



# Palm Beach County Community Health Improvement Plan

July 2022 - June 2027

*Updated June 2024*

Facilitated by:



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## EXECUTIVE SUMMARY

In 2021, the Florida Department of Health in Palm Beach County (DOH-PBC) and the Health Care District of Palm Beach County (HCD) enlisted the Health Council of Southeast Florida (HCSEF) to facilitate a comprehensive Community Health Assessment (CHA) and Community Health Improvement Plan (CHIP). As part of this process, the Palm Beach County Community Health Advisory Council, comprised of a diverse group of local public health system partners and stakeholders, was also engaged to inform and guide CHA and CHIP development.

From January 2022 through June 2022, the Advisory Council convened to: 1) discuss the gaps in services and challenges facing Palm Beach County residents, based on the quantitative and qualitative CHA findings, 2) share their perspectives and experiences as local public health system representatives, and 3) develop a plan to address those needs. The Advisory Council reviewed key health indicators from the CHA, which were stratified by race and ethnicity, to highlight differences in health outcomes and determine the top health priorities in Palm Beach County. Through a series of meetings facilitated by HCSEF, the Advisory Council crafted goals, objectives, strategies, and activities to address each priority area and, ultimately, developed the CHIP. The Palm Beach County CHIP aims to address public health priorities by identifying which community partners and stakeholders will work on each priority area and how their individual organizations will support improving progress towards activities and health improvement strategies in Palm Beach County. The 2022 – 2027 Palm Beach County CHIP strategic priority areas are as follows:

- **Chronic Disease Prevention and Self-Management**
- **Mental and Behavioral Health**
- **Access and Linkages to Health and Human Services**

The Palm Beach County Community Health Advisory Council will continue to meet biannually to report on efforts, assess progress, and refine the plan as needed to improve the health of Palm Beach County residents. The Health Advisory Council membership will continue to evolve over the implementation of the CHIP to ensure the inclusion of diverse perspectives and engagement among partners with various lived experience and expertise. Continuous outreach is conducted to recruit new members through the partnership, and efforts are made to retain and actively engage existing members.

Thanks to the dedication of the Palm Beach County Community Health Advisory Council, the CHIP is a thorough and executable plan that Palm Beach County partners and stakeholders can use to guide community health planning activities in the coming years. We invite you to review this Plan and consider how you can engage in these efforts to create a healthier Palm Beach County.



## ACKNOWLEDGEMENTS

**This Community Health Improvement Plan is dedicated in health and wellness to the residents of Palm Beach County.**

The Florida Department of Health in Palm Beach County, the Health Care District of Palm Beach County, and the Health Council of Southeast Florida would like to thank the partnering organizations and residents who contributed to this effort. At its core, this plan aims to create a healthier, more equitable Palm Beach County. Without the voices of the local public health system and residents, such change would not be possible.

“You don’t make progress by standing on the sidelines...You make progress by implementing ideas.”

*-Shirley Chisholm*

## PARTNERING ORGANIZATIONS

211 Palm Beach & Treasure Coast  
Aid to Victims of Domestic Abuse, Inc. (AVDA)  
Allegany Franciscan Ministries  
Alpert Jewish Family Services  
Alzheimer's Community Care  
American Association of Caregiving Youth  
American Heart Association  
Area Agency on Aging of Palm Beach/Treasure Coast  
BeWellPBC  
Boca Raton's Promise  
BRIDGES at Belle Glade  
Broward Health  
CareerSource Palm Beach County  
Caridad Center  
Caron Treatment Centers  
Catholic Charities of the Diocese of Palm Beach  
Center for Child Counseling  
Chamber of Commerce of Palm Beach  
Children's Services Council of Palm Beach County  
Chewlin & Associates  
C.L. Brumback Primary Care Clinics  
Citizens for Improved Transit  
City of West Palm Beach  
Community Foundation for Palm Beach and Martin Counties  
Community Partners of South Florida  
Coral Shores Behavioral Health  
CROS Ministries  
Delray Medical Center  
Diabetes Coalition of Palm Beach County  
Easter Seals  
El Sol, Jupiter's Neighborhood Resource Center  
Families First of Palm Beach County  
Florida Atlantic University, Community Health Center  
Florida Community Health Centers  
Florida Department of Health in Palm Beach County  
Florida Department of Agriculture & Consumer Services  
FoundCare, Inc.  
Friends of Foster Children  
Genesis Community Health  
Glades Initiative  
Guardians of the Glades  
The Guatemalan-Maya Center  
Hanley Foundation  
Health Care District of Palm Beach County  
Health Council of Southeast Florida  
Healthier Boynton Beach  
Healthier Glades  
Healthier Jupiter  
The Health Insurance Navigation Program through Epilepsy  
Alliance Florida  
The HUB  
Hispanic Chamber of Commerce of Palm Beach County  
Homeless Coalition of Palm Beach County  
Jupiter Medical Center  
L.O.T. Health Services  
Lake Okeechobee Rural Health Network  
Lakeside Health Advisory Board  
Lakeside Medical Center  
Legal Aid Society of Palm Beach County  
Lighthouse for the Blind of the Palm Beaches  
Lost Tree Foundation  
The Lord's Place  
March of Dimes  
Mental Health America of the Palm Beaches  
MyClinic  
National Alliance on Mental Illness Palm Beach County  
New Synagogue of Palm Beach  
Pahokee Housing Authority  
Palm Beach Atlantic University  
Palm Beach Civic Association  
Palm Beach Chamber of Commerce  
Palm Beach County Behavioral Health Coalition  
Palm Beach County Board of County Commissioners  
Palm Beach County Community Services Department  
Palm Beach County Fire Rescue  
Palm Beach County Housing Authority  
The Palm Beach County League of Cities, Inc.  
Palm Beach County Medical Society  
Palm Beach County Substance Awareness Coalition  
Palm Beach County Victims Services  
Palm Beach County Youth Services Department  
PBC Department of Housing and Economic Development  
Palm Beach County School Board  
Palm Beach Harvest  
Palm Beach North Chamber of Commerce  
Palm Beach State College  
Palm Beach Transportation Planning Agency  
Palm Health Foundation  
Palm Tran  
Quantum Foundation  
Rebel Recovery Florida  
Restoration Bridge International  
Royal Poinciana Chapel  
Ruth & Norman Rales Jewish Family Services  
Schmidt College of Medicine at Florida Atlantic University  
Sandy Hook Promise  
School District of Palm Beach County  
Sickle Cell Foundation of Palm Beach County & Treasure Coast, Inc.  
Southeast Florida Behavioral Health Network  
St. Mary's Medical Center  
St. Edward Catholic Church  
Sunshine Health  
T. Leroy Jefferson Medical Society  
Tabernacle Missionary Baptist Church  
United Way of Palm Beach County, Hunger Relief Plan  
UF/IFAS Extension Family Nutrition Program  
Urban League of Palm Beach County  
Urban Youth Impact  
WellCare Health Plans, Inc.  
YMCA of South Palm Beach County  
YWCA of Palm Beach County

## INTRODUCTION

### Community Health Assessment

In 2021, the Florida Department of Health in Palm Beach County (DOH-PBC) and the Health Care District of Palm Beach County (HCD) engaged the Health Council of Southeast Florida (HCSEF) to facilitate a comprehensive Community Health Assessment (CHA) for Palm Beach County. Throughout the CHA process, primary data collection was conducted with residents through focus groups in English, Spanish, and Haitian Creole to understand needs, concerns, and experiences with local public health issues. In addition to resident voices, the CHA captured key stakeholder perspectives from leaders across the county through Key Informant Interviews. The Local Public Health System, which consists of all of the agencies that provide essential public health and social services in Palm Beach County, was also assessed and scored by stakeholders to understand gaps in care and potential areas for improvement.

Additionally, HCSEF gathered and analyzed secondary health data, such as disease trends over time, to assess the county's overall health. HCSEF compiled data related to demographics, socioeconomic status, COVID-19, maternal health, morbidity, mortality, behavioral and mental health, and health resource availability and access. When possible, the secondary CHA data was disaggregated by race, ethnicity, and census county division to highlight differences in health outcomes and key opportunities for advancing uniform access to healthcare within the county. Once the CHA was compiled, the findings were published for community members and stakeholders to vet the data, review the current health issues in the county, and understand trends. Moreover, the Palm Beach County Community Health Advisory Council members were called upon to be ambassadors of the CHA to further disseminate the findings throughout their networks, organizations, and communities. These CHA ambassador presentations provided an opportunity for additional education and awareness of the CHA process and findings, as well as an opportunity for additional community input.

### Community Health Improvement Plan

As part of the next phase, using the findings from the CHA, HCSEF worked with partners throughout the county to facilitate and develop the 2022 – 2027 Palm Beach County Community Health Improvement Plan (CHIP). While the 2022 CHA identified health issues in the community, the 2022 – 2027 CHIP aimed to advance access to healthcare and address factors that influence health to improve health outcomes throughout Palm Beach County. As a starting point, the Advisory Council reviewed key indicators to determine the areas of greatest need throughout the community. Throughout the CHIP development process, subject-matter experts provided key perspectives and applied the local context to the CHA data by sharing their insights at the development meetings, as a way for partners and stakeholders to understand the “story behind the data.”

Next, the Advisory Council determined priority areas based on identified differences, gaps in care or services, potential impact, currently available community resources, and overall opportunities for improvement. Advisory Council members also considered Healthy People 2030 and the Florida State Health Improvement Plan priorities, ensuring alignment with national and state-level efforts to increase impact at the local level. The strategic priority areas identified for the 2022 – 2027 Palm Beach County CHIP are as follows:

- **Chronic Disease Prevention and Self-Management**
- **Mental and Behavioral Health**

- **Access and Linkage to Health and Human Services**

Once the priority areas were determined, the Advisory Council participated in a root cause analysis to determine the root causes of the priority health issues and developed targeted goals, objectives, and evidence-informed strategies to address the issues. In addition, Advisory Council members assigned key partners and determined action steps to ensure responsible leadership and implementation of community health improvement activities, thereby creating an actionable plan.

Ultimately, the CHIP aims to contribute to the improvement of the health and quality of life of Palm Beach County residents. Partners were adamant about placing an emphasis on improving the factors that influence health and creating uniform access to healthcare and services for residents throughout the plan. This plan is a collaborative, iterative process that partners will regularly monitor and evaluate to ensure the needs of residents are being met every step of the way. The Health Advisory Council continues to welcome and engage new members, which offers the opportunity to expand on available resources and knowledge to address the health needs identified in the CHIP, and to ensure diverse perspectives and representation of community members and organizations in the partnership.

## ADDRESSING DIFFERENCES IN HEALTH OUTCOMES

Research has shown that when everyone in the community has the same opportunity to attain their optimal health regardless of social position or other socially-determined circumstances, health outcomes may improve.<sup>1</sup> The Palm Beach County Community Health Advisory Council aims to advance access to healthcare and services by carrying out the activities in the Community Health Improvement Plan (CHIP) to reduce health differences in the community. As can be seen in the Priority Area workplans, where possible, objectives were disaggregated by race and ethnicity to ensure that this work is not only improving overall health outcomes in the county, but also making progress towards eliminating differential gaps.

To further illustrate the focus of this throughout this entire process, the 2022 Palm Beach County Community Health Assessment (CHA) aimed to shed light on differing health outcomes among subpopulations by stratifying health indicators by race, ethnicity, census county division, and ZIP Code to the extent possible. Additionally, during the primary data collection process, focus group sessions and all associated materials were translated to Spanish and Haitian Creole to ensure the inclusion of perspectives among residents who speak different languages. The Advisory Council also intentionally focused on addressing differences in health outcomes and the factors that influence health as an overarching focus throughout the 2022 – 2027 Palm Beach County CHIP development processes, including during prioritization, goal and objective setting, strategy development, and activity planning.

Moreover, the Palm Beach County Health Equity Plan, which was developed in alignment with the CHIP, will further build upon these community health improvement efforts. The Palm Beach County Community Health Advisory Council strives to provide every Palm Beach County resident with the opportunity to live their healthiest possible life and, as such, will serve as the Palm Beach County Health Equity Coalition to provide guidance and review the Palm Beach County Health Equity Plan on a regular basis.

### EQUALITY:

Everyone gets the same – regardless if it's needed or right for them.



### EQUITY:

Everyone gets what they need – understanding the barriers, circumstances, and conditions.



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Image Source: Robert Wood Johnson Foundation. (2023). Retrieved from <https://www.rwjf.org/en/insights/blog/2023/01/tools-to-guide-your-2023-health-equity-journey.html>

<sup>1</sup> Centers for Disease Control and Prevention (2022). Health Equity. Retrieved from: <https://www.cdc.gov/chronicdisease/healthequity/index.htm>

## SOCIAL AND ECONOMIC FACTORS THAT INFLUENCE HEALTH

The Palm Beach County Community Health Advisory Council members fundamentally understand that health does not exist in a silo. Various aspects of an individual's life contribute to health outcomes; thus, the local public health system must develop and implement policies, systems, and environmental changes that improve these types of factors. Differential distribution of resources and other barriers may lead to differences in these conditions that are unfair, unjust, and avoidable. By addressing social and economic factors that influence health, communities can reduce the barriers that residents face in improving their health. As such, in addition to the emphasis placed on addressing differences in health outcomes throughout the planning and implementation process, the Palm Beach County Community Health Advisory Council integrated upstream approaches and strategies to improve the social and economic factors that influence health in the 2022 – 2027 CHIP.

Throughout the 2022 Palm Beach County CHA, HCSEF gathered and analyzed data, including indicators related to education, health care access, economic stability, neighborhood and built environment, and the social and community context. While vetting this data, Advisory Council members drew connections between health conditions and these types of factors. To further illustrate, Advisory Council members were challenged to consider the impact of these upstream factors that influence health through exercises such as root cause analysis and group discussions. During these discussions, the Advisory Council's diverse, dedicated members provided first-hand insights into the effects of factors such as education access and quality, health care quality, neighborhood and built environment, economic stability, and more.

The Advisory Council consisted of a diverse group of community agencies and partners that address different factors that influence health and serve various segments of the community, including diverse neighborhoods, income levels, racial and ethnic backgrounds, ages, languages, documentation statuses, and insurance statuses, which ensured diverse community representation. These insights were invaluable throughout the development of the Palm Beach County CHIP, in that they ensured the Plan not only considers the social and economic factors that influence health, but also addresses these factors as root causes to actively drive change for Palm Beach County residents. As can be seen throughout the Plan, an emphasis is placed on taking upstream approaches and, with the third priority area, Access and Linkage to Health and Human Services, key social and economic factors that influence health are directly addressed.





Image Source: Centers for Disease Control and Prevention (CDC). 2020. Social Determinants of Health. Retrieved from <https://www.cdc.gov/publichealthgateway/sdoh/index.html>

## OUR EFFORTS AND IMPACT: PALM BEACH COUNTY 2017-2022 CHIP HIGHLIGHTS

The 2017 – 2022 Palm Beach County CHIP contributed to improved health outcomes for county residents, increased resources and capacity within the local public health system, and increased engagement among residents in various health activities. This iterative, ongoing process was an important process to understand efforts that improve health. The previous CHIP covered three priority areas: Mental and Behavioral Health, Active Living and Health Lifestyles, and Access to Care and Services. The following section highlights some of the changes seen within the 2017 – 2022 CHIP priority areas. While all of these changes cannot be attributed directly to the CHIP, efforts made within the CHIP contributed to these improvements.

Figure 1: Palm Beach County CHIP 2017-2022: Mental and Behavioral Health Success Summary

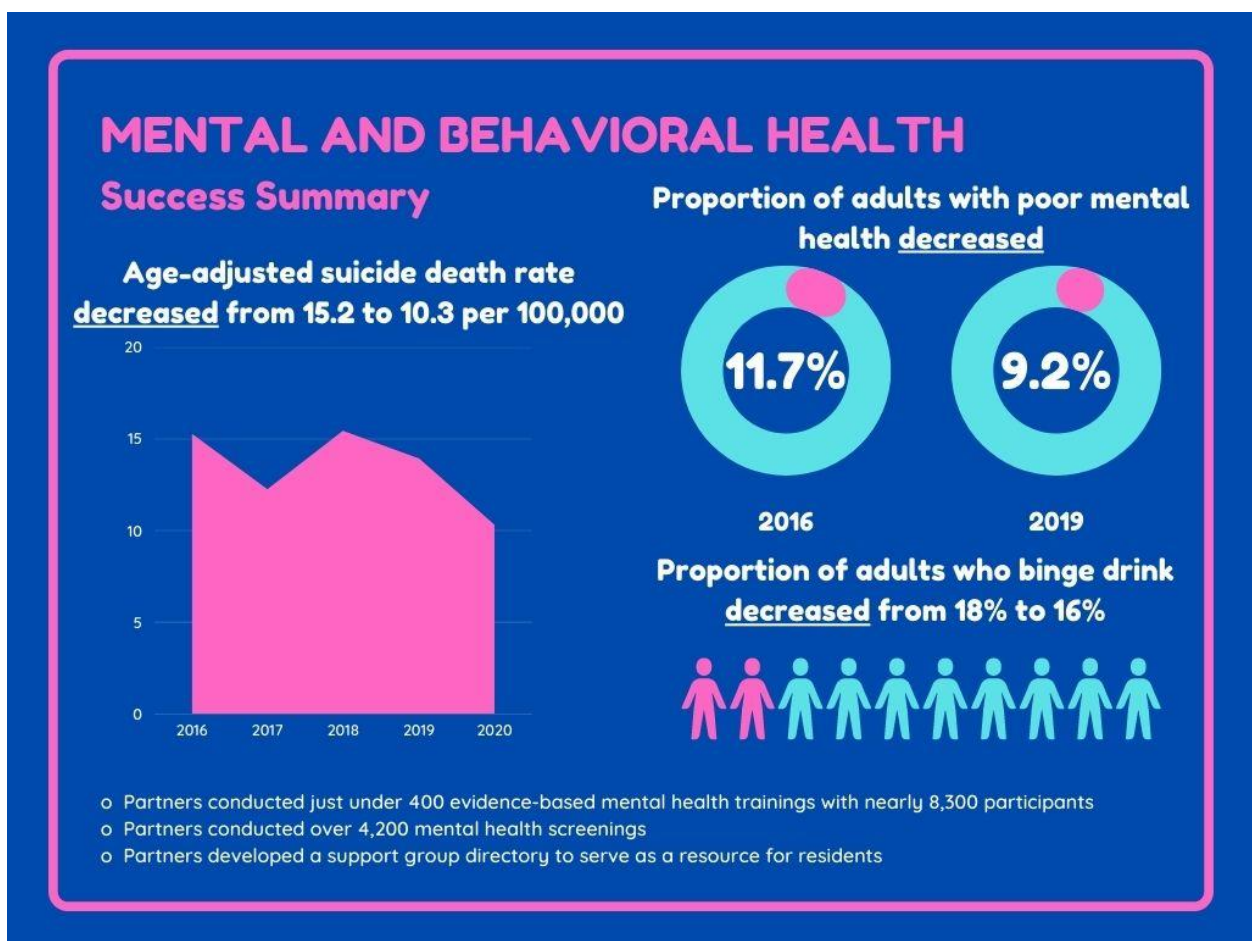


Figure 2: Palm Beach County CHIP 2017-2022: Active Living and Health Lifestyles Success Summary

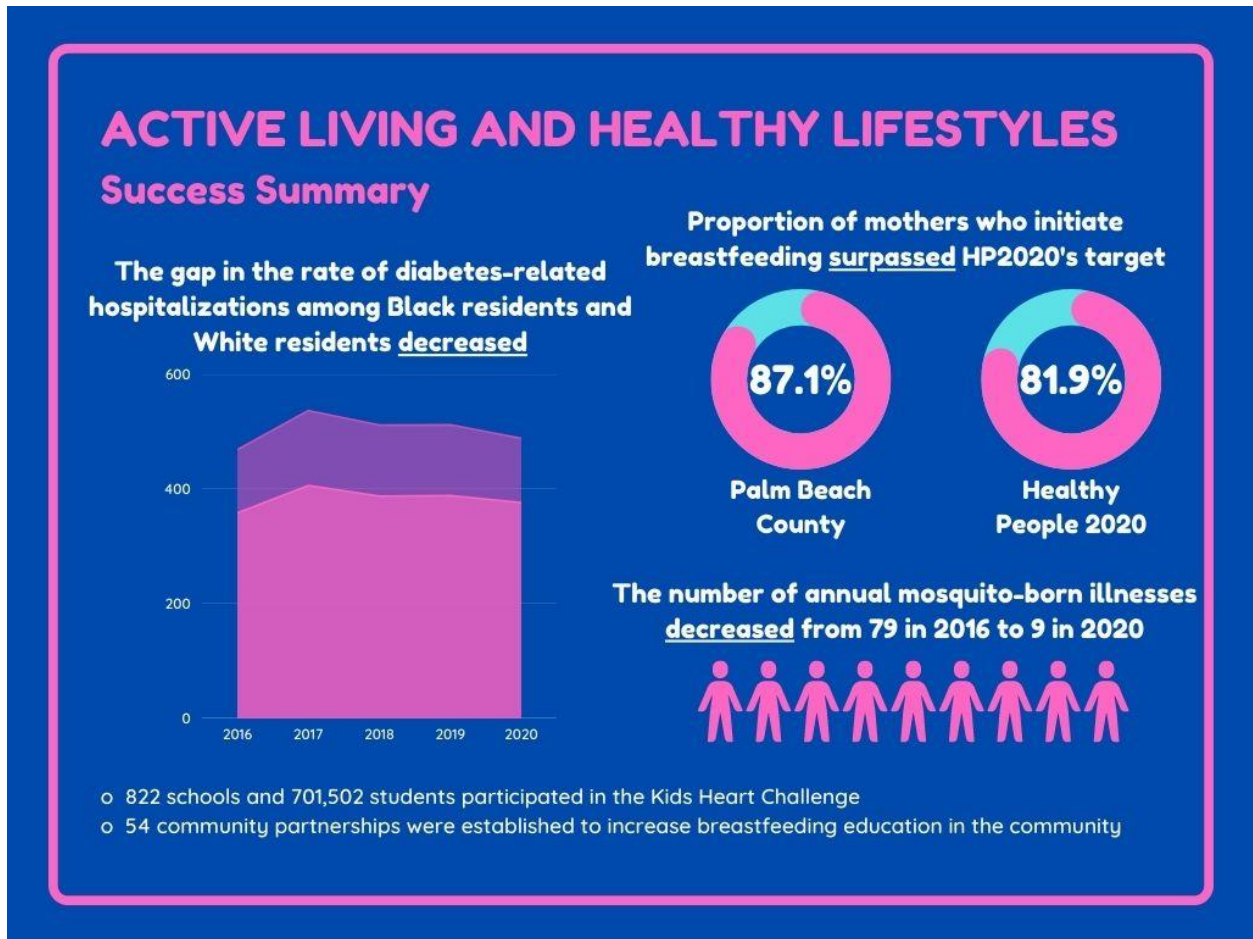
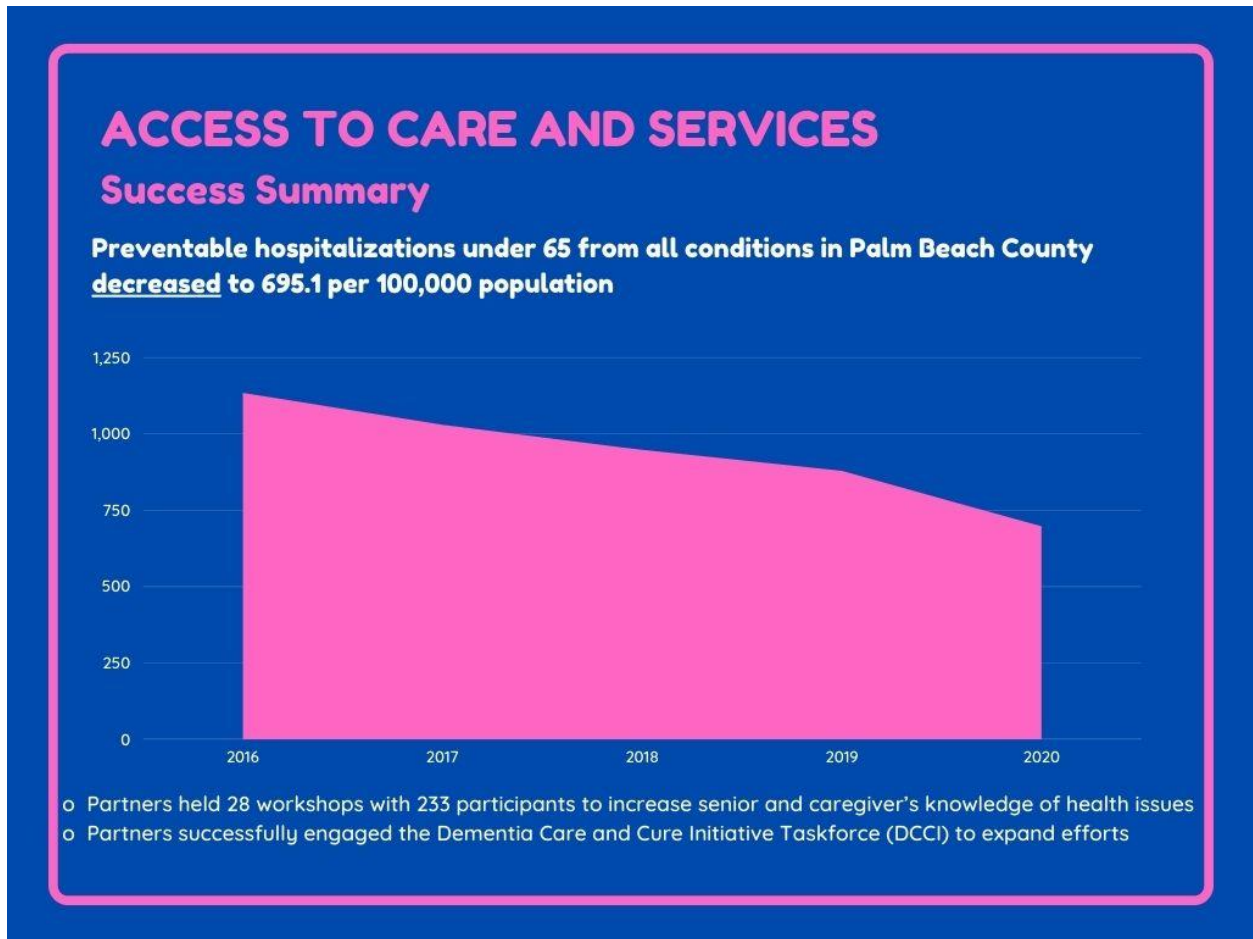


Figure 3: Palm Beach County CHIP 2017-2022: Access to Care and Services Success Summary



## **ASSESSMENT PHASE: PALM BEACH COUNTY COMMUNITY HEALTH ASSESSMENT SNAPSHOT**

The Palm Beach County Community Health Advisory Council frequently referenced the 2022 Community Health Assessment (CHA) findings to inform –the 2022 – 2027 CHIP development. The following section highlights the key areas of the 2022 Palm Beach County Community Health Assessment, including the county’s Demographic and Socioeconomic Profile, Health Status Profile, Health Resource Availability and Access Profile, Community Perspective Profile, and the Local Public Health System Assessment Profile. While the following section depicts key CHA highlights, additional indicators and relevant information for these components can be found in the [2022 Palm Beach County Community Health Assessment](#).

## CHA Snapshot: Demographic and Socioeconomic Profile

### CHA Demographic Data Highlights

As of 2019, nearly three quarters of all residents in Palm Beach County were White, 18.7% were Black or African American, and 2.7% were Asian. From 2015 to 2019, there was consistency in the racial demographic trends in Palm Beach County; however, there was a slight gradual decrease in the proportion of White residents and a slight gradual increase in the proportion of other races.

Figure 4: CHA Demographic Data Highlights – Race

Race Palm Beach County 2015 - 2019 (CHA Pages 40-41)	2015	2016	2017	2018	2019
White	75.0%	74.5%	74.2%	74.0%	73.5%
Black or African American	18.0%	18.3%	18.5%	18.6%	18.7%
American Indian or Alaskan Native	0.2%	0.1%	0.2%	0.2%	0.2%
Asian	2.5%	2.5%	2.6%	2.7%	2.7%
Some Other Race	2.2%	2.3%	2.4%	2.4%	2.6%
Two or More Races	2.1%	2.2%	2.2%	2.1%	2.3%

Source: U.S. Census Bureau, American Community Survey, 2015-2019

From 2015 to 2019, there was consistency in the ethnic demographic trends, with a consistently growing Hispanic population.

Figure 5: CHA Demographic Data Highlights – Ethnicity

Ethnicity Palm Beach County 2015 - 2019 (CHA Pages 40-41)	2015	2016	2017	2018	2019
Hispanic	20.4%	20.7%	21.3%	21.9%	22.4%
Non-Hispanic	79.6%	79.3%	78.7%	78.1%	77.6%

Source: U.S. Census Bureau, American Community Survey, 2015-2019



From 2015 to 2019, there was consistency in terms of sex, with a slightly higher proportion of females residing in the county.

Figure 6: CHA Demographic Data Highlights – Sex

Sex Palm Beach County 2019 (CHA Page 34)	2015	2016	2017	2018	2019
Male	48.3%	48.4%	48.4%	48.5%	48.5%
Female	51.7%	51.6%	51.6%	51.5%	51.5%

Source: U.S. Census Bureau, American Community Survey, 2015-2019

Palm Beach County has an aging population. From 2015 to 2019, the proportion of residents within higher age groups slightly increased.

Figure 7: CHA Demographic Data Highlights – Age

Age Palm Beach County 2019 (CHA Pages 35-36)	2015	2019
< 5 years	5.2%	5.1%
5-9 years	5.5%	5.3%
10-14 years	5.6%	5.4%
15-19 years	5.8%	5.6%
20-24 years	5.7%	5.4%
25-34 years	11.5%	11.9%
35-44 years	11.9%	11.5%
45-54 years	13.9%	13.0%
55-59 years	6.6%	6.7%
60-64 years	6.0%	6.4%
65-74 years	10.7%	11.5%
75-84 years	7.7%	8.1%
85 + years	4.0%	4.0%

Source: U.S. Census Bureau, American Community Survey, 2015-2019

### CHA Socioeconomic Data Highlights

- Higher proportions of Palm Beach County Black or African American and Hispanic or Latino residents were living below the poverty level compared to their White and non-Hispanic counterparts, the county, and the state.
- A smaller percentage of Black or African American and Hispanic or Latino residents attained a high school diploma or further education compared to their White and non-Hispanic counterparts.
- Palm Beach County has less renter-occupied units compared to the state.

