

PALM BEACH COUNTY, FLORIDA
Citizens Advisory Committee on Health and Human Services
Meeting Date – April 16, 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
Col. Michael Gauger
Jill Hanson
Elizabeth Hernandez Cayson
Nate Nichols
Dr. Cynthia Smith
Debby Walters

Ex-Officio Members Present:

Ed Holloway
Brenda Gail Oakes
Houston Tate

Others Present:

Tammy Fields
Renee Constantino
Claudia Tuck
Roland Williams
David Rafaidus
Linda Gordon
Dr. Karen Dodge, Palm Beach
County Dept. of Health
Scot Kannel, The Arc of the Glades
Gladys Barber, NOAH, Inc.
Dr. Yvette Coursey, Sickle Cell
Foundation of Palm Beach County
Dr. Patrick Halperin, Palm Beach
County Sheriff’s Office

Agenda Items

1. CALL TO ORDER

A. Roll Call – David Rafaidus – 8:06 a.m.

B. Introduction of Guests

- Dr. Karen Dodge
- Dr. Yvette Coursey
- Scot Kannel
- Dr. Patrick Halperin
- Gladys Barber

C. Disclosures

- None

D. Staff Information Updates

- **Renee Constantino** – The Palm Beach County Criminal Justice, Mental Health and Substance Abuse Planning Council held its strategic meeting on March 31, 2009. The Criminal Justice Commission was awarded a grant to start planning more communication between the mental health system and the criminal justice system. They had to do a strategic plan first, and they are now going to be applying for a full grant to implement better communication. There are four (4) work committees: Law

Enforcement and Emergency Response; Jails and Courts; Discharge, Re-entry, Community Corrections and Community Supports; and the Juvenile System. There is a huge disconnect between people leaving prison or jail and then getting back into the community.

The certification process of the Financially Assisted Agencies (FAA) by Nonprofits First, Inc. continues. Less than half of the FAAs need to be certified at this point.

Jon Van Arnam did an educational workshop on March 24, 2009 with the Board of County Commissioners (BCC). Jon's presentation was very well received by the BCC. His presentation at the March 2009 Citizens Advisory Council (CAC) meeting was the basic outline of the recommendations he was going to present to the BCC. The BCC basically told Jon to move ahead with everything he presented. The County will not be doing new Requests for Proposals (RFPs) this year. The County is going into what she and Jon both call a 'continuation year'. The main reason is that there hasn't been enough time or enough done on looking at and changing the FAA process. One of the things to be changed is moving from a 'grants' model to a 'purchase-services' model. An exercise of a five-percent (5%) and of a ten-percent (10%) budget decrease on last year's funds has been done to determine how a 5% or a 10% budget decrease might be implemented. This year there will not be an across-the-board cut of each of the FAAs; the BCC was very clear that they did not want to do that. So 'critical services' take priority and decreases would go from there. It is not certain where the BCC is going; the decrease could be more or less, or the funding could remain the same. She is not aware of any agencies that will be defunded. The decision-making process by the BCC won't start until June 2009. Certain parts of the FAAs have been moved around within the Department of Community Services. Homeless services have been moved to the Division of Human Services because helping the homeless is one of their primary functions. There are a couple of senior service related things that have been moved to the Division of Senior Services.

The Human Services Coalition of Palm Beach County has hired a firm to do their advocacy initiative. The point of the Coalition, which is made up of all different providers and funders in the community, is to: Raise awareness and understanding of Palm Beach County health and human services issues and delivery system; create changes in Florida law; increase funding in health and human services; and to strategize, communicate, advocate, and plan the initiative's goals. There will be a public meeting on "Human Services Forum: Intersect Between MAPP (Mobilization for Action through Planning and Partnership) and ACHIEVE (Action Communities for Health Innovation, and EnVironmental Change)". The meeting will be on May 22, 2009 at 8:30 a.m. at the County Extension Office, Clayton Hutcheson Bldg., 599 North Military Trail, West Palm Beach. If she receives a meeting agenda, she will forward it.

