

PALM BEACH COUNTY, FLORIDA
Citizens Advisory Committee on Health and Human Services
Meeting Date – January 8, 2009
Community Services Department – Basement Conference Room

“Regular Committee Meeting”
MINUTES

CAC Members Present:

Dr. Richard Galeta (Chair)
Barbara Jacobowitz (1st Vice-Chair)
Thomas Arnedos (2nd Vice-Chair)
Sandra Chamblee
Dr. Barbara Cox Gerlock
Jill Hanson
Elizabeth Hernandez Cayson
Nate Nichols
Dr. Cynthia Smith
Debby Walters

Others Present:

Jon Van Arnam
Edward L. Rich
Tammy Fields
Renee Constantino
Claudia Tuck
David Rafaidus
Linda Gordon
Karis Engle, Glades Initiative Inc.
Jaime Estremera-Fitzgerald, Area
Agency on Aging

Absent CAC Member(s):

Col. Michael Gauger

Ex-Officio Members Present:

Edward Holloway
Houston Tate

Absent Ex-Officio Members:

Lt. Mike Kirschner
Brenda Gail Oakes

Agenda Items

1. CALL TO ORDER

A. Roll Call – Linda Gordon – 9:32 a.m.

B. Disclosures

- None

C. Public Input on Agenda Items

- None

D. Staff Information Updates

- **Jon Van Arnam** – The workshop with the Board of County Commissioners relative to the Financially Assisted Agencies (FAA) program is still scheduled for Tuesday, January 27, 2009 at 2:00 p.m. They are attempting to provide some history and background of the FAA program, as well as the observations and trends that are being

seen now in the social services within the County. They will also be providing some recommendations to the BCC. He would have liked to have had the recommendations vetted out and provided to the (CAC) before they were made to the BCC, but unfortunately that couldn't be worked out in time. The workshop will allow an opportunity to get feedback from the Commissioners and to give them ideas of where Staff thinks we should go with programs to be funded. The workshop is not intended in any way to be a decision-making venue. He will discuss the recommendations with the CAC before implementation goes forward.

The internal budget development process has started within the County departments. The cycle for initiation of our contracts for services under the FAA program has to start in the Spring. They need to have the Board of County Commissioners' buy-in as they move forward through the process.

As an update on the 211 program, he has recently participated in a couple of meetings with Susan Buza and other principal funders of the 211 Call Center. The discussions focused on what the funders collectively want from 211 and whether or not the way contracting is done can be changed. Right now, each of the principal funders has separate contracts with 211 with separate scopes and performance measures. What they are working on is a single scope of services for 211, and attempting to have a single contract. If that doesn't work, at the minimum there will be an agreed upon scope of services, one set of reporting requirements, and one set of performance measures. The Area Agency on Aging has been one of the principal funders of 211, and they have decided to invest in their resource center to serve the part of 211's function that assists senior citizens. When two-hundred thousand dollars (\$200,000) comes out of 211's budget, it obviously affects their whole call center operation. Through the process, they are working to ensure the integrity of the 211 call center. At the same time, how the County does its contracting with 211 is being discussed.

Mr. Edward Rich is leaving as Director of Community Services for retirement at the end of January 2009. Some of the Head Start Centers sponsored a very nice event yesterday in Boynton Beach to recognize him. Mr. Rich was honored by a 100-child choir, the Boynton Beach mayor gave him a proclamation, and the chief of police spoke.

Jon has not named a replacement for the Director position. They are advertising for a replacement and the position is listed on the County's website. There will be a selection process to fill the position. There may be a need for an interim director because it is unlikely that the new person would be on-board prior to the end of January. He will keep the CAC posted as to who the interim director will be.

E. Chair Comments

- **Dr. Richard Galeta** – He wished everyone a Happy New Year.

F. Introduction of Guests

- Claudia Tuck is the Division Director of Human Services within the Department of Community Services.
- Jamie Estremera-Fitzgerald is with the Area Agency on Aging.

- Karis Engle is the Executive Director of the Glades Initiative, Inc.

