

PALM BEACH COUNTY, FLORIDA
Citizens Advisory Committee on Health and Human Services
Meeting Date – June 11, 2009
Community Services Department – Basement Conference Room

“Regular Committee Meeting”
MINUTES

CAC Members Present:

Dr. Richard Galeta (Chair)
Thomas Arnedos (2nd Vice-Chair)
Sandra Chamblee (Glades Rep.)
Col. Michael Gauger
Elizabeth Hernandez Cayson
Nate Nichols
Dr. Cynthia Smith
Nate Nichols
Debby Walters

Absent CAC Member(s):

Barbara Jacobowitz
Dr. Barbara Cox Gerlock
Jill Hanson

Ex-Officio Members Present:

Edward Holloway
Houston Tate

Absent Ex-Officio Member(s):

Brenda Gail Oakes

Others Present:

Jon Van Arnam
Renee Constantino
David Rafaidus
Erica Whitfield, Palm Beach
County Health Dept.
Sharon Greene Palm Beach
County Health Dept.
Susan Buza, 211 Palm Beach/
Treasure Coast
Karis Engle, Glades Initiative
Diane Williams, El Sol

Agenda Items

1. CALL TO ORDER

- A. Roll Call – David Rafaidus
- B. Introduction of Guests
 - Erica Whitfield, Palm Beach County Health Department
 - Susan Buza, 211 Palm Beach Treasure Coast
 - Sharon Greene, Palm Beach County Health Department and Past-Chair of the CAC
 - Karis Engle, Glades Initiative
 - Diane Williams, El Sol
- C. Disclosures
 - None
- D. Staff Information Updates
 - None

E. Chair Comments

- **Dr. Richard Galeta** – The July CAC Regular meeting is canceled because there will not be a quorum present. David Rafaidus will send an official e-mail confirming the cancellation. The August CAC Regular meeting is tentative. There will likely be an Executive Committee meeting in late August in order to provide some direction to David Rafaidus about entering information onto the Matrix.
- **David Rafaidus** – He will be out of state from August 3, 2009 through August 21, 2009 inclusive for his wedding.

2. AGENDA APPROVAL

A. Additions, Deletions, Substitutions

- **Dr. Richard Galeta** - He recommended the ACHIEVE Project presentation be moved to 3A (Regular Business Items) from 3B; and that Adoption of CAC Regular Committee Minutes for May 14, 2009 be moved to 3B from 3A. He also requested the addition of 3F for the Presentation of Certificates of Appreciation from the CAC.

B. Adoption

- *Sandra Chamblee - Motion to Adopt the Agenda with the Amendments that the ACHIEVE Project presentation be moved to 3A (Regular Business Items) from 3B; that the Adoption of CAC Regular Committee Minutes for May 14, 2009 be moved to 3B from 3A; and that 3F be added for the Presentation of Certificates of Appreciation.*
- *Debby Walters – Seconded the Motion.*
- *No Discussion*
- *The Motion to Adopt the Agenda with the Amendment that the ACHIEVE Project presentation be moved to 3A (Regular Business Items) from 3B; that the Adoption of CAC Regular Committee Minutes for May 14, 2009 be moved to 3B from 3A; and that 3F be added for the Presentation of Certificates of Appreciation passed unanimously.*

3. REGULAR BUSINESS (Action Items)

AGENDA ITEM 3A: Presentation of the ACHIEVE Initiative by Erica Whitfield

“ACHIEVE” stands for Action Communities for Health Innovation, and EnVironmental ChangE. The goal of the ACHIEVE Initiative is to combat obesity and to help with chronic diseases.

Within the Palm Beach County Health Department, she has two (2) jobs: The Executive Director for the Governor’s Council for Community Health Partnerships; and the Healthy Communities/Healthy People Coordinator.

The ACHIEVE Initiative began in Palm Beach County in March 2009 through a grant the Health Department applied for. The grant was given to ten (10) communities last year (2008). This year another forty-three (43) communities in twenty-one (21) States were

added. The grant provides seventy-five thousand dollars (\$75,000) for a total of three (3) years to be used for travel and a small part is used for a coordinator position.

