\* of clients served were able to improve their level of functioning as measured by a decrease score of at least one (1) point on the CFARS/FARS, from their baseline at admission.

**Program Success Story:** A clinician began working with a 7-year-old Hispanic male who moved from Cuba to Florida with his parents in February of last year. The client's mother requested mental health services after the client began presenting symptoms like anger, frustration, and disturbance of conduct that the client's mother thought was related to the client having difficulty in managing the stressful life changes he had experienced after moving to Florida and having to learn a new language and adapt to a different culture and a different school. The clinician started working with the client in March 2023 and continues to provide services to the client. During this time, interventions to establish trust were implemented and the client has been able to form a trust-based relationship with the therapist as he has demonstrated to follow therapist instructions during sessions and actively participates and provides feedback during sessions. The client and his mother have been provided with psychoeducation, coping skills and communication strategies that the family has implemented and as a result, a decrease of anger responses have been reported by the client's mother. The client's mother has also shared that the client seems more relaxed within the home and school setting. The client has been able to talk about and identify his triggers to disruptive behavior and has been taught strategies to manage feelings like frustration and anger. Therapist continues providing services to the client.

\* Outcome % was not attained for FY 23

**Program Name:** Bridges to Success (BTS)

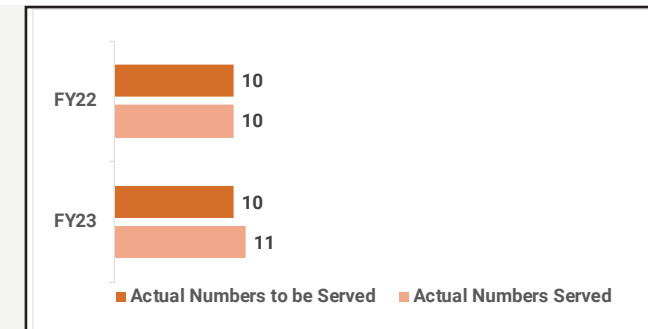
**Program Award:** \$49,000.00

**Program Amount Expended:** \$49,000.00 (100%)

**Funding Category:** Behavioral Health/Financial Assisted Agency (FAA)



The program provides Behavioral Health services through a culturally sensitive lens, utilizing the No Wrong Door (NWD) approach as this program will be the access to affordable and adequate treatment. Services provided through this program can include: individual and/or family therapy, case management, wraparound, advocacy, and support groups.



**Outcome Statement and Percentage Achieved:** 100% of clients remained in or exited to permanent housing locations during the service year.

**Program Success Story:** The program coordinator continues to assist the clients and their adult children with enrolling in training courses online, which was afforded to some of the BTS clients by the Homeless Coalition. One of the clients who took advantage of this was a client who recently lost her job. She enrolled in a course on early childhood education. This will allow her to work in an early childhood program or daycare center. There is a new daycare center opening in her community and she has already been interviewed and offered a full-time job at this daycare center. This would not have been possible had it not been for this online training program in which she not only enrolled in but completed successfully. She is looking forward to beginning her new job and career working in the daycare center.

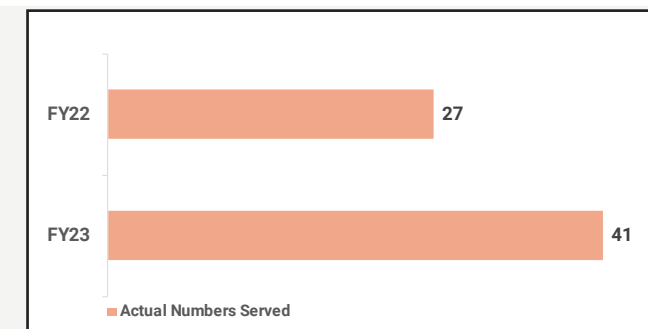
**Program Name:** Bridges to Success (BTS)

**Funding Category:** Continuum of Care (CoC)\*

\*This funding is not in County Budget. The County only provides programmatic oversight.



The program is a community-based scattered site collaborative, which provides permanent supportive housing in the western communities of Royal Palm Beach, Belle Glade, and Pahokee. The intensity and duration of the program activities are based on the individual family's need(s) and can vary. Activities address basic needs, referrals for medical or psychiatric care, employment skills, and money management.



**Outcome Statement and Percentage Achieved:** 98% of program participants remained housed for 6 months or longer, or exited to permanent housing.

## FAMILY PROMISE OF NORTH CENTRAL PALM BEACH COUNTY



**Program Name:** Priority Housing Program

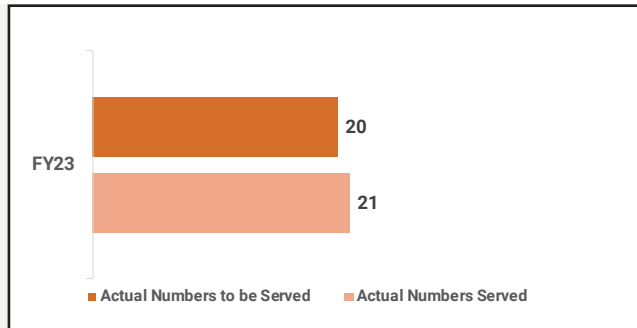
**Program Award:** \$153,000.00

**Program Amount Expended:** \$152,795.00 (100%)

**Funding Category:** Homelessness



In response to the crisis of family homelessness in Palm Beach County, Family Promise of North Central Palm Beach County (FPNCPBC) is implementing the Priority Housing Program utilizing the Pay for Success model and provides the following: employment-focused case management, emergency shelter, and rapidly transitioning to permanent housing to families defined as Category 1 literally homeless clients.



**Outcome Statement and Outcome Percentage Achieved:** 80% of Homeless Families in FPNCPBC's Priority Housing Program were placed in sustainable permanent housing within 120 days of shelter placement.

**Program Success Story:** The C family came into the program referred through the Coordinated Entry. She and her children had been sleeping in their car and mom was in a bad mental state, including dealing with some underlying medical conditions. Family Promise helped this family transition from the car into Emergency Shelter. After meeting with the FP team, this family began feeling better and began setting goals for themselves to exit the program with permanent housing. The mother came into the office several times a week to meet with the Family Services team who took her out and helped her find a safe unit for her and her family. The family participated in family activities at the organization to help them overcome some of the challenges they were facing prior to joining the Family Promise family. Additionally, this family has been a true blessing to the organization; at a recent event this family shared their lived experience with others to show there was light at the end of the tunnel. The family is healthy, safe, working, and off the streets.

## FARMWORKER COORDINATING COUNCIL



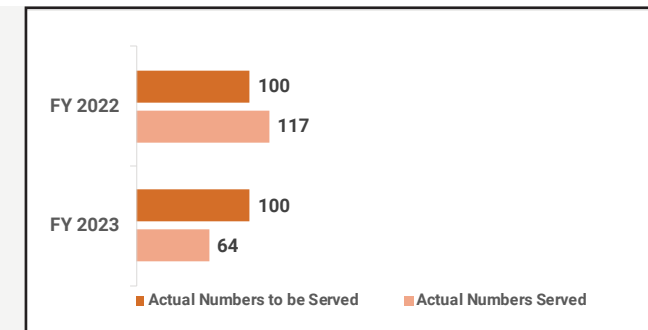
**Program Name:** Navigation Services

**Program Award:** \$12,500.00

**Funding Category:** Emergency Rental Assistance (ERA)



This program provides rental and utility assistance to eligible Palm Beach County Residents who are 18 years or older, eligible for unemployment, have experienced a reduction of household income, incurred significant costs, annual income at or below 80% Area Medium Income (AMI) or experienced financial hardship to COVID-19.



**Program Name:** Family Preservation & Economic Stabilization

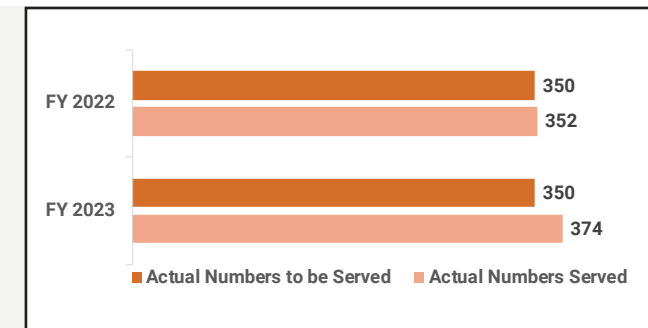
**Program Award:** \$176,400.00

**Program Amount Expended:** \$165,000 (95%)

**Funding Category:** Economic Stability/Financial Assisted Agency (FAA)



The program provides migrant and seasonal Farmworkers with comprehensive human and social services with the goal of helping these families meet their basic needs and improve their economic outcome.



**Outcome Statement and Percentage Achieved:** 100% of individuals served were able to obtain financial resources that lead to stability within the fiscal year.

**Program Success Story:** A retired farmworker who lives alone and is from Belle Glade was referred to the Farmworker Coordinating Council by another agency because he needed assistance with his rent payment. He became delinquent because his social security check was stolen. As a result, he was not able to pay his rent and was facing eviction. The Farmworker Council approved his case, and he received emergency rental assistance that prevented him from being evicted. In addition, he received additional help such as the distribution of clothing, food, toiletries, bus passes, support groups, interpretation & translation, transportation, and other services.

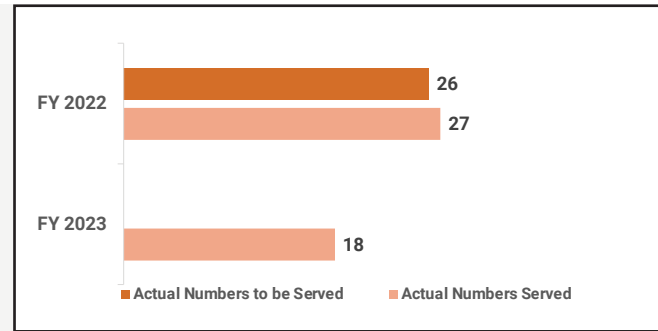


**Program Name:** Homeless Prevention

**Program Award:** \$99,951.00

**Funding Category:** Emergency Solutions Grant (ESG) CV1 & CV2

This program provides financial assistance to prevent, prepare for and respond to the coronavirus pandemic (COVID-19) among individuals and families who are homeless or receiving homeless prevention assistance services to mitigate the impact created by coronavirus under the Emergency Solutions Grants program.



**Outcome Statement and Percentage Achieved:** 100% of program participants remained housed.



## FLORIDA ASSOCIATION OF RECOVERY RESIDENCES



**Program Name:** Recovery Capital Initiative

**Program Award:** \$60,000.00

**Program Amount Expended:** \$60,000.00 (100%)

**Funding Category:** Opioid Response / Ad Valorem

The purpose of this Agreement is to provide financial support to Florida Association of Recovery Residence for a Recovery Capital Initiative that seeks to educate, train and engage FARR certified recovery residences regarding the Recovery Capital Index (RCI) in order to build recovery capital capacity within FARR certified recovery residences in Palm Beach County.

### Deliverables

- ▶ Revise, maintain, and distribute one (1) web-based initiative-related educational tool.
- ▶ Increase understanding of person-centered Recovery-Oriented System of Care (ROSC) and participation in the County's deployment of the RCI to measure overall recovery wellness.
- ▶ Conduct four (4) web-based and/or in-person ROSC and RCI educational sessions, on a quarterly basis.
- ▶ Establish and maintain RCI dashboard to include analysis of RCI data in collaboration with RCI vendors.
- ▶ Provide monthly complaint resolution and compliance reports to Palm Beach County.

## FLORIDA ATLANTIC UNIVERSITY



**Program Name:** Comprehensive Opioid Stimulant Substance Abuse Program (COSSAP) Grant



**Program Award:** \$63,000.00

**Program Amount Expended:** \$63,000.00 (100%)

**Funding Category:** Comprehensive Opioid Stimulant Substance Abuse Program (COSSAP) Grant

This research project focused on achieving housing stability given its key predictive value in achieving long-term recovery outcomes. The purpose of this project is to define and measure housing stability standards, and other recovery support interventions in the recovery residence environment in order to determine their impact on long-term recovery outcomes.

### Deliverables

- ▶ FAU provided Narrative project progress Data Collection, Data Analysis, and Project updates/ activities on the COSSAP Program throughout the fiscal year.

## FLORIDA RURAL LEGAL SERVICES



**Program Name:** Emergency Rental Assistance Program

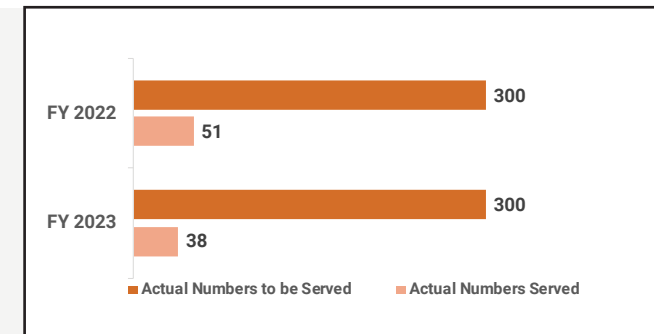


**Program Award:** \$275,000.00

**Program Amount Expended:** \$275,000.00 (100%)

**Funding Category:** Emergency Rental Assistance (ERA)

This program is designed to respond to the housing crisis relating to COVID-19. This program mediated disagreements between tenants and property owners. In addition assist with developing payment plans, temporary rent reductions, deferred payments or other creative solutions to prevent evictions and ultimately homelessness.



## FLORIDA STATE UNIVERSITY



**Program Name:** Holistic Crisis Mitigation for At-Risk Individuals and Families

**Program Award:** \$25,000.00

**Funding Category:** Emergency Rental Assistance (ERA)



This demonstration aims to deliver and evaluate the impact of integrated care training to three (3) non-profit agencies in the community and ten (10) advanced practice nurse students to offer virtual holistic care coordination and services to 100 ALICE families to reduce parental stress and adverse childhood experiences.

### Deliverables

- ▶ FAU provided Narrative project progress Data Collection, Data Analysis, and Project updates/ activities on the COSSAP Program throughout the fiscal year.
- ▶ Increase Access to integrated care coordination by training Holistic Care Coordinators (HCC), Mental Health Therapists (MHT), advanced practice nurse students and Adopt-A-Family to work together virtually and develop a virtual holistic care model.
- ▶ Provide risk and care coordination assessment to ALICE families (mother and child) who show risk for emergency room utilization, and social, complex physical, and behavioral health issues such as stress, trauma, and adverse childhood experiences.
- ▶ Refer and ensure connections to URGENT integrated and holistic services for families (mother and child) identified as HIGH RISK for transgenerational health inequities due to parental stress and risk for adverse childhood experiences.