Figure 8: CHA Socioeconomic Data Highlights

Indicator (2019)	Location		Race		Ethnicity	
	Florida	Palm Beach County	PBC Black or African American	PBC White	PBC Hispanic or Latino Origin	PBC Non-Hispanic
<b>Below Poverty Level (%)</b> (CHA Pages 66-68)	14.0%	12.2%	<b>19.4%</b>	10.1%	<b>17.6%</b>	7.7%
<b>High School Graduate or Higher (%)</b> (CHA Pages 89-92)	88.2%	88.5%	<b>79.7%</b>	91.1%	<b>74.2%</b>	95.4%
<b>Renter-Occupied Housing Units</b> (CHA Page 107)	34.6%	31.1%	-	-	-	-

Source: U.S. Census Bureau, American Community Survey, 2019

## CHA Snapshot: Health Status Profile

### CHA COVID-19 Data Highlights

- As of January 1, 2022, Palm Beach County had a higher COVID-19 daily new case rate than the state of Florida overall.
- Significant differences in the COVID-19 age-adjusted death rate existed among Palm Beach County Black residents and Hispanic residents, compared to their White and non-Hispanic counterparts.

Figure 9: CHA COVID-19 Data Highlights

Indicator	Location		Race		Ethnicity	
	Florida	Palm Beach County	PBC Black	PBC White	PBC Hispanic	PBC Non-Hispanic
<b>Daily New Cases (Rate Per 100,000) (1/1/2022)</b> (CHA Pages 124-125)	217.3	242.6	-	-	-	-
<b>Age-Adjusted Deaths (Rate Per 100,000) (2020)</b> (CHA Pages 126-128)	57.4	56.7	<b>123.2</b>	48.4	<b>99.2</b>	49.3
<b>Vaccinations – Initial Series (%) (1/1/2022)</b> (CHA Pages 129-130)	63.4%	63.4%	-	-	-	-

Source: COVID Act Now, 2021 and Centers for Disease Control and Prevention, 2021; Source: Florida Health CHARTS, Florida Department of Health, Bureau of Vital Statistics, 2021

### CHA Maternal Health Data Highlights

- Lower proportions of Black and Hispanic Palm Beach County residents received adequate prenatal care compared to White and non-Hispanic residents.
- Black and Hispanic Palm Beach County residents reported a higher percentage of births to overweight mothers compared to White and non-Hispanic residents.
- Infant mortality was higher among Black and non-Hispanic residents, compared to their White and Hispanic counterparts.

Figure 10: CHA Maternal Health Data Highlights

Indicator (2020)	Location		Race		Ethnicity	
	Florida	Palm Beach County	PBC Black	PBC White	PBC Hispanic	PBC Non-Hispanic
<b>Births to Mothers with Adequate Prenatal Care (Proportion)</b> (CHA Page 138)	66.6	68.1	<b>66.4</b>	68.7	<b>60.4</b>	72.1
<b>Births to Overweight Mothers (%)</b> (CHA Pages 140-142)	27.6%	28.8%	<b>29.1%</b>	28.7%	<b>32.7%</b>	26.8%
<b>Infant Mortality (Rate per 1,000 live births)</b> (CHA Pages 166-168)	5.8	3.8	<b>6.3</b>	2.6	2.7	<b>4.1</b>

Source: Florida Health CHARTS, Florida Department of Health, Bureau of Vital Statistics, 2020

## CHA Morbidity Data Highlights

- Age-adjusted hospitalization rates of coronary heart disease, stroke, and diabetes were exponentially higher among Black Palm Beach County residents compared to White residents.
- Palm Beach County had lower rates of preventable hospitalizations for residents under the age of 65 from all conditions compared to the state.

Figure 11: CHA Morbidity Data Highlights

Indicator (Rate Per 100,000)	Location		Race		Ethnicity	
	Florida	Palm Beach County	PBC Black	PBC White	PBC Hispanic	PBC Non-Hispanic
<b>Coronary Heart Disease Age-Adjusted Hospitalization Rate (2019)</b> (CHA Pages 214-217)	274.1	215.6	<b>230.3</b>	190.4	192.1	<b>215.8</b>
<b>Cancer Age-Adjusted Incidence Rate (2018)</b> (CHA Pages 225-227)	454.3	404.4	326.4	<b>405.2</b>	263.9	<b>430.4</b>
<b>Stroke Age-Adjusted Hospitalization Rate (2019)</b> (CHA Pages 251-254)	236.9	189.7	<b>331.2</b>	149.9	139.1	<b>193.2</b>
<b>Diabetes Age-Adjusted Hospitalization Rate (2019)</b> (CHA Pages 264-267)	2,314.2	1,845.8	<b>3,613.3</b>	1,373.1	<b>1,885.6</b>	1,836.8
<b>Preventable Hospitalizations (2019)</b> (CHA Pages 296-297)	928.6	875.4	-	-	-	-

Source: Florida Health CHARTS, University of Miami (FL) Medical School, Florida Cancer Data System, 2018  
 Source: Florida Health CHARTS, Florida Agency for Health Care Administration (AHCA), 2019

## CHA Mortality Data Highlights

- Age-adjusted death rates from coronary heart disease, stroke, cancer, and HIV/AIDS were highest among Black and non-Hispanic Palm Beach County residents.
- Unintentional injury death rates were highest among White and non-Hispanic Palm Beach County residents.

Figure 12: CHA Mortality Data Highlights

Age-Adjusted Deaths (Rate Per 100,000) (2020)	Location		Race		Ethnicity	
	Florida	Palm Beach County	PBC Black	PBC White	PBC Hispanic	PBC Non-Hispanic
<b>Coronary Heart Disease</b> (CHA Pages 315-316)	90.6	93.3	<b>109.1</b>	91.1	79.8	<b>94.3</b>
<b>Stroke</b> (CHA Pages 318-320)	44.4	40.6	<b>62.0</b>	37.8	40.3	<b>40.9</b>
<b>Cancer</b> (CHA Pages 321-324)	138.7	122.0	<b>124.9</b>	122.3	103.1	<b>124.6</b>
<b>HIV/AIDS</b> (CHA Pages 328-331)	2.7	2.9	<b>11.8</b>	0.9	1.1	<b>3.4</b>
<b>Unintentional Injury</b> (CHA Pages 332-335)	67.4	72.4	47.8	<b>82.1</b>	50.3	<b>79.3</b>

Source: Florida Health CHARTS, Florida Department of Health, Bureau of Vital Statistics, 2020



## CHA Mental and Behavioral Health Data Highlights

- Palm Beach County exceeded the overall state rates of age-adjusted opioid deaths and age-adjusted drug poisoning deaths in 2020.
- Palm Beach County White and non-Hispanic populations reported the highest rates of age-adjusted suicide deaths and age-adjusted drug poisonings, compared to their Black and Hispanic or Latino counterparts.

Figure 13: CHA Mental and Behavioral Health Data Highlights

Indicator	Location		Race		Ethnicity	
	Florida	Palm Beach County	PBC Black	PBC White	PBC Hispanic or Latino Origin	PBC Non-Hispanic
<b>Adults who had Poor Mental Health on &gt; 14 of the Past 30 Days (%) (2019)</b> (CHA Pages 178-179)	13.8%	9.2%	9.6%	10.7%	5.7%	-
<b>Age-Adjusted Suicide Deaths (Rate Per 100,000) (2019)</b> (CHA Page 181)	14.5	13.9	6.2	<b>16.1</b>	7.2	<b>15.5</b>
<b>Age-Adjusted Opioid Deaths (Rate Per 100,000) (2020)</b> (CHA Page 198)	29.9	<b>47.1</b>	-	-	-	-
<b>Age-Adjusted Drug Poisoning Deaths (Rate Per 100,000) (2020)</b> (CHA Pages 341-343)	34.6	<b>43.0</b>	18.1	<b>53.2</b>	19.6	<b>51.5</b>

Source: Florida Health CHARTS, Florida Behavioral Risk Factor Surveillance System (BRFSS), 2019  
 Source: Florida Health CHARTS, Opioid Dashboard, 2020

## CHA Snapshot: Health Resource Availability and Access Profile

### CHA Hospital Utilization Data Highlights

“Liveborn Infants, In Hospital” was the most common principal diagnosis grouping for an inpatient discharge in Palm Beach County facilities in 2020.

Figure 14: CHA Hospital Utilization Data Highlights

Principal Diagnosis Group (2020) CHA Page 348	Discharge Count	Discharge Percent
Liveborn Infants, In Hospital	8,491	4.9%
Sepsis, Unspecified Organism	7,198	4.1%
COVID-19	5,932	3.4%
Liveborn Infant, Outside of Hospital	5,043	2.9%

Source: Florida Health CHARTS, Florida Agency for Health Care Administration (AHCA), 2020

### CHA Health Care Facility Capacity Data Highlights

Across all facility types analyzed, Palm Beach County reported lower rates of facility capacity compared to the rates for the state of Florida.

Figure 15: CHA Health Care Facility Capacity Data Highlights

Facility (Rate Per 100,000) (2020)	Florida	Palm Beach County
Hospital Beds (CHA Page 359)	307.6	295.0
Nursing Home Beds (CHA Page 360)	418.9	386.5
Adult Psychiatric Beds (CHA Page 361)	20.6	15.6
Child & Adolescent Psychiatric Beds (CHA Page 362)	3.0	2.7
Adult Substance Abuse Beds (CHA Page 363)	1.7	0.3

Source: Florida Health CHARTS, Florida Agency for Health Care Administration (AHCA), 2020

## CHA Health Care Provider Supply Data Highlights

- Palm Beach County had lower rates of Advanced Registered Nurse Practitioners, Certified Nurse Specialists, Licensed Practical Nurses, and Registered Nurses compared to the state of Florida.
- Palm Beach County had higher rates of Physicians, Dentists, Licensed Clinical Social Workers, Licensed Mental Health Counselors, Psychologists, and Licensed Marriage and Family Therapists compared to the state of Florida.

Figure 16: CHA Health Care Provider Supply Data Highlights

Provider Type (Rate Per 100,000)	Florida	Palm Beach County
<b>Physicians (FY 20-21)</b> (CHA Page 369)	314.0	388.7
<b>Dentists (FY 20-21)</b> (CHA Page 370)	56.7	79.3
<b>Advanced Registered Nurse Practitioner (2020)</b> (CHA Page 371)	205.3	<b>193.3</b>
<b>Certified Nurse Specialist (2020)</b> (CHA Page 372)	1.3	<b>1.1</b>
<b>Licensed Practical Nurse (2020)</b> (CHA Page 372)	279.7	<b>224.7</b>
<b>Registered Nurse (2020)</b> (CHA Page 373)	1,334.5	<b>1,261.5</b>
<b>Licensed Clinical Social Workers (2020)</b> (CHA Page 374)	49.7	81.9
<b>Licensed Mental Health Counselor (2020)</b> (CHA Page 374)	57.3	77.1
<b>Psychologists (2020)</b> (CHA Page 375)	23.4	36.9
<b>Licensed Marriage and Family Therapist (2020)</b> (CHA Page 375)	10.1	15.6

Source: Florida Department of Health, Division of Medical Quality Assurance, 2021

### CHA Health Insurance Data Highlights

In 2019, nearly one quarter of Palm Beach County Hispanic or Latino residents (24.1%) and 17.2% of Black Palm Beach County residents were uninsured, with proportions much higher than their non-Hispanic (7.1%) and White (11.3%) counterparts.

Figure 17: CHA Health Insurance Data Highlights

Percent of Population (2019)	Location		Race		Ethnicity	
	Florida	Palm Beach County	PBC Black	PBC White	PBC Hispanic or Latino	PBC Non-Hispanic
<b>Uninsured Individuals</b> (CHA Pages 384-385)	12.8%	13.0%	<b>17.2%</b>	11.3%	<b>24.1%</b>	7.1%

Source: U.S. Census Bureau, American Community Survey, 2019

## CHA Snapshot: Community Perspective Profile

### CHA Resident Focus Group Highlights

Seventeen Resident Focus Groups were conducted with 299 Palm Beach County residents. These sessions allowed residents to voice their opinions, experiences, and needs related to health in Palm Beach County in a discussion-based format.

Figure 18: CHA Resident Focus Group Highlights

<p><b>Areas of Emphasis</b></p> <ul style="list-style-type: none"> <li>• <b>Health issues:</b> substance use, diabetes, cancer, mental health, high blood pressure, and obesity</li> <li>• <b>Causes:</b> stress, life events, homelessness, high costs of medical services, lifestyle and habits, environmental triggers/factors, a lack of education or awareness</li> <li>• <b>Most affected groups:</b> adolescents and teens, elders, low-income and rural communities, minorities</li> </ul>	<p><b>Healthcare and Health Education</b></p> <ul style="list-style-type: none"> <li>• <b>Sources of health care:</b> free or low-cost clinics, hospitals and urgent cares, primary care physicians, telehealth, pharmacies</li> <li>• <b>Sources of health information:</b> technology-based resources, healthcare-based resources, health department, friends/family, and community health workers</li> </ul>	<p><b>COVID-19 Impacts</b></p> <ul style="list-style-type: none"> <li>• Changes to <b>daily life</b> and family dynamics</li> <li>• Financial <b>hardship</b></li> <li>• Deteriorating <b>mental health</b> and increased substance use</li> <li>• <b>Decreased access</b> to traditional medical and social services and increased telehealth and virtual options</li> </ul>
<p><b>Current Community Strengths</b></p> <ul style="list-style-type: none"> <li>• Programs and <b>services</b> for seniors, caregivers, immigrants, re-entry population</li> <li>• <b>Access</b> to care</li> <li>• A sense of <b>community</b></li> </ul>	<p><b>Opportunities</b></p> <ul style="list-style-type: none"> <li>• <b>Services</b> for seniors, caregivers, immigrants, re-entry population</li> <li>• <b>Culturally-diverse</b> mental health practitioners, sexual health specialists, dental, vision, surgical providers, pediatricians, gynecologists, rehabilitation centers, emergency response units</li> <li>• <b>Social support</b> services, such as transportation, affordable housing, and medication assistance</li> </ul>	<p><b>Needed Support</b></p> <ul style="list-style-type: none"> <li>• Education</li> <li>• Additional health and social resources</li> <li>• Employment opportunities</li> <li>• Inclusive policies</li> </ul>

## CHA Key Informant Interview Highlights

Fifteen Key Informant Interviews were conducted with key community stakeholders and members. The individuals selected for the interviews included leaders, representatives, or members of medically underserved, low-income residents and communities of color. Participants also included public health funders, members of local law enforcement, and leaders of community-based and non-profit organizations.

Figure 19: CHA Key Informant Interview Highlights

<p><b>Suggestions for Improvement</b></p> <ul style="list-style-type: none"> <li>• Shifting existing <b>power structures</b></li> <li>• Building <b>trust</b></li> <li>• <b>Representation</b> in the healthcare system</li> <li>• More <b>mobile clinics</b> and services</li> <li>• Increasing <b>hope</b> in our communities</li> </ul>	<p><b>Populations with Unmet Needs</b></p> <ul style="list-style-type: none"> <li>• Black and African American residents</li> <li>• Haitian residents</li> <li>• Hispanic residents</li> <li>• Seniors</li> <li>• Single parents</li> <li>• Children born in areas with less opportunity</li> </ul>	<p><b>Populations with Unmet Needs</b></p> <ul style="list-style-type: none"> <li>• Migrant farmworkers</li> <li>• Low-income families</li> <li>• Immigrant residents</li> <li>• Individuals who face segregation and income inequality</li> <li>• Glades region and Riviera Beach residents</li> </ul>	<p><b>COVID-19 Impacts</b></p> <ul style="list-style-type: none"> <li>• Exacerbated <b>health disparities</b></li> <li>• Increased <b>strain</b> on families</li> <li>• Education and social development of <b>children</b></li> <li>• Burden on fractured <b>healthcare system</b></li> <li>• Unmet <b>health needs</b></li> <li>• Increased lack of <b>trust</b></li> <li>• Increased <b>behavioral health</b> issues</li> <li>• <b>Political</b> challenges</li> </ul>
<p><b>Key Health Issues</b></p> <ul style="list-style-type: none"> <li>• <b>Chronic</b> health conditions</li> <li>• <b>Mental</b> and <b>behavioral</b> health</li> <li>• <b>Generational trauma</b> among American-born Black residents</li> <li>• <b>Social determinants of health</b> and the <b>built environment</b></li> </ul>	<p><b>Current Community Strengths</b></p> <ul style="list-style-type: none"> <li>• Foundations, grants, and taxing districts</li> <li>• Faith-based organizations</li> <li>• Low-to-no cost services available</li> <li>• School District</li> <li>• Good weather</li> </ul>	<p><b>Challenges and Barriers in Maintaining Health</b></p> <ul style="list-style-type: none"> <li>• Lack of <b>economic mobility</b></li> <li>• <b>Access</b> to care (awareness and availability)</li> <li>• High <b>medical costs</b></li> <li>• Lived Environment</li> <li>• Poor health behaviors</li> </ul>	<p><b>Opportunities</b></p> <ul style="list-style-type: none"> <li>• <b>Engaging the community</b> in decision-making and leadership, especially diverse groups</li> <li>• <b>Cross-sector</b> collaboration</li> <li>• <b>Affordable housing</b> and <b>living wages</b></li> </ul>

## CHA Snapshot: Local Public Health System Assessment (LPHSA)

The Local Public Health System Assessment is a tool that is used to determine how well the local public health system addresses the components of the 10 Essential Public Health Services and accompanying Model Standards, answering questions such as “*What are the components, activities, competencies, and capacities of our public health system?*” and “*How well are the 10 Essential Public Health Services being provided in our system?*” In addition to the standard Local Public Health System Assessment Performance Score Assessment, a Local Health Department (LHD) Contribution Questionnaire and a Priority of Model Standards Questionnaire were completed for Palm Beach County in January 2022. These additional questionnaires served as supplementary indicators of the local public health system’s performance in each Essential Service area and provided deeper analysis of the local public health system in Palm Beach County. As depicted in the table below, the average overall performance score was 78.3 and the average overall priority rating was 8.9. The average overall agency (local health department) contribution score was 88.5 among all assessed Essential Service areas.

Figure 20: Palm Beach County Local Public Health Assessment Results

Model Standards by Essential Services	Performance Scores	Priority Rating	Agency Contribution Scores
ES 1: Monitor Health Status	97.2	9.0	100.0
ES 2: Diagnose and Investigate	97.9	9.3	91.7
ES 3: Educate/Empower	61.1	9.0	100.0
ES 4: Mobilize Partnerships	64.6	9.0	100.0
ES 5: Develop Policies/Plans	100.0	9.0	100.0
ES 6: Enforce Laws	94.4	8.7	75.0
ES 7: Link to Health Services	59.4	9.5	87.5
ES 8: Assure Workforce	61.3	9.0	81.3
ES 9: Evaluate Services	62.1	9.0	75.0
ES 10: Research/Innovations	85.4	7.7	75.0
<b>Average Overall Score</b>	<b>78.3</b>	<b>8.9</b>	<b>88.5</b>
<b>Median Score</b>	<b>75.0</b>	<b>9.0</b>	<b>89.6</b>

Source: Palm Beach County Local Public Health System Report, 2022

Aggregated by: National Public Health Performance Standards Tool and Score Sheet, Version 3.0

Compiled by: Health Council of Southeast Florida, 2022

## **PLANNING PHASE: COMMUNITY HEALTH IMPROVEMENT PLAN DEVELOPMENT**

Thoughtful and strategic planning is a vital component of the Community Health Improvement Plan (CHIP) development process. The following section highlights the purpose of the CHIP, the methods used to develop the CHIP, the Community Health Improvement Model Framework used, and how the CHIP should be used throughout the community.

### **Purpose**

The Palm Beach County CHIP is a five-year systematic plan to address health issues based on the results of the Palm Beach County Community Health Assessment (CHA). The CHIP was developed by a variety of community partners, stakeholders, and advocates within the local public health system who will continue the work of implementing, monitoring, and evaluating the goals, objectives, strategies, and activities outlined in the plan for each priority area. Community collaboration is a vital component of effectively executing the plan and driving community change within the priority areas. This plan will coordinate and target resources to address the identified health priorities throughout the local public health system and the county at large. As a “living” document, the Advisory Council will update and revise the CHIP to continue to meet the needs of the community.

### **Methods**

The CHIP focuses on the top three priorities that were determined by the Advisory Council based on the data available in the CHA, prioritization activities, and insights from the community, stakeholders, and partnering agencies. There were several other health indicators that emerged throughout this process, and though they are not addressed in this plan, they remain critical and should be considered for future health planning activities in Palm Beach County. In addition to the three selected priority areas, the Palm Beach County Community Health Advisory Council emphasized the importance of addressing differences in health outcomes throughout the CHIP. Overall, the Palm Beach County CHIP was designed to complement and build upon current county efforts, resources, plans, and initiatives already in place to improve the health of Palm Beach County. To the extent possible, Advisory Council members strategically identified partners and resources to leverage and enhance potential impact and ensure no duplication or conflict in recommendations or actions occur between the plan and current community efforts.

### **Community Health Improvement Model Framework**

The Florida Department of Health in Palm Beach County, Health Care District of Palm Beach County, Health Council of Southeast Florida, and the Palm Beach County Community Health Advisory Council collaborated from October 2021 to June 2022 to conduct a thorough CHA and develop a comprehensive, data-driven CHIP. The Advisory Council worked to ensure adequate representation and consideration of the various factors that influence health at each stage. The following section outlines this process.



## Developing Partnerships

Beginning in Fall 2021, the Florida Department of Health in Palm Beach County and the Health Care District of Palm Beach County engaged the Health Council of Southeast Florida (HCSEF) to inform and facilitate the countywide CHA and CHIP processes. The previously established Palm Beach County Community Health Advisory Council was engaged to provide diverse representation of the local public health system and residents, and steer the community health improvement process. Throughout the subsequent process, contacts were updated and added to the Advisory Council regularly to ensure broad representation and engagement. The Advisory Council is comprised of diverse, multi-sector and multi-disciplinary partners who are representative of the communities they serve and are active contributors to the local public health system in Palm Beach County.

## Problem Identification and Prioritization

From October 2021 to January 2022, HCSEF began collecting and analyzing secondary quantitative data and primary qualitative data. HCSEF compiled and analyzed secondary quantitative data from trusted sources, such as Florida Health CHARTS, the Florida Department of Health Bureau of Vital Statistics, and the U.S. Census Bureau, to paint the picture of health and living conditions in Palm Beach County. HCSEF also disaggregated key demographic and socioeconomic data, health status data, and health resource availability and access data by Census County Division (CCD), ZIP Code, race, and ethnicity when possible to highlight differences in health outcomes.

Primary qualitative data was collected through seventeen resident focus groups, fifteen key informant interviews, and the National Public Health Performance Standards (NPHPS) Local Public Health System Assessment (LPHSA) process, which included the supplementary Local Health Department (LHD) Contribution Questionnaire and the Priority of Model Standards questionnaire. The Local Public Health System Assessment (LPHSA) took place in January 2022 over the course of two meetings. The first meeting was the internal LPHSA, which was attended by Florida Department of Health in Palm Beach County and Health Care District of Palm Beach County staff members. At the next meeting, various community leaders and stakeholders convened to complete the second and final portion of the LPHSA.

The Palm Beach County Community Health Advisory Council convened in January 2022 to prepare for the new CHIP cycle, reviewing the CHA and CHIP framework, timeline, and best practices. The CHA was finalized in January 2022 and, in February 2022, the group convened for to review the CHA findings.

In March 2022, the Advisory Council met to begin the 2022 – 2027 CHIP development process. After reviewing the CHA findings and participating in a thorough group discussion, the Advisory Council formally voted on three CHIP priority areas through a multi-voting technique. HCSEF provided members with information related to the CHA key findings, Healthy People 2030, and the Florida State Health Improvement Plan prior to the meeting to provide additional information to inform decision making. While a number of priorities were discussed, the group ultimately voted to focus on the following strategic health priorities:

- **Chronic Disease Prevention and Self-Management**
- **Mental and Behavioral Health**
- **Access and Linkage to Health and Human Services**

Notably, members considered uniform access to healthcare and services as a priority area, but ultimately decided to incorporate this as a cross-cutting theme throughout the CHIP to ensure that efforts in all areas

contributed towards creating a more equitable Palm Beach County. HCSEF also called on members to become ambassadors of the 2022 Palm Beach County CHA during the month of March 2022. To do so, HCSEF developed and shared a condensed data presentation with the Advisory Council to disseminate the CHA findings widely with professional networks and community members throughout the county in an effort to increase community awareness and engagement, and glean additional perspectives.

### **Developing Goals, Objectives, Strategies, Activities, Action Steps, and Key Partners**

In April 2022, the Advisory Council convened to review key data from the CHA related to the selected priority areas, conduct a root cause analysis, and draft goals. The Advisory Council used the root cause analysis findings to develop goals, objectives, and strategies that address the specific conditions that lead to the prioritized health issues. To conduct the root cause analysis, the Advisory Council broke into three groups and rotated between breakout rooms, completing the 5 Why's activity for each priority area, so that each member had the opportunity to provide input on all three priorities. HCSEF crafted the proposed goals based on these discussions, bringing them to the Advisory Council for a formal vote of approval during the next meeting. At that time, Advisory Council members provided input and refined the goals.

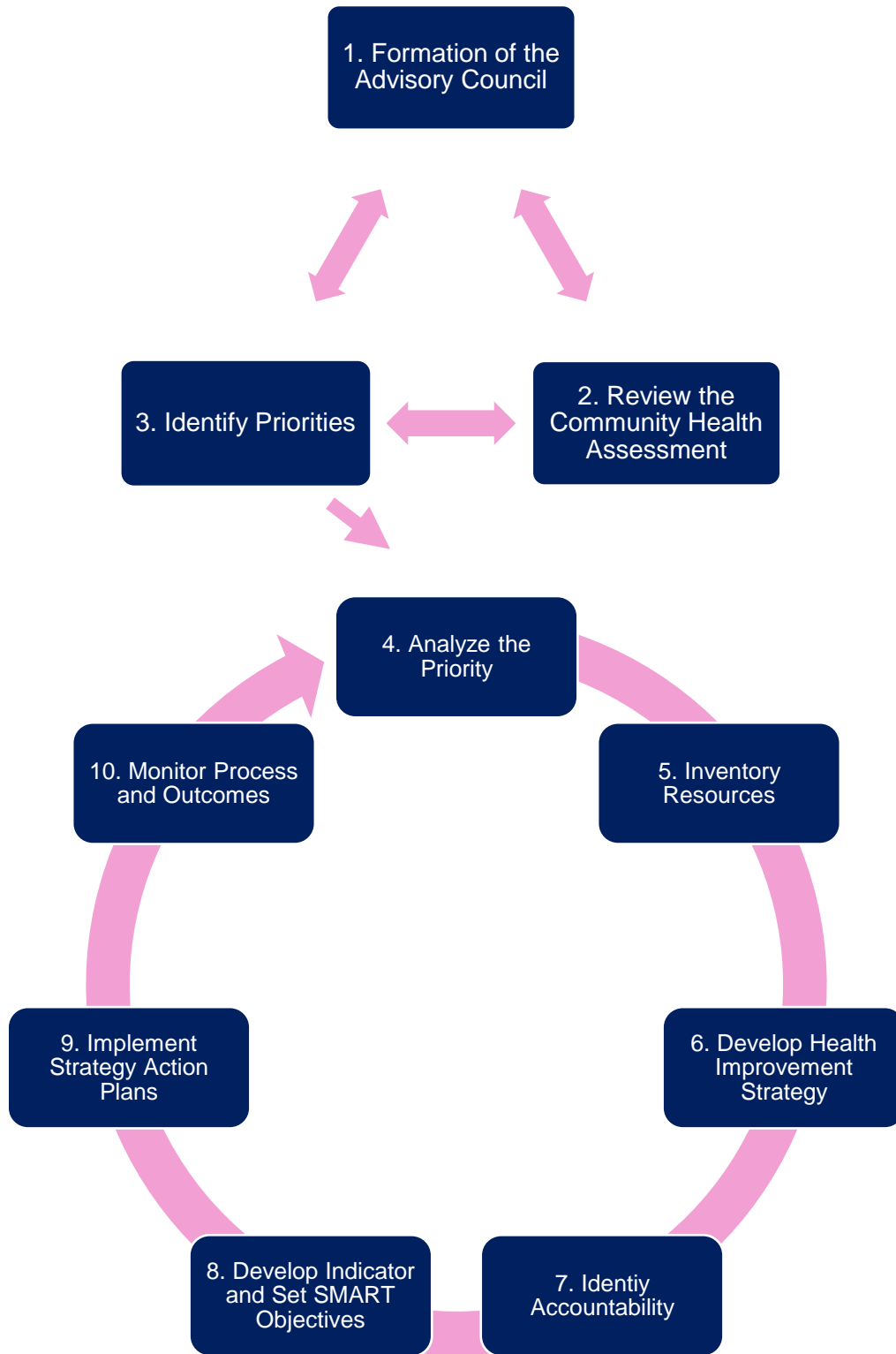
In May 2022, HCSEF compiled notes from all previous Advisory Council meetings, CHA data, and notes from the root cause analysis activity to finalize the goals and draft associated S.M.A.R.T. (Specific, Measurable, Attainable, Relevant/Realistic, Time-bound) objectives for each goal. HCSEF researched Healthy People 2030 and Florida State Health Improvement Plan objectives to ensure alignment between national, state, and local efforts. After the goals and objectives were solidified, the Advisory Council worked together to brainstorm strategies, which HCSEF refined based on the group discussion and presented at the following meeting. To the extent possible, the Advisory Council adopted evidence-based strategies into the workplan to ensure that efforts will be effective.

In early June 2022, the Advisory Council convened again to determine key partners, activities, and action steps for each strategy. This final Advisory Council meeting served to complete the CHIP workplans. Advisory Council members utilized current efforts, public health trends, and community knowledge to inform and enhance the plan throughout this process.

### **Action Cycle**

The Palm Beach County Community Health Advisory Council will implement the CHIP and monitor the outcomes and activities beginning in July 2022. The Advisory Council will carry out these efforts throughout the CHIP's five-year term, from July 2022 to June 2027. The Advisory Council will meet on a bi-annual basis to monitor activities, evaluate outcomes, and update the plan to increase effectiveness as needed.

Figure 21: Community Health Improvement Framework



Adapted from Institute of Medicine's Community Health Improvement Plan Process

## Community Health Assessment (CHA) and Community Health Improvement Plan (CHIP) Timeline

### Fall 2021

- **November 2021:** Secondary Quantitative Data Analysis is conducted to depict the demographic and socioeconomic profile of the county, the health status profile, and health resource availability and access in the county.
- **November 2021 - January 2022:** Primary Qualitative Data Collection and Analysis is conducted through 17 resident focus groups facilitated in English, Spanish, and Haitian Creole and 15 Key Informant Interviews are conducted with key community stakeholders and community members

### Winter 2021

- **January 2022:** A Local Public Health System Assessment is conducted, including the Local Health Department Contribution Questionnaire and the Priority of Model Standards Questionnaire.
- **January 2022:** The 2022 Palm Beach County Community Health Assessment is published.
- **January 2022:** First Palm Beach County Community Health Advisory Council Meeting is held to review 2017-2022 CHIP progress and review the CHA data.
- **February 2022:** Second Palm Beach County Community Health Advisory Council meeting is held to vet the 2022 CHA data.