The Emergency Food and Shelter Program's (EFSP) purpose is to provide monies to local agencies for emergency food and shelter. Last year the EFSP received about \$528,000. This year EFSP has received \$1.3M. There are no administrative costs

taken off of it; it is simply given to agencies that deal with emergency food and shelter.

All CAC members have access to the FAA website to run reports. If you would like to do that, please contact her so that she can provide you with a username. The website is easy to use. You can view any report of any agency that the County funds.

- **David Rafaidus** – CAC Ex-officio member, Lt. Mike Kirschner, is now working in another section of the Sheriff's Office. Deputy Patrick Halperin, who is attending today's meeting, may be taking Lt. Kirschner's place as Ex-officio. David will prepare a certificate of appreciation to thank Lt. Kirschner for his service to the CAC.
- **Deputy Patrick Halperin** – He has doctoral degrees in both Public Administration and Education. He is a former Chicago police detective in violent crimes and has been a criminal justice consultant. Deputy Halperin is now the Administrative Assistant to Col. Gauger.

2. **AGENDA APPROVAL**

A. Additions, Deletions, Substitutions

- Dr. Richard Galeta – He suggested that Agenda Item 3D 'Community Action Program Re-organization (Dr. Roland Williams)' be changed to Item 3E; and that Item 3D become 'Sun-setting the FAA and DATA Subcommittees'.
- *Barbara Jacobowitz – Motion to Amend the Agenda to change Agenda Item 3D 'Community Action Program Re-organization (Dr. Roland Williams)' to Item 3E; and that Item 3D become 'Sun-setting the FAA and DATA Subcommittees'.*
- *Elizabeth Hernandez Cayson – Seconded the Motion.*
- *No Discussion*
- *The Motion to Amend the Agenda to change Item 3D, 'Community Action Program Re-organization', to Agenda Item 3E; and that Agenda Item 3D become 'Sun-setting the FAA and DATA Subcommittees' passed unanimously.*

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

AGENDA ITEM 3A: Adoption of CAC Regular Committee Meeting Minutes (March 12, 2009)

- *Sandra Chamblee – Motion to Approve and Adopt the CAC Regular Committee Meeting Minutes of March 12, 2009.*
- *Debby Walters – Seconded the Motion.*
- *No Discussion*
- *The Motion to Approve and Adopt the CAC Regular Committee Meeting Minutes of March 12, 2009 passed unanimously.*

AGENDA ITEM 3B: Update on the FAA FY2010 Recommendations presented to the Board of County Commissioners

- **Dr. Richard Galeta** – He joined Debby Walters in complementing Jon Van Arnam on his presentation of the FY2010 Financially Assisted Agency (FAA) recommendations to the Board of County Commissioners.
- **David Rafaidus** – He has a DVD copy of the meeting in case anyone wants to view it.
- **Renee Constantino** – That BCC meeting is also on the Palm Beach County website. On the front page there is a listing for BCC Meetings/Updates/Archives and you just need to find the March 24, 2009 morning workshop.

Presentation by David Rafaidus on behalf of Jon Van Arnam on the FAA FY2010 Recommendations to the BCC:

From Jon Van Arnam's presentation to the BCC, the County Commissioners are looking to the CAC to have a very large leadership role in the Matrix and the Planning Project. It was also David's impression that the Children's Services Council, the Health Department, and the Department of Children and Families were very supportive of not only the Matrix, but the whole concept of what the CAC is doing. Basically, the Matrix and the Planning Project give the CAC its marching orders from the County Commissioners.

Discussion:

Jon Van Arnam's insight and his sense of how to bring pieces together are really phenomenal. It is visionary and necessary to be able to look at how there is duplication of services in a lot of areas and to reduce those duplications. This is the right way to go.

The Board of County Commissioners is one-hundred percent (100%) behind the Matrix and the Planning Report.