## FOR THE CHILDREN, INC.



**Program Name:** Children Community Wellness (CCW)

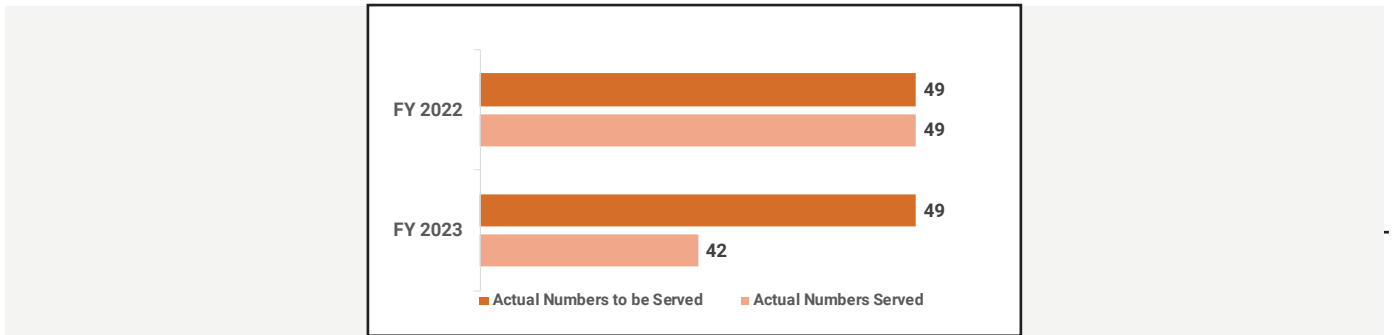
**Program Award:** \$245,366.00

**Program Amount Expended:** \$235,601.76 (96%)

**Funding Category:** Behavioral Health/Financial Assisted Agency (FAA)



This program provides intervention services, which include: individual therapy, family therapy and case management/wrap-around care coordination to address the complex emotional and behavioral needs of community members of Haitian descent. CCW remains focused on further improving and developing collaborative partnerships with local systems, including schools, mental health, and community resources to ensure that services are culturally sensitive and competent.



**Outcome Statement and Percentage Achieved:** 100% of children served were able to improve their level of social emotional functioning at discharge, as measured by an increased score of one (1) point on the CFARS from their baseline score at admission.

**Program Success Story:** A therapist was able to build rapport and trust with a CCW family and as a result, the parent became more transparent about the family's financial hardship and the resources they needed. The therapist was able to connect the family with a CCW case manager. The case manager made a referral to Sweet Dreamers for beds for the family. The family is also receiving food from a local (Salem Lutheran Church) pantry on a weekly basis. Due to transportation issues, the pantry will also deliver the food directly to their home.

## GBDC ENTREPRENEURSHIP INSTITUTE, INC



**Program Name:** Mobile Outreach Services

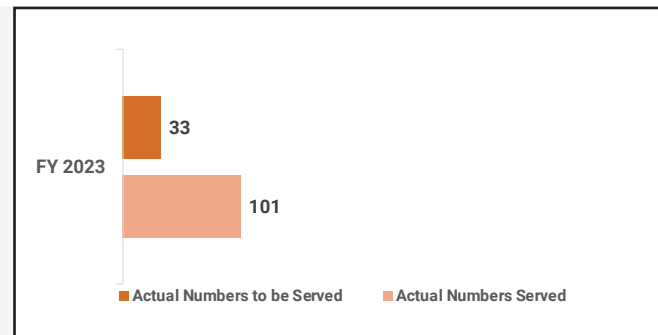
**Program Award:** \$75,000.00

**Program Amount Expended:** \$25,022.56 (33%)

**Funding Category:** Economic Stability



This program will provide Palm Beach County residents in need of emergency rental and/or utility assistance with Mobile Outreach Services on behalf of the Palm Beach County Community Services Department (CSD). The program provides a mobile bus unit that is equipped with computers and internet access to promote equity and may assist vulnerable residents such as older adults, individuals with language barriers, and/or those with special needs throughout Palm Beach County with applying for emergency rental and utility assistance. The mobile unit will focus on low-income neighborhoods that include, but are not limited to Belle Glade, Pahokee, South Bay, Boca Raton (Pearl City), Delray Beach, Boynton Beach, Lake Worth, West Palm Beach, Riviera Beach, Lake Park, Jupiter (Limestone Creek/Kennedy Estates).



**Outcome Statement and Percentage Achieved:** 100% of those served were able to obtain mobile outreach services that lead to stability during the fiscal year.

## GULFSTREAM GOODWILL INDUSTRIES



**Program Name:** Employment-Focused Case Management

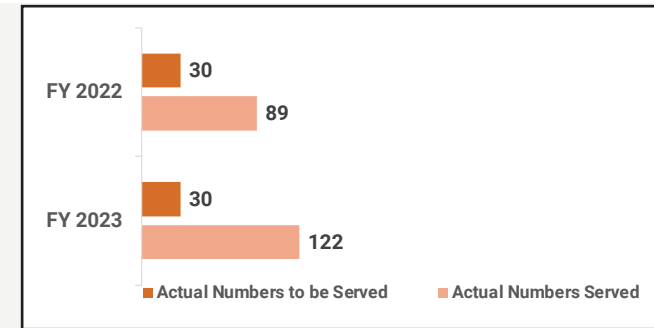
**Program Award:** \$45,440.00

**Program Amount Expended:** \$45,440.00 (100%)

**Funding Category:** Homelessness/Financial Assisted Agency (FAA)



This program serves individuals and/or youth who are currently receiving services from Goodwill's Homeless Residential Permanent Supportive Housing Programs in Palm Beach County. The priority will be given to the underserved population of chronically homeless with Housing and Urban Development-defined low and extremely low incomes and high acuity; particularly individuals who have a history of trauma, mental illness, are dual diagnosed, are substance abusers, veterans, experiencing medical disabilities, are developmentally disabled, and/or persons with HIV/AIDS.



**Outcome Statement and Percentage Achieved:** 96% of residents in Gulfstream Goodwill's Residential Permanent Supportive Housing Programs who received employment-focused case management services remained stably housed or exited to permanent housing in the fiscal year.

**Program Success Story:** C. A. was hired a few months ago at a local café and was beginning to feel inadequate as an employee with the amount of responsibility his supervisor was giving him. C.A. shared his hesitations with his Employment Consultant, who guided C.A. and reiterated that all of the classes and training have prepared C.A. for this opportunity. A few months later, C.A. was offered a promotion and would be supervising a small team. Again, he wasn't confident in his skill-set and when his Employment Consultant checked in on his progress, they had more discussions on confidence building activities. C.A. followed this guidance and spoke with his Employment Consultant weekly; he soon started to believe in himself more and more and his abilities as a leader grew. C.A. is now a key-holder of the cafe, creates a team schedule, manages the closing procedures of the cafe, and provides overall support to the business and his team.



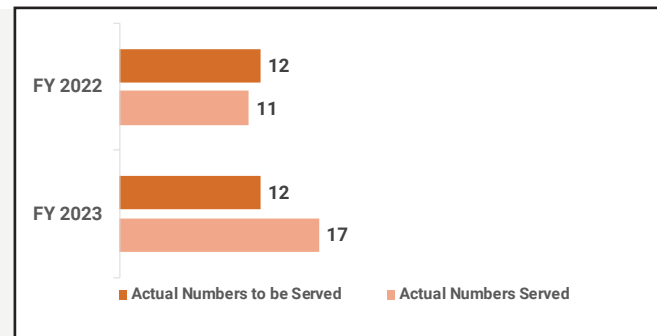
**Program Name:** Youth Rapid Rehousing (RRH)

**Program Award:** \$178,022.00

**Program Amount Expended:** \$109,791.00 (62%)

**Funding Category:** Homelessness/Financially Assisted Agency (FAA)

Program will place youth, ages 18-24, in safe housing and assist with rent until the youth can assume the responsibility permanently. Youth will be identified through the Coordinated Entry system and will be on the Youth by Name Acuity List. Supportive services will be provided to guide the youth towards independence.



**Outcome Statement and Percentage Achieved:** 100% of seniors (households) maintained housing stability for 6 months or more after receipt of financial assistance. 98% of youth in Gulfstream Goodwill’s Youth Rapid Rehousing program remained stably housed or exited to permanent housing in the fiscal year.

**Program Success Story:** During quarter 3 of FY23, one client maintained enrollment at Palm Beach State College in pursuit of an associate’s degree. This participant is stably housed and has maintained full time employment. Also during quarter 3, two (2) participants exited to permanent housing and obtained full-time employment.



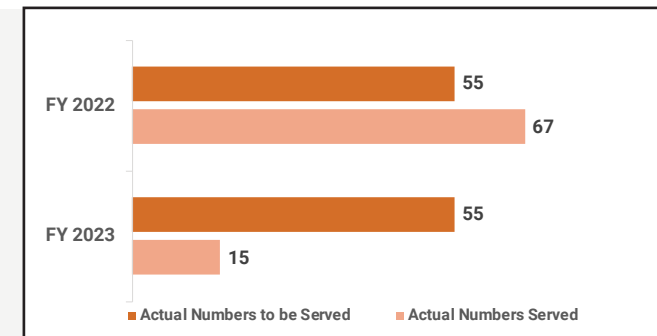
**Program Name:** Senior Homeless Prevention

**Program Award:** \$100,000.00

**Program Amount Expended:** \$96,257.00 (96%)

**Funding Category:** Homelessness/Financially Assisted Agency (FAA)

Gulfstream Goodwill Industries will identify seniors age 60+ in need of homeless prevention services through the coordinated entry process. Services offered include but are not limited to, roommate matching, rent assistance, moving expenses, and case management.



**Outcome Statement and Percentage Achieved:** 100% of Seniors in Gulfstream Goodwill’s Senior Homelessness Prevention Program who received financial assistance in the fiscal year remained stably housed for 6-months after receiving financial assistance.

**Program Success Story:** All seniors displaced by the tornado in Delray Beach back in Fall 2022 avoided homelessness as the funds in this contract were able to assist them in securing alternative placement while their units were being repaired.

**Program Name:** Traveler's Aid

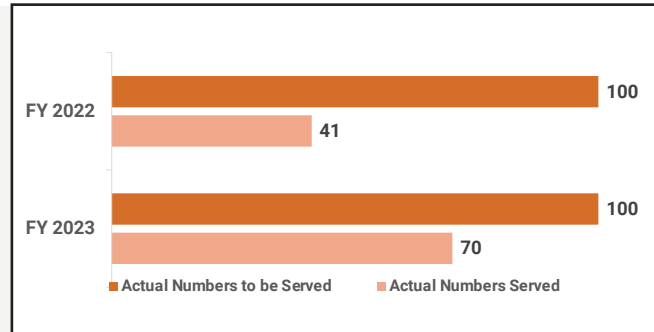
**Program Award:** \$25,000.00

**Program Amount Expended:** \$25,000 (100%)

**Funding Category:** Strategic Partnerships/Financially Assisted Agency (FAA)



Travelers Aid- Returns families and individuals home in order to avert homelessness. The program provides individuals with a Greyhound bus pass, returning them to their support system and helping to reduce the cost to the County.



**Outcome Statement and Percentage Achieved:** 97% of individuals provided travel did not reenter the PBC homeless system within 30 days of arrival within the fiscal year.

**Program Success Story:** The adult daughter of a family was the primary caretaker and lost her job. Her parents were Seniors with health ailments. They were evicted from their home when they got behind on their rent and were living in their car. PBSO contacted GGI seeking traveler's aid. PBSO placed them in a hotel for 3 days and we reconnected them with family that was located in Norwalk CT. The family was extremely excited and thankful for everything that we had done to make sure that their loved ones got to them safe and sound.

**Program Name:** Homeless Resource Center (HRC) Operations

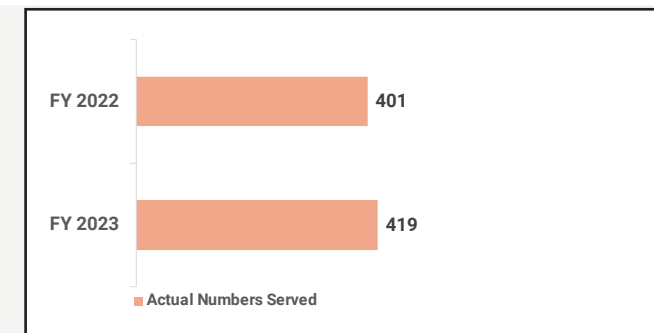
**Program Award:** \$2,300,244.00

**Program Amount Expended:** \$2,300,241.00 (100%)

**Funding Category:** Homelessness / Ad Valorem



This program provides a variety of supportive services to persons, individuals, and families experiencing homelessness, that include case management, navigation, employment counseling, engagement, interim housing, rapid rehousing, and permanent supportive housing.



\* Outcome % was not attained for FY23

**Program Name:** Shelter Food Services

**Program Award:** \$240,000.00

**Funding Category:** Homelessness/Emergency Solutions Grant-CV2



This program provides for the provision of food services to PBC residents who are experiencing homelessness at the COVID-19 shelter located in the City of Pahokee.

Number of Unduplicated Clients
40

**Program Name:** Homeless Supportive Services

**Program Award:** \$119,769.00

**Funding Category:** Homelessness / Ad Valorem



This program provides a variety of supportive services to individuals experiencing homelessness, that include case management, navigation, employment counseling, engagement, and permanent supportive housing.

Number of Unduplicated Clients
50



**Program Name:** GGI Annex Fairgrounds Emergency Shelter

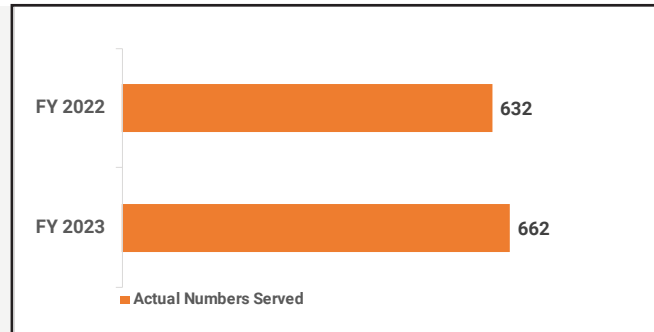
**Program Award:** \$2,412,452.00

**Program Amount Expended:** \$2,376,050.00 (98%)

**Funding Category:** Homelessness/Ad Valorem



The program provides shelter for homeless individuals that have been vetted through the coordinated entry process and undergone a level one background check and a sexual offender database search.