### Spring 2022

- **March 2022:** Palm Beach County Community Health Advisory Council members are called upon to be "Ambassadors of the CHA." A condensed data presentation is distributed to partners so they can share the CHA findings widely with their networks.
- **March 2022:** Third Palm Beach County Community Health Advisory Council Meeting is held to select the 2022-2027 Palm Beach County CHIP Priority Areas through multi-voting. Prior to the meeting, participants are provided with a document that contains potential priority areas based on the CHA data, Healthy People 2030, and the Florida State Health Improvement Plan (SHIP).
- **April 2022:** Fourth Palm Beach County Community Health Advisory Committee Meeting is held to conduct a root cause analysis of each priority area and develop the goals for each priority area.
- **May 2022:** Fifth Palm Beach County Community Health Advisory Committee Meeting is held to develop the CHIP objectives and strategies.

### Summer 2022

- **June 2022:** Sixth Palm Beach County Community Health Advisory Committee Meeting is held to determine the CHIP key activities, action steps, and responsible partners. The CHIP workplan is finalized.
- **July 2022:** The 2022-2027 Palm Beach County Community Health Improvement Plan enters the Implementation Phase. Implementation will take place between July 2022 and June 2027.

## ACTION PHASE: STRATEGIC HEALTH PRIORITY AND ACTION PLANS

The Palm Beach County Community Health Improvement Plan (CHIP) is a five-year systematic plan to address health priorities identified based on the Community Health Assessment (CHA) findings. The plan focuses on the top three priorities identified by the Advisory Council and defines specific goals, strategies, objectives, activities and measures related to each priority.

This section of the report presents the culmination of the perspective, input, and effort of community members and stakeholders in this improvement planning process. Further, it includes each of the three priority area goals, objectives, strategies, action steps, and evaluation methods.

A **goal** is a broad, general statement about a desired outcome. It represents the destination the community hopes to reach within each priority area.

The **objectives** are more specific and detail what the community hopes to achieve and by when. Whenever feasible, this plan's objectives are S.M.A.R.T., meaning they are specific, measurable, achievable, relevant/realistic, and time-bound. Each of the objectives are **aligned with national and/or state priorities**, such as those found in Healthy People 2030 and the Florida State Health Improvement Plan.

The **strategies** detailed in the plan are the ways in which the Advisory Council will achieve the objectives. Examples of **evidence-based interventions and programs** are outlined for each priority area to guide how the detailed CHIP strategies are modeled. The **action steps** in each strategy provide more detail on how the strategies will be implemented.

The strategies in the CHIP aim to:

- Address the structural issues and root causes of the identified health priorities
- Address differences in health outcomes
- Utilize data to measure differential gaps and to monitor the impact of interventions
- Outline approaches that are relevant and realistic given the available time, resources, and competing priorities
- Devise an action plan that can have a wide-reaching community-wide impact
- Detail measurable objectives to evaluate progress
- Engage a broad range of community stakeholders
- Support ongoing and existing efforts in the community, leveraging partnerships and increasing collaboration
- Implement evidence-based interventions and models for community health improvement
- Include interventions that encourage healthy behavior changes, while also addressing structural and systemic barriers
- Focus on improving conditions and health outcomes in the community

While the Palm Beach County Community Health Advisory Council will collaborate and leverage existing community resources to implement the CHIP, **key partners** are listed in the action plan for each activity. These key partners were identified by the group to have relevant experience and expertise related to the priority area activities. Serving as lead agencies, these key partners will oversee implementation efforts for each of the strategies within each priority area and report progress during the Palm Beach County Community Health Advisory Council meetings. As additional partners are identified throughout the CHIP

implementation process, updates will be made to these areas of the plan to comprehensively depict community efforts.

The information in this plan aims to lay the foundation and provide direction for the community health improvement planning efforts in Palm Beach County over the course of five years. Ongoing evaluation of specific goals, activities, and outcomes will ensure that the Advisory Council is making a meaningful impact with CHIP efforts. As this ongoing monitoring and evaluation is conducted, it is important to note that this CHIP is a “living” document and can be adapted throughout the action cycle to continuously meet the community's evolving needs. Evaluation throughout the course of this plan will also help guide future planning activities in Palm Beach County, as the success of strategies and activities will be assessed regularly.

## How to Use The CHIP

The implementation of the CHIP aims to strengthen the public health infrastructure, aid and guide countywide planning, foster collaboration and capacity-building and, ultimately, promote the well-being and quality of life for Palm Beach County residents. Because health improvement occurs at all levels of the community, including in homes, schools, workplaces, and faith-based spaces, the CHIP provides goals and actions that the community-at-large can work together to achieve. The Palm Beach County CHIP, created by community stakeholders and driven by resident input, broadens and builds upon successful local initiatives taking place in our community. We encourage community partners to review the priorities and goals, reflect on the suggested strategies, and consider how to participate in the CHIP process or specific priority area subcommittees to help improve the health of Palm Beach County. Below are some suggested strategies you may consider to play a role in achieving a healthier community.

- Promote the CHIP health priorities in the community
- Support programs, policies, initiatives and campaigns aimed at addressing the health priorities
- Be an advocate in the community for healthy behaviors, policies, systems, and environments
- Lead by example and practice healthy behaviors in your home, workplace, and social circles
- Share your resources whether it be time, support, funding, or expertise to strengthen health improvement efforts

## Priority Area 1: Chronic Disease Prevention and Self-Management

### Chronic Disease Prevention and Self-Management – Why Address It?

Chronic diseases are conditions that last at least one year and require ongoing medical attention and/or limit daily activities. According to the Centers for Disease Control and Prevention (CDC), approximately six in ten adults in the United States (US) have a chronic disease, and four in ten US adults have two or more chronic diseases.<sup>2</sup> Major chronic diseases include heart disease and stroke, cancer, and diabetes, among others. Chronic disease greatly reduces the health-related quality of life of those impacted, which often results in comorbidity, adverse health behaviors, depression, insomnia, lower life expectancy, and cognitive challenges. The primary risk factors and underlying causes of chronic disease include, but are not limited to, tobacco use and exposure to secondhand smoke, poor nutrition, physical inactivity, and excessive alcohol use, but also key factors that influence health, such as economic stability and the neighborhood and built environment.<sup>3</sup> Many of these conditions can be prevented or mitigated through access to healthy foods, access to proper care and treatment, and behavior and lifestyle changes.

In Palm Beach County in 2020, three of the top five leading causes of death were chronic diseases: heart disease, cancer, and stroke.<sup>4</sup> Available vital statistic and hospitalization data demonstrated stark racial and ethnic chronic disease-related differences, as age-adjusted hospitalization and death rates attributed to chronic disease were exponentially higher among Black Palm Beach County residents compared to White residents. For instance, in 2019, both the age-adjusted hospitalization and death rate attributed to coronary heart disease were approximately 1.2 times higher among Black residents, compared to their White counterparts. Moreover, Black residents experienced an age-adjusted diabetes hospitalization rate that was 2.6 times higher than the rate among White residents, while Hispanic residents experienced a rate 1.02 times higher than their non-Hispanic counterparts. Lastly, the age-adjusted stroke hospitalization rate was 2.2 times higher and the age-adjusted stroke death rate was 1.6 times higher among Black residents, compared to White residents.<sup>5 6</sup>

These stark differences depict major chronic disease disparities in our community. As such, this data reveals a need to implement upstream approaches to improve chronic disease prevention and self-management in Palm Beach County. The following table shows the goals, objectives, strategies, and activities that will provide direction for the community health improvement planning efforts for this priority area. The Plan also includes best practices, evidence-supported initiatives, and current community resources specific to this priority area.

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<sup>2</sup> Megari, K. (2013). Quality of life in chronic disease patients. *Health Psychol Res.* 1(3): e27.

<sup>3</sup> Centers for Disease Control and Prevention. (2022). *About Chronic Diseases*. Retrieved from <https://www.cdc.gov/chronicdisease/about/index.htm>

<sup>4</sup> Florida Health CHARTS, Florida Department of Health, Office of Health Statistics and Assessment, 2021

<sup>5</sup> Florida Health CHARTS, Florida Agency for Health Care Administration (AHCA), 2019

<sup>6</sup> Florida Health CHARTS, Florida Department of Health, Bureau of Vital Statistics, 2020



Table 1: Chronic Disease Prevention and Self-Management Priority Area Goals, Strategies, Objectives, and Activities

<b>Priority Area: Chronic Disease Prevention and Self-Management</b>			
<b>Goal 1: Support healthy lifestyles through promotion of nutrition, physical activity, and disease prevention.</b>			
<b>Strategy: Between July 1, 2022 – June 30, 2027, engage and promote community-based systems that support healthy eating.</b>			
Food insecurity disproportionately affects low-income families. Food insecurity is associated with the consumption of highly processed foods with low nutritional value, which contributes to the prevalence of obesity and other chronic diseases.			<b>National/state priorities alignment:</b> <b>Florida SHIP:</b> CD6.1, SEC3.3 <b>Healthy People 2030:</b> NWS-01, AH-04, AH-R03
<b>Objective:</b> Reduce the proportion of residents who experience food insecurity from 10.6% in 2019 to 6.6% in 2027.			
<b>Activities</b>	<b>Key action steps</b>	<b>Measures</b>	<b>Key partners</b>
Increase access to affordable, healthy fruits and vegetables	Promote the Palm Beach County/United Way Hunger Relief Plan to connect the community and residents with food resources	# initiatives	<ul style="list-style-type: none"> <li>Florida Department of Agriculture and Community Services</li> <li>Florida Department of Health in Palm Beach County</li> <li>Palm Beach County and Palm Beach County Commission</li> <li>School District of Palm Beach County</li> <li>United Way of Palm Beach County/Hunger Relief Plan</li> </ul>
	Promote the UF/IFAS Extension Program resources and services	# residents learning about services	<ul style="list-style-type: none"> <li>UF/IFAS Extension Program</li> </ul>
	Promote the school district expanded food programs by identifying and meeting the schools' needs for existing weekend backpack and pantry programs, High School reengineering initiatives, food pantries, and Community Eligibility Provisions (CEP)	# of sites served by Palm Beach County School Food Services Department for High School Reengineering initiative	<ul style="list-style-type: none"> <li>School District of Palm Beach County</li> <li>United Way of Palm Beach County/Hunger Relief Plan</li> </ul>

Activities	Key action steps	Measures	Key partners
Increase access to affordable, healthy fruits and vegetables	Identify areas of need and funding opportunities to increase senior home-delivery meals/Congregate meals through the use of volunteers	# meals serviced to seniors (age 60+) in a congregate setting  # senior citizens participating in congregate meals/soup kitchens  # of unduplicated senior citizens participating in home delivered meals/Meals on Wheels  # home-delivered/Meals on Wheels meals  # unduplicated senior hunger volunteers	<ul style="list-style-type: none"> <li>• Area Agency on Aging</li> <li>• United Way of Palm Beach County/Hunger Relief Plan</li> </ul>
	Monitor food bank progress with kitchen expansion and food processing facilities and ability to deliver meals to seniors (year-round) and students (summer and after school)	# kitchens expanded and food processing facilities  # of meals delivered	<ul style="list-style-type: none"> <li>• United Way of Palm Beach County/Hunger Relief Plan</li> <li>• Palm Beach County Food Bank</li> </ul>
	Consider opportunities to partner with ride-share service providers to deliver meals	# agencies offering and implementing a pantry grocery delivery program	<ul style="list-style-type: none"> <li>• United Way of Palm Beach County/Hunger Relief Plan</li> </ul>

Activities	Key action steps	Measures	Key partners
Increase access to affordable, healthy fruits and vegetables	Promote food access programs to increase the number of facilities participating in food access programs and farmer's markets and outlets that accept SNAP (SNAP, WIC, childcare food programs) by distributing user-friendly guides, identifying barriers to participation in the Special Supplemental Nutrition Program for Women, Infants, and Children (WIC) and conducting relevant outreach, and by conducting targeted SNAP outreach efforts	<p># of partner agencies provided with user-friendly guides</p> <p># SNAP retailers and farmer's markets that accept SNAP and Fresh Access Bucks (FAB)</p> <p># WIC outreach events and efforts</p>	<ul style="list-style-type: none"> <li>American Heart Association</li> <li>Florida Department of Health in Palm Beach County</li> <li>Fresh Access Bucks Program</li> <li>United Way of Palm Beach County/Hunger Relief Plan</li> <li>Women, Infant, and Children (WIC) Program</li> </ul>
	Promote federal meal programs that serve at risk communities in their communities and neighborhoods	<p># sites participating in CCFP and After-School Meal Program</p> <p># meals served in the Mobile Summer BreakSpot Program and Summer BreakSpot</p>	<ul style="list-style-type: none"> <li>United Way of Palm Beach County/Hunger Relief Plan</li> <li>Palm Beach County and the Palm Beach County Commission</li> <li>Florida Department of Health in Palm Beach County</li> </ul>
	Support local food pantries through the implementation of healthy procurement/donation <b>policies</b> .	# policies implemented	<ul style="list-style-type: none"> <li>American Heart Association</li> <li>United Way of Palm Beach County/Hunger Relief Plan</li> </ul>

<b>Strategy: Between July 1, 2022 – June 30, 2027, increase community-based activities, such as Let’s Move, to increase options for physical activity in the community.</b>			
Increasing the proportion of residents who are physically active will reduce the risk for obesity, chronic disease, and other poor health outcomes.		<b>National/state priorities alignment:</b> <b>Florida SHIP:</b> CD6.2 <b>Healthy People 2030:</b> PA-01, PA-05, PA-06, PA-09	
<b>Objective:</b> Reduce the proportion of adults who are sedentary from 25.6% in 2019 to 24.4% in 2027 (among Black residents: 31.4% in 2019 to 25% in 2027; among Hispanic residents: 28.6% in 2019 to 24% in 2027).			
<b>Objective:</b> Increase the proportion of students who were physically active for at least 60 minutes on all 7 of the past 7 days (middle and high school students) from 18.1% in 2020 to 19.5% in 2027(among Black students: from 14.4% in 2020 to 16.5%; among Hispanic students: from 16% to 17.5%).			
<b>Activities</b>	<b>Key action steps</b>	<b>Measures</b>	<b>Key partners</b>
Expand existing community campaigns promoting activity and exercise using programs such as Let’s Move	Increase Let’s Move activities from one month of activities (March) to a 12-month campaign	# participants	<ul style="list-style-type: none"> <li>Digital Vibez</li> <li>Palm Health Foundation</li> <li>Florida Department of Health in Palm Beach County</li> </ul>
Promote exercise programs, especially for those who have arthritis or are at-risk for falls	Promote the YMCA exercise program Increase partnerships to implement programs at different sites and locations	# participants # participants with arthritis or at risk for falls # sites and locations	<ul style="list-style-type: none"> <li>YMCA of South Palm Beach County</li> <li>Area Agency on Aging</li> <li>Florida Department of Health in Palm Beach County</li> <li>Ruth and Norman Rales Jewish Family Services</li> </ul>
	Promote the Area Agency on Aging Tai Chi Moving for Better Balance, Tai Chi for Arthritis, and Matter of Balance programs and the Health Care District of Palm Beach County Tai Ji Quan programs	# participants	
	Promote the Silver Sneakers exercise program for older adults	# participants	
	Identify and train additional volunteers to implement programs in the community	# participants	
Promote the American Heart Association Kids Heart Challenge to engage students in physical activity and educate students about keeping their hearts and brains healthy and helping others	Increase participation in the challenge among elementary, middle, and high school youth	# schools participating in the challenge # students registered online # students who were instructed in CPR/ Warning Signs of Stroke	<ul style="list-style-type: none"> <li>American Heart Association</li> <li>School District of Palm Beach County</li> </ul>

<b>Strategy: Between July 1, 2022 – June 30, 2027, promote awareness of low-to-no cost services.</b>			
<b>Objective:</b> Increase the proportion of Palm Beach County adults with a personal doctor from 75.6% in 2019 to 80% in 2027 (Among Non-Hispanic Black adults: from 72.7% in 2019 to 78% in 2027; among Hispanic adults: from 61.3% in 2019 to 73% in 2027).			<b>National/state priorities alignment:</b> <b>Florida SHIP:</b> CD3.1 <b>Healthy People 2030:</b> AHS-07, AHS-9, AH-01
<b>Activities</b>	<b>Key action steps</b>	<b>Measures</b>	<b>Key partners</b>
Create a social marketing campaign to promote awareness that “every resident has access to a medical home.” Including information sharing related to low-to-no cost services	Share educational materials related to low-to-no cost services	# materials shared # residents reached # events attended	<ul style="list-style-type: none"> <li>• Federally Qualified Health Centers</li> <li>• Florida Department of Health in Palm Beach County</li> <li>• American Heart Association</li> <li>• Palm Beach County Medical Society (Project Access)</li> <li>• Caridad Center</li> <li>• Palm Beach Civic Association Health Committee</li> <li>• Pediatric Care Providers, such as Palm Beach Pediatrics, Pediatric Partners, and the Pediatric Society of Palm Beach County</li> <li>• Florida Department of Health in Palm Beach County</li> </ul>
	Conduct seminars to improve medical-home education	# seminars # residents educated	
Conduct a campaign on metabolic syndrome, which includes encouraging people to seek primary care and attending visits	Encourage and educate residents on seeking and obtaining primary care	# materials shared # residents reached	

**Goal 2: Reduce the burden of chronic diseases by improving quality of life, minimizing symptoms, and preventing unnecessary hospitalizations.**

**Strategy: Between July 1, 2022 – June 30, 2027, support community-based interventions to effectively prevent and manage chronic diseases, such as Chronic Disease Self-Management programs for residents.**

**Strategy: Between July 1, 2022 – June 30, 2027, support system-level interventions to effectively prevent and manage chronic diseases, such as culturally adapted health care and Federally Qualified Health Center (FQHC) chronic disease management best practices.**

If individuals living with chronic disease have access to the food, treatment, and self-management counseling they need, we will see a decrease in the rate of preventable hospitalizations from or associated with chronic diseases.

**Objective:** Reduce hospitalizations from diabetes or with diabetes from 1,713 per 100,000 (2020) to 1,695.0 per 100,000 by 2027. (Black: 3,287.4 in 2020 to 3214.8 in 2027; Hispanic: 1,768.2 in 2020 to 1673.8 in 2027).

**Objective:** Reduce age-adjusted coronary heart disease hospitalizations from 175.1 per 100,000 (2020) to 122.1 per 100,000 in 2027. (Black: 171.7 in 2020 to 139.6 in 2027; Hispanic: 146.4 in 2020 to 108.4 in 2027; NH: 176.9 in 2020 to 128.3 in 2027).

**Objective:** Reduce hospitalizations from stroke from 176.0 per 100,000 (2020) to 160.5 per 100,000 in 2027. (Black: 305.0 in 2020 to 227.5 in 2027; Hispanic: 121.2 in 2020 to 95.1 in 2027; NH: 181.5 in 2020 to 146.9 in 2027).

**National/state priorities alignment:**  
**Florida SHIP:** CD2.4, CD4.2  
**Healthy People 2030:** 0A-05; HDS-09; HDS-02; HDS-03

If individuals living with chronic disease engage in chronic disease self-management, their quality of life and health outcomes will improve.

**Objective:** Increase the proportion of adults with diabetes who have ever had diabetes self-management education from 69.7% in 2019 to 76.4% in 2027.

**National/state priorities alignment:**  
**Florida SHIP:** CD 4.1  
**Healthy People 2030:** D-06

Activities	Key action steps	Measures	Key partners
Provide Chronic Disease Self-Management programs for residents that include educational opportunities and guides/resources	Promote Chronic Disease Self-Management programs among residents living with chronic disease and family caregivers	# trained  # trainings	<ul style="list-style-type: none"> <li>• Lake Okeechobee Rural Health Network</li> <li>• Diabetes Coalition of Palm Beach County</li> <li>• Area Agency on Aging</li> <li>• Area hospitals</li> <li>• Caridad Center</li> <li>• YMCA of South Palm Beach County</li> <li>• Florida Department of Health in Palm Beach County</li> <li>• Health Council of Southeast Florida</li> </ul>

Activities	Key action steps	Measures	Key partners
Increase chronic disease screenings county-wide	Promote the Diabetes Coalition chronic disease screening, prevention and self-management education services among residents with chronic disease and family caregivers	# trained # trainings	<ul style="list-style-type: none"> <li>• Diabetes Coalition of Palm Beach County</li> <li>• Florida Department of Health in Palm Beach County</li> <li>• Area hospitals</li> <li>• Caridad Center</li> </ul>
Increase engagement with blood pressure self-monitoring program	Promote the blood pressure self-monitoring program	# programs conducted # residents engaged	<ul style="list-style-type: none"> <li>• YMCA of South Palm Beach County</li> <li>• Florida Department of Health in Palm Beach County</li> <li>• Area hospitals</li> <li>• Caridad Center</li> </ul>
Increase trainers for Chronic Disease Prevention and Self-Management programs and other related programs	Conduct Train the Trainers for programs such as <ul style="list-style-type: none"> <li>• Chronic Disease Self-Management and Prevention</li> <li>• American Heart Association’s Healthy for Life 20 by 20</li> </ul>	# trainers trained	<ul style="list-style-type: none"> <li>• Area Agency on Aging</li> <li>• American Heart Association</li> <li>• Caridad Center</li> </ul>
Conduct culturally adapted health care training for providers	Provide culturally adapted health care trainings for providers to increase cultural competency and understanding	# trained	<ul style="list-style-type: none"> <li>• Federally Qualified Health Centers/Free clinics</li> <li>• Area hospitals</li> <li>• Palm Beach County Medical Society</li> <li>• Health Care District of Palm Beach County</li> <li>• Florida Department of Health in Palm Beach County</li> <li>• Caridad Center</li> <li>• Florida Department of Health in Palm Beach County</li> </ul>
Engage providers, including Federally Qualified Health Centers and free clinics, to meet chronic disease management best practices	Provide education and information to providers related to chronic disease management best practices	# providers engaged	<ul style="list-style-type: none"> <li>• Florida Department of Health in Palm Beach County</li> <li>• American Heart Association</li> </ul>
	Promote and assist in implementing provider policy, system, and environment changes focused on ensuring chronic disease management best practices are followed	# clinical PSEs achieved	<ul style="list-style-type: none"> <li>• Federally Qualified Health Centers</li> <li>• Caridad Center</li> <li>• Community Health Center of West Palm Beach</li> <li>• Palm Beach County Medical Society</li> </ul>

## **Priority Area 1: Chronic Disease Self-Management- Objectives and Activities Progress Tracking**

Between July 2022 and June 2024, partners from multidisciplinary sectors worked together to address Chronic Disease Self-Management in Palm Beach County. Partners identified specific goals, strategies, objectives, activities, and action steps to gauge progress and capture the work being done in the county to improve health outcomes within this priority area. The following sections of this report highlight progress toward achieving priority area objectives and provide updates on partner activities. Objective data is labeled as "Completed/Met" or "On Track" using a green symbol, or "Not on Track" using a red symbol. The direction of the symbol indicates whether data is trending in a positive or negative direction.



**Goal 1: Support Healthy Lifestyles through the Promotion of Nutrition, Physical Activity, and Disease Prevention**

**Strategy 1: Engage and Promote Community-Based Systems That Support Healthy Eating**

The table below shows the Palm Beach County Community Health Advisory Council's progress toward implementing Chronic Disease Self-Management activities under the first strategy of Goal One. The activities and key action steps are listed, along with the baseline and updated process measures to track implementation progress.

Table 2: Progress Tracking - Priority Area 1 - Goal 1 - Strategy 1

CHIP Priority Area: Chronic Disease Self-Management						
Goal	Support healthy lifestyles through the promotion of nutrition, physical activity, and disease prevention.					
Strategy	Between July 1, 2022 – June 30, 2027, engage and promote community-based systems that support healthy eating.					
Objective	Baseline	Progress Measure	Plan Target	Trend	Status	Responsible Partner
Reduce the proportion of residents who experience food insecurity from 10.6% in 2019 to 6.6% in 2027.	10.6% (2019)	8.9% (2021)	6.6% (2027)	▼	<p><b>Objective is: On Track</b> - In Palm Beach County, 8.6% of the population experienced food insecurity in 2021, resulting in a decrease from previous years. Partners are working on action steps and activities to further reduce this percentage.</p> <p>Partners have been working to increase access to affordable and healthy foods. So far, more than 30 initiatives have been to connect the community and residents with food resources, almost 950,000 home-delivered/Meals on Wheels meals were delivered, and over 1,000 unduplicated senior hunger volunteers were recruited for dissemination efforts.</p>	<p>American Heart Association (AHA) Women, Infant, and Children (WIC) Program United Way of Palm Beach County/Hunger Relief Plan UF/IFAS Extension Program School District of Palm Beach County</p>

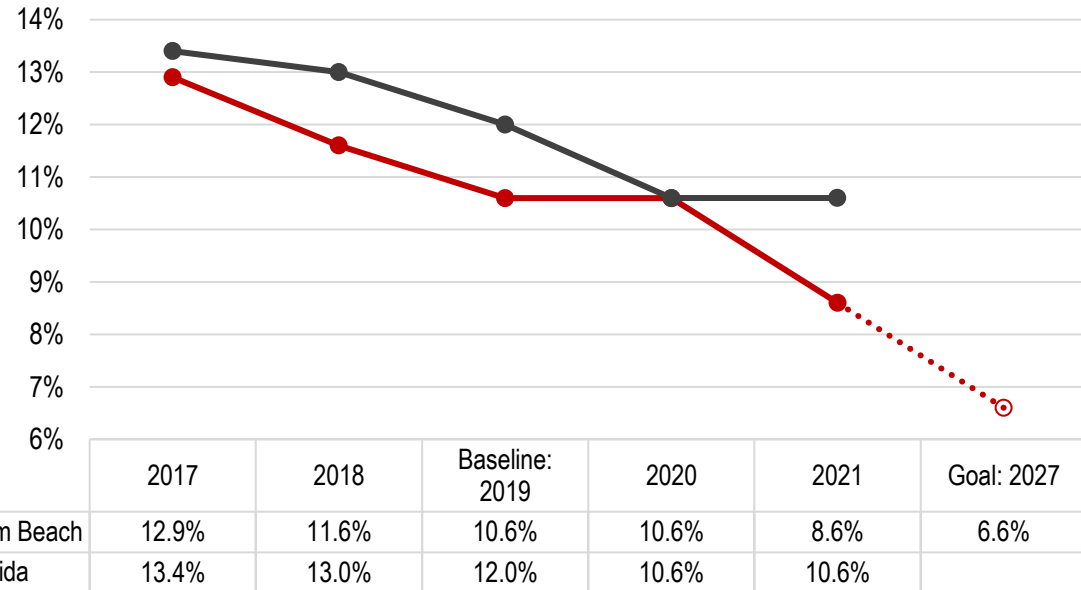
**Objective:** Reduce the proportion of residents who experience food insecurity from 10.6% in 2019 to 6.6% in 2027.

**Status Progress:** In Palm Beach County, 8.6% of the population experienced food insecurity in 2021, resulting in a decrease from previous years.



Source: Feeding America, Map the Meal Gap, Florida Health CHARTS, 2017-2021

Figure 22: Food Insecurity, Palm Beach County and Florida



Chronic Disease Self-Management Goal 1 Strategy 1	Activities	Key Action Step(s)	Baseline	Progress	Key Partner(s)
	Increase access to affordable and healthy foods	Promote the Palm Beach County/United Way Hunger Relief Plan to connect the community and residents with food resources	24 initiatives held <i>(Oct 1, 2021 - Sep 30, 2022)</i>	<b>33 initiatives held</b> to promote the Palm Beach County/United Way Hunger Relief Plan to connect the community and residents with food resources	United Way of Palm Beach County/Hunger Relief Plan
		Promote the UF/IFAS Extension Program resources and services	21,221 residents	<b>20,804 residents</b> learned about UF/IFAS services	UF/IFAS Extension Program
		Promote the school district expanded food programs by identifying and meeting the schools' needs for existing weekend backpack and pantry programs, High School reengineering initiatives, food pantries, and Community Eligibility Provisions (CEP)	7 sites served	<b>8 sites served</b> by Palm Beach County School Food Services Department for High School Reengineering initiative	School District of Palm Beach County

	Activities	Key Action Step(s)	Baseline	Progress	Key Partner(s)
<p style="text-align: center;"><b>Chronic Disease Self-Management</b> Goal 1 Strategy 1</p>	<p style="text-align: center;">Increase access to affordable and healthy foods (Cont'd)</p>	<p style="text-align: center;">Identify areas of need and funding opportunities to increase senior home-delivery meals/Congregate meals through the use of volunteers</p>	<p>62,220 meals <i>(Oct 1, 2021 - Sep 30, 2022)</i></p>	<p><b>251,739 meals</b> were served to seniors (age 60+) in a congregate setting</p>	<p style="text-align: center;">United Way of Palm Beach County/Hunger Relief Plan</p>
			<p>1,048 senior participants <i>(Oct 1, 2021 - Sep 30, 2022)</i></p>	<p><b>5,466 senior citizens</b> participated in congregate meals/soup kitchens</p>	
			<p>4,198 senior participants <i>(Oct 1, 2021 - Sep 30, 2022)</i></p>	<p><b>6,787 unduplicated senior citizens</b> participated in home-delivered meals/Meals on Wheels</p>	
			<p>951,092 meals delivered <i>(Oct 1, 2021 - Sep 30, 2022)</i></p>	<p><b>948,369</b> home-delivered/Meals on Wheels <b>meals</b> were delivered</p>	
			<p>305 volunteers</p>	<p><b>1,057</b> unduplicated senior hunger <b>volunteers</b></p>	
		<p style="text-align: center;">Monitor food bank progress with kitchen expansion and food processing facilities and ability to deliver meals to seniors (year-round) and students (summer and after school)</p>	<p>5 kitchens and processing facilities</p>	<p><b>8 kitchens</b> and processing facilities</p>	
			<p>0 meals delivered</p>	<p>The kitchen processing facility is under construction to begin tracking meals delivered to seniors (year-round) and students (summer and after-school) from kitchen expansions</p>	

Chronic Disease Self-Management Goal 1 Strategy 1	Activities	Key Action Step(s)	Baseline	Progress	Key Partner(s)
	Increase access to affordable and healthy foods (Cont'd)	Consider opportunities to partner with ride-share service providers to deliver meals	14 agencies <i>(Oct 1, 2021 - Sep 30, 2022)</i>	<b>14 agencies</b> offered and implemented a pantry grocery delivery program	United Way of Palm Beach County/Hunger Relief Plan
		Promote food access programs to increase the number of facilities participating in food access programs and farmer's markets and outlets that accept SNAP (SNAP, WIC, childcare food programs) by distributing user-friendly guides, identifying barriers to participation in the Special Supplemental Nutrition Program for Women, Infants, and Children (WIC) and conducting relevant outreach, and by conducting targeted SNAP outreach efforts	25 partner agencies, 0 events	<b>3 partner agencies</b> were provided with user-friendly guides to distribute to residents for navigating SNAP/EBT and Fresh Access Bucks Programs, and guides were handed out at <b>3 events</b>	American Heart Association
			3 farmer's markets	<b>7 farmer's markets, 781 SNAP retailers, &amp; 5 FAB retailers</b> that accept SNAP and Fresh Access Bucks (FAB)	American Heart Association United Way of Palm Beach County/Hunger Relief Plan
			35 events and efforts held	<b>170 WIC outreach events and efforts held</b> related to promoting food access programs to increase the number of facilities practicing in food access programs and farmers markets and outlets that accept SNAP	Women, Infant, and Children Program
		Promote federal meal programs that serve at-risk communities in their communities and neighborhoods	283 sites participated in CCFP, and 214 sites participated in AMP <i>(Oct 1, 2021 - Sep 30, 2022)</i>  734,922 meals served	<b>278 sites</b> participated in the Child Care Food Program (CCFP), and <b>191 sites</b> participated in the After-School Meal Program (AMP)  <b>1,853,888 meals served</b> in the Mobile Summer BreakSpot and Summer BreakSpot	United Way of Palm Beach County/Hunger Relief Plan

Chronic Disease Self-Management Goal 1 Strategy 1	Activities	Key Action Step(s)	Baseline	Progress	Key Partner(s)
	Increase access to affordable and healthy foods (Cont'd)	Support local food pantries through the implementation of healthy procurement/donation policies.	0 policies	<b>5 policies</b> implemented to support local food pantries through the implementation of health procurement and donation policies	American Heart Association

**Goal 1: Support Healthy Lifestyles through the Promotion of Nutrition, Physical Activity, and Disease Prevention**

**Strategy 2: Increase Community-Based Activities, Such as Let’s Move, to Increase Options for Physical Activity in the Community**

The table below shows the Palm Beach County Community Health Advisory Council's progress toward implementing Chronic Disease Self-Management activities under the second strategy of goal one. The activities and key action steps are listed, along with the baseline and updated process measures to track implementation progress.