AGENDA ITEM 3C: Update on the CAC/HHS Service Category Matrix and Planning Report

Presentation by David Rafaidus:

At last month's CAC meeting, everyone took a look at the Matrix and the supporting Planning Report. The Matrix is supposed to be a snapshot of the Service Categories under certain areas that included funding information, key performance measures, Federal and State comparisons, data sources and the red/yellow/green rating system. The Planning Report will be the supplemental supporting document to the Matrix and will contain more detailed information. The CAC approved the Matrix and Planning Report concepts. Jon Van Arnam took that idea to the BCC and they concurred with it. Now it's the Department of Community Services' responsibility to start filling out the Matrix.

He has begun working with several key people to start filling in information on the Matrix. Once he receives the information, there may be little idiosyncrasies here and there. Claudia Tuck, Director of the Human Services Division, has started providing him with information about the Service Category of homelessness from the 10-Year Plan to End Homelessness in Palm Beach County. The information Claudia has provided has now started to be inserted

into tables in the Planning Report. Jon Van Arnam's intent is to have him [David] going out to different key individuals asking for their information by specific Service Category on the Matrix. He will get the information; find the way in which to succinctly include it into the Matrix; put the supporting information into the supplemental Planning Report; and do that without having to have subcommittees at this moment. Then after the Matrix and supplemental Planning Report are completed in draft form, Community Services Administration will take a look at it after which it will be presented to the full CAC for review and comment.

Then the question is, "What do you do with the Matrix and the Planning Report?" We don't really know what the 'end product' will be until the Matrix and Planning Report are completed in part.

Jon Van Arnam also mentioned not too long ago that if there is a need for a consultant, then there is a possibility to bring someone in, though the Staff and CAC would have to demonstrate what the need is. There may be a threshold reached where there are not enough Staff to complete the work, or something with a much broader scope needs to be accomplished.

When we get to the red/yellow/green light rating system, we can present what the industry standard is versus Palm Beach County, and/or the County municipalities and/or the State of Florida.

A timeframe will be set for the narrative Planning Report section, though there isn't one now.

Discussion:

We want to make certain that what is contained in the Health and Human Services Element are covered by the Matrix and the Planning Report.

There are industry standards for each of the Service Categories, so that would be a good 'jumping off' point when doing the Matrix.

How will broad-based community input be ensured? Using 'healthcare' as an example, there are the Healthcare District, the Health Department, and related others. How are all the parts going to go into what is being developed?

- David Rafaidus – He and Jon Van Arnam discussed that. It was decided that the first stage was to get the information into a template format before a lot of agencies get involved. The way Dr. Karen Dodge did the MAPP project was that she individually started collecting the information rather than requesting that every agency send her information. Dr. Dodge had a purpose and methodology in which to collect the information and then report it. Unfortunately, all the stepping stones are not identified. It has not been determined at what point community input will be obtained. He hypothesized that after the CAC reviews the Matrix and the Planning Report, then public comment will be sought.

AGENDA ITEM 3D: Sun-setting the FAA and DATA Subcommittees (Dr. Richard Galeta)

- **Dr. Richard Galeta** – He suggested, after discussions with Jon Van Arnam and David Rafaidus, that the FAA Subcommittee and the DATA Subcommittee be sunset, and that everything be directed through Staff at this point. He does not yet want to sunset the Element Subcommittee because there will need to be correlation with the Matrix and Planning Project to the Health and Human Services Element.
- **David Rafaidus** – When Dr. Galeta set up the original subcommittees, they had a specific purpose and intent which are different from the direction in which we are now proceeding. That is the reason for sun-setting the FAA and DATA Subcommittees. He thinks there should be some acknowledgement to the chairs, vice-chairs and committee members of those subcommittees because there is still a lot of information they gathered that can be utilized.
 - *Thomas Arnedos – Motion to Sunset the FAA Subcommittee and the DATA Subcommittee.*
 - *Sandra Chamblee – Seconded the Motion.*
 - *Discussion:*
 - *Barbara Jacobowitz – She would like to confirm that, if in a future time we need the help, then the FAA and/or DATA Subcommittees could be re-activated. She thinks there needs to be a recognition that finally Staff is ‘stepping up to the plate’ in doing the work that may have been done by CAC members who were trying to fill in the gap.*
 - *Dr. Richard Galeta – He expressed his appreciation to Thomas Arnedos, Chair of the FAA Subcommittee, and to Brenda Gail Oakes, Chair of the DATA Subcommittee for their work.*
 - *The Motion to Sunset the FAA Subcommittee and the DATA Subcommittee passed unanimously.*