This grant from the Center for Disease Control (CDC) goes through four partners: The National Association of County and City Health Officials (NACCHO); the National Association of Chronic Disease Directors (NACDD); the National Recreation and Park Association (NRPA); and the YMCA of the USA (Y-USA). The Health Department works under the NACDD, however the Department works as a group with all four partners.

The purpose of the grant is to bring together local leaders, coalitions, organizations, and advisory groups, such as the Citizens Advisory Committee on Health and Human Services (CAC/HHS). The focus is to promote policy, systems and environmental change strategies toward more physical activity, healthy eating, and preventing chronic diseases caused by tobacco use, obesity, diabetes and cardiovascular disease.

The ACHIEVE Initiative is important because of the amount of alarming chronic illness data:

- 7 out of 10 leading causes of death are related to chronic disease;
- Chronic diseases are largely preventable;
- Over fifty-percent (50%) of the U.S. population is living with chronic disease;
- By 2020, one-hundred and fifty-seven million (157 million) Americans will be living with and afflicted by a chronic disease; and
- Ninety-percent of those over age 65 will be living with chronic disease.

The ACHIEVE Process has five (5) stages:

- 1) Commitment – When the Health Department first received their grant in March 2009, they committed to take on the project and to be in charge of it.
- 2) Assessment – The Community Health Action Response Team (CHART) conducts a community-wide assessment of what chronic disease prevention programs are already being done.
- 3) Planning – She, Susan Dias of FAU and Wes Payne of the Florida Department of Health comprise the Community Health Action Response Team (CHART). They went to Atlanta for three (3) days of training on prioritizing issues and solutions, determining financial needs and resources, and developing a Community Action Plan (CAP).
- 4) Implementation – The CHART members and communities will implement their Community Action Plans in August or September 2009.
- 5) Evaluation – The Health Department is required to provide a progress report to the Center for Disease Control (CDC) each February during the 3-year grant cycle.

The following agencies are ACHIEVE members: The Metropolitan Organization; Quantum Healing Center; HealthCorps proactive health movement; Quantum Foundation; the Area Agency on Aging; PBC Parks and Recreation; Caridad Center; Glades Initiative; the American Lung Association; two (2) people from the PBC School District; Susan Dias of Florida Atlantic University; Wes Payne of the Florida Department of Health; and the Palm Beach County Health Department.

The ACHIEVE Initiative seeks to change governmental policy (BIG P) and non-governmental policy (little p). An example of governmental policy is the law that requires the wearing of seatbelts. An example of a non-governmental policy would be not permitting the drinking of soda in your own house.

Some examples of changes in governmental policies (BIG P) are:

- State Senators passing a law to require physical education in all schools, at all grade levels. This law was passed in Florida, though enforcement has been difficult.
- A coalition getting a transportation review board to require sidewalks in all new housing developments. This is being worked on in Palm Beach County.

Some examples of changes in non-governmental policies (little p) are:

- A corporate Director of Human Resources adopts policies to enhance and expand worksite wellness programs. FP&L is a leader in our County with this type of program.
- Advocacy groups agitate for an increase in healthy food choices in restaurants and grocery stores.
- A cafeteria manager renegotiates food contracts to include more fruits and vegetables and whole grain foods. That is something the County School Board works very hard on.

The roles the Community Health Action Response Team (CHART) plays in policy are: Educator, Advocate, Initiator, Leader, Collaborator, and Facilitator. The CAC can advocate, encourage and support the policies, environmental interventions and strategies that have been identified and implemented through the ACHIEVE process. The CAC is also welcome to make recommendations to the ACHIEVE Initiative.

Comment:

CAC Past-Chair Sharon Greene is present at today's meeting. There were two (2) major accomplishments involving the Element when she was Chairperson. Those accomplishments were the additions of Objective 4.2 (Public Health and Community Design) and Policy 4.2-a (provision to collaborate with the Health Department to encourage community design principles that provide opportunities for physical activity promoting public health). The Health Department can implement the ACHIEVE Initiative because of something Sharon Greene and the CAC did. This example shows that the CAC does not work in a vacuum.

3. REGULAR BUSINESS (Action Items)

AGENDA ITEM 3B: Adoption of the CAC Regular Committee Minutes for May 14, 2009.