Table 3: Progress Tracking - Priority Area 1 - Goal 1 - Strategy 2

CHIP Priority Area: Chronic Disease Self-Management						
Goal	Support healthy lifestyles through the promotion of nutrition, physical activity, and disease prevention					
Strategy	Between July 1, 2022 – June 30, 2027, increase community-based activities, such as Let’s Move, to increase options for physical activity in the community					
Objective	Baseline	Progress Measure	Plan Target	Trend	Status	Responsible Partner
Reduce the proportion of adults who are sedentary from 25.6% in 2019 to 24.4% in 2027 <ul style="list-style-type: none"> <li>• Among Black residents: from 31.4% in 2019 to 25% in 2027</li> <li>• Among Hispanic residents: from 28.6% in 2019 to 24% in 2027</li> </ul>	25.6%  Black residents: 31.4%  Hispanic residents: 28.6%  (2019)	<i>Not yet available</i>	24.4%  Black residents: 25.0%  Hispanic residents: 24.0%  (2027)	<i>Pending data update</i>	At the time of report publication, new county-level data was not yet available for this indicator.  Partners have been working to expand existing community campaigns promoting activity and exercise. So far, more than 30 Let’s Move events were hosted with more than 30,000 individuals served. Additionally, there were over 1,800 individuals who have arthritis or are at-risk for falls participating in exercise programs.	Area Agency on Aging  American Heart Association  Caridad Center  Palm Health Foundation  Ruth and Norman Rales Jewish Family Services  YMCA of South Palm Beach County

Objective	Baseline	Progress Measure	Plan Target	Trend	Status	Responsible Partner
<p>Increase the proportion of students who were physically active for at least 60 minutes on all 7 of the past 7 days (middle and high school students) from 18.1% in 2020 to 19.5% in 2027</p> <ul style="list-style-type: none"> <li>• Among Black students: from 14.4% in 2020 to 16.5% in 2027</li> <li>• Among Hispanic students: from 16% to 17.5% in 2027</li> </ul>	<p>18.1%</p> <p>Black students: 14.4%</p> <p>Hispanic students: 16.0%</p> <p>(2020)</p>	<p>17.8%</p> <p>Black students: 15.8%</p> <p>Hispanic students: 16.0%</p> <p>(2022)</p>	<p>19.5%</p> <p>Black students: 16.5%</p> <p>Hispanic students: 17.5%</p> <p>(2027)</p>	<p>▲</p>	<p><b>Objective is: On Track</b> - In 2022, the proportion of Palm Beach County students overall who met this level of physical activity decreased from baseline (18.1%) to 17.8%. Notably, among Black students, this proportion increased to 15.8% (from 14.4% in 2020) and among Hispanic students, the proportion remained at 16.0%, signaling a positive trend. Partners have identified action steps and activities to increase this percentage.</p> <p>Partners have been working to promote the American Heart Association Kids Heart Challenge to engage students in physical activity and educate students about keeping their hearts and brains healthy and helping others. So far, over 100 schools and more than 6,000 students were registered to participate in the challenge.</p>	<p>Area Agency on Aging</p> <p>American Heart Association</p> <p>Caridad Center</p> <p>Palm Health Foundation</p> <p>Ruth and Norman Rales Jewish Family Services</p> <p>YMCA of South Palm Beach County</p>

**Objective:** Reduce the proportion of adults who are sedentary from 25.6% in 2019 to 24.4% in 2027.

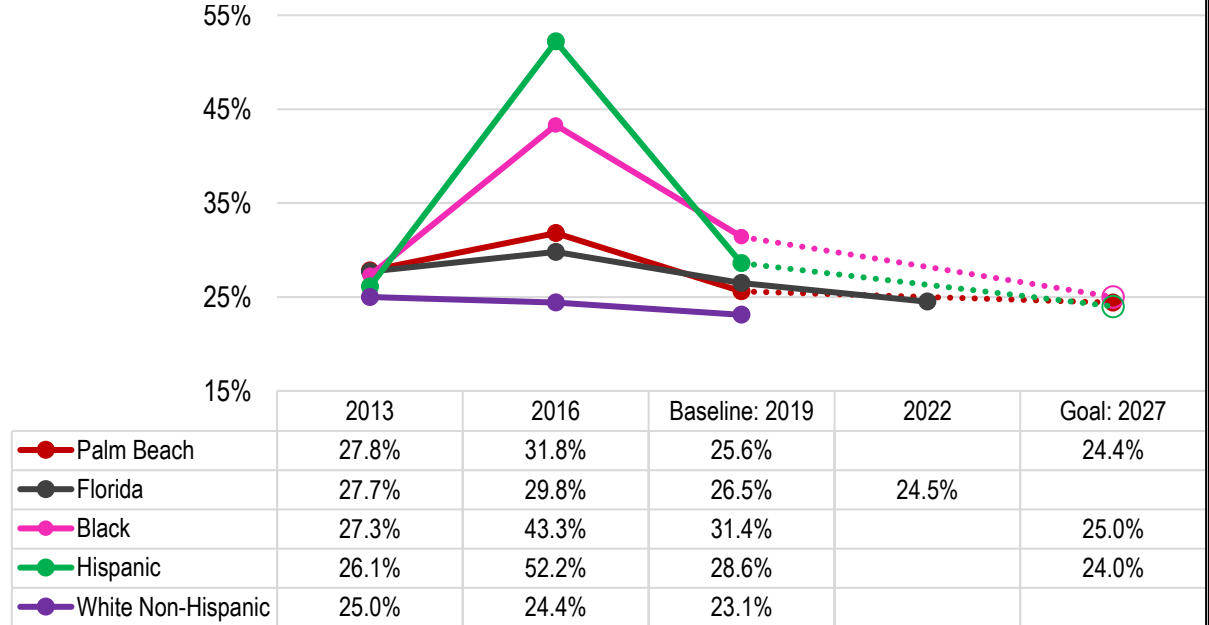
Among Black residents: from 31.4% in 2019 to 25% in 2027.

Among Hispanic residents: from 28.6% in 2019 to 24% in 2027.

**Status Progress:** In Palm Beach County, the proportion of adults who were sedentary decreased from 2016 to 2019, though the proportion was 1.4 times higher among Black residents. At the time of report publication, new county-level data was not yet available for this indicator.

Source: Florida Behavioral Risk Factor Surveillance System telephone survey conducted by the Centers for Disease Control and Prevention (CDC) and Florida Department of Health Division of Community Health Promotion, 2013-2022

Figure 23: Adults who are Sedentary by Race & Ethnicity, Palm Beach County & Florida





**Objective:** Increase the proportion of students who were physically active for at least 60 minutes on all 7 of the past 7 days (middle and high school students) from 18.1% in 2020 to 19.5% in 2027.

Among Black students: from 14.4% in 2020 to 16.5% in 2027.

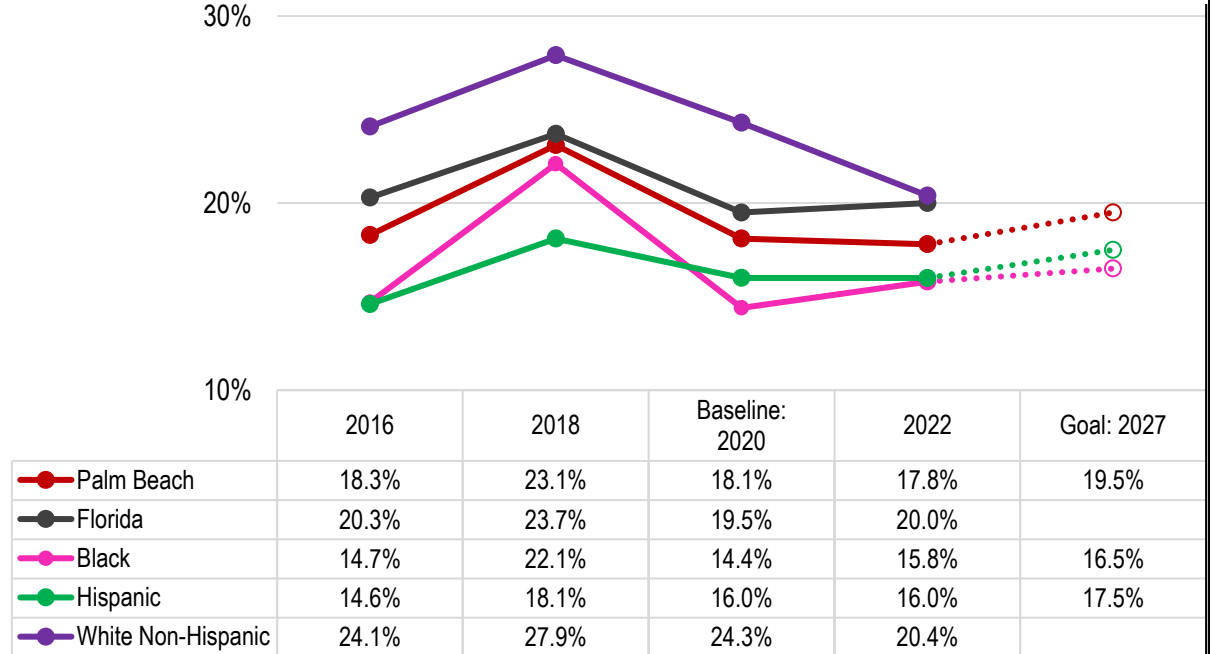
Among Hispanic students: from 16% to 17.5% in 2027

**Status Progress:** In 2022, the proportion of Palm Beach County students overall who met this level of physical activity decreased from baseline (18.1%) to 17.8%. Notably, among Black students, this proportion increased to 15.8% (from 14.4% in 2020) and among Hispanic students, the proportion remained at 16.0%, signaling a positive trend.



Source: Florida Department of Health, Division of Community Health Promotion, Florida Youth Tobacco Survey (FYTS), 2016-2022

Figure 24: Students who were Physically Active for at Least 60 Minutes on all 7 of the Past 7 Days (Middle and High School Students) by Race & Ethnicity, Palm Beach County & Florida



Chronic Disease Self-Management Goal 1 Strategy 2	Activities	Key Action Steps	Baseline	Progress	Key Partners
	Expand existing community campaigns promoting activity and exercise using programs such as Let's Move	Increase Let's Move activities from one month of activities (March) to a 12-month campaign	Not applicable	<b>31 events</b> hosted with more than <b>30,000 individuals</b> served, and over <b>103,487,227 minutes</b> of activity logged  Partners are working together to extend the Let's Move activities to a 12-month campaign	Palm Health Foundation
	Promote exercise programs, especially for those who have arthritis or are at-risk for falls	Promote the YMCA exercise program	40 participants	<b>394 participants</b> (172 with Arthritis) in the YMCA exercise programs	YMCA of South Palm Beach County
	Increase partnerships to implement programs at different sites and locations	3 sites	<b>2 YMCA sites</b> and locations that implement community health programs		

Chronic Disease Self-Management Goal 1 Strategy 2	Activities	Key Action Steps	Baseline	Progress	Key Partners
	Promote exercise programs, especially for those who have arthritis or are at-risk for falls (Cont'd)	Promote the Area Agency on Aging Tai Chi Moving for Better Balance, Tai Chi for Arthritis, and Matter of Balance programs and the Health Care District of Palm Beach County Tai Ji Quan programs	32 participants	<b>1,214 participants</b> in these programs	Area Agency on Aging
		Promote the Silver Sneakers exercise program for older adults	121 participants	<b>233 unduplicated participants</b> in the Silver Sneakers Exercise program for older adults	Ruth and Norman Rales Jewish Family Services
		Identify and train additional volunteers to implement programs in the community	8 volunteers	<b>216 volunteers</b> implementing programs in the community	Area Agency on Aging
Promote the American Heart Association Kids Heart Challenge to engage students in physical activity and educate students about keeping their hearts and brains healthy and helping others	Increase participation in the challenge among elementary, middle, and high school youth	104 schools participating	<b>116 schools participating</b> in the challenge most recently	American Heart Association	
		5,510 students registered	<b>6,055 students registered</b> to participate in the challenge most recently		
		357 students instructed	<b>3,433 students instructed</b> in CPR/Warning Signs of Stroke		

**Goal 1: Support Healthy Lifestyles through the Promotion of Nutrition, Physical Activity, and Disease Prevention**

**Strategy 3: Promote Awareness of Low-to-No Cost Services**

The table below shows the Palm Beach County Community Health Advisory Council's progress toward implementing Chronic Disease Self-Management activities under the third strategy of goal one. The activities and key action steps are listed, along with the baseline and updated process measures to track implementation progress.

Table 4: Progress Tracking - Priority Area 1 - Goal 1 - Strategy 3

CHIP Priority Area: Chronic Disease Self-Management						
Goal	Support healthy lifestyles through the promotion of nutrition, physical activity, and disease prevention					
Strategy	Between July 1, 2022 – June 30, 2027, promote awareness of low-to-no cost services					
Objective	Baseline	Progress Measure	Plan Target	Trend	Status	Responsible Partner
<p>Increase the proportion of Palm Beach County adults with a personal doctor from 75.6% in 2019 to 80% in 2027.</p> <ul style="list-style-type: none"> <li>• Among Non-Hispanic Black adults: from 72.7% in 2019 to 78% in 2027</li> <li>• Among Hispanic adults: from 61.3% in 2019 to 73% in 2027</li> </ul>	<p>75.6%</p> <p>Non-Hispanic Black residents: 72.7%</p> <p>Hispanic residents: 61.3% (2019)</p>	<p><i>Not yet available</i></p>	<p>80.0%</p> <p>Non-Hispanic Black residents: 78.0%</p> <p>Hispanic residents: 73.0% (2027)</p>	<p><i>Pending data update</i></p>	<p><i>At the time of report publication, new county-level data was not yet available for this indicator.</i></p> <p>Partners have been working on campaigns that promote awareness of medical homes and to encourage residents to seek primary care and attend their visits. So far, almost 30 materials have been shared with over 4,500 residents related to low-to-no cost services. Additionally, 4 seminars were held with over 200 attendees to improve medical-home education, and almost 8,000 residents were reached with materials related to metabolic syndrome.</p>	<p>Caridad Center</p> <p>Palm Beach Civic Assoc Health Committee</p> <p>Palm Beach County Medical Society</p>

**Objective:** Increase the proportion of Palm Beach County adults with a personal doctor from 75.6% in 2019 to 80% in 2027.

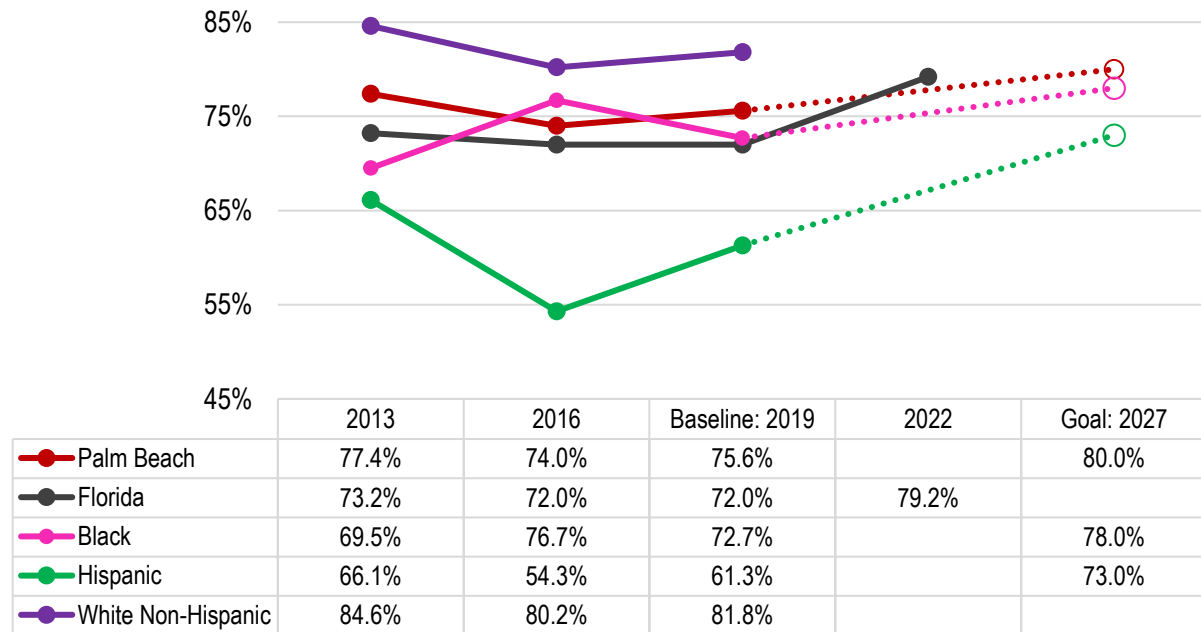
Among Non-Hispanic Black adults: from 72.7% in 2019 to 78% in 2027

Among Hispanic adults: from 61.3% in 2019 to 73% in 2027

**Status Progress:** In 2019, 75.6% of adults in Palm Beach County had a personal doctor. Hispanic adults were 1.3 times less likely to have a personal doctor than non-Hispanic White adults. At the time of report publication, new county-level data was not yet available for this indicator.

Source: Florida Behavioral Risk Factor Surveillance System telephone survey conducted by the Centers for Disease Control and Prevention (CDC) and Florida Department of Health Division of Community Health Promotion., 2013-2022

Figure 25: Adults with a Personal Doctor by Race & Ethnicity, Palm Beach County & Florida



Chronic Disease Self-Management Goal 1 Strategy 3	Activities	Key Action Steps	Baseline	Progress	Key Partners
	Create a social marketing campaign to promote awareness that “every resident has access to a medical home.” Including information sharing related to low-to-no cost services	Share educational materials related to low-to-no cost services	4 materials, 45 events attended	29 materials shared related to low-to-no cost services, 29 events attended	Caridad Center Palm Beach Civic Assoc Health Committee Palm Beach County Medical Society (PBCMS)
9,249 residents reached			4,639 residents who were provided with educational materials related to low-to-no-cost services		
Conduct seminars to improve medical-home education	0 seminars held	4 seminars held to improve medical-home education	Palm Beach Civic Assoc Health Committee		
		0 residents educated		230 live guests educated through seminars intended to improve medical-home education	

	Activities	Key Action Steps	Baseline	Progress	Key Partners
<b>Chronic Disease Self-Management</b> Goal 1 Strategy 3	Conduct a campaign on metabolic syndrome, which includes encouraging people to seek primary care and attend visits	Encourage and educate residents on seeking and obtaining primary care	3 materials shared	<b>9 materials shared</b> related to metabolic syndrome to encourage and educate residents on seeking and obtaining primary care	Caridad Center  Palm Beach Civic Assoc Health Committee
			8,649 residents reached	<b>7,903 residents reached with materials</b> related to metabolic syndrome	

## Goal 2: Reduce the Burden of Chronic Diseases by Improving Quality of Life, Minimizing Symptoms, and Preventing Unnecessary Hospitalizations

Strategy 1: Support Community-Based Interventions to Effectively Prevent and Manage Chronic Diseases, such as Chronic Disease Self-Management Programs for Residents, and

Strategy 2: Support System-Level Interventions to Effectively Prevent and Manage Chronic Diseases, such as Culturally Adapted Health Care and Federally Qualified Health Center (FQHC) Chronic Disease Management Best Practices

The table below shows the Palm Beach County Community Health Advisory Council's progress toward implementing the Chronic Disease Self-Management strategies under goal two. The activities and key action steps are listed, along with the baseline and updated process measures to track implementation progress.

Table 5: Progress Tracking - Priority Area 1 - Goal 2 - Strategies 1 and 2

CHIP Priority Area: Chronic Disease Self-Management						
Goal	Reduce the burden of chronic diseases by improving quality of life, minimizing symptoms, and preventing unnecessary hospitalizations.					
Strategy	Between July 1, 2022 – June 30, 2027, support community-based interventions to effectively prevent and manage chronic diseases, such as Chronic Disease Self-Management programs for residents.					
	Between July 1, 2022 – June 30, 2027, support system-level interventions to effectively prevent and manage chronic diseases, such as culturally adapted health care and Federally Qualified Health Center (FQHC) chronic disease management best practices.					
Objective	Baseline	Progress Measure	Plan Target	Trend	Status	Responsible Partner
<p>Reduce hospitalizations from diabetes or with diabetes from a rate of 1,713.0 per 100,000 (2020) to a rate of 1,695.0 per 100,000 by 2027.</p> <ul style="list-style-type: none"> <li>Among Black residents: from 3,287.4 in 2020 to 3,214.8 in 2027</li> <li>Among Hispanic residents: from 1,768.2 in 2020 to 1,673.8 in 2027</li> </ul>	<p>1,713.0 per 100,000</p> <p>Black residents: 3,287.4 per 100,000</p> <p>Hispanic residents: 1,768.2 per 100,000</p> <p>(2020)</p>	<p>1,717.2 per 100,000</p> <p>Black residents: 3,218.4 per 100,000</p> <p>Hispanic residents: 1,672.0 per 100,000</p> <p>(2022)</p>	<p>1,695.0 per 100,000</p> <p>Black residents: 3,214.8 per 100,000</p> <p>Hispanic residents: 1,673.8 per 100,000</p> <p>(2027)</p>	<p>▼</p>	<p><b>Objective is: On Track</b> - In 2022, the age-adjusted rate of hospitalizations from diabetes was 1,717.2 per 100,000 population in Palm Beach County, a slight decrease from the previous year. In contrast, in 2022 the rate among Hispanic residents fell below the target goal of 1,673.8 per 100,000 population signaling positive progress. Notably, despite decreases Black residents experienced a much higher rate of hospitalization (3,218.4 per 100,000 population) compared to their White and Hispanic counterparts. Partners are working on action steps and activities to reduce these rates.</p> <p>Partners have been working to increase chronic disease screenings county-wide. So far, almost 7,500 residents have been screened for and educated on diabetes and other chronic conditions.</p>	<p>Area Agency on Aging</p> <p>American Heart Association</p> <p>Caridad Center</p> <p>Diabetes Coalition</p> <p>Lake Okeechobee Rural Health Network</p> <p>Health Council of Southeast Florida</p> <p>Palm Beach County Medical Society</p> <p>YMCA of South Palm Beach County</p>

Objective	Baseline	Progress Measure	Plan Target	Trend	Status	Responsible Partner
<p>Reduce the age-adjusted coronary heart disease hospitalization rate from 175.1 per 100,000 (2020) to 122.1 per 100,000 in 2027.</p> <ul style="list-style-type: none"> <li>• Among Black residents: from 171.7 in 2020 to 139.6 in 2027</li> <li>• Among Hispanic residents: from 146.4 in 2020 to 108.4 in 2027</li> <li>• Among Non-Hispanic residents: from 176.9 in 2020 to 128.3 in 2027</li> </ul>	<p>175.1 per 100,000</p> <p>Black residents: 171.7 per 100,000</p> <p>Hispanic residents: 139.6 per 100,000</p> <p>Non-Hispanic residents: 176.9 per 100,000</p> <p>(2020)</p>	<p>171.6 per 100,000</p> <p>Black residents: 157.9 per 100,000</p> <p>Hispanic residents: 157.4 per 100,000</p> <p>Non-Hispanic residents: 169.6 per 100,000</p> <p>(2022)</p>	<p>122.1 per 100,000</p> <p>Black residents: 139.6 per 100,000</p> <p>Hispanic residents: 108.4 per 100,000</p> <p>Non-Hispanic residents: 128.3 per 100,000</p> <p>(2027)</p>	<p>▼</p>	<p><b>Objective is: On Track</b> - In 2022, among county residents overall, the age-adjusted rate of hospitalizations from coronary heart disease decreased to 171.6 per 100,000 population compared to the previous year in Palm Beach County. The rate decreased among Black residents to 157.9 per 100,000 population and among non-Hispanic residents to 169.6 per 100,000 population. Among Hispanic residents the rate slightly increased to 157.4 per 100,000 population. Partners are working on action steps and activities to further reduce these rates.</p> <p>Partners have been working to increase engagement with blood pressure self-monitoring program. So far, 23 programs were conducted for blood pressure self-monitoring with almost 2,000 residents.</p>	<p>Area Agency on Aging</p> <p>American Heart Association</p> <p>Caridad Center</p> <p>Diabetes Coalition</p> <p>Lake Okeechobee Rural Health Network</p>
<p>Reduce hospitalizations from stroke from 176.0 per 100,000 (2020) to 160.5 per 100,000 in 2027.</p> <ul style="list-style-type: none"> <li>• Among Black residents from 305.0 in 2020 to 227.5 in 2027</li> <li>• Among Hispanic residents from 121.2 in 2020 to 95.1 in 2027</li> <li>• Among Non-Hispanic residents: from 181.5 in 2020 to 146.9 in 2027</li> </ul>	<p>176.0 per 100,000</p> <p>Black residents: 305.0 per 100,000</p> <p>Hispanic residents: 121.2 per 100,000</p> <p>Non-Hispanic residents: 181.5 per 100,000</p> <p>(2020)</p>	<p>183.2 per 100,000</p> <p>Black residents: 296.2 per 100,000</p> <p>Hispanic residents: 138.2 per 100,000</p> <p>Non-Hispanic residents: 185.7 per 100,000</p> <p>(2022)</p>	<p>160.5 per 100,000</p> <p>Black residents: 227.5 per 100,000</p> <p>Hispanic residents: 146.9 per 100,000</p> <p>Non-Hispanic residents: 146.9 per 100,000</p> <p>(2027)</p>	<p>▼</p>	<p><b>Objective is: On Track</b> - In 2022, the age-adjusted rate of hospitalizations from stroke among county residents overall reached 183.2 per 100,000 population. Notably, this is a decrease from 2021, signifying positive progress in this area. Additionally, despite decreases, the hospitalization rate among Black residents (296.2 per 100,000) was much higher compared to all other groups.</p> <p>Partners to encourage providers to meet chronic disease management best practices. So far, almost 400 providers and community health workers have been engaged and five policy, system, and environment changes have been implemented.</p>	<p>Health Council of Southeast Florida</p> <p>Palm Beach County Medical Society</p> <p>YMCA of South Palm Beach County</p>

Objective	Baseline	Progress Measure	Plan Target	Trend	Status	Responsible Partner
<p>Increase the proportion of adults with diabetes who have ever had diabetes self-management education from 69.7% in 2019 to 76.4% in 2027.</p>	<p>69.7% (2019)</p>	<p><i>Not yet available</i></p>	<p>76.4% (2027)</p>	<p><i>Pending data update</i></p>	<p><i>At the time of report publication, new county-level data was not yet available for this indicator.</i></p> <p>Partners have been working to provide Chronic Disease Self-Management programs for residents that include educational opportunities and guides/resources. So far, over 6,800 trainings were held with almost 8,000 residents for Chronic Disease Self-Management.</p>	<p>Area Agency on Aging American Heart Association Caridad Center Diabetes Coalition Lake Okeechobee Rural Health Network Health Council of Southeast Florida Palm Beach County Medical Society YMCA of South Palm Beach County</p>



**Objective:** Reduce hospitalizations from diabetes or with diabetes from a rate of 1,713.0 per 100,000 (2020) to a rate of 1,695.0 per 100,000 by 2027.