AGENDA ITEM 3E: Community Action Program Re-organization

Presentation by Roland Williams:

The Community Action Program (CAP) re-organization is an area where we’ve done a really good job of collaboration. It was a challenge that was turned into an opportunity.

CAP uses the same Vision Statement and Mission Statement of the Department of Community Services (DCS): “Helping People Build Better Communities” (Vision); and “To enhance and improve the health, welfare and quality of life in Palm Beach County by investing in the potentials of families and individuals in need” (Mission).

The Federal government stepped up and began to lend some help. With all of the bad news, here is the good news: In the past year, the Community Action Program (CAP) had \$1.2M to operate with countywide. In 2009, CAP has \$4.5M to operate with. The additional Federal

money came down right after the County made budget cuts. The question came up, “Will we have the Staff necessary to disburse this money?” There is a lot more money to assist people, so how do we do that? They started looking around and found that CAP was doing some things similar to Human Services and to Senior Services. In order to provide the expanded services, additional training of current Staff was required. About thirty-nine hours were spent in training the Human Services and Senior Services staffs so that they would be able to assist with the LIHEAP and HEA programs. There has been a true collaborative effort. A new standard has been set for customer service by eliminating or minimizing the ‘wait time’. People needing assistance can either be ‘walk-ins’ or they can make an appointment to come in to complete an application. The areas of monitoring, reporting and quality assurance are being focused on.

LIHEAP is the Low Income Home Energy Assistance Program. The program offers assistance to people who need help paying their light bills, or their lights may have been turned off. Those applying for assistance must have a certain income.

So CAP, Human Services and Senior Services were solicited to work together to come up with a program to address the situation, and they did. The Community Action Program (CAP) has eight (8) locations including the one here at 810 Datura Street. By bringing in Human Services and Senior Services they doubled the amount of locations where people needing LIHEAP assistance can apply for it. There are now locations in the Northern, Central, Southern and Western areas of Palm Beach County where people can apply for assistance. At least two (2) Staff members are at each location to help those applying for LIHEAP assistance.

There are household income limits for those applying for LIHEAP assistance. That limit is one-hundred and fifty percent (150%) of the current Federal poverty guideline. The eligibility requirements are that once semi-annually between April 1st and September 30th (summer months); LIHEAP can assist with energy bills up to six-hundred dollars (\$600). Also, once semi-annually between October 1st and March 31st (winter months), LIHEAP can assist with energy bills again up to six-hundred dollars (\$600). A separate application is required for each of the two time periods, summer and/or winter.

There is also the Home Energy Assistance (HEA) program under which additional assistance in the amount of one-hundred and fifty dollars (\$150) to three-hundred dollars (\$300) can be applied for. An applicant may apply for HEA program assistance only once per contract year (April 1st to March 31st). HEA monies can also be used in combination with either the summer or winter LIHEAP assistance. The Home Energy Assistance (HEA) program requires a separate application, and Staff will go to the person’s home to complete the

application. The HEA program is also based on household size and an income level within one-hundred and fifty-percent (150%) of the current Federal poverty guideline.

The funds for LIHEAP and HEA are drawn down as the monies are used. Assistance money is paid directly to the utility company, not to the applicant. Staff involved with providing LIHEAP and HEA assistance can actually access Florida Power and Light Company’s computer system to see the applicant’s bill to verify the address and amount. Also, intake

can be done; we can go out to the community and actually take applications from people who need assistance to pay their energy bills. There is, in fact, a schedule to do that because many people are in need.