**Program Name:** GGI Belle Glade Assessment Center and Pahokee Non-Congregate Sheltering Site

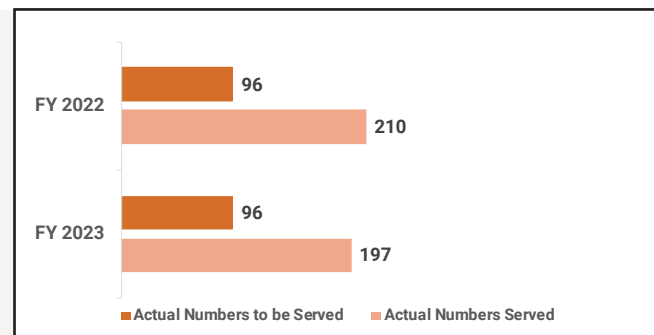
**Program Award:** \$1,795,701.00

**Program Amount Expended:** \$1,747,584 (97%)

**Funding Category:** Homelessness/Ad Valorem



The program under GGI provide services that include, but not limited to individuals and/or families who are literally homeless, at imminent risk of homelessness, homeless under federal statute and fleeing/attempting to flee domestic violence. The plan specifically calls for expanding supportive services, providing increased access to housing solutions in our community, and enhancing the homeless system of care.



**Program Name:** Work-Ability

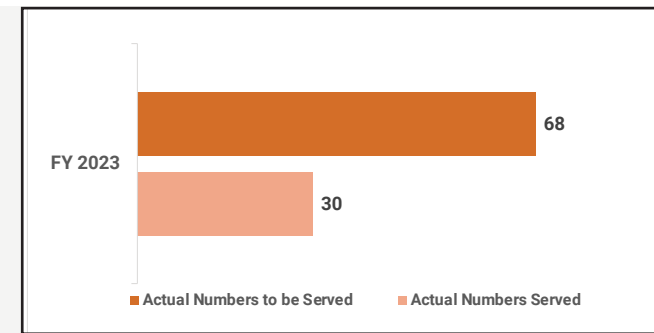
**Program Award:** \$194,872.00

**Program Amount Expended:** \$130,382.13 (67%)

**Funding Category:** Economic Stability-Intellectual Development Disabilities (IDD) / Financially Assisted Agency (FAA)



This program will target adults ages 23-70 with Intellectual/Developmental Disabilities that are unemployed or underemployed. Clients will receive pre-vocational and on-the-job training in Gulfstream Goodwill's GoodPrints print shop for preparation with employment. Program participants will have case management and behavioral health support to assist them to reach their self-identified goals and gain knowledge and skills needed to pursue employment.



**Outcome Statement and Percentage Achieved:** 100% of individuals served were able to achieve one (1) objective on the IEP/SP within one (1) year.

**Program Success Story:** A participant attended several self-presentation classes as well as mock interview practice. They recently had the opportunity to interview at a local grocery store and reviewed with his Case Manager what outfit he planned to wear to the interview. The participant credits his multiple classes and activities that reinforce proper employability skills and training.

# HABILITATION CENTER FOR THE HANDICAPPED



**Program Name:** Day Program for Adults with Special Needs

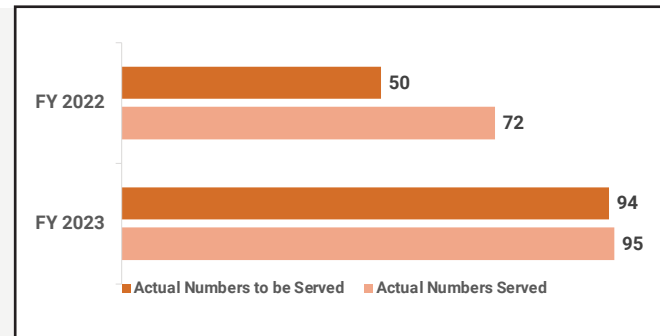
**Program Award:** \$198,283.00

**Program Amount Expended:** \$198,280.33 (100%)

**Funding Category:** Economic Stability-Intellectual Development Disabilities (IDD) / Financially Assisted Agency (FAA)



The program provides long-term work training and/or paid opportunities, behavioral health services, or recreational programming to help adults with developmental/intellectual disabilities earn income and/or live fulfilling lives.



**Outcome Statement and Percentage Achieved:** 97% of individuals served were able to achieve one (1) objective on the Individualized Educational/Support Plan (IE/SP) within the plan fiscal year.

**Program Success Story:** A participant has a history of depression and a feeling that others don't like him; while he regularly interacts with fellow clients, these interactions leave him feeling unsure of himself and so he frequently chooses to self-isolate rather than dealing with the uncertainties that go with interpersonal relations. As we have increased our Day Programming offerings, the participant has improved greatly and has had higher quality friendly encounters with others. He has even taken to volunteering at Boca Helping Hands with our HabCenter Volunteer Team and seemed to get as much (or more) out of giving back to the community as anyone else. The Agency is so happy for the improvement in his quality of life!

## Contracted Agency Portfolios: Habilitation Center for the Handicapped

**Program Name:** Employment Program for Adults with Disabilities

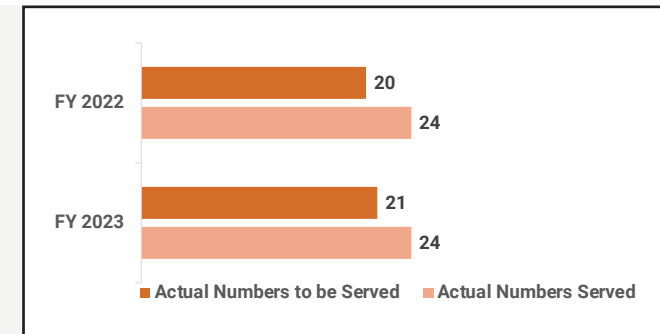
**Program Award:** \$70,350.00

**Program Amount Expended:** \$70,349.20 (100%)

**Funding Category:** Economic Stability-Intellectual Development Disabilities (IDD) / Financially Assisted Agency (FAA)



This Program serves individuals with disabilities that many times prevent them from obtaining and holding competitive work opportunities, leaving them vulnerable to poverty and perpetual dependence on the state and family members. Habilitation Center provides a day program with long-term work development training and paid opportunity to help significantly challenged adults with disabilities earn income and live fulfilling lives.



**Outcome Statement and Percentage Achieved:** 100% of individuals were able to maintain or increase their self-sufficiency in one (1) or more categories such as transportation, childcare, housing, employment, income, and education, as measured on the Self-Sufficiency Matrix.

**Program Success Story:** A participant on the autism spectrum has worked with the HabCenter Supported Employment Team and found employment at iPic Theater. As a guest services associate, she has excelled in her role of checking in guests for their movies and providing them with valuable information. Her dedication and attention to detail have been highly praised by both her colleagues and theater management. Her ability to effectively communicate with guests and provide exceptional service has made her an invaluable asset to the theater. The Agency is overjoyed by her success!

# HIV ELIMINATION



## Contracts

Funding Sources	Description of Funding Source	Total Awarded
Ryan White (Part A)	Federal Funding from Health Resources and Services Administration (HRSA) GY22	\$4,054,390.50
Minority Aids Initiative (MAI)	Federal Funding from Health Resources and Services Administration (HRSA) GY22	\$620,405.30
Ryan White Supplemental	Federal Funding from Health Resources and Services Administration (HRSA) GY22	\$2,172,813.35
Ending the HIV Epidemic (EHE)	Federal Funding from Health Resources and Services Administration (HRSA) GY22	\$892,387.00
<b>Total</b>		<b>\$7,739,996.15</b>

## Direct Services

Direct services are provided by Community Services Department (CSD) staff. These services are described in more detail in the CSD Annual Report.

Funding Sources	Description of Funding Source	Total Awarded
Ending the HIV Epidemic	Federal Funding from Health Resources and Services Administration (HRSA)	\$290,067.06
Housing Opportunity for People with AIDS (HOPWA)	Originates from Housing and Urban Development but provided through the State (Florida Department of Health)	\$278,958.13
Syringe Exchange Program	No funding source; no-cost contract with Rebel Recovery, which operates Florida Access to Syringe & Health Services (FLASH)	\$0.00
<b>Total</b>		<b>\$569,025.19</b>

## Contracted Agency Portfolios: HIV Elimination

Funding Source	Description of Funding Source	Total Awarded
Ryan White (Part A)	Federal Funding from Health Resources and Services Administration (HRSA)	\$4,054,390.50

The U.S. Health Resources and Services Administration’s (HRSA) Ryan White HIV/AIDS Program (RWHAP) provides a comprehensive system of HIV primary medical care, medications, and essential support services for low-income people with HIV. Approximately half of those with diagnosed HIV in the United States receive services through the RWHAP each year —nearly 576,000 people in 2021. The RWHAP funds grants to states, cities, counties, and local community-based organizations to provide care, treatment, and support services for people with HIV to improve health outcomes and reduce HIV transmission.

<p><b>Outcome Indicator:</b> Individuals served across all agencies will achieve a Viral Load Suppression Rate of 84%.</p>
<p><b>Actual Achieved</b> Individuals served across all agencies achieved a Viral Load Suppression Rate of 88%.</p>

Funding Source	Description of Funding Source	Total Awarded
Minority Aids Initiative (MAI)	Federal Funding from Health Resources and Services Administration (HRSA)	\$620,405.30

HRSA RWHAP Part A grants include Minority AIDS Initiative funds in order to improve access to HIV care and health outcomes for racial and ethnic minority populations disproportionately affected by HIV.

<p><b>Outcome Indicator:</b> Individuals served across all agencies will achieve a Viral Load Suppression Rate of 84%.</p>
<p><b>Actual Achieved</b> Individuals served across all agencies achieved a Viral Load Suppression Rate of 88%.</p>

Contracted Agency Portfolios: HIV Elimination

Funding Source	Description of Funding Source	Total Awarded
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Minority Aids Initiative (MAI)	Federal Funding from Health Resources and Services Administration (HRSA)	\$752,835.00
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HRSA RWHAP Part A grants include Minority AIDS Initiative funds in order to improve access to HIV care and health outcomes for racial and ethnic minority populations disproportionately affected by HIV.

<b>Outcome Indicator:</b> Individuals served across all agencies will achieve a Viral Load Suppression Rate of 84%.
<b>Actual Achieved</b> Individuals served across all agencies achieved a Viral Load Suppression Rate of 88%.

FY / GY 2022	Funding Sources	Description of Funding Source	Total Awarded
All data from RWA GY 3/1/2022 - 2/28/2023	Ryan White (Part A)	Federal Funding from Health Resources and Services Administration (HRSA)	\$6,551,144.00

The U.S. Health Resources and Services Administration's (HRSA) Ryan White HIV/AIDS Program (RWHAP) provides a comprehensive system of HIV primary medical care, medications, and essential support services for low-income people with HIV. Approximately half of those with diagnosed HIV in the United States receive services through the RWHAP each year —nearly 576,000 people in 2021. The RWHAP funds grants to states, cities, counties, and local community-based organizations to provide care, treatment, and support services for people with HIV to improve health outcomes and reduce HIV transmission.

<b>Outcome Indicator:</b> Individuals served across all agencies will achieve a Viral Load Suppression Rate of 84%.
<b>Actual Achieved</b> Individuals served across all agencies achieved a Viral Load Suppression Rate of 88%.

Contracted Agency Portfolios: HIV Elimination

Agency	Program Name or Services Provided	Total Served in FY 2022	Final Expenditure Dollar Amount
AIDS Healthcare Foundation (AHF)	AIDS Pharmaceutical Assistance, Early Intervention Services, Emergency Financial Assistance-Prior Authorizations, Food Bank-Nutritional Supplements, Laboratory Diagnostic Testing, Medical Case Management, Medical Transportation, Outpatient/Ambulatory Health Services	375	\$421,997.37
Compass	Early Intervention Services, Emergency Financial Assistance, Food Bank/Home Delivered Meals, Health Insurance Premium & Cost Sharing Assistance, Medical Case Management, Medical Transportation, Mental Health Services, Non-Medical Case Management	517	\$1,316,462.42
FoundCare	Early Intervention Services, Emergency Financial Assistance, Food Bank/Home Delivered Meals, Health Insurance Premium & Cost Sharing Assistance, Home and Community-based Health Services, Emergency Housing Services, Laboratory Diagnostic Testing, Medical Case Management, Medical Nutrition Therapy, Medical Transportation, Mental Health Services, Non-Medical Case Management, Oral Health Care, Outpatient/Ambulatory Health Services, Specialty Outpatient Medical Care	1346	\$2,637,356.02
Health Council of Southeast Florida (HCSEF)	Early Intervention Services, Health Insurance Premium & Cost Sharing Assistance, Medical Case Management, Medical Transportation, Non-Medical Case Management, Specialty Outpatient Medical Care	413	\$902,845.35
Palm Beach County Health Department/ FDOH	Early Intervention Services, Oral Health Care	1044	\$405,505.27
Legal Aid Society	Legal Services	289	\$326,702.00
Midway	Outpatient/Ambulatory Health Services, Laboratory Diagnostic Testing, Non-Medical Case Management	255	\$76,419.17
Monarch Health Services	Early Intervention Services	85	\$79,789.39
Poverello	Food bank/home delivered meals in Ryan White Part A	304	\$98,948.04

Contracted Agency Portfolios: HIV Elimination

FY / GY 2022	Funding Sources	Description of Funding Source	Total Awarded
All data from RW-MAI GY 3/1/2022 - 2/28/2023	Minority Aids Initiative (MAI)	Federal Funding from Health Resources and Services Administration (HRSA)	\$753,835.00

HRSA RWHAP Part A grants include Minority AIDS Initiative funds in order to improve access to HIV care and health outcomes for racial and ethnic minority populations disproportionately affected by HIV.

<b>HAB Clinical Performance Measure Outcome:</b> Clients served across all agencies will achieve a Viral Load Suppression Rate of 84%.
<b>Actual Performance Measure Outcome across all agencies</b> 88%

Agency	Program Name or Services Provided	Total Served in FY 2022	Final Expenditure Dollar Amount
FoundCare	Medical Case Management - MAI	858	\$334,518.02*
Health Council of Southeast Florida (HCSEF)	Early Intervention Services - MAI, Non-Medical Case Management - MAI	138	\$248,084.25

\* Not mutually exclusive from Part A clients

FY / GY 2022	Funding Sources	Description of Funding Source	Total Awarded
GY 3/1/2022 - 2/28/2023	Ending the HIV Epidemic	Federal Funding from Health Resources and Services Administration (HRSA)	\$290,067.06

The U.S. Department of Health and Human Services' Ending the HIV Epidemic in the U.S. (EHE) initiative aims to reduce the number of new HIV infections in the United States by at least 90% by 2030 with the goal of decreasing the number of new HIV infections to fewer than 3,000 per year. Reducing new infections to this level would essentially mean that HIV transmissions would be rare and meet the definition of ending the epidemic.

Awards made to HRSA's Ryan White HIV/AIDS Program recipients will be used to continue to link people who are either newly diagnosed with HIV, or diagnosed but currently not in care, to essential HIV care, treatment, and support services, helping them reach viral suppression and reduce HIV transmission.