Among Black residents: from 3,287.4 in 2020 to 3,214.8 in 2027

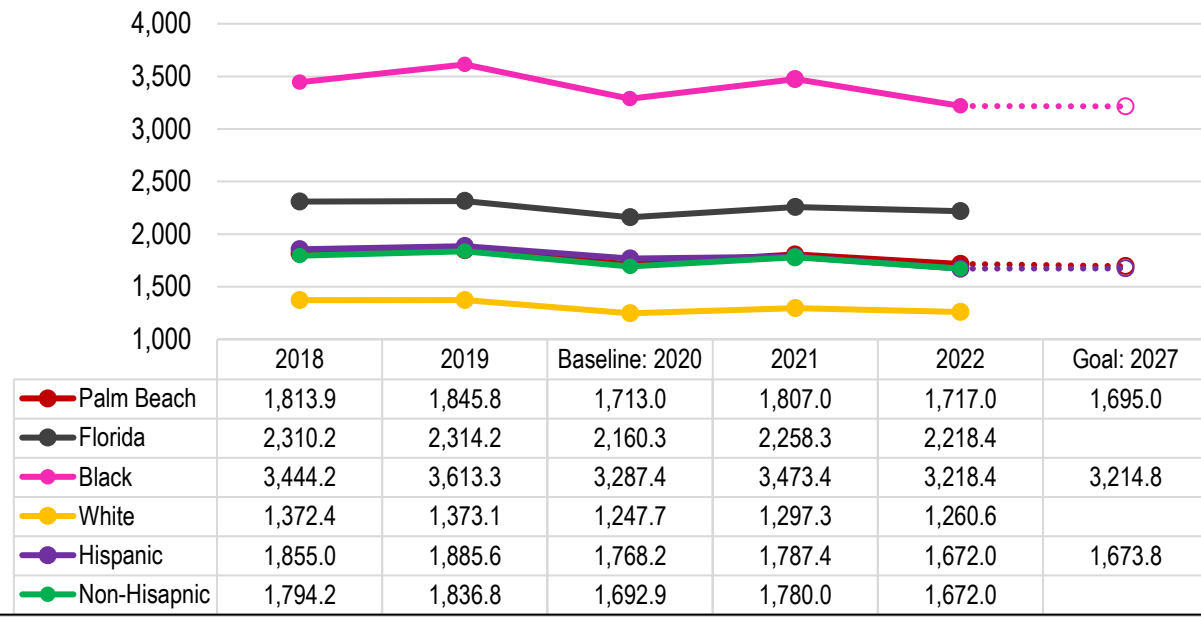
Among Hispanic residents: from 1,768.2 in 2020 to 1,673.8 in 2027

**Status Update:** In 2022, the age-adjusted rate of hospitalizations from diabetes was 1,717.2 per 100,000 population in Palm Beach County, a slight decrease from the previous year. In contrast, in 2022 the rate among Hispanic residents fell below the target goal of 1,673.8 per 100,000 population signaling positive progress. Notably, despite decreases Black residents experienced a much higher rate of hospitalization (3,218.4 per 100,000 population) compared to their White and Hispanic counterparts.



Source: Florida Agency for Health Care Administration (AHCA), 2018-2022

Figure 26: Hospitalizations from Diabetes or with Diabetes by Race & Ethnicity, Palm Beach County & Florida



**Objective:** Reduce the age-adjusted coronary heart disease hospitalization rate from 175.1 per 100,000 (2020) to 122.1 per 100,000 in 2027.

Among Black residents: from 171.7 in 2020 to 139.6 in 2027

Among Hispanic residents: from 146.4 in 2020 to 108.4 in 2027

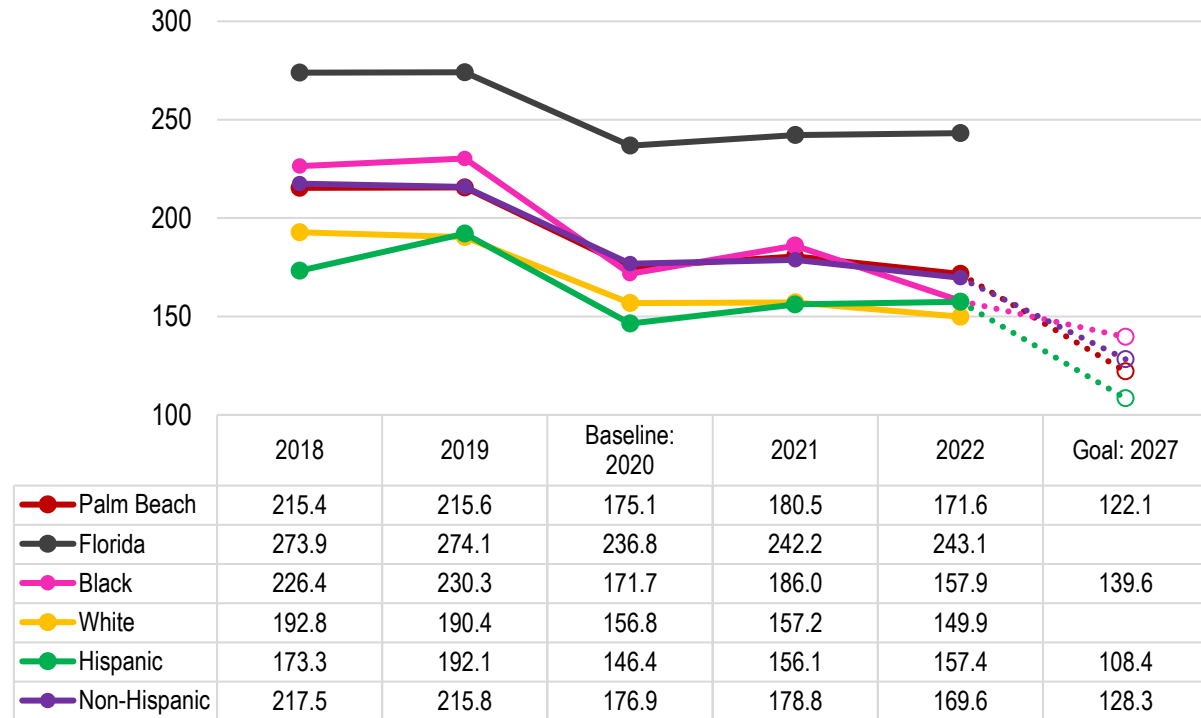
Among Non-Hispanic residents: from 176.9 in 2020 to 128.3 in 2027

**Status Update:** In 2022, among county residents overall, the age-adjusted rate of hospitalizations from coronary heart disease decreased to 171.6 per 100,000 population compared to the previous year in Palm Beach County. The rate decreased among Black residents to 157.9 per 100,000 population and among non-Hispanic residents to 169.6 per 100,000 population signaling positive trends. Among Hispanic residents the rate slightly increased to 157.4 per 100,000 population.



Source: Florida Agency for Health Care Administration (AHCA), 2018-2022

Figure 27: Coronary Heart Disease Hospitalizations by Race & Ethnicity, Palm Beach County & Florida



**Objective:** Reduce hospitalizations from stroke from 176.0 per 100,000 (2020) to 160.5 per 100,000 in 2027.

Among Black residents from 305.0 in 2020 to 227.5 in 2027

Among Hispanic residents from 121.2 in 2020 to 95.1 in 2027

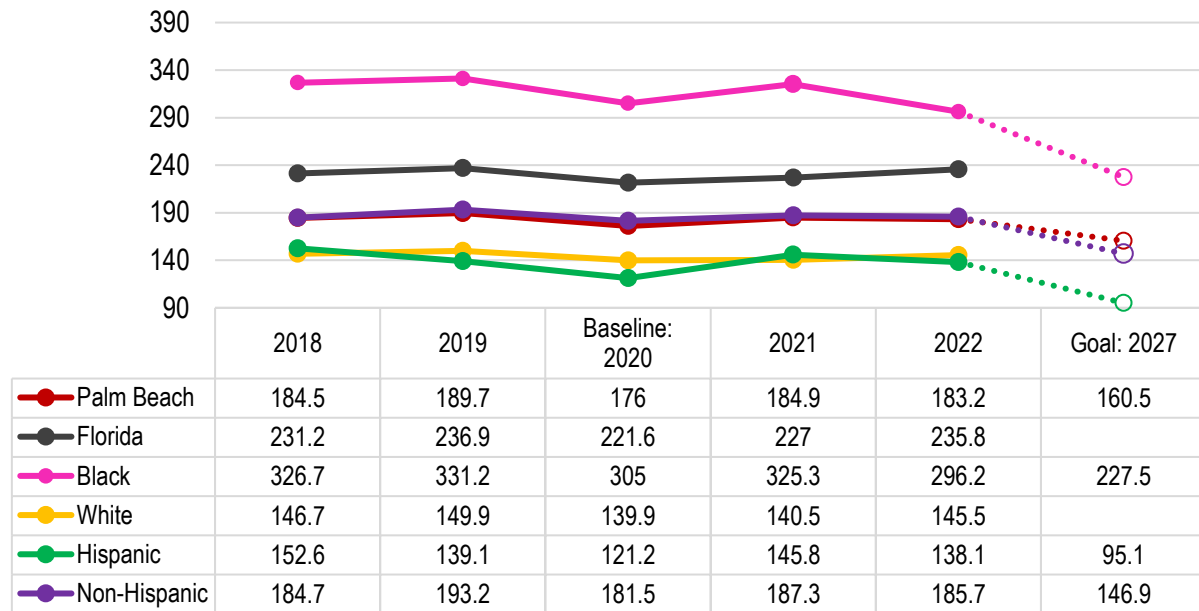
Among Non-Hispanic residents: from 181.5 in 2020 to 146.9 in 2027

**Status Update:** In 2022, the age-adjusted rate of hospitalizations from stroke among county residents overall reached 183.2 per 100,000 population. Notably, this is a decrease from 2021, signifying positive progress in this area. Additionally, despite decreases, the hospitalization rate among Black residents (296.2 per 100,000) was much higher compared to all other groups.



Source: Florida Agency for Health Care Administration (AHCA), 2018-2022

Figure 28: Hospitalizations from Stroke by Race & Ethnicity, Palm Beach County & Florida

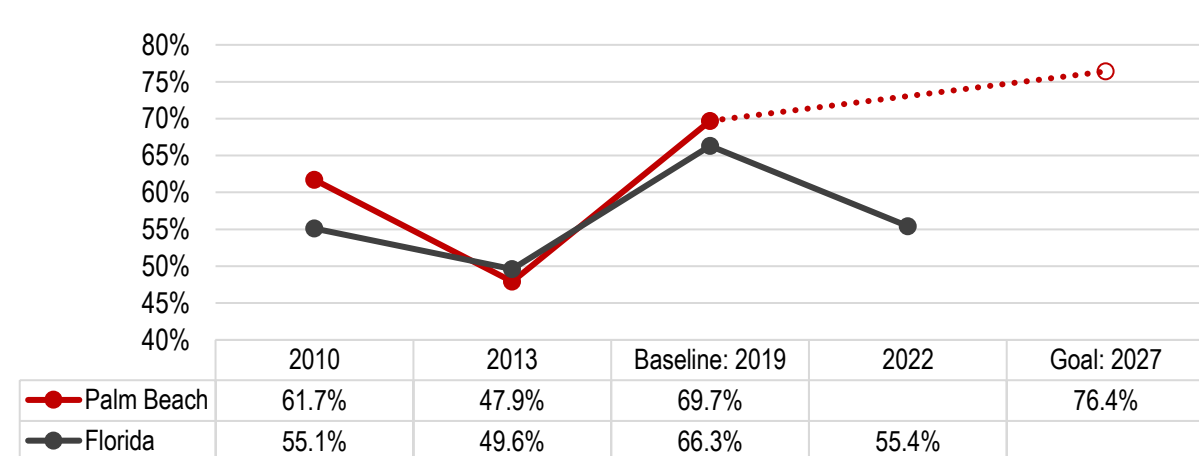


**Objective:** Increase the proportion of adults with diabetes who have ever had diabetes self-management education from 69.7% in 2019 to 76.4% in 2027.

**Status Update:** In 2019, 69.7% of adults with diabetes in Palm Beach County had diabetes self-management education, slightly higher than in Florida overall. At the time of report publication, new county-level data was not yet available for this indicator.

Source: Florida Behavioral Risk Factor Surveillance System telephone survey conducted by the Centers for Disease Control and Prevention (CDC) and Florida Department of Health Division of Community Health Promotion., 2010-2022

Figure 29: Adults with Diabetes who have ever had Diabetes Self-Management Education, Palm Beach County & Florida



<b>Chronic Disease Self-Management</b> Goal 2 Strategies 1 & 2	Activities	Key Action Steps	Baseline	Progress	Key Partners
	Provide Chronic Disease Self-Management programs for residents that include educational opportunities and guides/resources	Promote Chronic Disease Self-Management programs among residents living with chronic disease and family caregivers	3,321 participants trained	<b>7,778 participants trained</b> in Chronic Disease Self-Management	Area Agency on Aging Caridad Center
			1,263 trainings held	<b>6,811 trainings held</b> for Chronic Disease Self-Management	Diabetes Coalition Lake Okeechobee Rural Health Network Health Council of Southeast Florida
	Increase chronic disease screenings county-wide	Promote the Diabetes Coalition chronic disease screening, prevention and self-management education services among residents with chronic disease and family caregivers	2,071 participants	<b>7,466 participants</b> screened	Diabetes Coalition Caridad Center
	Increase engagement with blood pressure self-monitoring program	Promote the blood pressure self-monitoring program	7 programs	<b>23 programs</b> conducted for blood pressure self-monitoring	YMCA of South Palm Beach County
			150 residents engaged	<b>1928 residents engaged</b> in blood pressure self-monitoring programs	Caridad Center
	Increase trainers for Chronic Disease Prevention and Self-Management programs and other related programs	Conduct Train the Trainers for programs such as <ul style="list-style-type: none"> <li>• Chronic Disease Self-Management and Prevention</li> <li>• American Heart Association's Healthy for Life 20 by 20</li> </ul>	37 new trainers	<b>170 trainers</b> trained for Chronic Disease Prevention and Self-Management programs and other related programs through Train-the-Trainer programs	Area Agency on Aging American Heart Association
Conduct culturally adapted health care training for providers	Provide culturally adapted health care trainings for providers to increase cultural competency and understanding	144 providers trained	<b>56 providers trained</b> in culturally adapted health care trainings to increase cultural competency and understanding	Caridad Center Palm Beach County Medical Society	

Chronic Disease Self-Management Goal 2 Strategies 1 & 2	Activities	Key Action Steps	Baseline	Progress	Key Partners
	Engage providers, including Federally Qualified Health Centers and free clinics, to meet chronic disease management best practices	Provide education and information to providers related to chronic disease management best practices	63+ providers engaged	<b>383 providers and community health workers</b> were engaged in education related to chronic disease management best practices	Caridad Center American Heart Association Palm Beach County Medical Society
		Promote and assist in implementing provider policy, system, and environment changes focused on ensuring chronic disease management best practices are followed	3 clinical PSEs	<b>5 clinical PSEs</b> achieved to promote and assist in implementing provider policy, system, and environmental changes focused on ensuring chronic disease management best practices are followed	American Heart Association Caridad Center

## Chronic Disease Prevention and Self-Management – Best Practices and Evidence-Supported Initiatives

### Culturally Adapted Health Care

Culturally Adapted Health Care is a scientifically supported evidence-based strategy that is proven to lead to improved health outcomes, mental health, health-related knowledge, chronic disease management, and cancer screening. Other beneficial outcomes from this strategy include increased patient satisfaction, reduced hospital utilization, improved quality of life, improved adherence to treatment, increased tobacco cessation, improved dietary habits, improved weight status, improved patient-provider communication, improved prenatal care, and reduced drug and alcohol use. Culturally adapted care can include culturally appropriate health education programs, culturally tailored life style interventions, and culturally competent and bilingual health workers. These strategies are tailored to patients' norms, beliefs, values, language, and literacy skills. Such efforts may include matching specialists to patients by race or ethnicity, adapting patient materials to reflect culture, language, or literacy skills, offering education via community health advocates, incorporating norms about faith, food, family, or self-image into patient care, and implementing patient improvement strategies. Finally, and of high importance, this strategy is also proven to decrease differences in health outcomes.<sup>7</sup>

### Chronic Disease Self-Management Programs

Chronic Disease Self-Management (CDSM) program implementation is a scientifically supported evidence-based strategy proven to lead to improved health outcomes and quality of life, as well as increased healthy behaviors and self-efficacy for patients with chronic conditions. Other beneficial outcomes include improved mental health, chronic disease management, and care for chronic conditions, as well as reduced hospital utilization. Such programs allow patients to proactively manage health conditions and can improve patients' communication with physicians, ultimately enhancing their system of care. Educational and behavioral interventions are used to provide patients the tools and knowledge needed to actively manage their conditions. These strategies often focus on self-monitoring and medical management, decision-making, and/or adoption and maintenance of health-promoting behaviors.<sup>8</sup>

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<sup>7</sup> County Health Rankings and Roadmaps. (2020). *Culturally adapted health care*. Retrieved from <https://www.countyhealthrankings.org/take-action-to-improve-health/what-works-for-health/strategies/culturally-adapted-health-care>

<sup>8</sup> County Health Rankings and Roadmaps. (2018). *Chronic disease self-management (CDSM) programs*. Retrieved from <https://www.countyhealthrankings.org/take-action-to-improve-health/what-works-for-health/strategies/chronic-disease-self-management-cdsm-programs>

## **Chronic Disease Prevention and Self-Management – Accomplishments**

Palm Beach County CHIP partners made significant progress towards advancing the goals of the Chronic Disease Prevention and Self-Management priority area. Among the accomplishments this year, partner efforts to engage and promote community-based systems that support healthy eating have been particularly fruitful. Notably, between 2019 (the baseline year for which data was collected) and 2021 (the most recent year of available data), the proportion of residents experiencing food insecurity decreased from 10.6% to 8.6%. In an effort to drive change in this area, partners have delivered almost one million home-delivered (Meals on Wheels) meals to residents of Palm Beach County. Additionally, over 250,000 meals were served to seniors (ages 60 years and older) in congregate settings, and over 1,000 senior hunger volunteers were trained and engaged to assist in these efforts. This work showcases the partnerships and community-based capacity building efforts that strive to make Palm Beach County a healthier community.

Furthermore, efforts to support local food pantries through the implementation of health procurement and donation policies have ensured that these food access points provide healthy, wholesome foods to those residents who are most vulnerable. This policy work is taking strides to enhance the food systems in the county to not only provide food for residents, but to provide nutritious and fresh foods, which are vital to positive health outcomes. The policy-focus of this work ensures that changes are lasting and prioritized to ensure that this work continues beyond the lifetime of the Community Health Improvement Plan. Through such efforts, the Palm beach County Community Health Improvement Plan partners will continue to place an emphasis on increasing access to affordable and healthy foods in an effort to decrease the proportion of residents who experience food insecurity even further.

## **Chronic Disease Prevention and Self-Management – Opportunities for Improvement and Next Steps**

The partners are working to connect residents with local food resources, aiming to create a sustainable and intentional food system within the county, and ultimately bolstering the county's environmental resiliency. By developing commercial kitchens and processing facilities under this Plan, the group is enhancing the county's ability to provide fresh food options to residents, reducing reliance on external food sources. The ongoing efforts work to establish farmers' markets and produce stands where SNAP EBT cards can be used, and on supporting farmers and businesses in collaborating with food banks, food pantries, soup kitchens, and other sites that assist low-income families.

Unfortunately, stark differences remain evident among racial groups when analyzing hospitalization data in the Chronic Disease Self-Management priority area. Under Goal 1 (“Reduce the burden of chronic diseases by improving quality of life, minimizing symptoms, and preventing unnecessary hospitalizations”), data related to hospitalizations from stroke and hospitalizations from or with diabetes show that Black Palm Beach County residents are hospitalized at a much higher rate than their White counterparts. For example, in 2022, the hospitalization rate from or with diabetes among Black Palm Beach County residents was 3,218.4 per 100,000 population, compared to 1,260.6 per 100,000 population among White Palm Beach County residents. When analyzing hospitalizations from stroke, a similar differential gap is seen (a rate of 296.2 per 100,000 population among Black Palm Beach County residents compared to a rate of 145.5 per 100,000 population among White Palm Beach County residents). This data signifies an opportunity for the Palm Beach County CHIP partners to consider effective ways in which this target group may be better reached and served in the coming years. As a next step, the group may consider reviewing current efforts and tailoring existing initiatives to further target Black Palm Beach County residents. Additionally, the partners may consider adopting new action steps to make a positive impact in this area.



## Priority Area 2: Mental and Behavioral Health

### Mental and Behavioral Health – Why Address It?

Mental health encompasses emotional, psychological, and social well-being.<sup>9</sup> According to the Centers for Disease Control and Prevention (CDC), 11.3% of adults report regular feelings of worry, nervousness, or anxiety and 4.5% report experiencing depression. Poor mental health is associated with a variety of negative health outcomes, including reductions in life expectancy, quality of life, and financial stability, as well as an increased risk for intentional and unintentional injury, substance misuse and other behavioral health issues.<sup>10 11</sup>

In 2019, approximately 9.2% of adults in Palm Beach County reported having poor mental health on over 14 days of the past 30 days, and this proportion was higher among White (10.7%) and Black (9.6%) residents.<sup>12</sup> Furthermore, the rate of age-adjusted suicide deaths in the county was 13.9 per 100,000 population.<sup>13</sup> This rate was 2.6 times higher among White residents compared to their Black counterparts, and 2.2 times higher among non-Hispanic residents compared to their Hispanic counterparts.<sup>14</sup>

As previously mentioned, poor mental health increases one's risk for engaging in substance misuse. According to the CDC, drug overdoses continue to increase in the United States, with over 70,000 drug overdose deaths in 2019. Of those deaths, over 70% involved opioids.<sup>15</sup> Opioids may include prescription opioids (i.e. oxycodone, hydrocodone, morphine, and methadone) or illicit opioids (i.e. fentanyl, heroin). While opioids are classified as painkillers, illicit use of prescription or synthetic opioids has led to worrisome trends across the country and in Palm Beach County.<sup>16</sup> Locally, a stark difference in substance use outcomes exists between the state of Florida and Palm Beach County. For instance, in Palm Beach County, the rate of age-adjusted drug poisoning deaths was 1.2 times higher and the rate of age-adjusted opioid deaths was 1.6 times higher compared to Florida in 2020.

Moreover, poor mental health and heavy substance use increases the risk of an individual engaging in abusive behaviors, but the cycle does not end there. Evidence shows that the mental anguish that domestic and intimate partner violence survivors experience causes some to cope through substance use. Widely, research has found that substance use plays a pivotal role in violent and abusive behaviors, and always worsens patterns of abuse.<sup>17</sup> In Palm Beach County, the rate of domestic violence offenses was 296.5 per

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<sup>9</sup> Centers for Disease Control and Prevention. (2022). Mental Health. Retrieved from <https://www.cdc.gov/mentalhealth/index.htm>

<sup>10</sup> SAMHSA. (2019). The National Survey on Drug Use and Health: 2019. Retrieved from [https://www.samhsa.gov/data/sites/default/files/reports/rpt29392/Assistant-Secretary-nsduh2019\\_presentation/Assistant-Secretary-nsduh2019\\_presentation.pdf](https://www.samhsa.gov/data/sites/default/files/reports/rpt29392/Assistant-Secretary-nsduh2019_presentation/Assistant-Secretary-nsduh2019_presentation.pdf)

<sup>11</sup> Tulane University School of Public Health And Tropical Medicine. (2021). Understanding Mental Health As a Public Health Issue. Retrieved from <https://publichealth.tulane.edu/blog/mental-health-public-health/>

<sup>12</sup> Florida Health CHARTS. Florida Behavioral Risk Factor Surveillance System (BRFSS), 2019

<sup>13</sup> Florida Health CHARTS. Florida Behavioral Risk Factor Surveillance System (BRFSS), 2019

<sup>14</sup> Florida Health CHARTS. Florida Behavioral Risk Factor Surveillance System (BRFSS), 2019

<sup>15</sup> Centers for Disease Control and Prevention. (2022). *Opioids*. Retrieved from <https://www.cdc.gov/opioids/index.html>

<sup>16</sup> Centers for Disease Control and Prevention. (2022). *Opioid Basics*. Retrieved from <https://www.cdc.gov/opioids/basics/index.html>

<sup>17</sup> American Psychological Association (2022). Intimate Partner Violence. Retrieved from: <https://www.apa.org/topics/physical-abuse-violence/intimate-partner>

100,000 population in 2020. Of growing concern, human trafficking, which intersects in many ways with domestic violence, poor mental health, and substance use, has also exponentially increased.<sup>18</sup>

Thus, the Advisory Council selected Mental and Behavioral Health as a top priority due to its impact on the overall wellbeing of an individual and their community. The following table shows the goals, objectives, strategies, and activities that will provide direction for the community health improvement planning efforts in the community for this priority area. The Plan also includes best practices, evidence-supported initiatives, and currently available community resources specific to this priority area.

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<sup>18</sup> UNICEF USA (2022). Domestic Violence and Human Trafficking. Retrieved from: <https://www.unicefusa.org/stories/domestic-violence-and-human-trafficking/33601>

Table 6: Mental and Behavioral Health Priority Area Goals, Strategies, Objectives, and Activities

Priority Area: Mental and Behavioral Health			
<b>Goal 1: Reduce the prevalence of mental and emotional disorders.</b>			
<b>Strategy: Between July 1, 2022 – June 30, 2027, promote and offer resources to enhance education and awareness of mental and emotional disorders, such as MHFA training, support groups, and community newsletters.</b>			
<b>Strategy: Between July 1, 2022 – June 30, 2027, promote behavioral health integration into primary care.</b>			
<b>Objective:</b> Decrease the percentage of adult residents who had poor mental health on 14 or more of the past 30 days from 9.2% in 2019 to 8.1% in 2027. (10.7% NH White in 2019 to 6.2% in 2027; 9.6% NH Black in 2019 to 5.6%; 5.7% Hispanic in 2019 to 2.9% in 2027)		<b>National/state priorities alignment:</b> <b>Florida SHIP:</b> MW1.2 <b>Heathy People 2030:</b> Goal – Improve mental health	
<b>Objective:</b> Increase access to counseling and mental health services for uninsured or underinsured residents who have no other means to access treatment by 5% from 12,985 in FY 2020/2021 to 13,634 in FY 2026/2027.		<b>National/state priorities alignment:</b> <b>Florida SHIP:</b> Goal MW1 <b>Heathy People 2030:</b> MHMD-04; MHMD-05; MHMD-R01	
<b>Objective:</b> Increase the percentage of children receiving mental health treatment services from 5.3 per 1,000 population aged 1-5 in 2020 to 7.0 per 1,000 population aged 1-5 in 2027.		<b>National/state priorities alignment:</b> <b>Florida SHIP:</b> MW2.3 <b>Heathy People 2030:</b> MHMD03; EMC-D06	
Activities	Key action steps	Measures	Key partners
Increase the number of evidence-based mental health centered trainings offered to the community (i.e. Mental Health First Aid, Trauma-Informed Care, PACEs, etc.)	Promote available trainings such as: <ul style="list-style-type: none"> <li>• Mental Health First Aid (MHFA) trainings via “Mental Health Minis” trainings</li> <li>• Youth MHFA mini-trainings led by youth for youth</li> <li>• Positive and Adverse Childhood Experiences (PACEs)</li> <li>• Trauma-Informed Care</li> <li>• Mental Health workshops for parents, teachers, and childcare staff</li> </ul>	# trainings  # trained	<ul style="list-style-type: none"> <li>• Florida Department of Health in Palm Beach County</li> <li>• Alpert Jewish Family Services (MHFA)</li> <li>• Catholic Charities (MHFA)</li> <li>• National Alliance on Mental Illness in Palm Beach County (MFA – Integrated Resiliency Training)</li> <li>• Palm Beach County Behavioral Health Coalition (mini MHFA courses)</li> <li>• Center for Child Counseling (PACEs, TIC, Mental Health Workshops)</li> <li>• BeWellPBC (youth mini behavioral health trainings)</li> <li>• Palm Beach County Youth Services</li> <li>• Palm Beach County Medical Society</li> <li>• United Way of Palm Beach County</li> </ul>

Activities	Key action steps	Measures	Key partners
Develop and promote more messaging focused on mental and behavioral health resources	Promote: <ul style="list-style-type: none"> <li>• Newsletters</li> <li>• Podcasts</li> <li>• The Well of PBC Magazine</li> <li>• Get Your Green On Campaign</li> <li>• Social media quick facts on mental health</li> <li>• Mental Health Awareness Month</li> <li>• Newspaper Op-Eds to increase awareness to broad audiences</li> <li>• A Way of Being with Children messaging</li> <li>• Tip sheets, videos, and workshops for parents and caregivers - Ways to Talk to Children, focusing on tough topics like suicide, war, school shootings, etc.</li> <li>• 211 media mentions</li> </ul>	# people reached through each item	<ul style="list-style-type: none"> <li>• Florida Department of Health in Palm Beach County</li> <li>• BeWellPBC</li> <li>• National Alliance on Mental Illness in Palm Beach County</li> <li>• Palm Beach County Behavioral Health Coalition</li> <li>• Palm Health Foundation</li> <li>• Health Care District of Palm Beach County</li> <li>• Boca Raton's Promise</li> <li>• Mental Health America of the Palm Beaches</li> <li>• Birth to 22 Provider Network</li> <li>• Center for Child Counseling</li> <li>• 211 Palm Beach Treasure Coast</li> <li>• Rebel Recovery</li> </ul>
Enhance support for family and care-givers	Promote mental health support groups, such as those offered by the National Alliance on Mental Illness in Palm Beach County	# participants	<ul style="list-style-type: none"> <li>• National Alliance on Mental Illness in Palm Beach County</li> <li>• Palm Beach County Youth Services</li> <li>• Area Agency on Aging</li> <li>• Center for Child Counseling</li> <li>• Healthier Boynton Beach</li> <li>• 211 Palm Beach and Treasure Coast</li> <li>• Children's Services Council</li> <li>• BeWellPBC</li> <li>• Healthier Boynton Beach</li> <li>• Florida Department of Health in Palm Beach County</li> <li>• Caridad Center</li> </ul>
	Promote the Area Agency on Aging senior and caregiver support groups, as well as free counseling for seniors and Assurance Calls	# of support groups held	
	Increase engagement in the AACY Caregiving Youth Project to support children by expanding to additional schools		
	Promote the Children's Services Council Psychoeducational support groups for children, teens, and families		
	Promote support for caregivers through initiatives such as the Caregiver's Club, the 211 Palm Beach County Treasure Coast Caregiver Support project for caregivers over the age of 18 years, and the 211 Palm Beach County Treasure Coast Sunshine Calls program	# participants # caregivers # residents receiving a daily Sunshine call	

Activities	Key action steps	Measures	Key partners
Promote resources for physicians related to mental health and substance use disorders	Promote SBIRT and other screening tools such as MAST	# trained	<ul style="list-style-type: none"> <li>• 211 Palm Beach County Treasure Coast</li> <li>• BeWellPBC</li> <li>• Center for Child Counseling</li> <li>• Florida Department of Health in Palm Beach County</li> <li>• Health Care District in Palm Beach County</li> <li>• Mental Health America of the Palm Beaches</li> <li>• Palm Beach County Behavioral Health Coalition</li> <li>• Palm Beach County Medical Society</li> <li>• Palm Beach Pediatrics</li> <li>• Palm Health Foundation</li> </ul>
	Engage additional providers and practices in the Palm Beach County Community Health Advisory Council	# providers and practices engaged in the Advisory Council	
Expand the integration of behavioral health through collaboration among providers	Raise awareness related to integration of behavioral health into primary care settings among providers through the promotion of universal mental health screenings followed by linkages to needed care/resources at primary care appointments. Focus efforts on Pediatric Integrated Care <b>policy</b> work and training/resource opportunities	# policies developed related to pediatric integrated care	
	Promote pediatric integration by providing mental health education, crisis intervention, support groups, and therapy that is integrated into pediatric offices and concurrent with school and community support	# screened for mental health concerns  # mental health consultations	

**Goal 2: Reduce the burden of mental and emotional disorders.**

**Strategy: Between July 1, 2022 – June 30, 2027, develop and distribute resources for the medical community to encourage and enhance early diagnosis and linkages to care.**