The new LIHEAP program with the expanded office locations will officially begin in about a week (approximately April 27, 2009). Since many of the Human Services offices are based within the Health Department offices, applications for energy assistance will be taken at those locations.

- **Claudia Tuck** – They work very closely with Florida Power & Light on the energy assistance programs. When a customer calls FP&L to say ‘what am I going to do, I can’t pay my bill’, the assist operators make referrals to the LIHEAP and HEA programs.

Discussion:

There were requests that Roland Williams provide the information about the Low Income Home Energy Assistance Program (LIHEAP) and the Home Energy Assistance (HEA) programs to: Matt Herrington, Palm Beach County School District; Furman Johnson, Department of Juvenile Justice for the Probation Officers; and the Guidance and Counseling Department at the Palm Beach County School District.

It was asked if the LIHEAP and HEA program locations could be expanded to the Beacon Centers.

Dr. Karen Dodge requested that she be the contact person within the Health Department for the LIHEAP and HEA programs.

If anyone has questions of Roland Williams about the energy assistance programs, his office telephone number is (561) 355-4665.

4. OTHER BUSINESS

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

- None

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

- **Scot Kannel** – With regard to the CAC and its role, from the perspective as he sees it from the non-profit agencies that help the County to meet the Human Services Element, Jon Van Arnam is in a very difficult position. How can he advocate for the Community Services Department budget as the Interim Director when he is also the Assistant County Administrator and has responsibilities to the larger budget? He thinks the CAC needs to ‘bail out’ Jon Van Arnam in that respect, and be the advocate for the needs of individuals in the community. He fears he sees a kind of a ‘go along’ with the County’s recommendation of a ten-percent (10%) cut of FAAs. He did not hear any comment at the meeting today that objected to the possible cuts of FAA monies, and it concerns him. This is the Citizens Advisory Committee, and not the Staff or the Commissioners Advisory Committee.

Regarding Jon Van Arnam's recommendations to the Board of County Commissioners at the last workshop, the non-profits are nervous, particularly with regard to #9 (eliminate duplicative contracting, overlapping service provision inconsistent program objectives and multi-agency monitoring) and to #12 (agency collaborations and mergers that will result in more efficient service delivery and reduced administrative costs). From the consumer's point of view, we're talking about choice. Maybe we're not spending any more money, we're just dividing a set sum of money in a number of places to provide that choice.

Discussion:

When the County is looking at budget cuts, the CAC shouldn't lie down and take the cuts. The CAC should advocate for the FAAs.

There is a concern that in closing offices, people may not have the transportation to get to a more distant office. The CAC members as advocates need to better understand what and where the five-percent (5%) and ten-percent (10%) cuts are, and that information presented at the next CAC Regular Meeting.

The CAC should always advocate for the good of the community, and be on record for doing so. The reality is, though, that there will be budget cuts no matter what the CAC says. Every funder is dealing with that reality. The stimulus package will help our State and our community in some ways. But the stimulus package is temporary and does not provide a level of sustainability and consistency for providing human services.

Assuming the CAC gets the information on the 5% to 10% cuts at the next meeting, where are the cuts going to take place in the individual agencies so the CAC can see if multiple agencies are cutting the same service.

- *Dr. Barbara Cox Gerlock – Motion that the Staff present to the CAC the information on the five-percent (5%) and ten-percent (10%) FAA program budget cuts, and where the cuts are going to take place in the individual agencies.*
- *Debby Walters – Seconded the Motion.*
- *No Discussion*
- *The Motion that Staff present to the CAC the information on the five-percent (5%) and ten-percent (10%) FAA program budget cuts, and where the cuts are going to take place in the individual agencies passed unanimously.*

When we go into economic depression, the need for human services increases. Efficiency is good. However, we have to be careful to not look at an agency with multiple funders as though that agency should only be funded by one (1) funder. We have to look at what the agency is actually being funded to do. By reducing an agency to one funding entity means that they probably would be cutting services.