2. **AGENDA APPROVAL**

A. Additions, Deletions, Substitutions

- None

B. Adoption

- *Sandra Chamblee – Motion to Approve and Adopt the Agenda.*
- *Debby Walters – Seconded the Motion.*
- *No Discussion*
- *The Motion to Approve and Adopt the Agenda passed unanimously.*

3. **REGULAR BUSINESS (Action Items)**

AGENDA ITEM 3A: Adoption of CAC Regular Committee Meeting Minutes (November 13, 2008)

- *Nate Nichols – Motion to Approve and Adopt the CAC Regular Committee Meeting Minutes of November 13, 2008.*
- *Sandra Chamblee – Seconded the Motion.*
- *No Discussion*
- *The Motion to Approve and Adopt the CAC Regular Committee Meeting Minutes of November 13, 2008 passed unanimously.*

AGENDA ITEM 3B: Work Plans for the CAC Subcommittees (FAA-DATA-Element) for 2009/2010

The chairs of the subcommittees and the CAC Executive Committee met with Jon Van Arnam in December 2008. Jon Van Arnam created a list of primary and secondary focus areas within social services. At the meeting, a prototype matrix was drawn up. Barbara Jacobowitz expanded on that matrix and prepared an example Draft Matrix using the focus area of HIV/AIDS. Copies of the Draft Matrix were distributed at today's meeting.

Presentation by Barbara Jacobowitz of the Draft Matrix:

The Draft Matrix allows for a standardized way to look at each focus area, and be able to compare and measure Palm Beach County to national goals and objectives. Barbara used Healthy People 2010 as the data source. There is a Healthy People 2020 that is being worked on right now.

The headings on the Draft Matrix are (from left to right):

- Identified In Element
- Identified In 2010/2020 Report
- Funded By Topics
- Where We Stand
- Recommendations
- Identify Outcomes That County Wants & Not What Agencies Want To Provide

Attached to the sample HIV/AIDS Draft Matrix are documentation pages showing:

- The Topic Area (HIV/AIDS) as related to the objectives/goals in the Health and Human Services Element, the Financially Assisted Agency (FAA) Funded Services, MAPP (Mobilization for Action through Planning and Partnerships) and Healthy People 2010;
- The Prevalence of HIV/AIDS in the United States, Florida and Palm Beach County using the red/yellow/green measuring gradient;
- Specific data about HIV/AIDS from Florida Charts; and
- Specific data about HIV/AIDS from the Palm Beach County Health Department's Epidemiology & Disease Control Program, Disease Surveillance Report.

Using the example Draft Matrix with the documentation pages, one can see that since 1998 there has been a downward trend in HIV and AIDS cases, and a decline in the rate of deaths in Palm Beach County. Therefore it can be concluded that funding through the FAAs for prevention and through the Ryan White treatment program (which is mentioned in the Element) has made a difference.

It would be important to connect the outcomes in the FAA grant to the overall objectives. Each FAA Contract should have outcomes that relate back to the Element and to Healthy People 2010. The outcomes should be what the County wants and not what the agencies want to provide.

One concern raised was how tightly the outcomes are going to be correlated to the actual services. The number of outcomes needs to be manageable. Can it be verified that the County's funding effects those outcomes? In order for Jon Van Arnam to tell the BCC that the funding is making a difference, what level do the outcomes have to be at? Prevention is more difficult to measure than services. There are models used to effectively measure prevention outcomes. If an agency is using one of those models and is meeting the normal standard of improvement, then that would show the funding is making a difference.

Discussion:

The model for measuring the outcomes for prevention would need to be evidence-based. It would be critical to the evaluation that fidelity of the models be applied. The quality of the delivery of service by each agency is also important.

The contracts could include not only the objectives but also what is going to be monitored. That way it is clearly defined for the agency and for the program monitor.

Monitoring staff are experienced with measuring outcomes for the treatment side but not for the prevention side. Staff may need some additional training to monitor the prevention side.

Services for prevention are not in the Comprehensive Plan, but yet prevention programs are funded by FAA dollars.

The Draft Matrix is a way to identify the focus areas within the Element that the CAC wants to look at and track. The columns put into context how focus areas will be looked at. Using the HIV/AIDS example, the documentation pages attached to the Draft Matrix would become the basis for an annual report. An additional page could be a CAC and Staff analysis of the

data shown by the documentation pages. Also, the red/yellow/green gradient can be used to show the status of Palm Beach County as compared to Florida and compared to the U.S. Trends would be shown using the actual statistical data. The documentation pages could potentially be standardized. The Draft Matrix is a way to capture the documentation information in a quick look format.

The final Matrix would not be limited to FAA funding but would also include other funding sources. Columns could be added to the Draft Matrix to show BCC funding, State funding, Federal funding, and non-profit funding.

It was also recommended that a companion chart showing the level of funding be added to the pages showing the various incidence rates per 100,000. If the incidence rates go down when the funding goes up, then that provides the argument for continued funding. If the incidence rates go up while the funding has also gone up, then maybe the money is not being spent the way it is supposed to be.