<p>While we understand that hospitalizations are an important entry point for care, we recognize that appropriate and timely interventions can reduce hospitalization rates from crisis situations and enhance quality of life for residents in need of care.</p> <p><b>Objective:</b> Decrease the age-adjusted rate of hospitalizations from mental disorders from 999.2 per 100,000 in 2020 to 985.0 in 2027.</p> <p><b>Objective:</b> Decrease the age-adjusted rate of emergency department visits from mental disorders from 975.8 per 100,00 population in 2020 to 965.0 in 2027.</p>	<p><b>National/state priorities alignment:</b>  <b>Florida SHIP:</b> MW1.1  <b>Healthy People 2030:</b> Goal – Improve mental health</p>
<p><b>Objective:</b> Reduce non-fatal intentional self-harm injury hospitalizations from 29.9 per 100,000 in 2020 to 22.5 in 2027.</p>	<p><b>National/state priorities alignment:</b>  <b>Florida SHIP:</b> MW4.1  <b>Healthy People 2030:</b> IVP-19</p>
<p><b>Objective:</b> Reduce age-adjusted deaths from suicide from 10.3 per 100,000 population in 2020 to 8.9 per 100,000 in 2027.</p>	<p><b>National/state priorities alignment:</b>  <b>Florida SHIP:</b> MW 4.2, MW 4.3, ISV 1.4  <b>Healthy People 2030:</b> MHMD-01</p>

Activities	Key action steps	Measures	Key partners
Provide educational materials for providers	Develop and disseminate provider resources, such as decision trees	# providers who receive resources	<ul style="list-style-type: none"> <li>• Palm Beach County Medical Society</li> <li>• Florida Department of Health in Palm Beach County</li> </ul>
Build workforce capacity in an effort to increase access and affordability for community members	<p>Identify partnering agencies to collaborate in funding efforts</p> <p>Mobilize a grant writing team to seek and obtain funding to build workforce capacity for low-cost and sliding-fee-scale services</p> <p>Secure funding to build workforce capacity increase the availability of providers for low-cost and sliding-scale-fee services</p>	# funding opportunities identified	<ul style="list-style-type: none"> <li>• BeWellPBC</li> <li>• Florida Atlantic University</li> <li>• Palm Beach County Medical Society</li> <li>• PBC Youth Services</li> <li>• Ruth &amp; Norman Rales Jewish Family Services, Inc.</li> </ul>
Promote initiatives to reduce suicide	Promote the Zero Suicide initiative among providers	# providers who receive information	<ul style="list-style-type: none"> <li>• Florida Department of Health in Palm Beach County</li> <li>• Southeast Florida Behavioral Health Network</li> <li>• Primary Care and Emergency Medical Providers</li> <li>• 211 Palm Beach County Treasure Coast</li> </ul>
	Increase the utilization of crisis support resources, such as suicide crisis lines	# suicide related calls in Palm Beach County	
<b>Goal 3: Reduce the prevalence of substance use disorders and drug overdoses.</b>			
<b>Strategy: Between July 1, 2022 – June 30, 2027, promote resources for support system members, community members, and those engaging in substance use to enhance community conversations around behavioral health and link residents to needed resources.</b>			
<b>Objective:</b> Reduce the proportion of residents who engage in illicit drug use from 11.77% in 2020 to 11.00% in 2027.			<b>National/state priorities alignment:</b> <b>Florida SHIP:</b> MW3.5 <b>Healthy People 2030:</b> SU-01, SU-05, SU-07
Activities	Key action steps	Measures	Key partners
Promote training to increase education and understanding among family members, caregivers, and support networks	Promote CRAFT (Community Reinforcement and Family Training)	<p># trainings</p> <p># trained</p>	<ul style="list-style-type: none"> <li>• Palm Beach County Behavioral Health Coalition</li> <li>• Palm Beach County Community Services Substance Use Steering Committee</li> </ul>

Activities	Key action steps	Measures	Key partners
Increase PACE's training opportunities to build resiliency in the community	Provide PACEs training to increase protective factors and social supports	# trainings  # trained	<ul style="list-style-type: none"> <li>• Center for Child Counseling</li> <li>• Palm Beach County Youth Services</li> <li>• Palm Beach County Community Services Behavioral Health and Substance Use Disorder Steering Committee</li> </ul>
Engage the community in mental health conversation and action	Provide residents with education and information in the form of: <ul style="list-style-type: none"> <li>• Newsletters</li> <li>• Birth to 22 "Community Conversations"</li> <li>• Conversations in community settings, such as faith-based groups</li> </ul>	# newsletters  # promotional materials/resources distributed  # group meetings	<ul style="list-style-type: none"> <li>• Palm Health Foundation</li> <li>• BeWellPBC</li> <li>• Palm Beach County Community Services Behavioral Health and Substance Use Disorder Steering Committee</li> <li>• Birth to 22 Provider Network</li> <li>• 211 Palm Beach County Treasure Coast</li> <li>• Florida Department of Health in Palm Beach County</li> <li>• National Alliance on Mental Illness in PBC</li> </ul>
Increase awareness of supportive services	Promote accessible services, including: <ul style="list-style-type: none"> <li>• The Hub</li> <li>• Rebel Recovery</li> <li>• National Alliance on Mental Illness in Palm Beach County support groups</li> <li>• BeWellPBC</li> <li>• AA meetings</li> <li>• Drop-in programs</li> <li>• Peer recovery support specialists</li> <li>• Congregate meals for seniors with Area Agency on Aging</li> <li>• Center for Child Counseling Psychoeducational Support Groups for children, teens, parents, and Caregivers</li> </ul>	# reached with promotion efforts	<ul style="list-style-type: none"> <li>• Area Agency on Aging</li> <li>• BeWellPBC</li> <li>• Caridad Center</li> <li>• Center for Child Counseling</li> <li>• Florida Department of Health in Palm Beach County</li> <li>• Hanley Foundation</li> <li>• Healthier Together</li> <li>• Mental Health America of the Palm Beaches</li> <li>• National Alliance on Mental Illness in PBC</li> <li>• Palm Health Foundation</li> <li>• PBC Behavioral Health Coalition</li> <li>• PBC Community Services Behavioral Health and Substance Use Disorder Steering Committee</li> <li>• Rebel Recovery</li> <li>• SEFBHN</li> <li>• The Hub</li> </ul>



<b>Goal 4: Reduce the burden of substance use disorders and drug overdoses</b>			
<b>Strategy: Between July 1, 2022 – June 30, 2027, increase partnerships and training related to drug misuse across the community and healthcare system</b>			
<b>Objective:</b> Reduce <u>EMS responses</u> to drug overdoses among Palm Beach County residents from 5973.0 in 2020 to 5,728.9 in 2027.		<b>National/state priorities alignment:</b> Florida SHIP: MW3.4 Healthy People 2030: SU-03	
<b>Objective:</b> Reduce non-fatal <u>overdose emergency department visits</u> among Palm Beach County residents from 3,141 in 2020 to 2,950 in 2027.		<b>National/state priorities alignment:</b> Florida SHIP: MW3.4 Healthy People 2030: SU-03; MPS-02; SU-D04	
<b>Objective:</b> Reduce non-fatal <u>overdose hospitalizations</u> among Palm Beach County residents from 1,825 in 2020 to 1,736.1 in 2027.		<b>National/state priorities alignment:</b> Florida SHIP: MW3.4 Healthy People 2030: SU-03	
<b>Objective:</b> Reduce the age-adjusted rate of drug <u>overdose deaths</u> among Palm Beach County residents from 50.4 per 100,000 population to 40.1 per 100,000 population in 2027.		<b>National/state priorities alignment:</b> Florida SHIP: MW3.4 Healthy People 2030: IVP-20	
<b>Objective:</b> Reduce the age-adjusted death rate from <u>opioid overdoses</u> in Palm Beach County from 47.1 per 100,000 population in 2020 to 39.0 in 2027.		<b>National/state priorities alignment:</b> Florida SHIP: MW3.4 Healthy People 2030: IVP-20	
<b>Activities</b>	<b>Key action steps</b>	<b>Measures</b>	<b>Key partners</b>
Increase entity collaboration to conduct trainings for healthcare providers on key drug issues	Increase: <ul style="list-style-type: none"> <li>partnerships with new agencies</li> <li>Narcan trainings</li> <li>PBCMS Physician trainings (with CME's)</li> </ul>	# partners  # trainings	<ul style="list-style-type: none"> <li>Florida Department of Health in Palm Beach County</li> <li>Health Council of Southeast Florida</li> <li>Palm Beach County Community Services Behavioral Health and Substance Use Disorder Steering Committee</li> <li>Palm Beach County Medical Society</li> <li>Rebel Recovery</li> <li>T. Leroy Jefferson Medical Society</li> </ul>
Increase education related to drug misuse for school age youth and their parents	Conduct youth school-based education for drug misuse	# of trainings  # children and adults trained	<ul style="list-style-type: none"> <li>Florida Department of Health in Palm Beach County</li> <li>Hanley Center</li> <li>Living Skills in the Schools</li> <li>Palm Beach County Behavioral Health Coalition</li> <li>Rebel Recovery</li> <li>School District of Palm Beach County</li> <li>Southeast Florida Behavioral Health Network</li> </ul>
Narcan distribution events	Promote Narcan distribution events within the county	# Narcan kits distributed	<ul style="list-style-type: none"> <li>Hanley Center</li> <li>Health Care District of Palm Beach County</li> <li>Federally Qualified Health Centers</li> <li>Rebel Recovery</li> <li>The HUB</li> </ul>



**Goal 5: Reduce the prevalence of domestic violence and human trafficking throughout Palm Beach County**

**Strategy: Between July 1, 2022 – June 30, 2027, enhance education and awareness to prevent and address human trafficking**

**Objective:** Join State efforts to increase the number of victims identified in Florida by 5% from 1,887 in 2019 to 1,981 in 2027.

**Objective:** Join State efforts to reduce the number of sex trafficking cases in Florida from 896 in 2019 to 800 in 2027.

**National/state priorities alignment:**  
**Florida SHIP:** ISV3.1, ISV3.2  
**Healthy People 2030:** IVP-D05; IVP-18; IVP-17

Activities	Key Action Steps	Measures	Key Partners
Promote broad engagement among community partners on human trafficking coalitions and taskforces throughout the county	Increase engagement on South Florida Human Trafficking Taskforce  Increase engagement on Human Trafficking Coalition of the Palm Beaches  Increase engagement on Palm Beach HT Task Force	# partners newly engaged	
Provide education on how to identify and respond to human trafficking among professionals in the social services, medical, hospitality, and transportation industry, as well as professional students, and more	Identify partnerships and co-presenters; promote training opportunities; provide training opportunities	# persons trained # persons trained	<ul style="list-style-type: none"> <li>• Florida Department of Health in Palm Beach County</li> <li>• South Florida Human Trafficking Taskforce</li> <li>• Human Trafficking Coalition of the Palm Beaches</li> <li>• Palm Beach County Victim Services</li> <li>• Palm Beach Human Trafficking Taskforce</li> </ul>
Provide education on human trafficking in community-based settings (schools staff/parents, churches, temples, social clubs, etc.)			
Provide education on human trafficking to middle and high school students	Host educational presentations in schools	# of students trained	

**Strategy: Between July 1, 2022 – June 30, 2027, increase partner engagement coalitions involved in addressing domestic and intimate partner violence in Palm Beach County.**

**Strategy: Between July 1, 2022 – June 30, 2027, promote and offer resources to enhance education and awareness to prevent domestic violence.**

**Objective:** By 2027, reduce the rate of domestic violence offenses from 296.5 per 100,000 population in 2020 to 270 per 100,000 population.

**National/state priorities alignment:**  
**Florida SHIP:** ISV 3.5  
**Healthy People 2030:** IVP-D05; IVP-18; IVP-17

Activities	Key Action Steps	Measures	Key Partners
Increase awareness of services available to all persons affected by domestic and family violence	Promote the awareness of community-based services available to all residents affected by domestic violence  Promote the utilization of YWCA & AVDA domestic violence hotlines  Promote weekly support groups to support victims of domestic violence or sexual assault	# reached with promotional efforts  # calls to YWCA & AVDA domestic violence hotline  # support groups held; # participants	<ul style="list-style-type: none"> <li>• Aid to Victims of Abuse (AVDA)</li> <li>• Florida Department of Health in Palm Beach County</li> <li>• Palm Beach County Victim Services</li> <li>• Palm Beach County Domestic Violence Coordinated Community Response</li> <li>• Palm Beach County Sherriff's Office</li> <li>• YWCA</li> </ul>
Educate students on domestic violence in schools and academic settings	Implement domestic violence education in schools and academic settings.	# students trained	
Provide support to individuals at risk of abusive behaviors	Implement programs to prevent abusive behaviors	# who completed batterer prevention programs	
Educate community members on domestic violence, targeting a wide array of community-based settings, including agencies, organizations, or other community groups.	Implement domestic violence education in community-based settings	# presentations # attendees	

## **Priority Area 2: Mental and Behavioral Health- Objective and Activity Progress Tracking**

Between July 2022 and June 2024, partners from multidisciplinary sectors worked together to address Mental and Behavioral Health in Palm Beach County. Partners identified specific goals, strategies, objectives, activities, and action steps to gauge progress and capture the work being done in the county to improve health outcomes within this priority area. The following sections of this report highlight progress toward achieving priority area objectives and provide updates on partner activities. The following sections of this report highlight progress toward achieving priority area objectives and provide updates on partner activities. Objective data is labeled as "Completed/Met" or "On Track" using a green symbol, or "Not on Track" using a red symbol. The direction of the symbol indicates whether data is trending in a positive or negative direction.

**Goal 1: Reduce the Prevalence of Mental and Emotional Disorders**

Strategy 1: Promote and Offer Resources to Enhance Education and Awareness of Mental and Emotional Disorders, such as MHFA Training, Support Groups, and Community Newsletters, and Strategy 2: Promote Behavioral Health Integration into Primary Care

The table below shows the Palm Beach County Community Health Advisory Council’s progress toward implementing Mental and Behavioral Health Priority Area activities under the first and second strategy of goal one. The activities and key action steps are listed, along with the baseline and updated process measures to track implementation progress.

Table 7: Progress Tracking - Priority Area 2 - Goal 1 - Strategies 1 and 2

CHIP Priority Area: Mental and Behavioral Health						
Goal	Reduce the prevalence of mental and emotional disorders					
Strategy	Between July 1, 2022 – June 30, 2027, promote and offer resources to enhance education and awareness of mental and emotional disorders, such as MHFA training, support groups, and community newsletters.					
	Between July 1, 2022 – June 30, 2027, promote behavioral health integration into primary care.					
Objective	Baseline	Progress Measure	Plan Target	Trend	Status	Responsible Partner
Decrease the percentage of adults who had poor mental health on 14 or more of the past 30 days from 9.2% in the population overall in 2019 to 8.1% in 2027 <ul style="list-style-type: none"> <li>• Among Black residents from 9.6% in 2019 to 5.6% in 2027,</li> <li>• Among Hispanic residents: from 5.7% 2019 to 2.9% in 2027,</li> <li>• Among non-Hispanic residents from 10.7% in 2019 to 6.2% in 2027</li> </ul>	9.2%  Black residents: 9.6%  Hispanic residents: 5.7%  Non-Hispanic residents: 10.7%  (2019)	<i>Not yet available</i>	8.1%  Black residents: 5.6%  Hispanic residents: 2.9%  Non-Hispanic residents: 6.2%  (2027)	Pending data update	At the time of report publication, new county-level data was not yet available for this indicator.  Partners have been working to increase the number of evidence-based mental health centered trainings offered to the community. So far, over 700 evidence-based mental health centered trainings have been held with more than 22,000 community members trained.	211  Alpert Jewish Family Services  American Association of Caregiving Youth  Area Agency on Aging  BeWellPBC  Birth to 22  Caridad Center  Center for Child Counseling  Children’s Services Council  (List Cont’d)

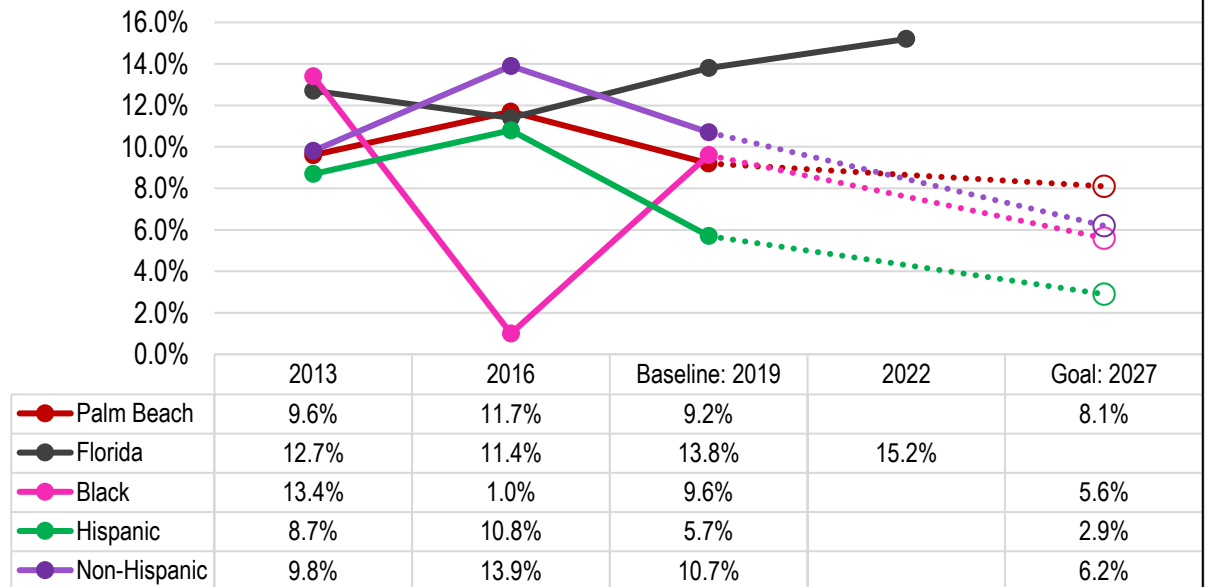
Objective	Baseline	Progress Measure	Plan Target	Trend	Status	Responsible Partner
Increase access to counseling and mental health services for uninsured or underinsured residents who have no other means to access treatment by 5% from 12,985 in FY 2020/2021 to 13,634 in FY 2026/2027.	12,985 (FY 2020/2021)	13,516 (FY 2022/2023)	13,634 (FY 2026/2027)	▲	<p><b>Objective is: On Track</b> - In FY 2022/2023, the number of uninsured and underinsured residents who received treatment increased to 13,516. The CHIP partners are working on action steps and activities to increase access to treatment.</p> <p>Partners have been working to develop and promote more messaging focused on mental and behavioral health resources. So far, over one million residents have been reached.</p>	<p>(List Cont'd)</p> <p>Health Care District in Palm Beach County</p> <p>Mental Health America PBC</p> <p>National Alliance on Mental Illness PBC</p> <p>Palm Health Foundation (<i>Reports for Healthier Boynton Beach, Healthier Glades, &amp; Healthier Lake Worth</i>)</p>
Increase the rate of children receiving mental health treatment services from 5.3 per 1,000 population aged 1-5 in 2020 to 7.0 per 1,000 population aged 1-5 in 2027.	5.3 per 1,000 population (2020)	2.0 per 1,000 population (2022)	7.0 per 1,000 population (2027)	▼	<p><b>Objective is: Not on Track</b> - In 2022, the rate of children receiving mental health treatment services in Palm Beach County decreased to 2.0 per 1,000 population, compared to 5.3 per 100,000 population in 2020 (baseline) and 2.6 per 1,000 in 2021. The CHIP partners are working on action steps and activities to increase access to treatment.</p> <p>Partners have been working to promote pediatric integration and so far, almost 600 children were screened for mental health concerns and 576 mental health consultations were held.</p>	<p>PBC Behavioral Health Coalition</p> <p>Palm Beach County Medical Society</p> <p>Palm Beach County Youth Services</p> <p>Rebel Recovery</p> <p>Southeast Florida Behavioral Health Network</p>

**Objective:** Decrease the percentage of adults who had poor mental health on 14 or more of the past 30 days from 9.2% in the population overall in 2019 to 8.1% in 2027, among Black residents from 9.6% in 2019 to 5.6% in 2027, among Hispanic residents: from 5.7% 2019 to 2.9% in 2027, and among non-Hispanic residents from 10.7% in 2019 to 6.2% in 2027

**Status Progress:** At the time of report publication, new county-level data was not yet available for this indicator.

Source: Florida Behavioral Risk Factor Surveillance System telephone survey conducted by the Centers for Disease Control and Prevention (CDC) and Florida Department of Health Division of Community Health Promotion, 2013-2022

Figure 30: Adults who had Poor Mental Health on 14 or More of the Past 30 Days by Race & Ethnicity, Palm Beach County & Florida



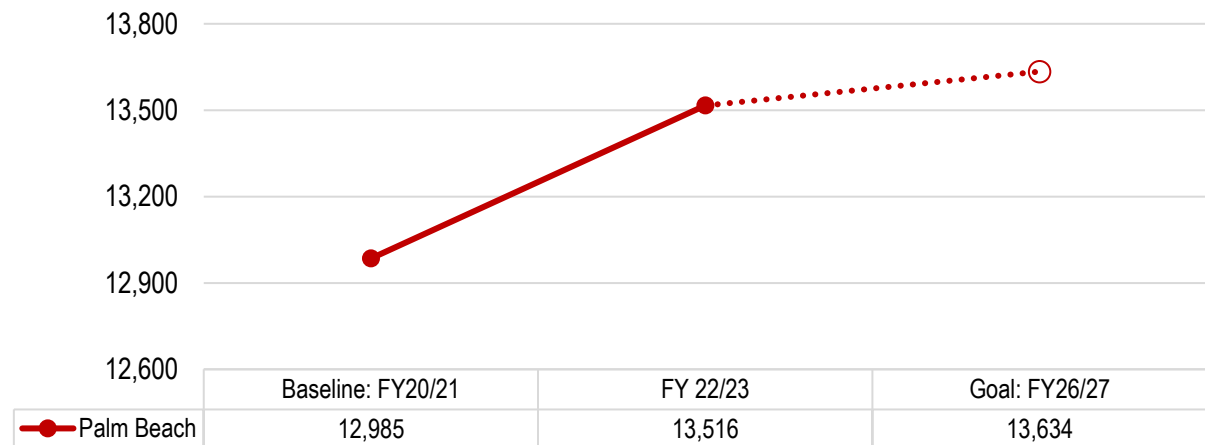
**Objective:** Increase access to counseling and mental health services for uninsured or underinsured residents who have no other means to access treatment by 5% from 12,985 in FY 2020/2021 to 13,634 in FY 2026/2027.

**Status Progress:** In FY 2022/2023, the number of uninsured and underinsured residents who received treatment increased to 13,516.



Source: Southeast Florida Behavioral Health Network, 2023

Figure 31: Unique Uninsured & Underinsured Residents who Received Mental Health Treatment, Palm Beach County



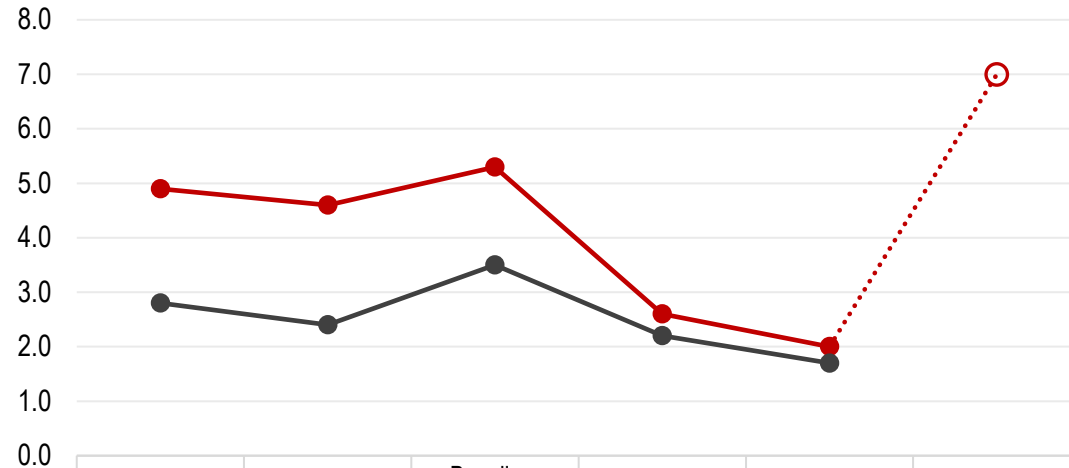
**Objective:** Increase the rate of children receiving mental health treatment services from 5.3 per 1,000 population aged 1-5 in 2020 to 7.0 per 1,000 population aged 1-5 in 2027.

**Status Progress:** In 2022, the rate of children receiving mental health treatment services in Palm Beach County decreased to 2.0 per 1,000 population, compared to 5.3 per 100,000 population in 2020 (baseline) and 2.6 per 1,000 in 2021.



Source: Florida Department of Children and Families, 2018 – 2021

Figure 32: Rate of Children Receiving Mental Health Treatment Services, Palm Beach County & Florida



	2018	2019	Baseline: 2020	2021	2022	Goal: 2027
● Palm Beach	4.9	4.6	5.3	2.6	2.0	7.0
● Florida	2.8	2.4	3.5	2.2	1.7	

	Activities	Key Action Step(s)	Baseline	Progress	Key Partner(s)
<b>Mental and Behavioral Health</b> Goal 1 Strategy 1 & 2	Increase the number of evidence-based mental health centered trainings offered to the community (i.e., Mental Health First Aid, Trauma-Informed Care, PACEs, etc.)	Promote available trainings, such as: Mental Health First Aid trainings via "Mental Health Minis" trainings; Youth MHFA mini-trainings led by youth for youth; Positive and Adverse Childhood Experiences; Trauma-Informed Care; Mental Health workshops for parents, teachers, and childcare staff.	286 trainings held with 6,474 trained	717 evidence-based mental health centered <b>trainings</b> offered to the community held with <b>22,799 trained</b>	Alpert Jewish Family Services BeWellPBC Center for Child Counseling Palm Beach County Youth Services Palm Beach County Medical Society

Mental and Behavioral Health Goal 1 Strategy 1 & 2	Activities	Key Action Step(s)	Baseline	Progress	Key Partner(s)
	Develop and promote more messaging focused on mental and behavioral health services	Promote: Newsletters/ Podcasts The Well of PBC Magazine Get Your Green On Campaign Social media quick facts on mental health Mental Health Awareness Month Newspaper Op-Eds to increase awareness to broad audiences A Way of Being with Children messaging Tip sheets, videos, and workshops for parents and caregivers - Ways to Talk to Children, focusing on tough topics like suicide, war, school shootings, etc. 211 media mentions	People reached through each item: 67,300 - newsletters, Constant Contact, and emails 2,888 - community events 1,721,187 - social media and campaigns	<b>111,949</b> residents were reached through <b>newsletters, Constant Contact, and emails</b> <b>11,198</b> residents reached through <b>community events and presentations</b> <b>997,757</b> residents reached through <b>social media and outreach campaigns</b>	211 BeWellPBC Birth to 22 Center for Child Counseling Mental Health America PBC National Alliance on Mental Illness PBC Palm Health Foundation ( <i>Reports for Healthier Boynton Beach, Healthier Glades, &amp; Healthier Lake Worth</i> ) PBC Behavioral Health Coalition Rebel Recovery
Enhance support for family and care givers	Promote mental health support groups, such as those offered by the National Alliance on Mental Illness in Palm Beach County	3,102 participants	<b>6,369 participants</b> in mental health support groups	BeWellPBC Caridad Center National Alliance on Mental Illness PBC	
	Promote Area Agency on Aging senior and caregiver support groups, as well as free counseling for seniors	81 participants 50 support groups held	<b>347 participants</b> who received free counseling services <b>57 Caregiver Support Group sessions</b> held	Area Agency on Aging	
	Increase engagement in the AACY Caregiving Youth Project to support children by expanding to additional schools	501 participants	<b>2,094 participants</b> in AACY Caregiving Youth Project	American Association of Caregiving Youth	



Mental and Behavioral Health Goal 1 Strategy 1 & 2	Activities	Key Action Step(s)	Baseline	Progress	Key Partner(s)
	Enhance support for family and care givers (Cont'd)	Promote the Children's Services Council Psychoeducational support groups for children, teens, and families	2,150 participants	<b>3,817 participants</b> in the CSC Psychoeducational support groups	Children's Services Council
		Promote support for caregivers through initiatives such as the Caregiver's Club, the 211 Palm Beach County Treasure Coast Caregiver Support project for caregivers over the age of 18 years, and the 211 Palm Beach County Treasure Coast Sunshine Calls program	547 residents	<b>1,500 residents*</b> received daily Sunshine Calls  <i>*Contains duplicate counts</i>	211
	Promote resources for physicians related to mental health and substance use disorders	Promote screening tools, such as SBIRT and MAST	314 trained	<b>88 trained</b> in screening tools, such as SBIRT and MAST	Health Care District in Palm Beach County PBC Behavioral Health Coalition
		Engage additional providers and practices in the Palm Beach County Community Health Advisory Council	0 providers or practices	<b>25 providers or practices</b> engaged in the PBC Community Health Advisory Council	HCSEF CHIP Meeting Poll
Expand the integration of behavioral health through collaboration among providers	Raise awareness related to integrating behavioral health into primary care settings among providers through the promotion of universal mental health screenings followed by linkages to needed care/resources at primary care appointments. Focus efforts on Pediatric Integrated Care policy work and training/resource opportunities	10 policies	<b>7 policies</b> were developed related to pediatric integrated care	Center for Child Counseling	

Mental and Behavioral Health Goal 1 Strategy 1 & 2	Activities	Key Action Step(s)	Baseline	Progress	Key Partner(s)
	Expand the integration of behavioral health through collaboration among providers (Cont'd)	Promote pediatric integration by providing mental health education, crisis intervention, support groups, and therapy that is integrated into pediatric offices and concurrent with school and community support	639 screened; 673 consultations held	<b>597 were screened</b> for mental health concerns and <b>576 mental health consultations</b> were held to promote pediatric integration by providing mental health education, crisis intervention, support groups, and therapy that is integrated into pediatric offices and concurrent with school and community support	Center for Child Counseling

## Goal 2: Reduce the Burden of Mental and Emotional Disorders

### Strategy 1: Develop and Distribute Resources for the Medical Community to Encourage and Enhance Early Diagnosis and Linkages to Care

The table below shows the Palm Beach County Community Health Advisory Council's progress toward implementing Mental and Behavioral Health Priority Area activities under the first strategy of goal two. The activities and key action steps are listed, along with the baseline and updated process measures to track implementation progress.