Contracted Agency Portfolios: HIV Elimination

FY / GY	Funding Sources	Description of Funding Source	Total Awarded
07/01/2022 to 06/30/2023	Housing Opportunity for People with AIDS (HOPWA)	Originates from Housing and Urban Development but provided through the State (FL DOH in TLH)	\$278,958.13

Agency	Program Name or Services Provided	Total Served in FY 2022	Final Expenditure Dollar Amount
Housing Opportunity for People with AIDS (HOPWA)	Temporary Housing, Short-Term Rental Assistance, Permanent Housing Placement, Case Management	224	\$268,668.46

Stable housing allows persons living with HIV/AIDS to access comprehensive healthcare and adhere to HIV treatment. The U.S. Department of Housing and Urban Development (HUD) Office of HIV/AIDS Housing manages the Housing Opportunities for Persons With AIDS (HOPWA) program. HOPWA is the only Federal program dedicated to addressing the housing needs of low-income people living with HIV/AIDS and their families. Grantees partner with nonprofit organizations and housing agencies to provide housing and support to these beneficiaries.

FY / GY	Funding Sources	Description of Funding Source	Total Awarded
07/01/2022 to 06/30/2023	Syringe Exchange Program	No funding source; no-cost contract with Rebel Recovery, which operates Florida Access to Syringe & Health Services (FLASH)	\$0.00

The purpose of the Syringe Exchange Program is to provide syringe exchange services to any person who uses syringes, provide harm reduction and other services to people who use drugs (PWUD), and reduce the spread of infectious diseases in Palm Beach County.

SEP Aggregate SSP Data Impact	
Number of participants served	176
Number of linkages to drug counseling or treatment	56
Number of participants tested for HIV	112
Number of naloxone kits distributed	1,368
Number of reported overdose reversals	232



## JEFF INDUSTRIES

**Program Name:** Lets Go To Work Program

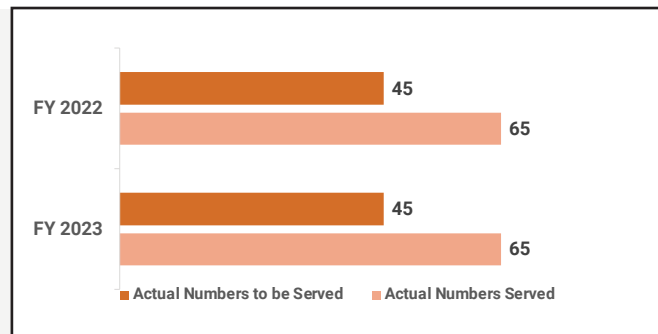
**Program Award:** \$139,000.00

**Program Amount Expended:** \$139,000.00 (100%)

**Funding Category:** Behavioral Health/Financial Assisted Agency (FAA)



Lets Go To Work (LGTW) Program offers an evidenced-base program that integrates supported employment practices and peer-to-peer services that helps clients to live independently, learn basic living, coping, and work skills and become contributing members of our community.



**Outcome Statement and Percentage Achieved:** 100% of adults with severe and persistent mental illnesses remained employed for at least six (6) months and were able to work at least 40 calendar days at an agency-owned business.

**Program Success Story:** A client was able to prove reliable income and move into an independent living situation. He is also working towards obtaining a Chartered Retirement Planning Counselor (CRPC) certification and becoming employed as a Peer Specialist.

**Program Name:** Job Placement

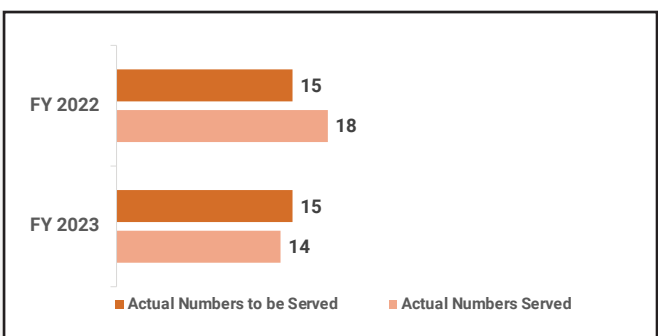
**Program Award:** \$26,000.00

**Program Award:** \$26,970.00 (100%)

**Funding Category:** Behavioral Health/Financial Assisted Agency (FAA)



The Job Placement Program (JPP) provides services to Adults with chronic mental illnesses and those with substance use disorders and/or co-occurring disorders who identify ready for competitive work through the Let's Go to Work program and/or have a desire to work in a community-based competitive employment setting.



**Outcome Statement and Percentage Achieved:** 100% of clients served for at least six (6) months were employed by community-based businesses for at least 40 calendar days within the year.

**Program Success Story:** A client moved into Community work through the Job Placement Program after completing the Let's Go To Work on-site training program. He was accepted into Nursing school at the end of 2022 and will begin classes in 2023.



## JFK MEDICAL CENTER

**Program Name:** Addiction Stabilization Center (ASC)

**Program Award:** \$500,000.00

**Funding Category:** Opioid Response



The ASC was opened to address the immediate and critical care of individuals experiencing opioid and other drug overdoses. It provides a central location with an emergency room component that allows for lifesaving overdose intervention and a behavioral health component, which includes immediate psychiatric identification for the best treatments to assist patients in addressing their addiction moving forward.

**No Data Available**

**Outcome Statement and Percentage Achieved:** 1891 eligible uninsured Palm Beach County residents experiencing an overdose were served by the ASC.

## LEGAL AID SOCIETY



**Program Name:** Guardian Advocacy Project

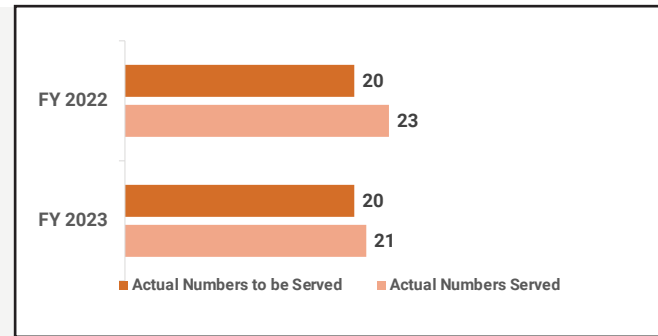
**Program Award:** \$92,245.00

**Program Award:** \$92,245 (100%)

**Funding Category:** Strategic Partnership/Financial Assisted Agency (FAA)



The program provides guardianship and legal case management services for youth (ages 18-24) who have recently aged out or are currently aging out of foster care and who are designated as developmentally disabled and/or have special needs; and individuals over the age of 25 who have a developmental disability or have been adjudicated incapacitated and are without family or friends to care for or assist them. GAP provides the advocacy, support services and legal representation necessary to help these individuals achieve their personal goals and maximize their independence in the least restrictive, home-based community setting.



**Outcome Statement and Percentage Achieved:** 195% of individuals served were able to achieve their individualized GAP goal within the fiscal year.

**Program Success Story:** A client was able to have her rights restored by the court, meaning she has been said to have gained the capacity to make decisions on her own in the community. She was provided with community resources that can assist her but she will no longer need the assistance of The Legal Aid Society Guardian Advocacy Project acting as her guardian advocate.

## Contracted Agency Portfolios: Legal Aid Society

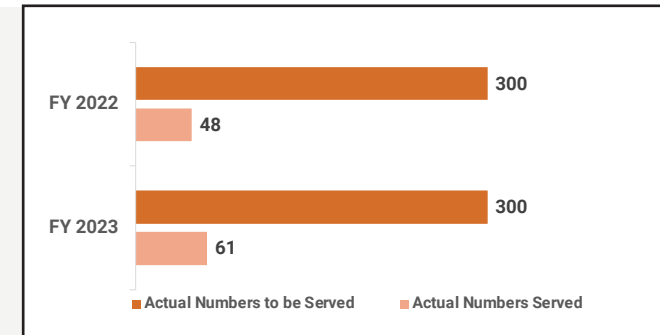


**Program Name:** Eviction Prevention Services

**Program Award:** \$550,000.00

**Funding Category:** Emergency Rental Assistance (ERA)

This program is designed to respond to housing crisis relating to COVID-19. This program mediated disagreements between tenants and property owners. In addition assist with developing payment plans, temporary rent reductions, deferred payments or other creative solutions to prevent evictions and ultimately homelessness.



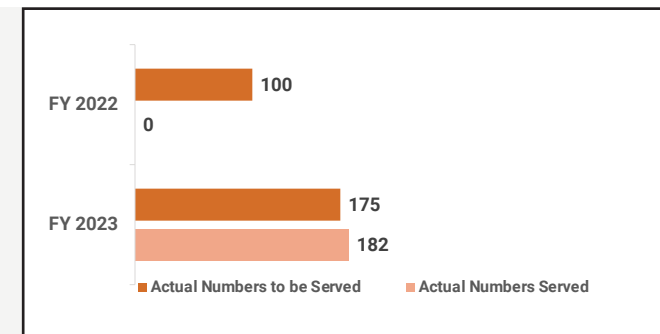
**Program Name:** Rapid Response Eviction Assistance Program

**Program Award:** \$350,000.00

**Funding Category:** Emergency Solutions Grant—CV1 & CV2



This program provides financial assistance to prevent, prepare for and respond to the coronavirus pandemic (COVID-19) among individuals and families who are homeless or receiving homeless prevention assistance services to mitigate the impact created by coronavirus under the Emergency Solutions Grants program.



## PALM BEACH COUNTY FOOD BANK



**Program Name:** Food Distribution

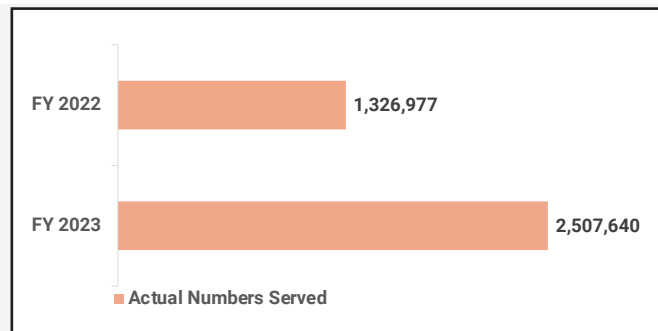
**Program Award:** \$134,589.00

**Program Amount Expended:** \$134,589.00 (100%)

**Funding Category:** Strategic Partnership/Financial Assisted Agency (FAA)



The Palm Beach County Food Bank's (PBCFB) Food Recovery and Distribution Program recovers millions of pounds of unused food from local growers, restaurants, and businesses. This food is then packed and distributed to 130 Palm Beach County front-line, hunger relief partner agencies such as soup kitchens, food pantries, and residential facilities.



### Highlights

- ▶ 13.4 million pounds of food distributed
- ▶ Average of 208,970 low-income, food-insecure PBC residents received nutritional food per month

**Program Name:** Benefits Outreach Program

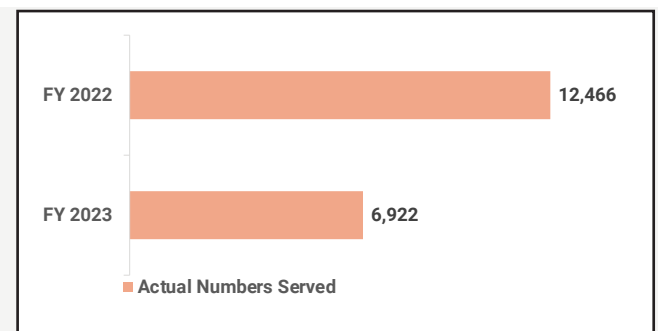
**Program Award:** \$20,706.00

**Program Amount Expended:** \$20,706.00 (100%)

**Funding Category:** Strategic Partnership/Financial Assisted Agency (FAA)



In the Benefits Outreach Program, through a Memorandum of Understanding with the Florida Department of Children and Families, the program's three (3) Benefits Specialists help eligible residents across the County apply for SNAP benefits (food stamps) through the ACCESS application.



## PALM BEACH BEHAVIORAL HEALTH COALITION



**Program Name:** Facilitating Organization of Recovery Community Centers and Organizations

**Program Award:** \$1,250,000.00

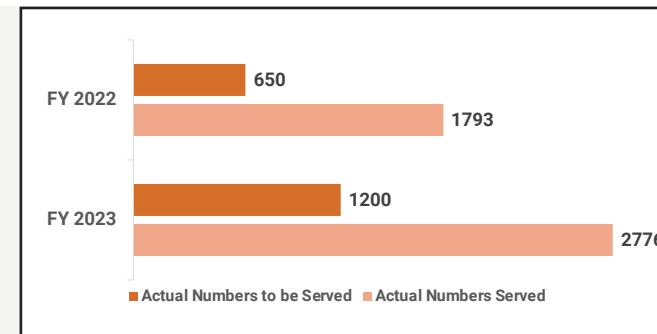
**Program Award:** \$1,250,000.00 (100%)

**Funding Category:** Opioid Response



The HUB aims to provide recovery support services through peer supports and other non-clinical support services. A RCO and RCC will also be established in Lake Worth to reflect the same principles as The HUB in Delray Beach.

A RCC offers a safe space for individuals seeking recovery or in recovery to access resources, build positive relationships and a sense of community, and to continue to work on their own recovery journey. The HUB facilitates a "one-stop shop" modality to improve the recovery capital of individuals receiving support services. These services are expected to result in measurable enhancements in quality of life, functioning, and well-being with the goal of achieving long-term recovery.



**Outcome #1 Statement and Percentage Achieved:** 1021 clients receiving supportive recovery services were given the RCI to assess their overall needs and resources that will be needed for them to be successful.

**Outcome #2 Statement and Percentage Achieved:** 495 indigent residents increased the utilization of services through the two established Recovery Community Centers (RCCs) in Palm Beach County.

**Outcome #3 Statement and Percentage Achieved:** Care Coordination services were provided to 43 residents of Palm Beach County with substance use disorders each quarter.



## PALM HEALTHCARE FOUNDATION



**Program Name:** BeWellPBC Behavioral Health and Wellness Initiative

**Program Award:** \$175,000.00

**Program Amount Expended:** \$155,533.11 (89%)

**Funding Category:** Opioid Response



The BeWellPBC initiative seeks to leverage existing resources and efforts to improve Palm Beach County's behavioral health system of care while also providing platforms for growing support and partnership for community-wide health and wellness.

**Outcome Statement and Percentage Achieved:** Agency engaged 6,026 Individuals in Wellness and Recovery Initiative activities to assess their overall needs and resources that will be needed for them to be successful.

**Program Success Story:** 94% of participants demonstrate increased knowledge in the skill-building areas offered through the Wellness and Recovery events.

### Deliverables

- ▶ Facilitate and operationalize (6) Behavioral Health and Substance Use Disorder Steering Committee operations.
- ▶ Increase understanding of and support for research and policy matters impacting behavioral health and substance use disorders systems of care amongst community members, individuals with lived and learned experience, systems and, the provider community.