Also discussed was the possibility of Barbara Jacobowitz and David Rafaidus completing all of the Draft Matrix. That would enable the Draft Matrix to be completed more quickly using the same concept and framework. They would then bring it back to the CAC Executive Committee and then the full CAC for approval.

Also, the suggestion was made that the "Identified in 2010/2020 Report" column be renamed to "Data Source" to reflect that there are various other sources for quality comparative data.

The Executive Committee recommendation to the full CAC is:

- That the Draft Matrix concept be approved;
- That the column titled "Identified in 2010/2020 Report" be changed to "Data Source";
- That the rate of occurrence charts include comparative charts showing the respective financing levels;
- That any information about future population projections due to the changing population within the County be included;
- That each focus area be looked at comprehensively in terms of which other agencies are providing the same service, where it's provided and the amount of their funding;
- That recommendations be framed in such a way that if a program is going well, monies should not be funneled from that program to another;
- That each Draft Matrix be identified as a "working draft"; and
- That the Draft Matrix be presented to Jon Van Arnam for his approval.

Jon Van Arnam suggested that each focus area be a chapter in a book with the final Matrix as a quick-look summary. He would like to see the headings and columns in the Draft Matrix tweaked a bit, and then the documentation sections of each focus area/chapter be identified. That would standardize the information collected in each focus area. Then bring the amended Draft Matrix back to the CAC for further discussion and approval. Additionally, the book would be a good working document to track the month-to-month and week-to-week work of the CAC. That way, at the end of the year, the CAC would already have information to produce an annual report.

Also suggested by Jon Van Arnam was to add another column to the Draft Matrix for “Method of Care/Service Delivery. That would show what services are where in Palm Beach County.

In addition, the CAC may wish to add “Public Safety” as a Secondary Focus Area.

Jon stated that he would like to have the Draft Matrix completed and exchanged via e-mail prior to the CAC Regular meeting in February. That way there could be some back and forth exchange on the Matrix before presenting it to the full CAC.

- *Sandra Chamblee – Motion that the CAC Regular Committee Approve the concept of the Draft Matrix, including the substantive back-up documentation information, in accordance with the recommendation of the CAC Executive Committee.*
- *Debby Walters – Seconded the Motion.*
- *No Further Discussion*
- *The Motion that the CAC Regular Committee Approve the concept of the Draft Matrix, including the substantive back-up information, in accordance with the recommendation of the CAC Executive Committee passed unanimously.*

4. OTHER BUSINESS

AGENDA ITEM 4A: Member Comments on Non-Agenda Items

- None

AGENDA ITEM 4B: Public Comments on Non-Agenda Items

- None

AGENDA ITEM 4C: Good News Item(s)

- **Elizabeth Hernandez Cayson** – The Health Care District voted last month, and the name for the new hospital in the Glades will be “Lakeside Medical Center”. Construction is on target and Lakeside Medical Center should open in Fall of 2009.

On a sadder note, Dr. Beverly Robinson who is a provost at Palm Beach Community College in the Glades, and who has done wonderful things for the Glades, will be leaving to take a position at her alma mater in Albany, Georgia.

- **Claudia Tuck** – The bi-annual count of homeless persons in Palm Beach County will be from January 28, 2009 at 12:00 p.m. to January 29, 2009 at 12:00 p.m. The count is very critical because the end result of this survey has a major impact on Federal and State dollars that the County is able to draw in. Volunteers are needed. Volunteers will be assigned to a specific site or to a team that will go out into the community. They will identify and talk to homeless individuals, and then fill out a brief survey of basic questions.

Summer Camp Scholarship Program applications are being taken by the Human Services Division from January 12, 2009 through February 27, 2009. Claudia distributed an

informational flyer about the Program. The County is partnering with the Children's Services Council to provide the Program, and a little over one million dollars (\$1M) is used to fund the Program. She is pleased to announce that the Sun-Sentinel just awarded fifty-thousand dollars (\$50,000) for the Summer Camp Scholarship Program.

AGENDA ITEM 4D: Potential Agenda Items for Future Meetings

- MAPP
- 211
- Human Trafficking Task Force

5. ADJOURNMENT

- *Dr. Barbara Cox Gerlock – Motion to Adjourn the meeting.*
- *Barbara Jacobowitz – Seconded the Motion.*
- *No Discussion*
- *The Motion to Adjourn the meeting passed unanimously.*

Future Meetings:

CAC Regular Meetings: February 12, 2009; March 12, 2009

Executive or Reserved Meeting Dates: February 26, 2009; March 26, 2009

Minutes approved by the CAC Regular Committee on **March 12, 2009** by

Signature – Dr. Richard Galeta, Chair