Table 8: Progress Tracking - Priority Area 2 - Goal 2 - Strategy 1

CHIP Priority Area: Mental and Behavioral Health						
Goal	Reduce the burden of mental and emotional disorders					
Strategy	Between July 1, 2022 – June 30, 2027, develop and distribute resources for the medical community to encourage and enhance early diagnosis and linkages to care					
Objective	Baseline	Progress Measure	Plan Target	Trend	Status	Responsible Partner
Decrease the age-adjusted rate of hospitalizations from mental disorders from 975.8 per 100,000 in 2020 to 965.0 in 2027.	975.8 per 100,000 population (2020)	853.6 per 100,000 population (2022)	965.0 per 100,000 population (2027)	▼	<p><b>Objective is: Completed/Met</b> - In 2022, the age-adjusted hospitalizations from mental disorders continued to decrease in Palm Beach County, falling below the target goal of 985.0 per 100,000 in 2027.</p> <p>Partners have been working to provide educational materials for providers. So far, almost 9,000 provider resources have been disseminated.</p>	211 BeWellPBC Florida Atlantic University Palm Beach County Medical Society
Decrease the age-adjusted rate of emergency department visits from mental disorders from 999.2 per 100,000 population in 2020 to 985.0 in 2027.	999.2 per 100,000 population (2020)	1,101.6 per 100,000 population (2022)	985.0 per 100,000 population (2027)	▼	<p><b>Objective is: On Track</b> - Despite an increase since baseline, the age-adjusted rate of Emergency Department visits from mental disorders decreased from 2021 to 2022 in Palm Beach County, signifying a positive trend in this area. The CHIP partners are working on action steps and activities to decrease the rate of ED visits.</p> <p>Partners have been working to build workforce capacity in an effort to increase access and affordability for community members. So far, more than 10 funding opportunities to support this work have been identified.</p>	Ruth and Normal Rales Jewish Family Services School District of Palm Beach County Southeast Florida Behavioral Health Network

Objective	Baseline	Progress Measure	Plan Target	Trend	Status	Responsible Partner
Reduce non-fatal intentional self-harm injury hospitalizations from 29.9 per 100,000 in 2020 to 22.5 in 2027.	29.9 per 100,000 population (2020)	27.8 per 100,000 population (2022)	22.5 per 100,000 population (2027)	▼	<p><b>Objective is: On Track</b> - Most recently, the rate of non-fatal intentional self-harm injury hospitalizations in Palm Beach County slightly increased to 27.8 per 100,000 in 2022, compared to 27.4 per 100,000 in 2021. Notably, this indicator has decreased overall from baseline. The CHIP partners are continuing to work on efforts to further reduce the rate of hospitalizations.</p> <p>Partners have been working to increase the utilization of crisis support lines. So far, over 1,400 suicide-related calls have been received in Palm Beach County.</p>	<p>211</p> <p>BeWellPBC</p> <p>Florida Atlantic University</p> <p>Palm Beach County Medical Society</p> <p>Ruth and Normal Rales Jewish Family Services</p>
Reduce age-adjusted deaths from suicide from 10.3 per 100,000 population in 2020 to 8.9 per 100,000 in 2027.	10.3 per 100,000 population (2020)	13.3 per 100,000 population (2022)	8.9 per 100,000 population (2027)	▼	<p><b>Objective is: On Track</b> - In Palm Beach County, the age-adjusted rate of deaths from suicide increased from 10.3 per 100,000 in 2020 (baseline) to 13.7 per 100,000 in 2021. However, most recently, this rate decreased to 13.3 per 100,000 in 2022, signifying a positive trend in this area. The CHIP partners are working on action steps and activities to decrease the rate of deaths from suicide.</p> <p>Partners have been working to promote the Zero Suicide initiative among providers. So far, almost 300 providers have received this information.</p>	<p>School District of Palm Beach County</p> <p>Southeast Florida Behavioral Health Network</p>

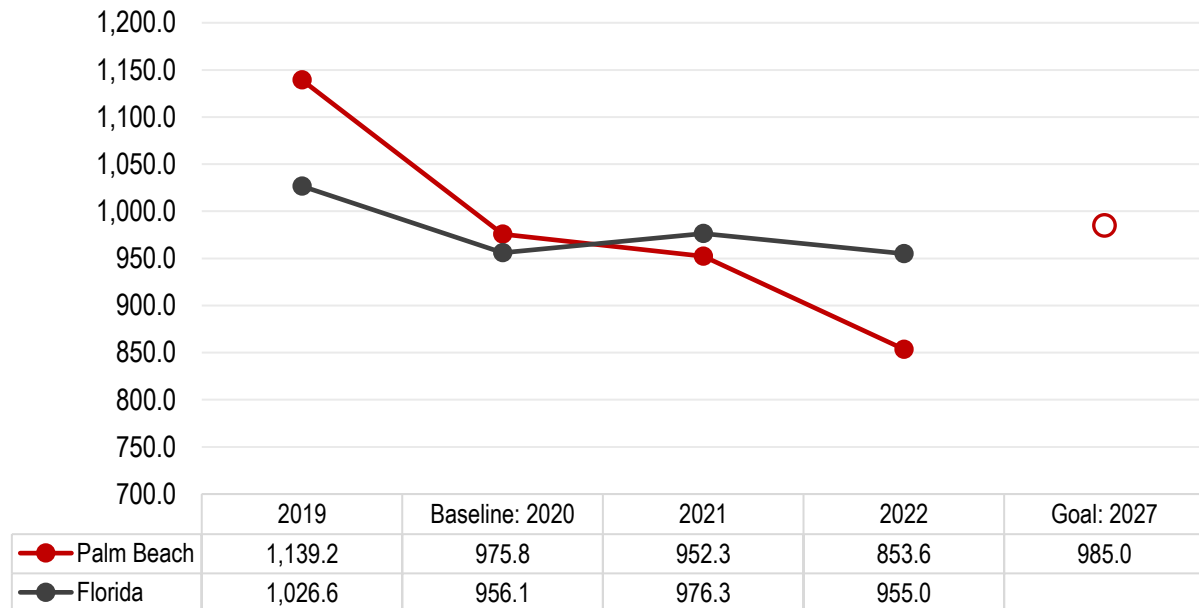
**Objective:** Decrease the age-adjusted rate of hospitalizations from mental disorders from 999.2 per 100,000 in 2020 to 985.0 in 2027.

**Status Progress:** In 2022, the age-adjusted hospitalizations from mental disorders continued to decrease in Palm Beach County, falling below the target goal of 985.0 per 100,000 in 2027.



Source: Florida Agency for Health Care Administration (AHCA), 2019-2022

Figure 33: Rate of Hospitalizations from Mental Disorders, Palm Beach County & Florida



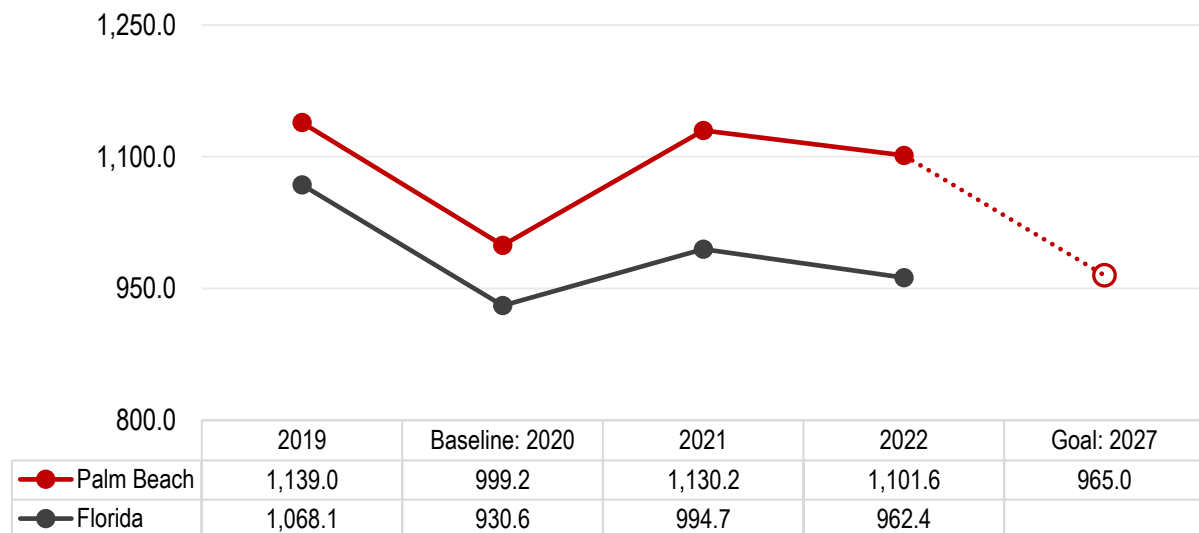
**Objective:** Decrease the age-adjusted rate of emergency department visits from mental disorders from 975.8 per 100,000 population in 2020 to 965.0 in 2027.

**Status Progress:** Despite an increase since baseline, the age-adjusted rate of Emergency Department visits from mental disorders decreased from 2021 to 2022 in Palm Beach County, signaling positive progress in this area.



Source: Florida Agency for Health Care Administration, 2019-2022

Figure 34: Age-Adjusted Rate of Emergency Department Visits from Mental Disorders, Palm Beach County & Florida



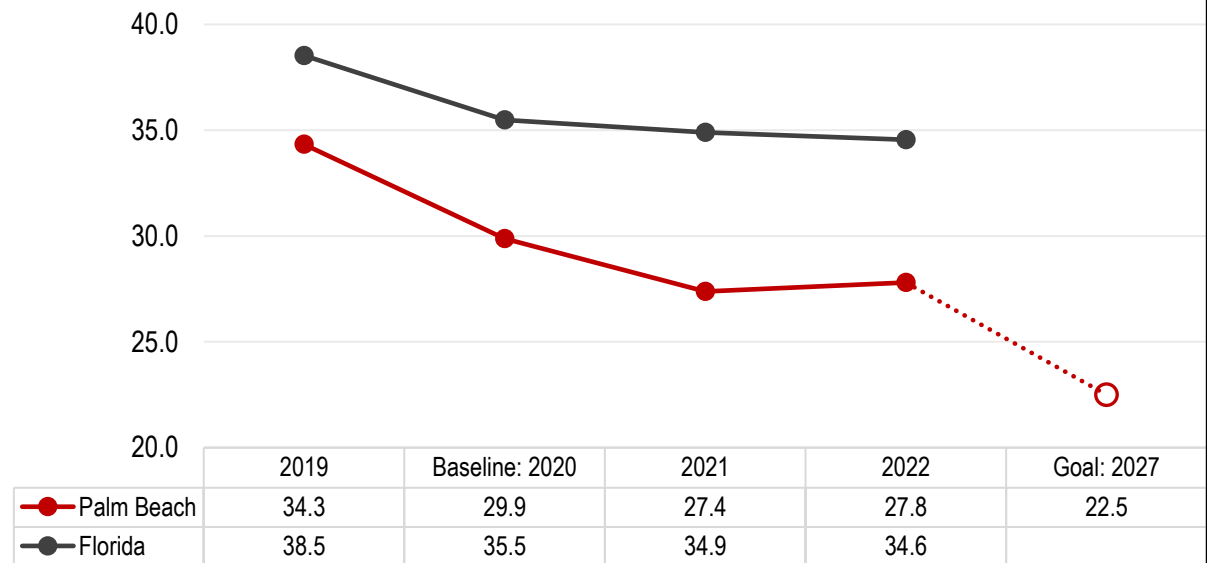
**Objective:** Reduce non-fatal intentional self-harm injury hospitalizations from 29.9 per 100,000 in 2020 to 22.5 in 2027.

**Status Progress:** Most recently, the rate of non-fatal intentional self-harm injury hospitalizations in Palm Beach County slightly increased to 27.8 per 100,000 in 2022, compared to 27.4 per 100,000 in 2021. Notably, this indicator has decreased overall from baseline.



Source: Florida Agency for Health Care Administration, 2019-2022

Figure 35: Non-Fatal Intentional Self-Harm Injury Hospitalizations, Palm Beach County & Florida



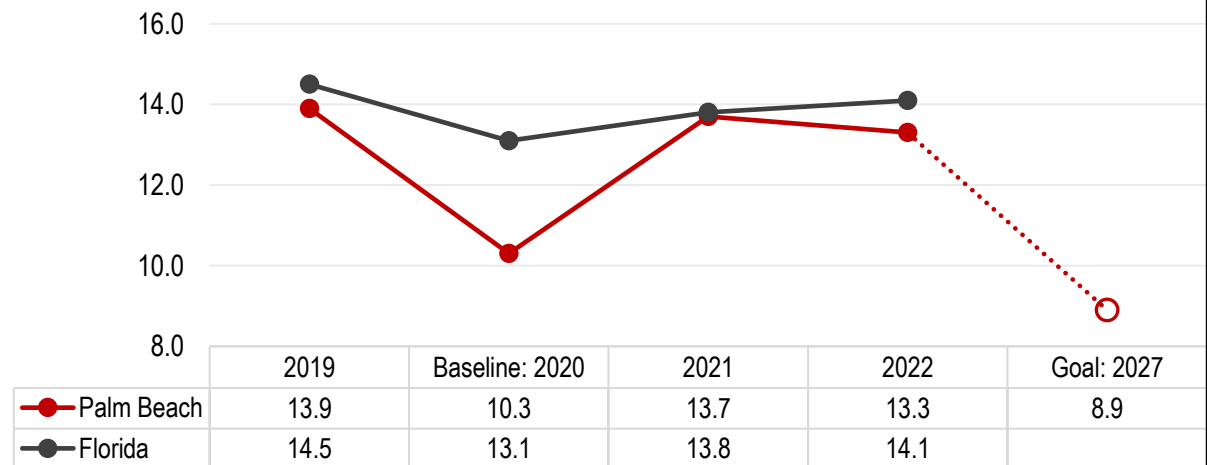
**Objective:** Reduce age-adjusted deaths from suicide from 10.3 per 100,000 population in 2020 to 8.9 per 100,000 in 2027.

**Status Progress:** In Palm Beach County, the age-adjusted rate of deaths from suicide increased from 10.3 per 100,000 in 2020 (baseline) to 13.7 per 100,000 in 2021. However, most recently, this rate decreased to 13.3 per 100,000 in 2022, signaling positive progress in this area.



Source: Florida Agency for Health Care Administration, 2019-2022

Figure 36: Age-Adjusted Deaths from Suicide, Palm Beach County & Florida



Mental and Behavioral Health Goal 2 Strategy 1	Activities	Key Action Step(s)	Baseline	Progress	Key Partner(s)
	Provide educational materials for providers	Develop and disseminate provider resources, such as decision trees	34 provider resources	<b>8,601 provider</b> resources disseminated	Palm Beach County Medical Society
	Build workforce capacity in an effort to increase access and affordability for community members	Identify partnering agencies to collaborate in funding efforts Mobilize a grant writing team to seek and obtain funding to build workforce capacity for low-cost and sliding-fee-scale services Secure funding to build workforce capacity increase the availability of providers for low-cost and sliding-scale-fee services	10 funding opportunities	<b>17 funding opportunities</b> identified	BeWellPBC Florida Atlantic University Ruth and Normal Rales Jewish Family Services Palm Beach County Medical Society School District of Palm Beach County
	Promote initiatives to reduce suicide	Promote the Zero Suicide initiative among providers	56 providers	<b>296 providers</b> received information	Southeast Florida Behavioral Health Network
		Increase the utilization of crisis support resources, such as suicide crisis lines	801 suicide-related calls	<b>1,408 suicide-related calls</b> in Palm Beach County	211

### Goal 3: Reduce the Prevalence of Substance Use Disorders and Drug Overdoses

#### Strategy 1: Promote Resources for Support System Members, Community Members, and Those Engaging in Substance Use to Enhance Community Conversations Around Behavioral Health and Link Residents to Needed Resources

The table below shows the Palm Beach County Community Health Advisory Council's progress toward implementing Mental and Behavioral Health Priority Area activities under the first strategy of goal three. The activities and key action steps are listed, along with the baseline and updated process measures to track implementation progress.

Table 9: Progress Tracking - Priority Area 2 - Goal 3 - Strategy 1

CHIP Priority Area: Mental and Behavioral Health						
Goal	Reduce the prevalence of substance use disorders and drug overdoses					
Strategy	Between July 1, 2022 – June 30, 2027, promote resources for support system members, community members, and those engaging in substance use to enhance community conversations around behavioral health and link residents to needed resources					
Objective	Baseline	Progress Measure	Plan Target	Trend	Status	Responsible Partner
Reduce the proportion of residents who engage in illicit drug use from 11.77% in 2020 to 11.00% in 2027.	11.77% (2020)	<i>Not yet available</i>	11.00% (2027)	<i>Pending data update</i>	<p><i>At the time of report publication, new county-level data was not yet available for this indicator.</i></p> <p>Partners have been working to promote trainings to increase education and understanding among family members, caregivers, and support networks and to increase protective factors and social supports. So far, 100 trainings have been held with over 2,800 residents. Additionally, partners have engaged in various efforts to increase awareness of supportive services. This includes the provision of over 60 newsletters, distribution of almost 500 different promotional materials, and over 1,600 group meetings or community events held.</p>	Substance Abuse and Mental Health Services Administration

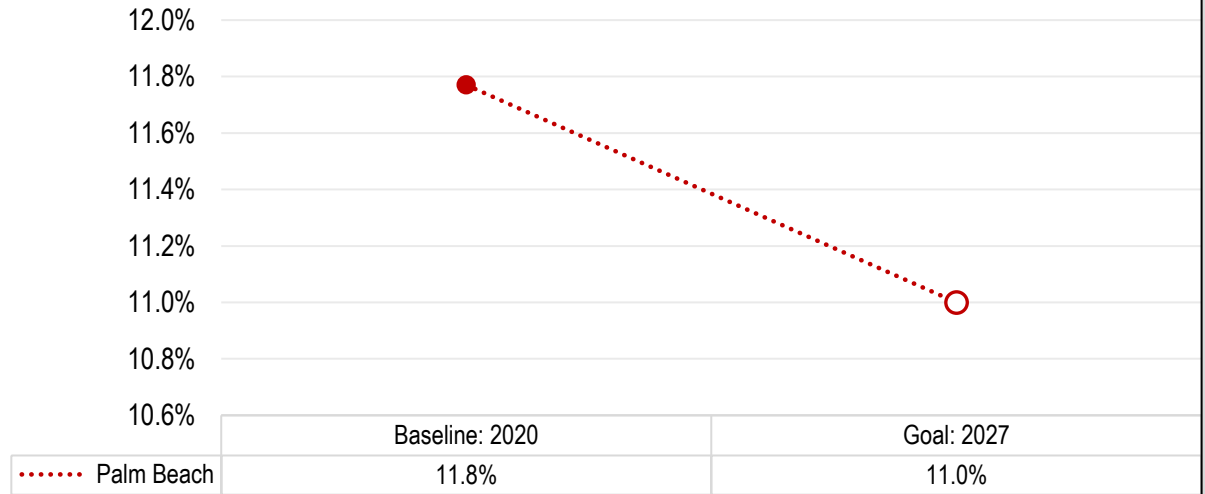


**Objective:** Reduce the proportion of residents who engage in illicit drug use from 11.77% in 2020 to 11.00% in 2027.

**Status Progress:** County estimates are no longer available from the data source, SAMHSA, due to methodological concerns with combining 2020 data with data from 2018 and 2019. The Advisory Council is exploring this objective further. At the time of report publication, new sub-state data was not yet available.

Source: Substance Abuse and Mental Health Services Administration

Figure 37: Proportion of Residents who Engage in Illicit Drug use, Palm Beach County



	Activities	Key Action Step(s)	Baseline	Progress	Key Partner(s)
Mental and Behavioral Health Goal 3 Strategy 1	Promote training to increase education and understanding among family members, caregivers, and support networks	Promote CRAFT (Community Reinforcement and Family Training)	15 trainings; 240 participants	<b>19 CRAFT trainings</b> held with <b>252 participants</b>	PBC Behavioral Health Coalition
	Increase PACE's training opportunities to build resiliency in the community	Provide PACEs training to increase protective factors and social supports	31 trainings; 1,261 participants	<b>81 PACEs trainings</b> held with <b>2,583 participants</b>	Center for Child Counseling Palm Beach County Youth Services

Mental and Behavioral Health Goal 3 Strategy 1	Activities	Key Action Step(s)	Baseline	Progress	Key Partner(s)
	Engage the community in mental health conversation and action	Provide residents with education and information in the form of: <ul style="list-style-type: none"> <li>• Newsletters</li> <li>• Birth to 22 “Community Conversations”</li> <li>• Conversations in community settings, such as faith-based groups</li> </ul>	35 Newsletters  384 Promotional materials/ resources  2,358 Group meetings	<b>66 Newsletters</b>  <b>481 Promotional materials/Resources</b> distributed  <b>1,697 Group meetings</b> in community settings, such as faith-based groups or community events	211  BeWellPBC  Birth to 22 Provider Network  Florida Department of Health in Palm Beach County  National Alliance on Mental Illness PBC  Palm Health Foundation ( <i>Reports for Healthier Boynton Beach, Healthier Glades, &amp; Healthier Lake Worth</i> )

	Activities	Key Action Step(s)	Baseline	Progress	Key Partner(s)
<p style="text-align: center;"><b>Mental and Behavioral Health</b> Goal 3 Strategy 1</p>	<p>Increase awareness of supportive services</p>	<p>Promote accessible services, including:</p> <ul style="list-style-type: none"> <li>• The Hub</li> <li>• Rebel Recovery</li> <li>• National Alliance on Mental Illness in Palm Beach County support groups</li> <li>• BeWellPBC</li> <li>• AA meetings</li> <li>• Drop-in programs</li> <li>• Peer recovery support specialists</li> <li>• Congregate meals for seniors with Area Agency on Aging</li> <li>• Center for Child Counseling Psychoeducational Support Groups for children, teens, parents, and Caregivers</li> </ul>	<p>1,754,503 reached</p>	<p><b>751,815 participants</b> of supportive services</p>	<p>211 Area Agency on Aging BeWellPBC Birth to 22 Caridad Center Center for Child Counseling The HUB Mental Health American of the Palm Beaches National Alliance on Mental Illness PBC Palm Health Foundation (<i>Reports for Healthier Boynton Beach, Healthier Glades, &amp; Healthier Lake Worth</i>) PBC Behavioral Health Coalition Palm Beach County Youth Services</p>

#### Goal 4: Reduce the Burden of Substance Use Disorders and Drug Overdoses

##### Strategy 1: Increase Partnerships and Training Related to Drug Misuse Across the Community and Healthcare System

The table below shows the Palm Beach County Community Health Advisory Council's progress toward implementing Mental and Behavioral Health Priority Area activities under the first strategy of goal four. The activities and key action steps are listed, along with the baseline and updated process measures to track implementation progress.

Table 10: Progress Tracking - Priority Area 2 - Goal 4 - Strategy 1

CHIP Priority Area: Mental and Behavioral Health						
Goal	Reduce the burden of substance use disorders and drug overdoses					
Strategy	Between July 1, 2022 – June 30, 2027, increase partnerships and training related to drug misuse across the community and healthcare system					
Objective	Baseline	Progress Measure	Plan Target	Trend	Status	Responsible Partner
Reduce EMS responses to drug overdoses among Palm Beach County residents from 5,973 in 2020 to 5,728 in 2027.	5,973 (2020)	5,606 (2022)	5,728 (2027)	▼	<p><b>Objective is: Completed/Met</b> - EMS overdose responses increased from baseline (2020) to 2021. However, most recently, in 2022, the count of responses decreased to 5,606 (falling below the target goal of 5,728 in 2027). The CHIP partners are continuing to work on efforts to further reduce EMS responses to drug overdoses.</p> <p>The CHIP partners have been working to increase entity collaboration to conduct trainings for healthcare providers on key drug issues. So far, 11 partnering agencies have been involved in this work.</p>	<p>Health Care District in Palm Beach</p> <p>Health Council of Southeast Florida - OD2A</p> <p>Palm Beach County Medical Society</p> <p>PBC School District</p>
Reduce non-fatal overdose emergency department visits among Palm Beach County residents from 3,141 in 2020 to 2,950 in 2027.	3,141 (2020)	2,842 (2022)	2,950 (2027)	▼	<p><b>Objective is: Completed/Met</b> - Non-fatal overdose emergency department visits in Palm Beach County decreased overall from 3,141 visits in 2020 (baseline) to 2,842 visits in 2022 (falling below the target goal of 2,950 in 2027). The CHIP partners are continuing to work on efforts to further reduce this number.</p> <p>The CHIP partners have been working to increase entity collaboration to conduct trainings for healthcare providers on key drug issues. So far, over 60 trainings have been held on overdose response, naloxone use, and harm reduction.</p>	<p>Southeast Florida Behavioral Health Network (<i>Reports for Hanley, DATA, and PBCBHC</i>)</p> <p>Rebel Recovery</p> <p>T. Leroy Jefferson Medical Society</p>

Objective	Baseline	Progress Measure	Plan Target	Trend	Status	Responsible Partner
Reduce non-fatal overdose hospitalizations among Palm Beach County residents from 1,825 in 2020 to 1,736 in 2027.	1,825 (2020)	1,878 (2022)	1,736 (2027)	▼	<p><b>Objective is: On Track</b> - In 2022, the number of non-fatal overdose hospitalizations in Palm Beach County decreased to 1,878 hospitalizations (compared to 1,936 the year prior), signaling positive progress in this area most recently. The CHIP partners are working on action steps and activities to decrease this number.</p> <p>The CHIP partners have been working to increase education related to drug misuse for school age youth and their parents. So far, over 9,000 drug prevention trainings have been held with almost 170,000 children and adults trained.</p>	Health Care District in Palm Beach Health Council of Southeast Florida - OD2A Palm Beach County Medical Society PBC School District Southeast Florida Behavioral Health Network ( <i>Reports for Hanley, DATA, and PBCBHC</i> ) Rebel Recovery T. Leroy Jefferson Medical Society
Reduce the age-adjusted rate of drug overdose deaths among Palm Beach County residents from 50.4 per 100,000 population in 2020 to 40.1 per 100,000 population in 2027.	50.4 per 100,000 population (2020)	37.4 per 100,000 population (2022)	40.1 per 100,000 population (2027)	▼	<p><b>Objective is: Completed/Met</b> - The age-adjusted rate of drug overdose deaths in Palm Beach County decreased from 45.4 in 2021 to 37.4 per 100,000 in 2022 (falling below the target goal of 40.1 per 100,000 population in 2027). The CHIP partners are continuing to work on efforts to further reduce drug overdose deaths.</p> <p>The CHIP partners have been working to increase education related to drug misuse for school age youth and their parents. So far, over 9,000 drug prevention trainings have been held with almost 170,000 children and adults trained.</p>	
Reduce the age-adjusted death rate from opioid overdoses in Palm Beach County from 47.1 per 100,000 population in 2020 to 39.0 in 2027.	47.1 per 100,000 population (2020)	32.2 per 100,000 per population (2022)	39.0 per 100,000 population (2027)	▼	<p><b>Objective is: Completed/Met</b> - The age-adjusted death rate from opioid overdoses decreased in Palm Beach County from 40.2 in 2021 to 32.2 per 100,000 population in 2022 (falling below the target goal of 39.0 per 100,000 population in 2027). The CHIP partners are continuing to work on efforts to further reduce deaths from opioid overdoses.</p> <p>The CHIP partners have been working to Promote Narcan distribution events within the county. So far, more than 23,000 Narcan kits have been distributed amongst community members.</p>	

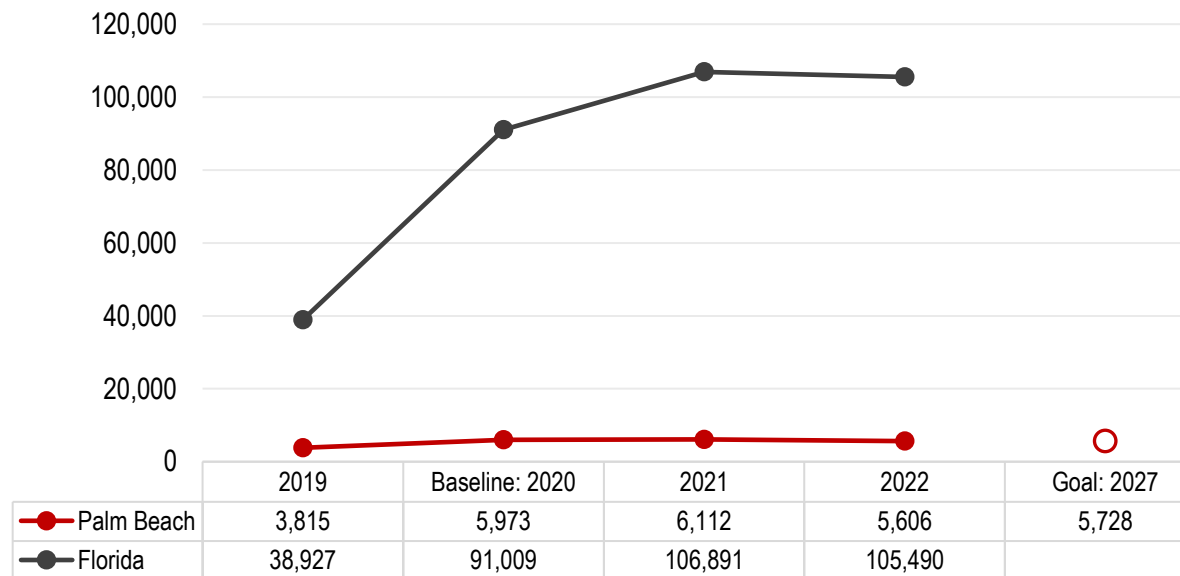
**Objective:** Reduce EMS responses to drug overdoses among Palm Beach County residents from 5,973 in 2020 to 5,728 in 2027.

**Status Progress:** EMS overdose responses increased from baseline (2020) to 2021. However, most recently, in 2022, the count of responses decreased to 5,606 (falling below the target goal of 5,728 in 2027).