## PATHWAYS TO PROSPERITY



**Program Name:** CIRCLES Palm Beach County

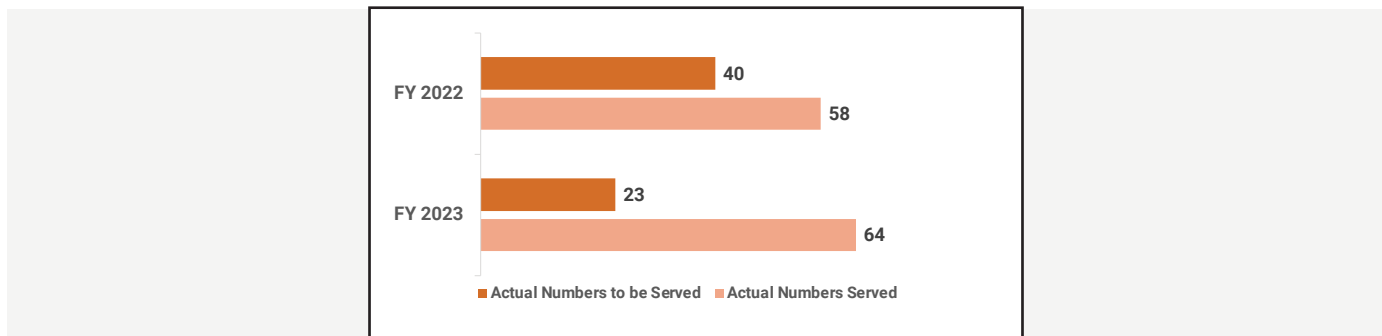
**Program Award:** \$70,500.00

**Program Award:** \$73,325.00 (100%)

**Funding Category:** Economic Stability / Securing Our Future Initiative (SOFI) / Financially Assisted Agency (FAA)



This program is a community engagement initiative that focuses on moving families out of poverty. The goals are to engage the community, help put an end to poverty, and create relationships across economic and class lines that can facilitate in moving participants into self-sufficiency.



**Outcome #1 Statement and Percentage Achieved:** 61% of households were able to obtain employment or better their employment as measured on the self-sufficiency matrix and financial assessment within the fiscal year.

**Outcome #2 Statement and Percentage Achieved:** 90% of households were able to maintain or increase their self-sufficiency in one (1) or more categories such as transportation, childcare, housing, employment, income, and education, as measured on the self-sufficiency matrix.

**Program Success Story:** A recent Circle Leader graduate joined this program when she was employed part-time at Burger King. Through our partnership with CareerSource, she was able to secure full-time employment as a customer support representative for Marriott hotels and has already received one promotion. This job and program has helped her become more self-sufficient.

## REBEL RECOVERY



**Program Name:** Housing Stabilization

**Program Award:** \$199,751.00

**Program Amount Expended:** \$119,682.16 (87%)

**Funding Category:** Emergency Solutions Grant (ESG) - CV1 & CV2 / Human Services



This program provides financial assistance to prevent, prepare for and respond to the coronavirus pandemic (COVID-19) among individuals and families who are homeless or receiving homeless prevention assistance services to mitigate the impact created by coronavirus under the Emergency Solutions Grants program.

## SOUTH COUNTY MENTAL HEALTH CENTER



**Program Name:** Crisis Stabilization Unit - Belle Glade

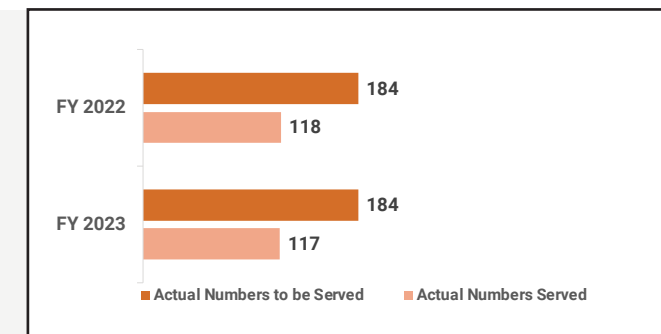
**Program Award:** \$445,000.00

**Program Amount Expended:** \$445,000.00 (100%)

**Funding Category:** Behavioral Health / Financially Assisted Agency (FAA)



Crisis Stabilization Unit (CSU) program is a 16-bed facility that provides a safe and therapeutic environment for the stabilization of a severe psychiatric, emotional or behavioral crisis. These programs work toward the reduction of acute symptoms to ensure the safe return of an individual to their home and family. The goal of stabilization is emotional equilibrium of the adult client and the reduction of acute emotional disabilities to ensure the safety of that individual.



**Outcome Statement and Percentage Achieved:** 62% of Clients discharged from the CSU did not require inpatient services within 3 months of discharge during the fiscal year.

**Program Success Story:** A 29 year old Hispanic male was admitted to the CSU, diagnosed with schizophrenia, particularly affected by paranoia. During the dedicated seven day period, SCMHC was able to stabilize his condition, and he was discharged with a prescription of Zyprexa. Since then he has demonstrated marked commitment to his recovery by diligently adhering to his medication regimen and outpatient follow up schedule with SCMHC in Belle Glade. His compliance has reaped positive outcomes enabling him to reintegrate into his everyday life effectively. He has successfully resumed his professional activities and continues to work, illustrating the potential recovery and normalcy with the right support and treatment. Furthermore, he actively participates in church activities, highlighting successful reintegration in his community life. It is encouraging to witness his dedication to both his mental health and broader life engagements. The multidimensional approach to his care, encompassing medical intervention, outpatient followup and community involvement appears to be contributing positively to his overall wellbeing.



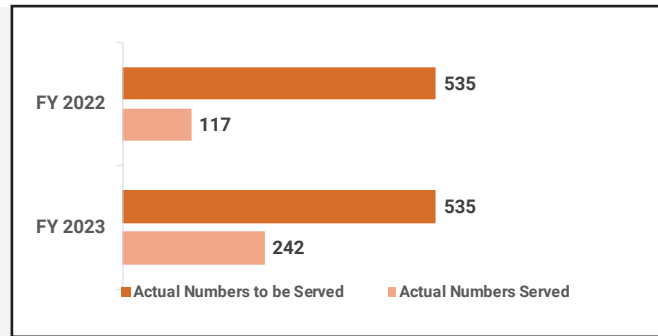
**Program Name:** Crisis Stabilization Unit - Delray

**Program Award:** \$1,100,000.00

**Program Amount Expended:** \$1,100,000.00 (100%)

**Funding Category:** Behavioral Health / Financially Assisted Agency (FAA)

Crisis Stabilization Unit (CSU) program is a 35-bed facility that provides a safe and therapeutic environment for the stabilization of a severe psychiatric, emotional or behavioral crisis. These programs work toward the reduction of acute symptoms to ensure the safe return of an individual to their home and family. The goal of stabilization is emotional equilibrium of the adult client and the reduction of acute emotional disabilities to ensure the safety of that individual.



**Outcome Statement and Percentage Achieved:** 75% of Clients discharged from the CSU did not require inpatient services within 3 months of discharge during the fiscal year.

**Program Success Story:** A 22 year old Caucasian female was diagnosed with Schizophrenia. She spent 2 weeks in the crisis unit in a severe crisis upon admission. Upon discharge, she was accepted into the short-term residential program. Within her time there, she remained compliant and engaged in all the program activities such as group, therapy and community outings. Despite her many obstacles with not having any financial support, immigration barriers and other challenges she remained optimistic and compliant. After months of being in the SRT program she did not lose hope and things began to turn around for her. Some of her benefits came through and she was accepted into the long term residential program. She is still actively attending groups provided through the day program, taking her medications and working with her Care Coordinator to reach her goals. Despite not having much family support, she constantly maintains an optimistic approach. She is very kind and a pleasure to speak with. She walks and exercises daily to stay healthy.



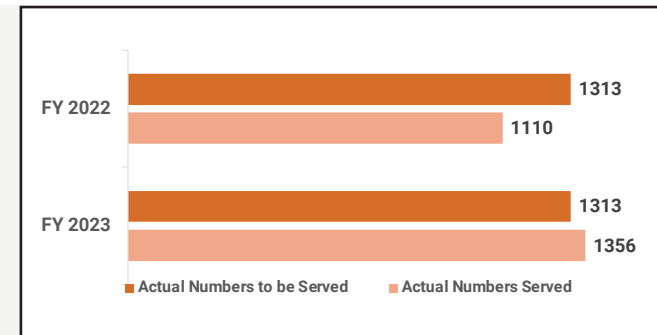
**Program Name:** Intake & Evaluation/ Mobile Crisis Team

**Program Award:** \$600,099.00

**Program Amount Expended:** \$600,099.00 (100%)

**Funding Category:** Behavioral Health / Financially Assisted Agency (FAA)

This program provides services to individuals in crisis through intensive de-escalation in the most acute phase of a crisis and works to reduce the level of care required for an individual at that time. Intervention and assessment are conducted for a determination of what services are needed on an emergency or non-emergency basis, depending on the person's level of dysfunction at the time and the immediacy of their needs.



**Outcome Statement and Percentage Achieved:** : 93% of clients who received a Mobile Response intervention and/or crisis intervention did not receive services for the same crisis within 30 days from the previous crisis intervention.

**Program Success Story:** A client is currently grappling with Major Depressive Disorder (MDD), Obsessive-Compulsive Disorder (OCD), Bipolar II, anxiety, and depression, while residing with elderly parents. Concerns were raised by the parents regarding the client's verbal aggression and tendency to throw objects. In response, this program proactively offered the parents information and support related to senior living assistance. Concurrently, the client was connected with essential psychiatric services. The client successfully scheduled and attended an appointment for these services, resulting in a positive change. According to the client's parents, there has been a noticeable improvement since the psychiatric appointment, attributing it to the initiation of prescription medications.



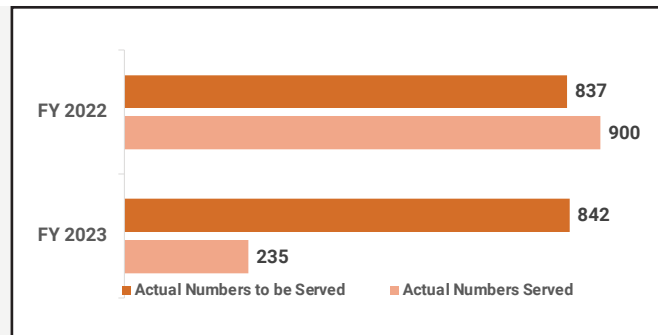
**Program Name:** Psychiatric Medical Services

**Program Award:** \$415,039.00

**Program Amount Expended:** \$246,148.59 (59%)

**Funding Category:** Behavioral Health/Financially Assisted Agency (FAA)

This program provides psychiatric and medical monitoring of a person's condition and the monitoring of their prescribed medications. The objectives of the program are to help people with a primary mental illness and/or co-occurring disorders to remain stable while living in the community.



**Outcome Statement and Percentage Achieved:** 80% of Clients remained stable in the community and were gainfully employed.

**Program Success Story:** A client graduated from the Navigate Program and is now working in the Navigate Program as a peer specialist.



## SOUTHEAST FLORIDA BEHAVIORAL HEALTH NETWORK



**Program Name:** Wrap Around Services / Fidelity Manager

**Program Award:** \$57,619.00

**Program Amount Expended:** \$57,619.00 (100%)

**Funding Category:** Strategic Partnership/Financially Assisted Agency (FAA)

This contract provides Wraparound Services Model Training for all Behavioral Health – Financially Assisted Agencies (FAA) that provide case management services from AGENCY. AGENCY'S Fidelity Manager shall work with the FAA Agencies to implement Wraparound Services within their programs that serve clients with complex behavioral health challenges to overcome common barriers to accessing effective services that identify the strengths, needs, and potentially effective strategies, culminating in a single, coordinated, individualized plan of care with youth and adults.

### Deliverables

- ▶ Provide annual trainings - at least 1 training per quarter
- ▶ Provide quarterly meetings with providers to ensure the local network of agencies share best practices and get updates on the Wraparound Services Model Fidelity strategies
- ▶ Provide a minimum of quarterly Quality Assurance/Quality Improvement Coordinator meetings to verify data collection and report on wraparound standards
- ▶ Provide monthly observations of the implementation of the Wraparound case management process, and provide observation notes from the meetings (which may include technical assistance and coaching events)



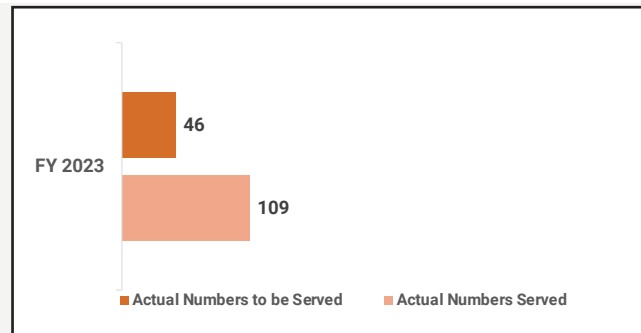
**Program Name:** Coordinated Housing, Recovery Supports and Recovery Capital Initiative Program

**Program Award:** \$286,518.00

**Program Amount Expended:** \$257,093.97 (90%)

**Funding Category:** Comprehensive Opioid Stimulants Substance Abuse Program (COSSAP)

This initiative 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 supportive services. Clients served through this program will have access to the Recovery Housing Voucher and Recovery Support Services Funds.



**Outcome Statements and Percentages Achieved:**

- ▶ Housing: 67% of Clients served were able to remain in stable housing from housing placement to program completion.
- ▶ Housing: 81% of Clients were able to maintain stable housing for 30 days, 60 days, and 90 days post program completion.
- ▶ Justice Services: 80% of Clients assessed did not receive a new law violation while in the program.
- ▶ Justice Services: 100% of Clients have not been arrested for 30 days, 60 days, and 90 days post program completion.
- ▶ Recovery Support Services: 72% of Clients assessed demonstrated an increase of at least one (1) point within a domain on the Recovery Capital Index (RCI) from baseline (intake) and every 30 days thereafter.

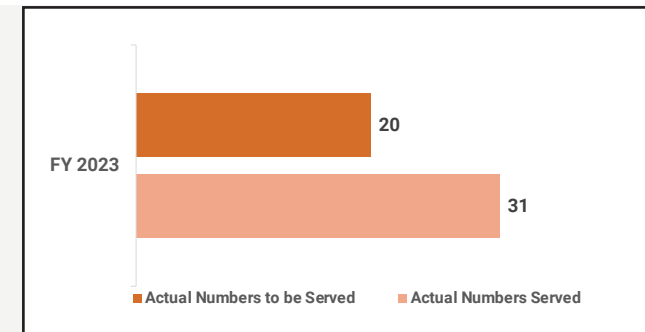


**Program Name:** Rapid Rehousing with Substance Use/Mental Health

**Program Award:** \$1,100,000.00

**Funding Category:** Emergency Solutions Grant (ESG)

This program seeks to increase self-sufficiency of individuals served by supporting them through their efforts of identifying goals that will optimize their success and linking clients to supportive social networks that will increase personal stabilization and ultimately community integration.