- *Sandra Chamblee – Motion to Approve and Adopt the CAC Regular Committee Meeting Minutes of May 14, 2009.*
- *Debby Walters – Seconded the Motion.*
- *No Discussion*
- *The Motion to Approve and Adopt the CAC Regular Committee Meeting Minutes of May 14, 2009 passed unanimously.*

AGENDA ITEM 3C: Presentation of 211 Palm Beach/Treasure Coast by Susan Buza

A copy of the 211 Palm Beach/Treasure Coast's Service Snapshot report was provided in your meeting packets. The report is done every month and it provides information about the types and number of calls received by 211. The types of calls range from someone seeking information about volunteering, to someone who doesn't know where to turn because their problems are such that 211 has to do an assessment, then referral, and sometimes counseling.

The most severe calls are from individuals who are suicidal.

The volume of calls to 211 has not radically increased. In looking at the first three (3) months of this year compared to the same three months of last year (2008), the same numbers of calls have come in. However, because of the decrease in staffing, 211 is not able to handle all of the calls. When looking at the calls and the kinds of problems being expressed, they are finding there are more calls related to shelter, housing, and financial assistance.

Additionally, they are receiving calls from people who are saying 'I never thought I'd have to reach out; I never thought I'd need any kind of assistance'. There are more calls from women than from men because women are more open to asking for help. A gentleman with three (3) children had lost his home and they were all living in his car. Because of the loss of his job he was now losing his car. He felt like life was not worth living any longer and he was of no worth to his children. Needless to say, that kind of conversation takes quite a while. 211 staff are trained to handle that kind of call and are told that it doesn't matter how long the call takes. The call from the man living in his car with his three children took over an hour, but they turned the gentleman around. He saw his value to his children and 211 was able to connect him with the resources he needed.

If 211 has a caller who is obviously having difficulty navigating the system, the staff person will ask the caller if they would like a callback in three (3) or four (4) days to see how the referrals worked out. Sometimes a caller will want a callback, and other times a caller won't.

From 211's standpoint, they serve as an access point to health and human services. That is why it is so wonderful to have a publicized three-digit telephone number (211) so that people know they have one place to call no matter what. Because not everyone is comfortable in making a telephone call, information about 211 is available in a variety of ways:

- The Children's Services Council funding allows them to publish the Yellow Pages booklet which is distributed to almost every middle-school and high school student. The booklet provides telephone numbers as well as information about peer pressure and gangs. 211 works with the school system to update the booklet.
- The Senior Guide is printed in large font to make it easy for a senior citizen to read. The guide is distributed at the County libraries and throughout the community.
- The 211 website includes their database. They are looking right now to redevelop the website. The home page is completed, but she thinks the actual database is not as user-friendly as they want it to be. Though 211 still gets a lot of hits on its database page, they are looking at how to make the database more useful.
- Additionally, 211 has a role to play during the hurricane season. What 211 found was, though they have a database of information, when a hurricane hits everything changes. Some agencies are closed, some open for a very special purpose, and some new services occur like water and ice provisions, etc. 211 was getting that information and putting it together for their staff so they could answer the calls. That same pre and post-hurricane information is now also shared via 211's website so that agencies and individuals can see what programs are open or closed, or where they've relocated. That has been found to be a very valuable service.

A copy of the 211 Palm Beach/Treasure Coast Agency Overview was also included in the CAC packets. 211 has been serving Palm Beach County since 1971 and serving the Treasure

Coast since 2001. The beauty of 211 is that, rather than there being multiple hotlines in the County, agencies have pooled their funds to have one hotline that operates 24-hours a day, seven (7) days a week. As a result, it costs less money for each agency to fund the 211 call-center, and they are getting the quality program 211 provides. 211 is accredited by the National Information and Referral Agency, and by the American Association for Suicidology.

Comments/Questions/Discussion:

Comment: Debby Walters said that she was fortunate when she worked in Tallahassee to get involved with 211, the legislation, and with writing the rules for certification. In 2003, 211 was the first to agency in the State of Florida to receive Agency for Health Care Administration (AHCA) certification. 211 Palm Beach/Treasure Coast is a top notch organization.

In tracking your statistics, do you have Spanish-speaking and Creole-speaking personnel?