The CAC's development of a 'community report card' is going to give us the ammunition to go to the County Commissioners to advocate because we can back up the CAC's advocacy with figures and documentation.

Some agencies who share providing the same social service are afraid to express themselves for fear of some kind of budget retribution. We need to open and create inclusive input and collaboration.

- **Renee Constantino** – She wants to be very clear and doesn't want anyone to be mis-informed. Jon Van Arnam is being proactive. He has not been told 'this is what we're going to do' by Bob Wiseman. In fact, Mr. Weisman has not officially determined what the budgets are going to be. In trying to be proactive, Jon Van Arnam has asked Staff to start working out the numbers for a five-percent (5%) and ten-percent (10%) possible budget cut as an exercise. That is one of the reasons why Staff has nothing to give the CAC, because he hasn't even approved it. To reiterate, the CAC's advocacy is valuable because there is absolutely no-telling what will happen budget-wise. She just wants to be really clear that the County itself hasn't suggested these cuts. Any possible cuts are not projected to be across-the-board. Critical services will be preserved. The reality is that we have to see where our agency partners are being cut and we do know some of the dire situations, developmental disabilities being one.

It could be difficult to demonstrate how you base your advocacy unless you have a method. What do you have to base your advocacy on, your opinions?

When Renee Constantino speaks about doing the budget cut numbers as an exercise, the exercise is generally done in isolation. The CAC needs to take a look at what it is the County is talking about cutting. Inadvertently, every funder could cut a similar service which would decimate providing that service.

The Children's Services Council benchmark is 'has the agency done what it said it was going to do'? If the agency hasn't, then it has the potential for being considered for de-funding.

AGENDA ITEM 4C: Good News Item(s)

- **Sandra Chamblee** – She had announced at the March CAC meeting that Catholic Charities was pulling their services out of the Glades. She spoke with the United Way, and they have re-allocated about twenty-five thousand dollars to be used in the Glades:

\$15,000 to the County for human services and \$10,000 to the Salvation Army which is co-located with the Farmworker Coordinating Council.

- **Nate Nichols** – He circulated a study about the economy.
- **Dr. Barbara Cox Gerlock** – The Fifteenth Judicial Circuit will be celebrating Juvenile Justice Educational Awareness Day. Some of the major funders in the community will be in the courtroom while Juvenile Court is in session. Then at lunchtime, the Judges will have a roundtable discussion with the funders about some of the issues presented by the youths themselves. This is a 'by invitation only' event. The intent is that this will be

done several times a year. They want to bring together the Kiwanis Club, the Rotary Club, the faith community and other groups to begin a dialogue toward providing an opportunity for the juvenile offenders to change their direction.

AGENDA ITEM 4D: Potential Agenda Items for Future Meetings:

- The May 14, 2009 CAC Regular Meeting will be hosted by the Palm Beach County Sheriff's Office at the Palm Beach County Jail in Classroom 'A'. The meeting will include a tour of the mental health program at the Jail which is designated a Best Practice Agency. Refreshments will be served. The building entrance is at the glass doors at the rear of the front building. If everyone will gather there by 8:15 a.m., then the group will be led up to the second floor classroom. The meeting will begin at 8:30 a.m.
- Presentation on the potential five-percent (5%) and ten-percent (10%) FAA program budget cuts, and where the cuts are going to take place in the individual agencies (Renee Constantino) (May)
- Update on the CAC/HHS Service Category Matrix and Planning Report (Jon Van Arnam and David Rafaidus)
- Evidence-Based Programs
- MAPP and Health Department (Dr. Karen Dodge)
- 211
- Human Trafficking Task Force

4. ADJOURNMENT

- Dr. Richard Galeta – He announced the meeting adjourned.

Future Meetings:

CAC Regular Meetings: May 14, 2009 (at the PBC Jail); June 11, 2009

Executive or Reserved Meeting Dates: May 28, 2009; June 25, 2009

Minutes approved by the CAC Regular Committee on MAY 14 , 2009 by

Signature – Dr. Richard Galeta, Chair