## THE ARC OF THE GLADES



**Program Name:** Adult Developmental Services System of Care

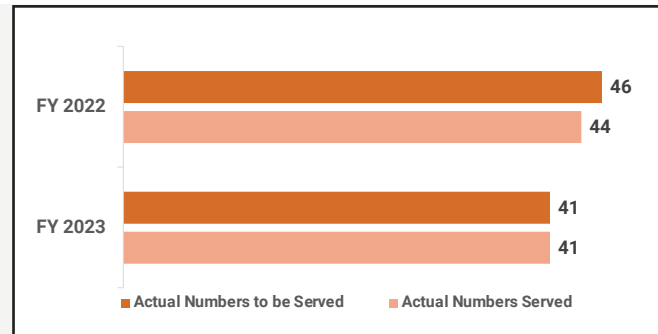
**Program Award:** \$210,000.00

**Program Amount Expended:** \$200,002.97 (95%)

**Funding Category:** Economic Stability-Intellectual Development Disabilities (IDD) / Financially Assisted Agency (FAA)



The program provides adults with developmental disabilities who reside in western Palm Beach County with a continuum of individualized services that promote greater independence. Services include combinations of Facility-based Adult Day Training, Community Inclusion, Supported Living and Supported Employment services and activities. The Arc of the Glades, the only comprehensive developmental services provider for adults serving the Glades Area, helps those it serves to move along the continuum of care from dependence to independence and self-sufficiency.



**Outcome Statement and Percentage Achieved:** 77%\* of clients were able to achieve one (1) short-term objective during the contract year.

**Program Success Story:** A participant's family reached out to the Arc of the Glades because they could not find another provider who would serve their son due to his increased level of care. The Arc agreed to serve him on a trial basis. The family transports the individual to/from Loxahatchee to attend our program. We have been working with the individual since mid-June. In the 4 months we have been serving him, he can now hold his own spoon at meal time. This is something his family said he has never done.

\* Outcome % was not attained for FY 23

## THE ARC OF PALM BEACH COUNTY



**Program Name:** Residential Group Home

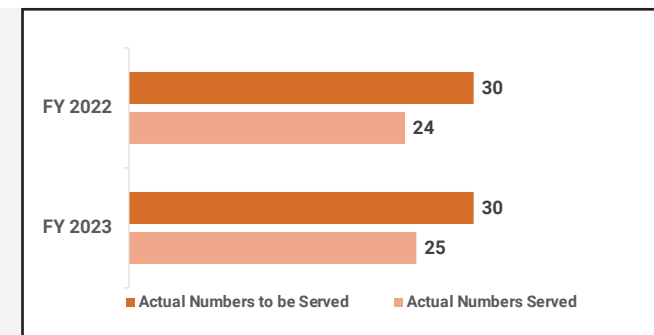
**Program Award:** \$253,134.00

**Program Amount Expended:** : \$243,794.00 (96%)

**Funding Category:** Homelessness/Financially Assisted Agency (FAA)



The program provides long-term, community-based housing for adults with developmental disabilities who would otherwise be living at home with aging parents or possibly institutionalized, as many residents may not have family members who are both willing and able to care for them. The program operates four group homes that provide shelter, instruction on activities of daily living, medical case management, medication management and oversight, transportation, healthy meals, inclusive community-based social and recreational activities, and a variety of essential support services.



**Outcome Statement and Percentage Achieved:** 98% of residents achieved at least one short-term or long-term objective from their IP during the program year.

**Program Success Story:** A client lost both of her parents within the last year and has moved to the Arc group home. She was depressed and had no support team in her life. She does not have any family in the state of Florida and basically depended on her neighbors to provide her a meal each day. Upon moving into the group home, she received the medical attention she required and has a support team that is ready to help her thrive and provide day to day living skills. Overall she is doing well and will soon start a part-time job in the community.

**Program Name:** Adult Education Program

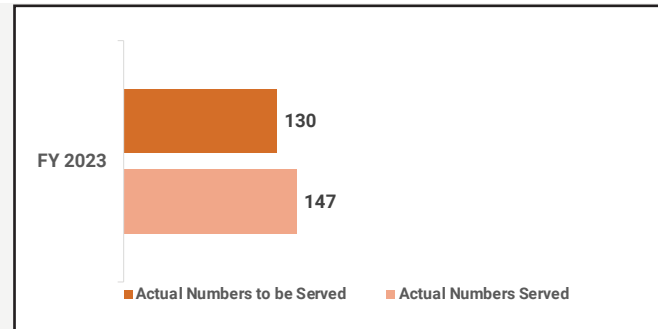
**Program Award:** \$400,050.00

**Program Amount Expended:** \$381,000 (95%)

**Funding Category:** Economic Stability-Intellectual Development Disabilities (IDD) / Financially Assisted Agency (FAA)



The program provides opportunities for people with intellectual and developmental disabilities (I/DD) to explore possible careers, participate in career and life skill trainings, prepare for employment and ultimately gain more independence. PALS goal is to provide substantial and relevant learning experiences, within an inclusive setting, that leads to meaningful employment, decreasing the client's dependence on public benefits.



**Outcome Statement and Percentage Achieved:** 100% of individuals served were able to achieve an objective on the Individualized Education/Support Plan (IEP/ISP) in the year, according to the time frame outlined on the individual's plan.

**Program Success Story:** The collective team of program participants were able to work on a job for CheeseBoarder, one of the local businesses that contract with our employment department. The team worked on assembling swag bags for a special event related to ABC's Shark Tank. The team members were also present at the event working to pass out the bags.

**Program Name:** Seniors in Transition and Retirement Services (STARS)

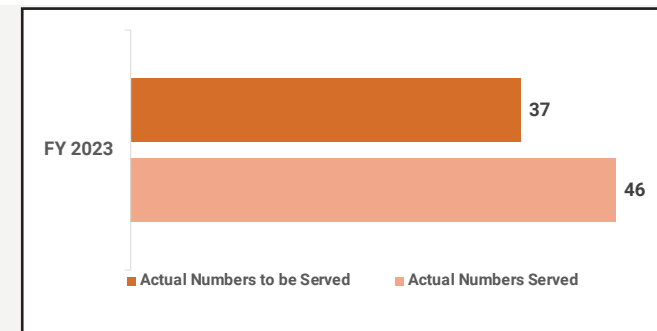
**Program Award:** \$225,750.00

**Program Amount Expended:** \$215,000 (95%)

**Funding Category:** Economic Stability-Intellectual Development Disabilities (IDD) / Financially Assisted Agency (FAA)



The program will provide IDD clients with vibrant programming and services designed to keep them active, connected to their social network, independent and out of institutionalized care. Services include healthy meals, exercise opportunities, art classes, community outings, and other specialized supports (such as personal care and mobility assistance) to address individual needs. The STARS program may also provide services to clients who can no longer sustain a work schedule due to maladies associated with the aging process, such as Dementia, Alzheimer's, and Arthritis.



**Outcome Statement and Percentage Achieved:** 96% of individuals served were able to achieve an objective on the Individualized Education/Support Plan (IEP/ISP) in the year, according to the time frame outlined on the individual's plan.

**Program Success Story:** For many years, three (3) participants worked at the workshop program and received training from our team in the community. These three (3) individuals recently decided to retire. They have joined the STARS program and they are very happy to be with their peers.

**Program Name:** Supported Employment Program

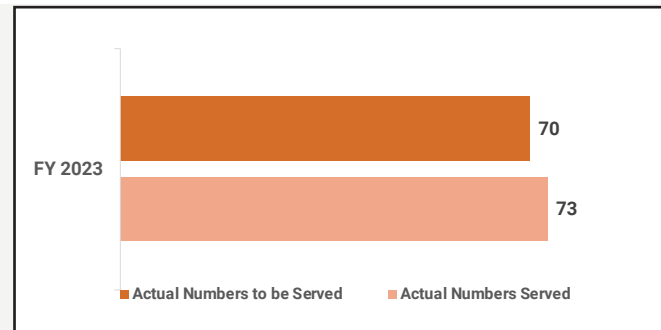
**Program Award:** \$120,750.00

**Program Amount Expended:** \$114,996.92 (95%)

**Funding Category:** Economic Stability-Intellectual Development Disabilities (IDD) / Financially Assisted Agency (FAA)



The program will assist adults with IDD in obtaining and maintaining employment to help participants increase their independence, community inclusion, and financial stability. Support includes employment skills training, job placement, on-the-job coaching, job options through the Agency's Collective Employment program, and other community-based work supports.



**Outcome Statement and Percentage Achieved:** 99% of individuals served were able to achieve an objective on the Individualized Education/Support Plan (IEP/ISP) in the year, according to the time frame outlined on the individual's plan.

**Program Success Story:** A 62-year-old program participant was informed he would be filling in at FPL until further notice at the end of September 2022. He was tasked with learning entirely new jobs and responsibilities and established strong relationships with the crew members and supervisors. Each time he is observed, he displays the perfect example of a hard worker who brings a positive attitude to work each day. He tackles each task upon him with a smile and never complains. His supervisor praises him often. With the help of employment services and his job coach, he has developed into a reliable employee who exhibits a respectable work ethic and determination.

**Program Name:** Supported Living Program

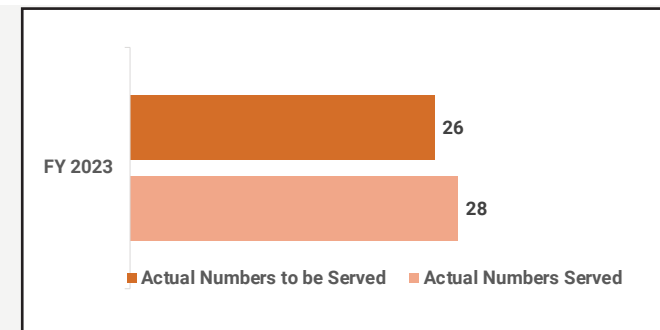
**Program Award:** \$82,950.00

**Program Amount Expended:** \$68,170.00 (82%)

**Funding Category:** Economic Stability-Intellectual Development Disabilities (IDD) / Financially Assisted Agency (FAA)



The program will provide training and support needed for individuals with IDD to successfully live independently in the community. Supports ensure that participants' medical, financial, and social needs are met so that they may obtain and maintain independent community-based residency.



**Outcome Statement and Percentage Achieved:** 100% of individuals served were able to achieve an objective on the Individualized Education/Support Plan (IEP/ISP) in the year, according to the time frame outlined on the individual's plan.

**Program Success Story:** A newer client working with the Supported Living program was having progressive health challenges stemming from her Cerebral Palsy diagnosis. She has been experiencing multiple falls and crises since starting with her new coach. Because of her new coach and the advocacy efforts on her behalf, the process was started to attain the needed funding resources and services to get her the rehab treatment she needs and she will be working towards a higher level of needed medical care in a more restricted, but better suited, environment.





**Program Name:** Technology Training Program

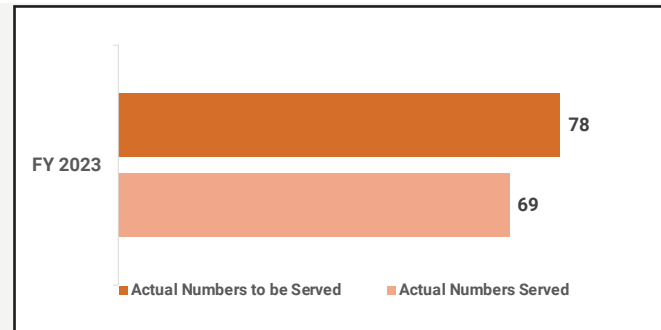
**Program Award:** \$84,000.00

**Program Amount Expended:** \$79,970.00 (95%)

**Funding Category:** Economic Stability-Intellectual Development Disabilities (IDD) / Financially Assisted Agency (FAA)



The program will provide high-quality, self-paced training in basic technology skills to improve computer literacy and marketable skills that help clients increase financial stability and independence through employment. Training also serves to advance skills that help clients connect and engage with family and social groups, stay up-to-date on current events, access community resources, and exercise their right to learn. Technology training services include keyboarding, MS Office Suite, resume preparation, coding, self navigation of social media, websites, email and video conferencing, using tablets and smartphones, gaming or other technological assistive devices.



**Outcome Statement and Percentage Achieved:** 99% of individuals served were able to achieve an objective on the Individualized Education/Support Plan (IEP/ISP) in the year, according to the time frame outlined on the individual's plan.

**Program Success Story:** Staff shared that it has been a pleasure having the opportunity to help the whole group navigate the computers, watching them learn how to use the internet and how to look for jobs and develop new skills, listen to music, and play educational games to learn things that they are interested in.

## THE GLADES INITIATIVE

**Program Name:** Connecting the Glades

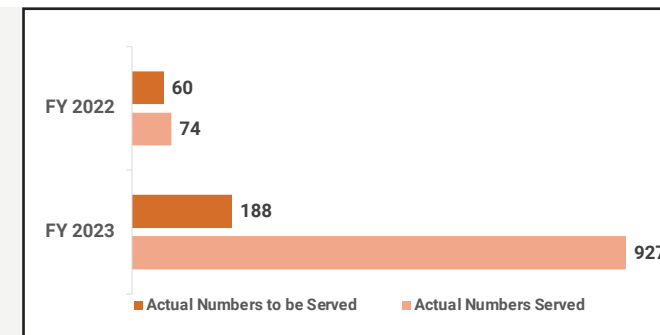
**Program Award:** \$157,500.00

**Program Amount Expended:** \$157,500.00 (100%)

**Funding Category:** Economic Stability/Financially Assisted Agency (FAA)



The program aims to increase the financial stability of thousands of residents through navigation services including application assistance for SNAP, health coverage, essential food from the food pantry, and referrals to other health and human services, especially the Self-Sufficiency programs (SOFI). Some clients may receive direct financial assistance in the form of gift cards to purchase food or transportation subsidies.



**Outcome Statement and Percentage Achieved:** 100% of households served were able to obtain financial resources that lead to stability.

**Program Success Story:** With a significant number of the program's clients being new arrivals to the country, the Agency has observed that even employees from the Department of Children & Families (DCF) have not been able to keep up with the changing immigration laws. Eligible clients are being denied and the Agency has had to submit inquiries on their behalf; and then upon review, they are deemed eligible for services. A client was denied Medicaid and cash assistance, the navigator did an inquiry to DCF to have them review and reconsider the case and the case was ultimately approved for both.

## THE HOMELESS COALITION



**Program Name:** Staff: Executive Director - The Homeless Coalition

**Program Award:** \$150,000.00

**Funding Category:** Homelessness/Ad Valorem



This is part of the ten-year agreement with the Homeless Coalition to fund the Coalition Executive Director and support staff to further the goals of the Community Plan.