211 has done much outreach to the Hispanic and Haitian communities to let them know that 211 exists. Because they are a 24/7 call-center, it is hard to get sufficient staff who are bilingual so 211 uses an interpreter line. They do have two (2) staff members who are bilingual. A lot of the problem in hiring a bilingual person, in addition to finding them and being able to pay them, is that they may be very fluent in their native language, but their English may not be quite up to par. The monthly bill for the interpreter service to 211 is about \$4,000. What that tells her is that 211 has done a good job of outreach because they are receiving more and more calls from people who don't speak English.

Does 211 have a mechanism by which you are constantly getting feedback from those who are actually using the 211 service?

There are two (2) ways that 211 Palm Beach/Treasure Coast gets feedback from those that are actually using the 211 service.

- 1) 211's responsibility is to listen to the caller and then make the appropriate referral. They want to be sure the individual feels they have been listened to, that the staff person understands what their issues are, and that the caller would feel comfortable enough to call back. So now at the end of a conversation, the caller is asked if they are willing to stay on the line and answer about five (5) questions. Last year 211 got eight-thousand (8,000) responses and they were all very positive.

The problem is that if 211 makes a referral to an agency and the caller goes to that agency and cannot get served, 211 staff may or may not learn about it. What 211 staff does is to ask the caller to call back if the referrals don't work and often times they will, but not always. The issue is that 211 is really not able to say how well or poorly the system is working.

- 2) They have met with an individual who has a computer system that would allow 211 staff to do follow-up. What it would mean is that when 211 makes a referral, for example to Oakwood, then an automated e-mail would be sent to Oakwood providing the name of the person referred. Then Oakwood would e-mail a response confirming that they

received the referral, whether or not the person was helped, or if the referral was not appropriate. An inappropriate referral would be a red-flag to 211 so that they can talk to Oakwood to review the situation. The computerized follow-up system would fill the last part of the loop. At this point, the issue is funding.

Comment: Considering how fractured the health and social services delivery system is, the 211 call center is the absolutely critical clearinghouse. It is vital that we have something simple and very well known to people. Hopefully, 211 will be able to get the funding for the computerized follow-up system. The information from the computerized follow-up system would be a critical piece of data to have for the CAC 'report card'.

Has 211 seen an increase in callbacks since the economy has turned for the worse?

She has not heard from her staff that 211 is getting a lot of callbacks. Calls go in ebbs and flows. As an example, for a while the calls about needing assistance to pay utility bills were such a major issue and were frustrating because they would have to literally tell the caller that there is no assistance. However, 211 would try to help the caller strategize by perhaps paying the utility bill if they were eligible for food stamps. Then LIHEAP and EHEAP received a major influx of money, so the staff was happy to be able to respond positively to those types of calls.

Could you talk a bit more about the Palm Beach County Community Indicators Portal Planning Project?

She has been asked by the Quantum Foundation if 211 Palm Beach/Treasure Coast wants to participate in that project. The Community Indicators Portal Planning Project is still in the development phase.

211 is working on the Community Foundation's 'Digital Public Square' (DPS). The program is a means to communicate via the Internet about different issues for a community. One of the things the Foundation wants to have are resources in the Digital Public Square, so if someone was interested or in need of a services they could go to the DPS on the Internet. So what 211 has done is to upload their database on to the DPS, allowing another way for the public to access 211 information.

AGENDA ITEM 3D: The Financially Assisted Agency (FAA) Program Budget by Renee Constantino

Much of our time has been spent on the FAA process, as you would imagine. FAA Monitor Lorenzo Taylor is retiring at the end of July. Along with the revamping of the FAA funding process, it is of course a given that there will be revamping of the staffing process. It is a 'wait and see' situation.

The United Way announced its new director who started on June 1, 2009. She is hearing very positive things about him; specifically that fundraising is his thing. In these especially difficult times, the United Way has refocused their attention on fundraising.

The Emergency Operations Center (EOC) is up and running in full speed for the hurricane season. Community Services staff who volunteer there are up to date. Roland Williams

coordinates the Department's relationship with that process. All of the Community Services staff are required to work somewhere. So far we've been able to allow them to volunteer. We haven't had to strong-arm anyone into a particular direction.

