

## GOAL

To enter successful partnerships with individuals and families to access resources which result in increased self-esteem, greater economic stability and the highest level of self-sufficiency.

## DESCRIPTION

Human Services is a Division within the Community Services Department that assists eligible individuals and families to end or prevent homelessness through Case Management services and provision of Support Services. These services are planned and coordinated through an Individual Service Plan, which lists goals, objectives, services and time frames.

## HOMELESS SERVICES

### PROGRAM INTENT

Provides assistance to homeless individuals and families through a Continuum of Care that provides Outreach, Assessment, Placement, Case Management and Ongoing Supportive Services. The individual must meet HUD's definition of homeless.

#### Services provided:

- Outreach across the County
- Emergency Housing
- Linkage to Permanent Housing
- Rapid Rehousing
- Housing Stability
- Indigent Cremation Program
- Veteran Services

## AREA OFFICES

### ADMINISTRATIVE OFFICE

810 Datura Street, West Palm Beach  
(561) 355-4766

### NORTH OFFICE

North side of Forest Hill Blvd to Martin County Line  
1440 MLK Boulevard, Riviera Beach  
(561) 694-7450

### SOUTH OFFICE

South side of Forest Hill Blvd to Broward County Line  
225 South Congress Avenue, Delray Beach  
(561) 274-1130

### WEST OFFICE

Covering Belle Glade/Pahokee/South Bay  
38754 State Road 80, Belle Glade  
(561) 996-1630

### HOMELESS SERVICES

(561) 274-1186

### REQUEST FOR HOMELESS SERVICES APPOINTMENT

Homeless Hotline: (561) 904-7900

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[www.pbcgov.com/communityservices](http://www.pbcgov.com/communityservices)



Palm Beach County  
Board of County Commissioners

REV 2/20/2021



Palm Beach County  
**COMMUNITY SERVICES**

Helping People Build Better Communities

## PALM BEACH COUNTY HUMAN SERVICES

### HOMELESS & HOMELESS PREVENTION SERVICES

#### ADMINISTRATIVE OFFICE

810 Datura Street  
West Palm Beach, FL 33401  
Phone: (561) 355-4766

[www.pbcgov.com/communityservices](http://www.pbcgov.com/communityservices)



## HOUSING STABILITY

Services are provided to individuals and families who need assistance to enable them to maximize their ability to gain, regain, and/or maintain self-sufficiency.

**Purpose:** To assist individuals who are homeless in Palm Beach County through outreach, assessment, and housing. Services are prioritized to the most vulnerable homeless persons. Palm Beach County is transitioning services towards a Housing First philosophy in its practices.

The Homeless Prevention offices (Riviera Beach, Delray Beach and Belle Glade) serve those who are at risk of homelessness due to no fault of their own. Services offered include rental assistance, utility assistance and case management.

## SERVICES PROVIDED

- Housing (current & past due rent)
- Utilities (current & past due)
- A variety of additional services as needed to temporarily assist an individual or family to become self-sufficient



## OUTREACH

The needs of the homeless vary due to the diverse causes of homelessness. The **Homeless Outreach Team (HOT)** go to places throughout the county where individuals experiencing homelessness are located,

HOT members focus their engagement on those who have been on the street the longest and are the hardest to engage: linking them with services such as:

- Mental and Behavioral Health
- Medical services and substance use
- Emergency Housing and Rapid Re-Housing

Homelessness is a very complex problem. There is seldom a single reason that a person, or a family, becomes homeless. Some factors that increase a person's risk for homelessness include:

- Unemployment
- Poor physical health
- Mental illness
- Disability
- Substance use
- Domestic violence
- Lack of affordable housing

Access the HOT form here:  
[www.pbcgov.com/hotoutreachform](http://www.pbcgov.com/hotoutreachform)

## RAPID REHOUSING

The **Rapid Re-Housing Program (RRH)** was developed as a pilot program in late 2016 to provide a more cost-effective and permanent solution to ending homelessness than our Emergency Shelter program. This program provides limited financial assistance, housing location and case management to individuals.

## BASIC ELIGIBILITY CONDITIONS

- Financial need at or below 150% of the Federal Poverty Level Guidelines (FPLG)
- Service need
- Palm Beach County address
- No prior Emergency Service provision by the Division in the previous twelve months