## THE LORD'S PLACE



**Program Name:** Permanent Supportive Housing

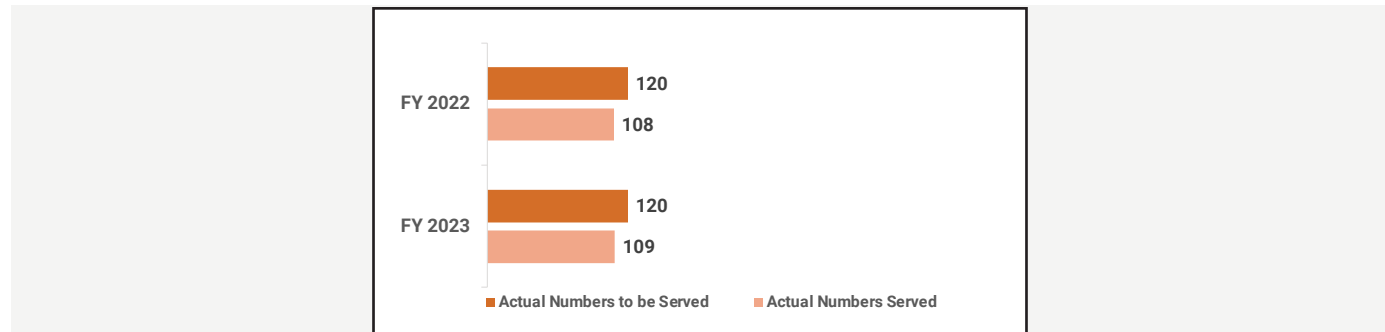
**Program Award:** \$307,428.00

**Program Amount Expended:** \$307,438.08

**Funding Category:** Homelessness/Financially Assisted Agency (FAA)



Programs offer weekly case management meetings, counseling, life skill classes and other services to combat intergenerational homelessness and prevent future homelessness by providing solution-focused housing in which each household receives the necessary time and tools to rebuild lives on an individualized, case-by-case basis. Program operates 86 permanent supportive housing units.



**Outcome Statement and Percentage Achieved:** 90% of formerly homeless households with disabling conditions served in permanent supportive housing maintained permanent supportive housing or exited to permanent housing locations per 12-month fiscal year.

**Program Success Story:** D was homeless for six to seven years prior to his admission into Operation Home Ready. He became homeless due to a lifetime of substance abuse, job loss, physical health issues, and mental health issues. He was eventually referred to The Lord's Place's Operation Home Ready program. D moved into a one-bedroom apartment through the program. He began participating in regular case management sessions and met frequently with a recovery peer specialist. They referred D to the Health Care District, where he was assigned a primary care provider and a cardiology specialist. The case manager and peer specialist coordinated and facilitated D's many health appointments, ensuring he participated in treatment and followed up with directions. D is currently doing very well in the Operation Home Ready program. He has been clean and sober for one year. His confidence and sense of self-worth have improved, and he is living a happy and healthy life in his apartment. Looking back at how vulnerable he was upon entering the program, he has made remarkable strides, improving his housing stability, economic security, and health and well-being.

**Program Name:** Parks to Work

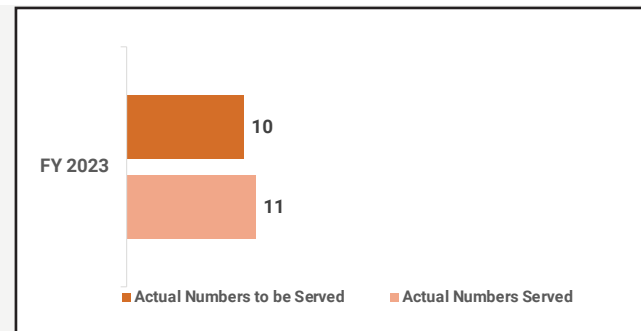
**Program Award:** \$250,000.00

**Program Amount Expended:** \$95,651.00 (38%)

**Funding Category:** Homelessness / Financially Assisted Agency (FAA)



The program includes the provision of emergency/interim shelter, subsidized job training, resources, job skills, assistance with transitioning to permanent housing, unsubsidized employment, and other supportive services to individuals experiencing homelessness in parks.



**Outcome Statement and Percentage Achieved:** The target is 80% of clients will maintain their participation in the P2W program or an external employer for 6 months after enrollment into the program. Since the program began in the second half of the fiscal year, all clients were still pending at the end of FY23.

**Program Success Story:** J was referred to the Parks 2 Work program after he connected with The Lord's Place Street Outreach program while experiencing unsheltered homelessness. He was referred to the Lewis Center and placed in an apartment through a rapid rehousing program. He enrolled in The Lord's Place's hands-on culinary vocational training program, where he learns skills to embark upon a career in the food services industry. The program's chef has commended J for his work ethic, noting that he has a great attitude and is willing to do any task in the kitchen. J is excited to be in the program. He earns a weekly stipend and also received a 31-day Palm Tran bus pass through the program. In a few short months, he has charted a new path for his future, obtaining housing and thriving in his job training program.

**Program Name:** Homeless Resource Center (HRC) Operations

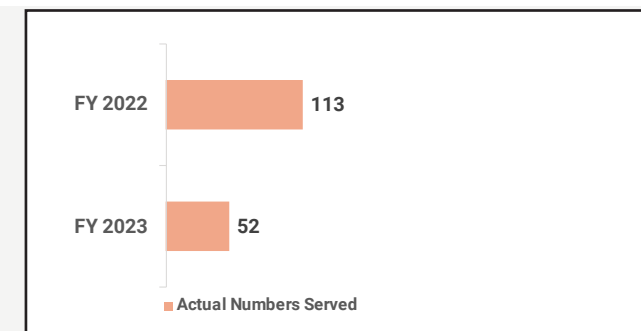
**Program Award:** \$214,731.00

**Program Amount Expended:** \$214,716.00 (100%)

**Funding Category:** Homelessness/Ad Valorem



This program provides a variety of supportive services to persons, individuals, and families experiencing homelessness, that include case management, navigation, employment counseling, engagement, interim housing, rapid rehousing, and permanent supportive housing.



**Program Name:** Homeless Housing Services

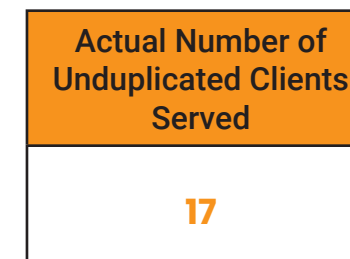
**Program Award:** \$95,381.00

**Program Amount Expended:** \$95,381.00 (100%)

**Funding Category:** Homelessness / Ad Valorem



This program provides a variety of supportive services to individuals experiencing homelessness that include case management, navigation, employment counseling, engagement, and permanent supportive housing.



## THE SALVATION ARMY



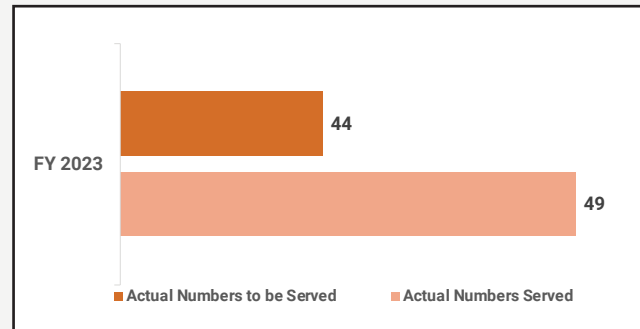
**Program Name:** Center of Home - Emergency Shelter

**Program Award:** \$100,000.00

**Program Amount Expended:** \$89,559.00 (90%)

**Funding Category:** Emergency Solutions Grant (ESG)

The program will help families experiencing a homeless crisis through case management, food, maintenance, security, equipment, insurance, and supplies for emergency shelter.

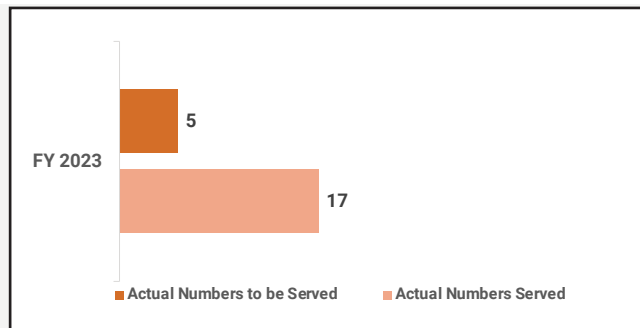


**Program Name:** Homeless Prevention

**Program Award:** \$32,038.00

**Funding Category:** Emergency Solutions Grant (ESG) - CV1 & CV2

The program will help families in danger of experiencing a homeless crisis through case management, food, maintenance, security, equipment, insurance, and supplies.



## THE VOLEN CENTER



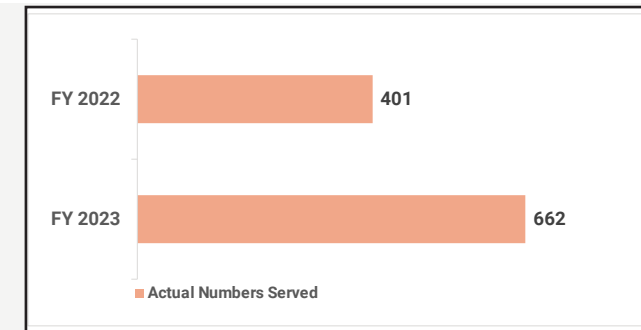
**Program Name:** Transportation Services

**Program Award:** \$969,042.00

**Program Amount Expended:** \$969,042.00 (100%)

**Funding Category:** Strategic Partnership/Financial Assisted Agency (FAA)

The Volen Center Transportation Program offers door-to-door transportation that is specifically for the elderly who need access to medical care and transportation services aimed to avoid isolation.



### Outcomes

- ▶ Clients surveyed indicated that the rides enabled them to use their limited financial resources more efficiently.
- ▶ Clients surveyed improved their access to healthcare and quality of life.
- ▶ Client caregivers who were surveyed indicated that they will be able to continue providing essential care to their dependents and would be able to maintain the client as living in the least restrictive, most independent setting.

**Program Name:** Match Funds

**Program Award:** \$321,997.00

**Program Amount Expended:** \$321,997.00 (100%)

**Funding Category:** Strategic Partnership/Emergency Solutions Grant

The match funds received by FAA for Community Care for the Elderly (CCE) and Older Americans Act (OAA) programs assist the Volen Center in providing services to seniors in Palm Beach County so they are able to live independently in their home(s) or with the support of a caregiver.



Actual Number of Unduplicated Clients Served
17

# UNITED WAY OF PALM BEACH COUNTY



**Program Name:** Commercial Kitchen Project

**Program Award:** \$3,487,880.00

**Funding Category:** American Rescue Plan Act (ARPA) Revenue Replacement Funding

The United Way of Palm Beach County Mackenzie Scott Strategic Plan outlines three strategies for Hunger Relief: Facilitating cross-system and intra-system collaboration, expanding hunger relief system capacity, and expanding hunger relief pantry capacity. This funding seeks to expand the Palm Beach County Food Bank.

### Deliverables

- ▶ Increase food bank capacity .
- ▶ Build out commercial kitchen and processing facility.



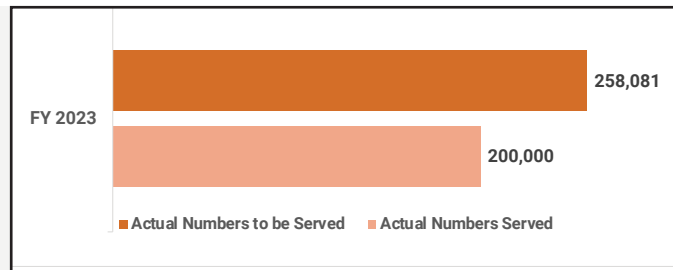
**Program Name:** Hunger Relief

**Program Award:** \$45,000.00

**Program Amount Expended:** \$45,000.00 (100%)

**Funding Category:** Strategic Partnerships / Financially Assisted Agency (FAA)

The Vice-President of Hunger Relief works alongside community stakeholders and partners to implement the Hunger Relief plan by identifying barriers and implementing initiatives, educating the community, and advocating for systematic change.



### Highlights:

- ▶ Hunger Relief staff met with Congressional representatives in 16 different occasions..
- ▶ Expanded MSBS in the Glades, Greenacres, and Riviera Beach to serve 75,325 meals, a 244% increase from the previous year
- ▶ Organized a taste test for long time FWPB participants and implemented a new menu based on feedback they provided

## Contracted Agency Portfolios: United Way of Palm Beach County

**Program Name:** Volunteer Income Tax Assistance (VITA)

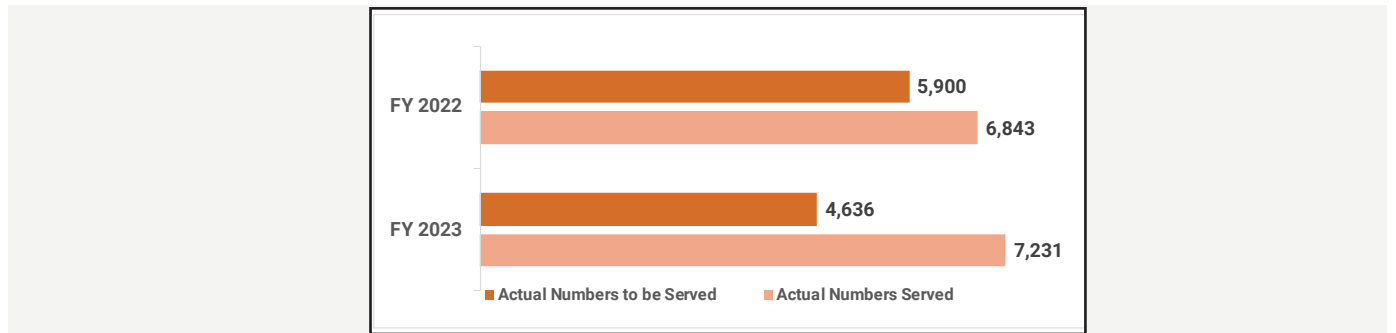
**Program Award:** \$39,900.00

**Program Amount Expended:** \$39,900.00 (100%)

**Funding Category:** Strategic Partnership/Financial Assisted Agency (FAA)



The program helps to strengthen family financial stability by partnering with the IRS to provide free, confidential, and secure preparation and e-filing of tax returns to qualified taxpayers. Families end up with more money in their pockets because they opt out of having to pay for their tax returns to be prepared and filed and are able to claim all eligible tax credits to obtain the maximum possible refund.



**Outcome Statement and Percentage Achieved:** 100% of low-income households served were able to obtain financial resources that lead to stability.

**Program Success Story:** A program participant arrived at the VITA site to have her taxes completed for the 2022 tax filing season. She indicated what a wonderful experience she had at the site by exclaiming: "Oh My Gosh! I really appreciated the thorough work that was done. Totally made my day! I was so scared of what was coming back because I'm a single mom, but I have total confidence now knowing what kind of tax return I'm getting back, which is over \$6,000 due to all the credits I was eligible for! Thanks!"