She is excited about the Uniform Application Process, though she is not sure how the County is going to fully participate. The Uniform Application Process will allow the collection of data in the application so that an agency will have to apply less frequently. The County as a funder will be able to utilize all that basic information, just the way the County does with Nonprofits First. The hope is to continue to whittle down how many times an agency has to do something, and to do the process more on-line and less on paper. Entities involved with the Uniform Application Process include the Children's Services Council, the Quantum Foundation, the Community Foundation, Palm Healthcare Foundation and others.

During the FAA discussion last month, the CAC requested more detailed information about how staff is approaching funding this year. So she put together for Jon Van Arnam the approach used and what has been done. That information is contained in the "Update on Financially Assisted Agencies Allocation Process" which was included in the CAC meeting packets.

This year is a renewal year which doesn't necessarily mean that everything is going to be status quo. Agency needs are being considered based on 211 information and also on some survey information which is a little old. Staff was required to do a ten-percent (10%) decrease of FAA funding. The decrease was not done across-the-board. Jon Van Arnam had asked her first to begin with a 10% decrease across-the-board, and then go back and see what needed to be finagled. Where do the cuts need to be lower and where can the cuts be higher? Also, when looking at the decreases, what agencies have other funding sources? One issue is that funding partners are also changing the way they are funding. Trying to identify where an agency is going to be impacted, so that the County doesn't impact them, has been a moving target. The focus of the FAA funding process is on critical services. Because certain services were focused on does not mean the other services are not important.

The next step in the FAA funding process is to get the recommendations out to the FAAs at least two (2) weeks before the BCC's budget hearing on July 13, 2009. There is no time-certain yet for when the Department of Community Services' budget, including FAAs, will appear on the BCC agenda. Everyone is invited to attend. She will notify the CAC when the County's funding recommendations are provided to the FAAs. If she receives a time-certain for the July 13, 2009 budget hearing, she will provide it to the CAC.

Elizabeth Hernandez Cayson – She is glad that the other funders are being looked at because even the Health Care District is having to look at some of their programs. The Health Care District lost its Research and Planning Department last week, and various individuals from other departments were laid off. The shortfall for the District is fifty-million dollars (\$50M). She has been concerned because the funding of FAAs through other sources cannot be relied upon.

Nate Nichols – The Children's Services Council (CSC) has been a funding-partner for a number of years with the Health Care District. The District has had to cut back on its

funding support of some CSC programs. Last month the CAC had a presentation on evidence-based programs that do get results. We have to fund agencies that are really going to produce outcomes that will change the trajectory and impact of our community. Relative to targeting, it's time to eliminate ineffective programs.

Renee Constantino – Outcomes, performance and contract compliance are being looked at in the FAA funding process. There isn't a lot that an agency has to do to stay in compliance with its contract with the County. If an agency isn't in contract compliance, that says a lot.

Jon Van Arnam – Regarding the budget process, there will be opportunities over the next two (2) months for public input and for the BCC to discuss in public what they want to do. At a meeting the previous week, the BCC asked for a whole laundry list of additional information and has added another workshop meeting for June 29, 2009 in the afternoon to look at the additional information.

The impacts on social services and on services in general will depend on what the BCC agrees to do relative to the property tax millage rate. The county administrator has recommended a rollback – that the BCC raise the millage rate to get the same amount of revenue the County had last year. The millage needs to be raised because property values have dropped so much. If the BCC decides not to raise the millage rate, then a lot more money has to be cut from the budget; more money than is already being cut. The rollback budget does not just include cuts to the FAA budget, but also includes cuts in the direct services that the County provides out of its departments. That could mean cuts of hundreds of more County employees. We have been doing this for three (3) years; we have cut out all of the non-essential expenses and so on. The BCC recognizes the importance of social services because needs by people in our community are going up.

AGENDA ITEM 3E: **Citizens Advisory Committee (CAC) Membership Information by David Rafaidus**

Included in the CAC packets is a page with the term expiration dates of September 30, 2009 highlighted in yellow. Those CAC members whose terms are due to expire at that time are: Thomas Arnedos, Dr. Cynthia Smith, Debby Walters, Barbara Jacobowitz and Col. Michael Gauger. If anyone on the CAC does not to be reappointed, please let him know. If any CAC member wants to recommend someone to serve on the CAC, please also let him know. New appointments and reappointments need to be done by the BCC prior to September 30, 2009. Also, the Attendance Compliance Roster sheet included in the CAC packets show that all members are doing okay with that.