## VITA NOVA

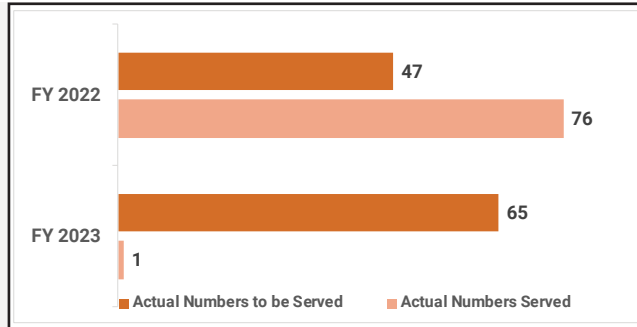
**Program Name:** Homeless Prevention

**Program Award:** \$277,782.00

**Program Amount Expended:** \$283,727.11 (99%)

**Funding Category:** Emergency Solutions Grant (ESG) - CV1 & CV2

The program will help families in danger of experiencing a homeless crisis through case management, food, maintenance, security, equipment, insurance, and supplies.



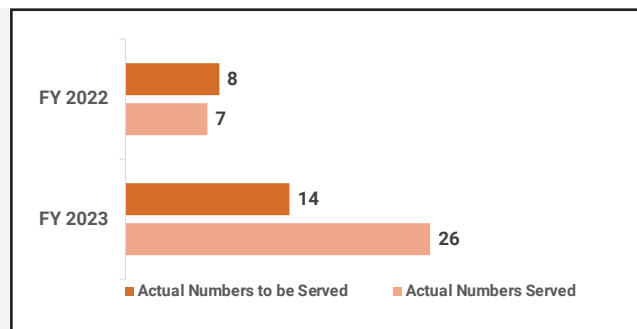
**Program Name:** Permanent Supportive Housing

**Program Award:** \$160,715.00

**Program Amount Expended:** \$160,715.00 (100%)

**Funding Category:** Homelessness/Emergency Solutions Grant

The program adds a permanent supportive housing option for young adults with disabilities aged 18 – 25. Permanent Housing options for this population will dovetail with the programs that are currently in place to prevent homelessness.



**Outcome Statement and Percentage Achieved:** 79% of those served in permanent supportive housing maintained permanent supportive housing or exited to permanent housing location in fiscal year.

**Program Success Story:** During quarter 3, AC, a PSH client residing at the Lake Worth PSH location, obtained employment with the Palm Beach County Clerk's Office as a Court Specialist Customer Service Representative. AC started the job July 2023.

## Contracted Agency Portfolios: Vita Nova



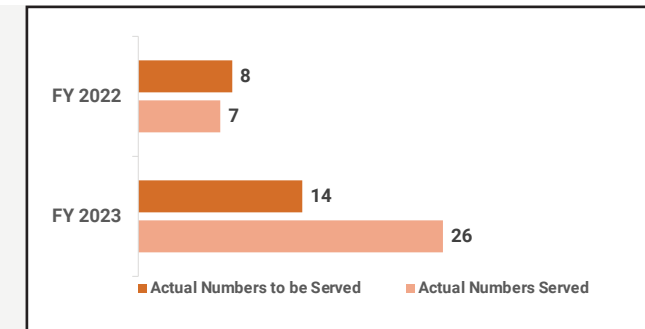
**Program Name:** The Spot (SOFI)

**Program Award:** \$94,500.00

**Program Amount Expended:** \$92,089 (97%)

**Funding Category:** Economic Stability / Securing Our Future Initiative (SOFI) / Financially Assisted Agency (FAA)

This program provides services/ resources for homeless young adults to achieve self-sufficiency goals through employment assistance, education and life skills training.



**Outcome Statement #1 and Percentage Achieved:** 93%% of clients/households achieved increased self-sufficiency in household income.

**Outcome Statement #2 and Percentage Achieved:** 764% of clients/households were able to obtain employment or better their employment.

**Outcome Statement #3 and Percentage Achieved:** 64% of clients/households were able to obtain employment or improved their employment over the fiscal year.

**Program Success Story:** Youth client was able to save enough money to buy his vehicle through financial literacy lessons and maintaining employment.

## WAYSIDE HOUSE

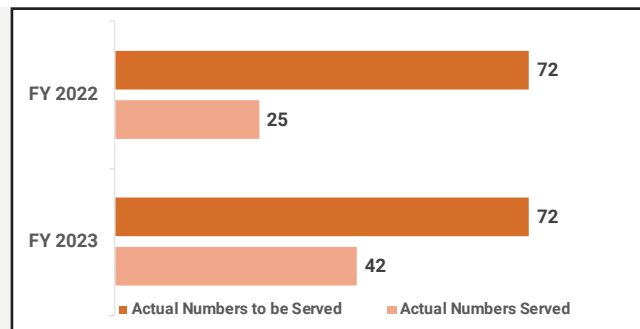
**Program Name:** Partial Hospitalization Program

**Program Award:** \$480,000.00

**Program Amount Expended:** \$124,300.00 (26%)

**Funding Category:** Behavioral Health/Financial Assisted Agency (FAA)

This program provides substance use rehabilitation services for women to overcome their addiction, but are not able to enter a full residential program because of employment, child care or other issues. Treatment of secondary co-occurring mental health disorders and Medical Assisted Treatment (MAT) are accepted.



**Outcome Statement and Percentage Achieved:** 90% of women/clients improved at least one (1) point in at least three (3) domains on the RCI™ from program admission to discharge during FY 2023.

**Program Success Story:** Wayside House had successful outcomes in all three the organizational goals for client's Recovery Capital, stable housing, and vocational goals. This success is attributed to being fully staffed and the additional outings. Wayside House has allowed the clients to have family and sponsor outings following the reduced COVID-19 restrictions.

## YWCA

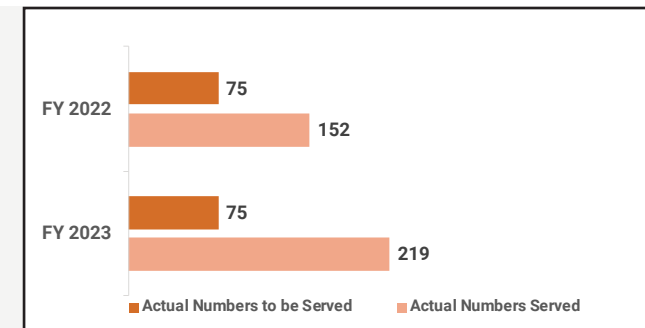
**Program Name:** Harmony House (Domestic Violence)

**Program Award:** \$121,234.00

**Program Amount Expended:** \$121,234.00 (100%)

**Funding Category:** Homelessness/Financial Assisted Agency (FAA)

This program is a 72-bed emergency domestic violence shelter for women and child victims of domestic violence who are in imminent danger of harm and receive victim-centered and empowerment-based services.



**Outcome Statement and Percentage Achieved:** 93% of households served (consisting of victims and dependents) who exited the program were able to exit to safe permanent housing.

**Program Success Story:** There was a mom in the program who has a history of being homeless. For the last two (2) years, she had been with an abusive man due to financial reasons, and every time she saved enough money to leave, something would come up. However, P is tired of being in an abusive relationship and has been looking into her options. Therefore, staff met with her to discuss her concerns, wellbeing, and barriers, and to discuss P's independence and empowerment. A few weeks later, P obtained a restraining order, got in contact with family, and obtained the funds to relocate. Although she has a long journey in front of her, she is hopeful and looking forward to a new start.

**Program Name:** Emergency Shelter

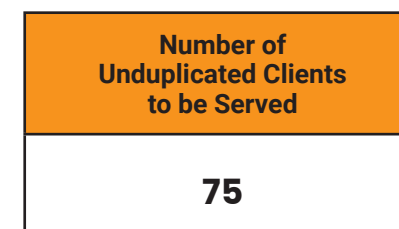
**Program Award:** \$40,642.00

**Program Amount Expended:** \$40,642.00 (100%)

**Funding Category:** Emergency Solutions Grant (ESG) / Human Services

This program assists people experiencing homelessness, or at risk for homelessness, including those fleeing domestic violence.

**Outcome Statement and Percentage Achieved:** 47%\* of households (consisting of victims and dependents) who exited the program were able to exit to safe permanent housing.



\* Outcome % was not attained for FY23

## Continuous Quality Management (CQM) Initiative

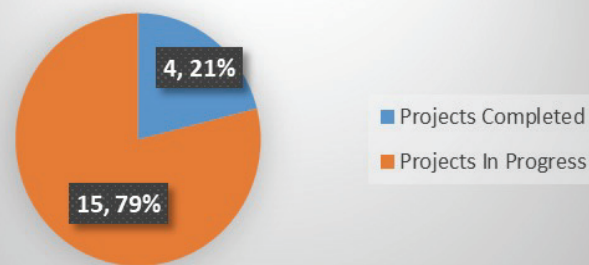
For FY23, the Strategic Planning, Research, and Evaluation team engaged in a Continuous Quality Management (CQM) initiative involving projects by agencies in the Economic Stability service category. CQM is a systematic, structured, and continuous approach to meeting or exceeding established professional standards and user expectations. The continuous quality improvement model consists of four stages: Plan, Do, Study, and Act.

Twelve (12) agencies have begun implementing their CQM projects. There are nineteen (19) total projects across the twelve agencies.

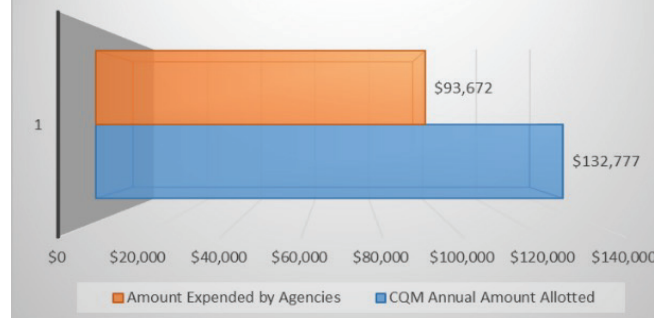


Agency & Program Name	Project Type/Aim	Project Status at End of FY 2023
CILO – FIND: Financial, Independence, Need, Disability	Improving client outcomes	Completed
CILO – SAIL: Supports and Independent Living	Improving client outcomes	Completed
EI Sol – Worker Development Project	Improving data collection efforts	In progress
Farmworker Coordinating Council – Family Preservation & Economic Stabilization	Improving client outcomes	In progress
Habilitation Center for the Handicapped – Employment Program for Adults with Disabilities	Improving client outcomes	In progress
The Glades Initiative – Connecting the Glades	Increasing efficiency through technology	In progress
United Way of Palm Beach County – Volunteer Income Tax Assistance (VITA) Program	Increasing efficiency through technology	Completed
Housing Partnership – Financial Capability Building Prosperity	Improving client outcomes	In progress
Pathways to Prosperity – CIRCLES Palm Beach County	Improving data collection efforts	In progress
Vita Nova Village – The Spot: Pathways to Employment	Improving data collection efforts	In progress
The Arc of the Glades – Adult Developmental Services System of Care	Improving client outcomes	In progress
The Arc of Palm Beach County – Adult Education Program	Increasing efficiency through technology	In progress
The Arc of Palm Beach County – STARS	Increasing efficiency through technology	In progress
The Arc of Palm Beach County – Supported Employment Program	Increasing efficiency through technology	In progress
The Arc of Palm Beach County – Supported Living Program	Increasing efficiency through technology	In progress
The Arc of Palm Beach County – Technology Training	Increasing efficiency through technology	In progress
CILO – LEAP	Improving client outcomes	Completed
Gulfstream Goodwill – Work-Ability	Improving client outcomes	In progress
Habilitation Center for the Handicapped – Day Programming for PBC Adults With IDD	Improving client outcomes	In progress

### Project Status at End of FY 23



### CQM Investment



## Community Services Department thanks all of their partner agencies throughout FY23!

*We appreciate your hard work!*

211 Palm Beach/Treasure Coast	Healthcare Environmental Services, LLC.
A Place for You Adult Day Care and Rehabilitation Center	HIV Elimination Programs
Academy for Nursing	Home Health Care Resources Corp.
Adopt-A-Family of the Palm Beaches	Home Health Services of the Palm Beaches, Inc.
Aid to Victims of Domestic Abuse (AVDA)	ILS HHA OF REGION 11
AIDS Healthcare Foundation (AHF)	Jeff Industries
Alzheimer's Community Care	JFK Medical Center
American Association of Caregiving Youth	JN Nursing Registry, Inc.
BoysTown South Florida	Legal Aid Society
Caring for Seniors, Inc.	Lifeline Systems, Inc.
Catholic Charities of Palm Beach	Mar-J Medical Supply, Inc.
Center for Child Counseling	Mega Nursing Services (dba - Affordable Health Care at Home)
Coalition for Independent Living Options	Midway
Cochhbha Enterprises, Inc.	Monarch Health Services
Community Partners of South Florida	Orange Pest Control & Services, Inc.
Compass	Palm Beach Behavioral Health Coalition
Credit Card Management Services	Palm Beach County Health Department / Florida Department of Health
CROS Ministries	Palm Beach County Food Bank
CSI Private Duty Services, Inc. (dba - Friends Assisting Seniors and Families)	Palm Healthcare Foundation
Devine Care Plus, LLC.	Pathways to Prosperity
Dimi Nursing, Inc.	Poverello
Division of Human Services and Community Action	Quality Family Care, LLC.
Division of Senior and Veterans Services	Rebel Recovery
Drug Abuse Foundation	Redishred Acquisition Inc
Drug Abuse Treatment Association	Sage Corporation
EI Sol, Jupiter's Neighborhood Resource Center (JNRC)	School District of PBC
Elderberry Home Health Services, LLC.	South County Mental Health Center
Faith Lutheran Church of North Palm Beach Missouri Synod, Inc.	Southeast Florida Behavioral Health Network
Families First of Palm Beach County	Southern Home Care Services, Inc.
Family Promise of North Central Palm Beach County	The Arc of Palm Beach County
Farmworker Coordinating Council	The Arc of the Glades
Florida Association of Recovery Residences	The Glades Initiative
Florida Atlantic University	The Homeless Coalition
Florida Rural Legal Services	The Lord's Place
Florida State University	The Salvation Army
For the Children	The Volen Center
FoundCare	U & ME TRANSFER INC
GA Foods Services, Inc.	United Way of Palm Beach County
GBDC Entrepreneurship Institute, Inc	Universal Protection Services LLC
Guardian Medical Monitoring	Vita Nova
Gulfstream Goodwill Industries	Wayside House
Habilitation Center for the Handicapped	White Glove Community Care of Florida, Inc.
Haggerty Strategic Solutions	YWCA
Health Council of Southeast Florida (HCSEF)	