AGENDA ITEM 3F: **Presentation of Certificates of Appreciation presented by Dr. Richard Galeta, CAC Chair**

Certificates of Appreciation for dedication and contributions to the FAA, Data and Element Subcommittees and to the CAC were presented by Dr. Richard Galeta to: Thomas Arnedos, Debby Walters, Elizabeth Hernandez Cayson, Brenda Oakes, Barbara Jacobowitz, Edward Holloway, Houston Tate and to Sandra Chamblee.

Certificates of Appreciation for all members of the FAA and Data Subcommittees were also awarded to: Lisa Williams-Taylor, Diane Huff, Adam Reback, Barbara Barton, Barbara Finney, Audley Reid, Cindy Bartosek, and Dr. Karen Dodge. The Chairs of each of the Subcommittees will receive those Certificates for distribution to each of their members.

Dr. Richard Galeta thanked all of those on the FAA, Data and Element Subcommittees for their involvement and their time.

4. OTHER BUSINESS

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

- **Houston Tate** – He expressed his appreciation to Roland Williams for his recent LIHEAP presentation to the Countywide Community Revitalization Team (CCRT) meeting.

He thanked Col. Michael Gauger for his and his deputies' assistance to the Whispering Pines community. Whispering Pines is a not a CCRT area, so CCRT was not able to help them. Also, as many as ten (10) deputies attend the CCRT meetings and are actively involved. The level of trust of law enforcement by communities has definitely increased.

A new program called 'Community Connections' has been created because of how budget cuts are affecting communities. CCRT is trying to do a better job of informing communities about how residents can be trained to take a more assertive role in finding out what other resources are out there to help their community. The Community Connection program has two (2) components:

- 1) This August, the Community Connection will be having an informal BCC forum to ask the each of the County Commissioners to come and discuss issues with the community. Commissioner Shelley Vana has agreed to participate on the first forum.
- 2) There will be a mini-workshop so that communities will be able to develop strategies to counteract the loss of services due to budget cuts. The first mini-workshop will be done by the University of Florida and the topics will include budgeting and managing funding. A date has yet been set for the first mini-workshop.

And lastly, Canal Point has done an excellent job in terms of organizing their community. They have taken advantage of many of CCRT's grants and are working on very complex zoning issues. This is one example of when CCRT does a better job of informing the communities and engaging them in the process, the end result hopefully is the individual communities can pursue funding outside of the County.

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

- None

AGENDA ITEM 4C: Good News Item(s)

- **David Rafaidus** – He received a telephone call from Channel 20 asking if the CAC would like to do a series of presentations on the CAC. For that to occur, we need to give

ten (10) questions to the Channel 20 interviewer and then they would discuss what the CAC is. The first to be interviewed to provide an overview of the CAC would probably be Jon Van Arnam and Dr. Richard Galeta. Another follow-up interview could be about Financially Assisted Agencies (FAA). Another interview could be about the partnerships that the CAC is working with.

Also, included in the CAC packet was information on the Community Indicators Portal Project, which would be a vehicle to centralize access to information related to various community issues in Palm Beach County. The Portal project will be focusing on issues concerning children, health, education, food security, mental health, public safety (violence), homelessness/housing, the environment, employment/economics and special needs populations. If you know of anyone who would like to be involved in this project, please let him know.

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

- MAPP and Health Department (Dr. Karen Dodge) (tentative for September 2009)
- Accessing the FAA Website (Renee Constantino) (September 2009)
- Working in the Sunshine Workshop (Tammy Fields) (October 8, 2009)

5. ADJOURNMENT

- *Sandra Chamblee – Motion to Adjourn the meeting.*
- *Nate Nichols – Seconded the Motion.*
- *No Discussion*
- *The Motion to Adjourn the meeting passed unanimously.*

Future Meetings:

CAC Regular Meetings: August 13, 2009 (tentative); September 10, 2009

CAC Executive or Reserved Meeting: August 27, 2009; September 24, 2009

Minutes were approved by the CAC Regular Committee on _____, 2009 by

Signature – Dr. Richard Galeta, Chair