Source: FL Health CHARTS Substance Use Dashboard, Florida Department of Health, 2019-2022

Figure 38: EMS Responses to Drug Overdoses, Palm Beach County & Florida



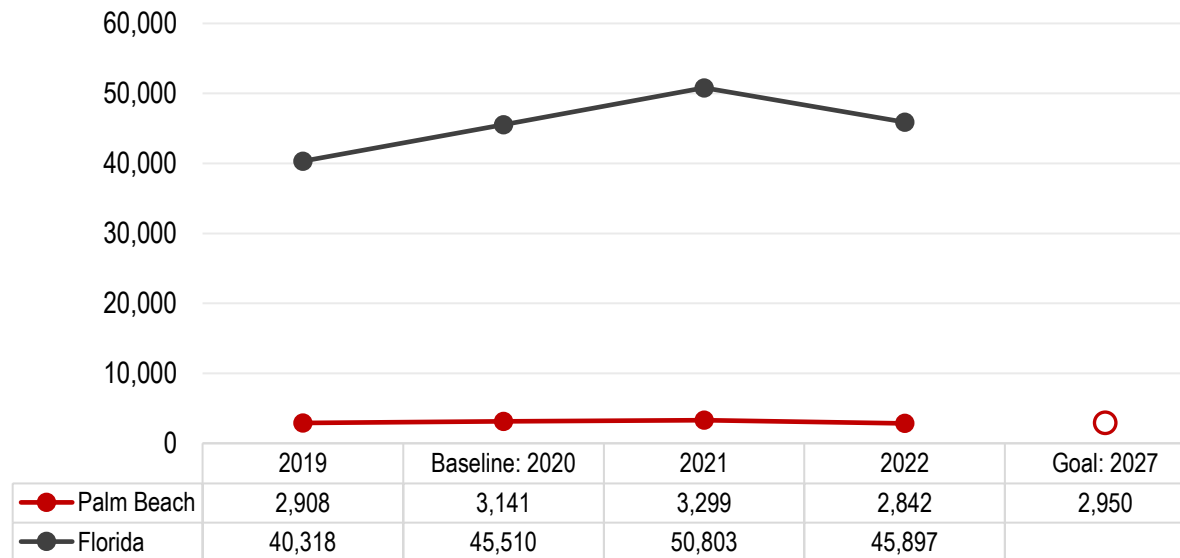
**Objective:** Reduce non-fatal overdose emergency department visits among Palm Beach County residents from 3,141 in 2020 to 2,950 in 2027.

**Status Progress:** Non-fatal overdose emergency department visits in Palm Beach County decreased overall from 3,141 visits in 2020 (baseline) to 2,842 visits in 2022 (falling below the target goal of 2,950 in 2027).



Source: FL Health CHARTS Substance Use Dashboard, Florida Department of Health, 2019-2022

Figure 39: Non-Fatal Overdose Emergency Department Visits, Palm Beach County & Florida



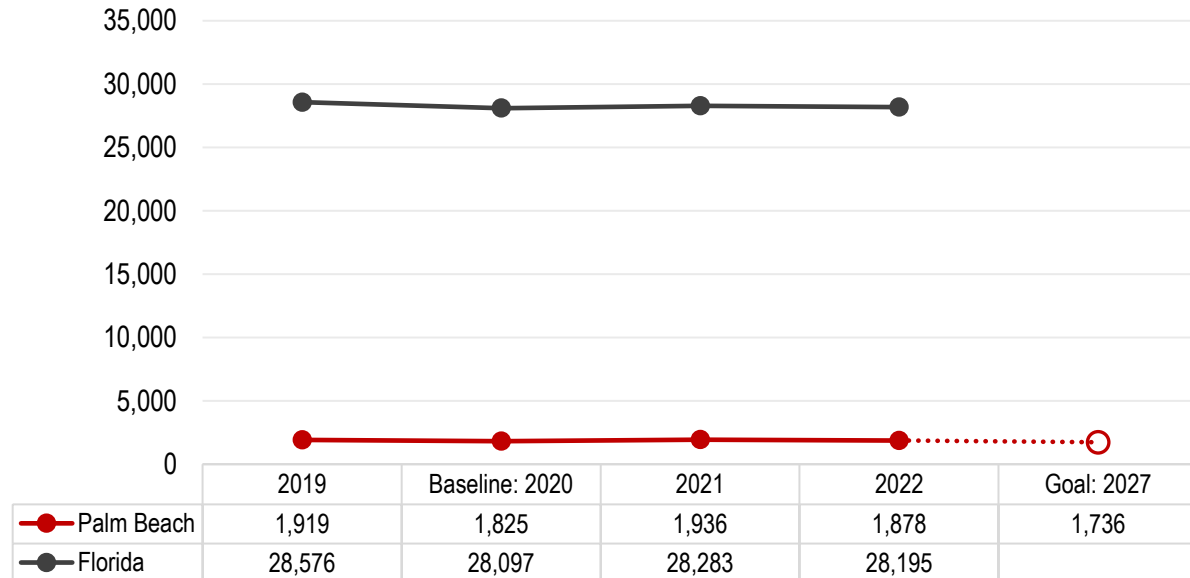
**Objective:** Reduce non-fatal overdose hospitalizations among Palm Beach County residents from 1,825 in 2020 to 1,736 in 2027.

**Status Progress:** In 2022, the number of non-fatal overdose hospitalizations in Palm Beach County decreased to 1,878 hospitalizations (compared to 1,936 the year prior), signaling positive progress in this area most recently.



Source: FL Health CHARTS Substance Use Dashboard, Florida Department of Health, 2019-2022

Figure 40: Non-Fatal Overdose Hospitalizations, Palm Beach County & Florida



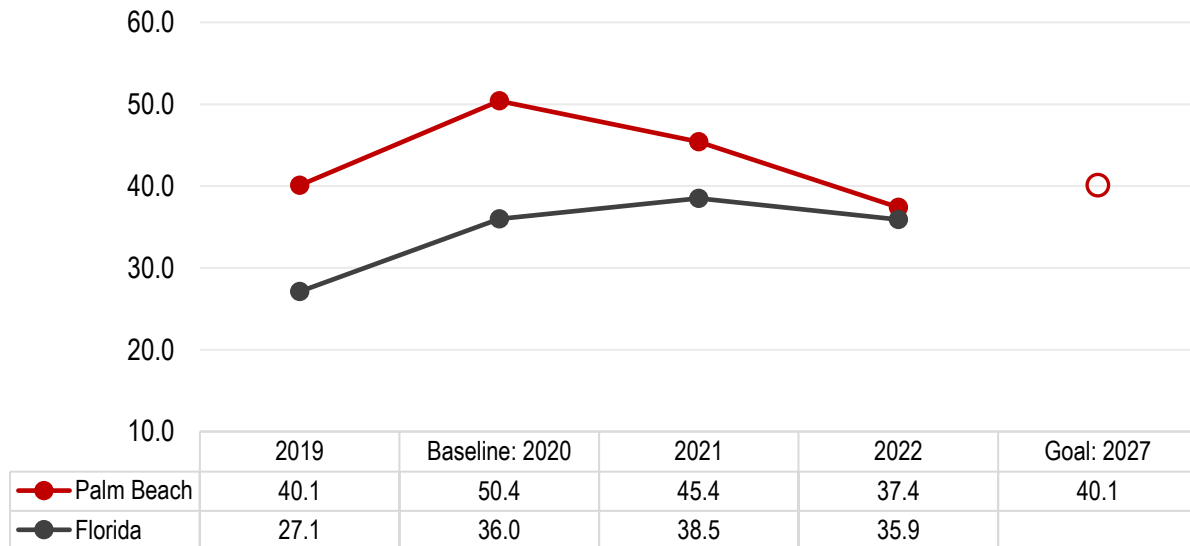
**Objective:** Reduce the age-adjusted rate of drug overdose deaths among Palm Beach County residents from 50.4 per 100,000 population in 2020 to 40.1 per 100,000 population in 2027.

**Status Progress:** The age-adjusted rate of drug overdose deaths in Palm Beach County decreased from 45.4 in 2021 to 37.4 per 100,000 in 2022 (falling below the target goal of 40.1 per 100,000 population in 2027).



Source: FL Health CHARTS Substance Use Dashboard, Florida Department of Health, 2019-2022

Figure 41: Age-Adjusted Rate of Drug Overdose Deaths, Palm Beach County & Florida



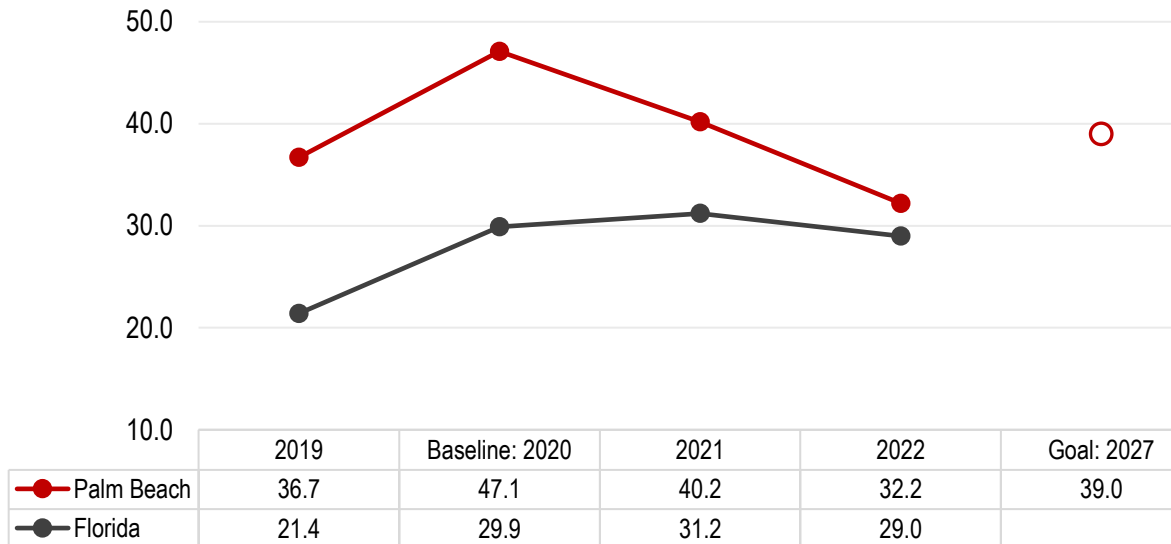
**Objective:** Reduce the age-adjusted death rate from opioid overdoses in Palm Beach County from 47.1 per 100,000 population in 2020 to 39.0 in 2027.

**Status Progress:** The age-adjusted death rate from opioid overdoses decreased in Palm Beach County from 40.2 in 2021 to 32.2 per 100,000 population in 2022 (falling below the target goal of 39.0 per 100,000 population in 2027).



Source: FL Health CHARTS Substance Use Dashboard, Florida Department of Health, 2019-2022

Figure 42: Age-Adjusted Death Rate from Opioid Overdoses, Palm Beach County & Florida



	Activities	Key Action Step(s)	Baseline	Progress	Key Partner(s)
Mental and Behavioral Health Goal 4 Strategy 1	Increase entity collaboration to conduct trainings for healthcare providers on key drug issues	Increase: <ul style="list-style-type: none"> <li>Partnerships with new agencies</li> <li>Narcan trainings</li> <li>PBCMS Physician trainings (with CME's)</li> </ul>	11 partners	<b>11 partners</b> who conduct trainings for healthcare providers on key drug issues	Health Council of Southeast Florida - OD2A
			25 trainings	<b>65 trainings</b> held on Overdose Response/Naloxone and Harm Reduction	Palm Beach County Medical Society Rebel Recovery T. Leroy Jefferson Medical Society
	Increase education related to drug misuse for school age youth and their parents	Conduct youth school-based education for drug misuse	2,133 trainings; 25,284 trained	<b>9,450 drug prevention trainings</b> held with <b>168,032 children and adults trained</b>	PBC School District SEFBHN ( <i>Reports for Hanley, DATA, and PBCBHC</i> ) Rebel Recovery



Mental and Behavioral Health Goal 4 Strategy 1	Activities	Key Action Step(s)	Baseline	Progress	Key Partner(s)
	Narcan Distribution events	Promote Narcan distribution events within the county	7,196 Narcan kits	<b>23,290 Narcan kits</b> distributed within the county	Health Care District PBC Rebel Recovery The HUB

**Goal 5: Reduce the Prevalence of Domestic Violence and Human Trafficking Throughout Palm Beach County**

Strategy 1: Increase Partner Participation in Coalitions Involved in Addressing Human Trafficking in Palm Beach County and Strategy 2: Enhance education and awareness to prevent and address human trafficking

The table below shows the Palm Beach County Community Health Advisory Council's progress toward implementing Mental and Behavioral Health Priority Area activities under the first and second strategy of goal five. The activities and key action steps are listed, along with the baseline and updated process measures to track implementation progress.

Table 11: Progress Tracking - Priority Area 2 - Goal 5 - Strategy 1 and 2

CHIP Priority Area: Mental and Behavioral Health						
Goal	Reduce the prevalence of domestic violence and human trafficking throughout Palm Beach County					
Strategies	Between July 1, 2022 – June 30, 2027, increase partner participation in coalitions involved in addressing human trafficking in Palm Beach County					
	Between July 1, 2022 – June 30, 2027, enhance education and awareness to prevent and address human trafficking					
Objective	Baseline	Progress Measure	Plan Target	Trend	Status	Responsible Partner
Join State efforts to increase the number of human trafficking victims identified in Florida by 5% from 1,887 in 2019 to 1,981 in 2027.	1,887 (2019)	1,253 (2021)	1,981 (2027)	▼	<p><b>Objective is: Not on Track</b> - Although 2020 data is missing, the number of human trafficking victims identified in Florida has decreased from 2019 to 2021. The CHIP partners are working on action steps and activities to increase this number.</p> <p>Partners have been working to provide education related to identifying human trafficking. So far, over 7,500 community members have been trained.</p>	Catholic Charities  Florida Department of Health in Palm Beach County  Human Trafficking Coalition of the Palm Beaches
Join State efforts to reduce the number of human trafficking cases in Florida from 896 in 2019 to 800 in 2027.	896 (2019)	781 (2021)	800 (2027)	▼	<p><b>Objective is: Completed/Met</b> - In Florida, the number of human trafficking cases reported has decreased from baseline (896 in 2019) to 781 in 2021, falling below the target goal of 800 in 2027. CHIP partners are working on action steps and activities to further reduce this number.</p> <p>Partners have been working to promote broad engagement among community partners on human trafficking coalitions and taskforces throughout the county. So far, there have been over 80 new partners engaged with the Human Trafficking Coalition of the Palm Beaches and over 40 engaged on the Palm Beach Human Trafficking Taskforce.</p>	Human Trafficking Taskforce of South Florida  Palm Beach Human Trafficking Taskforce

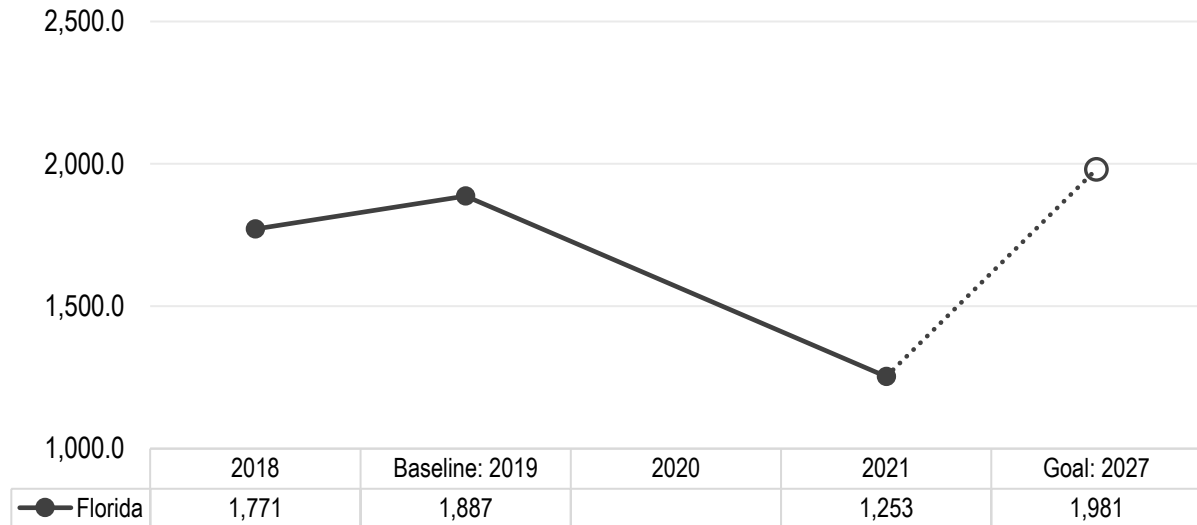
**Objective:** Join State efforts to increase the number of human trafficking victims identified in Florida by 5% from 1,887 in 2019 to 1,981 in 2027.

**Status Progress:** Although 2020 data is missing, the number of human trafficking victims identified in Florida has decreased from 2019 to 2021.



Source: National Human Trafficking Hotline, 2018-2021

Figure 43: Number of Human Trafficking Victims Identified, Florida



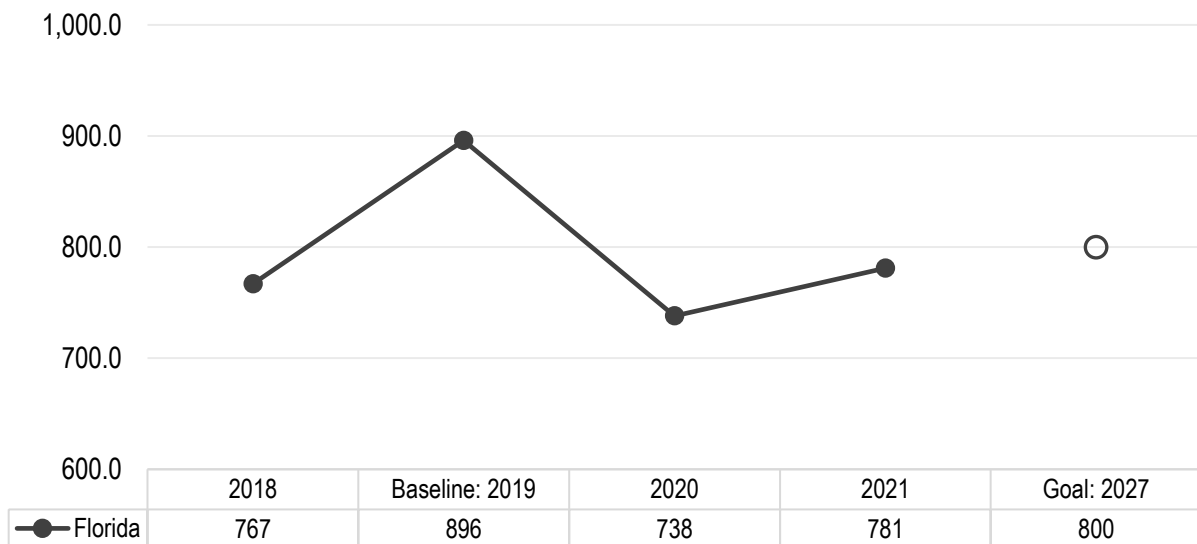
**Objective:** Join State efforts to reduce the number of sex trafficking cases in Florida from 896 in 2019 to 800 in 2027.

**Status Progress:** In Florida, the number of human trafficking cases reported has decreased from baseline (896 in 2019) to 781 in 2021, falling below the target goal of 800 in 2027.



Source: National Human Trafficking Hotline, 2018-2021

Figure 44: Number of Sex Trafficking Cases, Florida



Mental and Behavioral Health Goal 5 Strategy 1 & 2	Activities	Key Action Step(s)	Baseline	Progress	Key Partner(s)
	Promote broad engagement among community partners on human trafficking coalitions and taskforces throughout the county	Increase engagement on South Florida Human Trafficking Taskforce Increase engagement on Human Trafficking Coalition of the Palm Beaches Increase engagement on Palm Beach HT Task Force	145 sign-ups	<b>82 new sign-ups</b> for monthly Human Trafficking Coalition of the Palm Beaches meetings  <b>40-50 partners engaged</b> on the Palm Beach Human Trafficking Taskforce	Catholic Charities Human Trafficking Coalition of the Palm Beaches Human Trafficking Taskforce of South Florida PBC Human Trafficking Taskforce
	Provide education on how to identify and respond to human trafficking among professionals in the social services, medical, hospitality, and transportation industry, as well as professional students, and more	Identify partnerships and co-presenter	583 persons trained (1/1/2022-12/31/2022)	<b>1,025 professionals &amp; students trained</b> on how to identify and respond to human trafficking	Human Trafficking Coalition of the Palm Beaches Palm Beach County Victims Services
	Provide education on human trafficking in community-based settings (schools staff/parents, churches, temples, social clubs, etc.)	Promote training opportunities Provide training opportunities	499 persons trained (1/1/2022-12/31/2022)	<b>805 persons trained</b> on human trafficking in community-based settings	Human Trafficking Coalition of the Palm Beaches
	Provide education on human trafficking to middle and high school students	Host educational presentations in schools	374 students trained (1/1/2022-12/31/2022)	<b>5,766 students trained</b> on human trafficking	Human Trafficking Coalition of the Palm Beaches

**Goal 5: Reduce the Prevalence of Domestic Violence and Human Trafficking Throughout Palm Beach County**

Strategy 3: Increase Partner Engagement in Coalitions Involved in Addressing Domestic and Intimate Partner Violence in Palm Beach County and Strategy 4: Promote and offer resources to enhance education and awareness to prevent domestic violence

The table below shows the Palm Beach County Community Health Advisory Council's progress toward implementing Mental and Behavioral Health Priority Area activities under the third and fourth strategies of goal five. The activities and key action steps are listed, along with the baseline and updated process measures to track implementation progress.

Table 12: Progress Tracking - Priority Area 2 - Goal 5 – Strategy 3 and 4

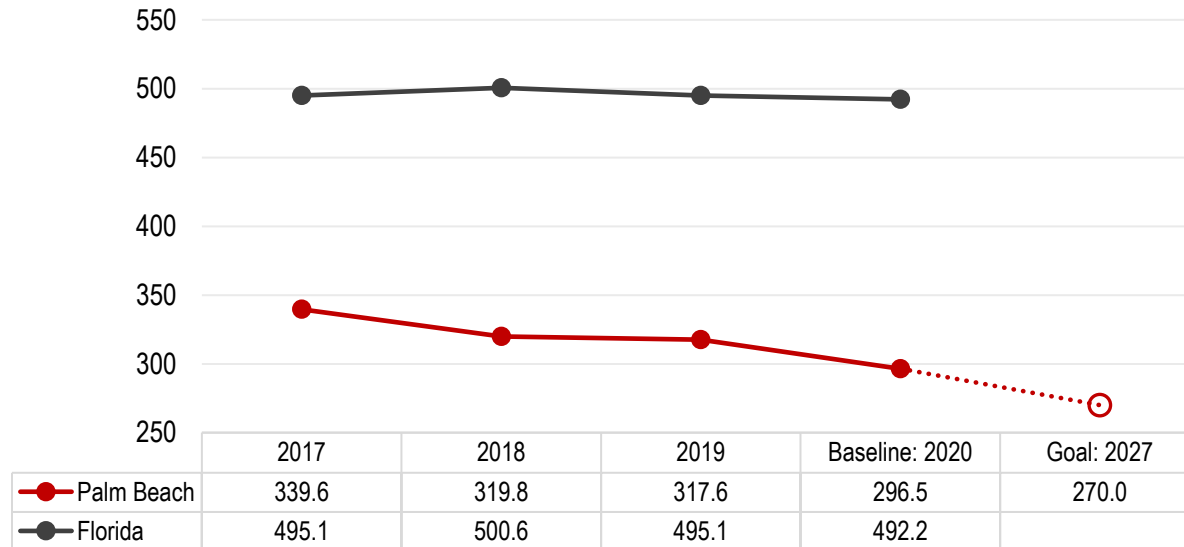
CHIP Priority Area: Mental and Behavioral Health						
Goal	Reduce the prevalence of domestic violence and human trafficking throughout Palm Beach County					
Strategies	Between July 1, 2022 – June 30, 2027, increase partner participation in coalitions involved in addressing human trafficking in Palm Beach County					
	Between July 1, 2022 – June 30, 2027, promote and offer resources to enhance education and awareness to prevent domestic violence					
Objective	Baseline	Progress Measure	Plan Target	Trend	Status	Responsible Partner
By 2027, reduce the rate of domestic violence offenses from 296.5 per 100,000 population in 2020 to 270.0 per 100,000 population.	296.5 per 100,000 population (2020)	Not yet available	270.0 per 100,000 population (2027)	Pending data update	<p><i>At the time of report publication, new data was not yet available for this indicator.</i></p> <p>Partners have been working to increase awareness of services available to all persons affected by domestic and family violence. So far, over 200,000 residents have been reached with promotional efforts. Additionally, over 7,000 students and community residents have been trained on domestic violence.</p>	<p>Aid to Victims of Domestic Abuse, Inc.</p> <p>Florida Department of Health</p> <p>Palm Beach County Sheriff's Office</p> <p>Palm Beach County Victims Services</p> <p>YWCA of Palm Beach County</p>

**Objective:** By 2027, reduce the rate of domestic violence offenses from 296.5 per 100,000 population in 2020 to 270.0 per 100,000 population.

**Status Progress:** In Palm Beach County in 2020, the proportion of domestic violence offenses decreased from previous years. At the time of report publication, new data was not yet available for this indicator.

Source: Florida Department of Law Enforcement, 2017-2020

Figure 45: Rate of Domestic Violence Offenses, Palm Beach County & Florida



Mental and Behavioral Health Goal 5 Strategy 3 & 4	Activities <sup>19</sup>	Key Action Step(s)	Baseline	Progress	Key Partner(s)
	Increase awareness of services available to all persons affected by domestic and family violence	Promote the <u>awareness</u> of community-based services available to all residents affected by domestic violence	92,991 reached	<b>215,298 reached</b> with promotional efforts	Aid to Victims of Domestic Abuse, Inc. Palm Beach County Victims Services Ruth and Norman Rales Jewish Family Services YWCA of Palm Beach County

<sup>19</sup> The Palm Beach County CHIP Advisory Council meets biannually to review the CHIP to determine if modifications or revisions are needed to reflect changing priorities, resources, and opportunities. Activities under this goal/strategy are being revised by the Advisory Council to better capture the work being done and increase impact. As such, the progress measures may not fully reflect the work being done in this area.

Mental and Behavioral Health Goal 5 Strategy 3 & 4	Activities <sup>20</sup>	Key Action Step(s)	Baseline	Progress	Key Partner(s)
	Increase awareness of services available to all persons affected by domestic and family violence	Promote the utilization of YWCA & AVDA domestic violence hotlines	3,465 calls	<b>7,177 calls</b> to YWCA & AVDA domestic violence hotlines	Aid to Victims of Domestic Abuse, Inc. YWCA of Palm Beach County
		Promote weekly support groups to support victims of domestic violence or sexual assault	67 duplicated participants - <i>Support groups held pending</i>  (1/1/2022-12/31/2022)	<b>18 support groups</b> held groups to support victims of domestic violence or sexual assault with <b>109 duplicated participants</b>	Palm Beach County Victims Services
	Educate students on domestic violence in schools and academic settings	Implement domestic violence education in schools and academic settings.	1,406 students trained  (1/1/2022-12/31/2022)	<b>2,919 students trained</b> on domestic violence	Aid to Victims of Domestic Abuse, Inc. Palm Beach County Victims Services YWCA of Palm Beach County
	Provide support to individuals at risk of abusive behaviors	Implement programs to prevent abusive behaviors	# who completed batterer prevention programs	<i>Data update pending</i>	TBD
	Educate community members on domestic violence, targeting a wide array of community-based settings, including agencies, organizations, or other community groups.	Implement domestic violence education in community-based settings	6,070 community members trained  (1/1/2022-12/31/2022)	<b>4,297 community members trained</b> on domestic violence	Palm Beach County Victims Services Aid to Victims of Domestic Abuse, Inc. YWCA of Palm Beach County

<sup>20</sup> The Palm Beach County CHIP Advisory Council meets biannually to review the CHIP to determine if modifications or revisions are needed to reflect changing priorities, resources, and opportunities. Activities under this goal/strategy are being revised by the Advisory Council to better capture the work being done and increase impact. As such, the progress measures may not fully reflect the work being done in this area.

## Mental and Behavioral Health – Best Practices and Evidence-Supported Initiatives

### Behavioral Health Primary Care Integration

Behavioral Health Primary Care Integration is a scientifically supported evidence-based strategy that has been found to improve mental health and quality of life, as well as increase adherence to treatment, patient engagement, and patient satisfaction. Other potential beneficial outcomes include reduced drug and alcohol use. This strategy focuses on bringing mental and substance use screenings and treatments into primary care settings, ultimately increasing linkages to care and detecting and addressing issues in early stages. Such efforts may include care coordination between providers, case managers, and specialists, as systems integration is vital in creating cohesive networks and increasing effective connections as needed. Integrated and coordinated care approaches can improve response to treatment, increase satisfaction, and improve mental health outcomes across the lifespan.<sup>21</sup>

### Mental Health Benefits Legislation

Mental Health Benefits Legislation is a scientifically supported evidence-based strategy that is proven to increase access to mental health services and to increase the provision of substance use disorder treatment. Other potential beneficial outcomes include improved mental health and reduced deaths by suicide. Such legislation works to regulate health insurance to ultimately increase access to mental health services, including substance use disorder treatment. Legislation that includes parity requirements has also been shown to be effective in increasing appropriate utilization of mental health services and substance use disorder treatment. Reduced prevalence of poor mental health and increased diagnosis of mental health conditions have also been seen with such efforts. Parity ensures that health insurance plans do not impose greater restrictions for mental health coverage as compared to physical health coverage, which works to address stigma and create an upstream approach to addressing mental health and substance use.<sup>22</sup>

### Extracurricular Activities for Social Engagement

Increasing extracurricular activities for social engagement is a scientifically supported evidence-based strategy rated to increase self-esteem and improve youth behavior. Other potential beneficial outcomes include increasing self-confidence and improving social skills and social networks. As the Palm Beach County Community Health Advisory Council identified social isolation as a key factor in mental and behavioral health issues throughout the county, this strategy offers an effective intervention for increasing protective factors that promote positive mental and behavioral health in residents. Extracurricular activities may include any organized social, art, or physical activities for school-aged youth outside of regular school time. School, community, or religious organizations may host clubs, music groups, student councils, debate teams, theater programs, volunteer programs, sports, and youth groups to foster social cohesion and enhance positive social behaviors. Supportive environments, age-appropriate structures, positive

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<sup>21</sup> County Health Rankings and Roadmaps. (2018). *Behavioral health primary care integration*. Retrieved from <https://www.countyhealthrankings.org/take-action-to-improve-health/what-works-for-health/strategies/behavioral-health-primary-care-integration>

<sup>22</sup> County Health Rankings and Roadmaps. (2018). *Mental health benefits legislation*. Retrieved from <https://www.countyhealthrankings.org/take-action-to-improve-health/what-works-for-health/strategies/mental-health-benefits-legislation>



relationships between participants and staff, and diverse activities can lead to enhanced outcomes, such as improved student outcomes.<sup>23</sup>

### **Mental Health First Aid**

Mental Health First Aid is an evidence-based training course that is likely to decrease mental health related disparities and teaches community members how to help individuals who are experiencing mental and behavioral health issues, such as anxiety, depression, and substance misuse. The curriculum includes strategies for identifying mental health related signs and symptoms and guidance on how to appropriately respond. These trainings help people assess the risk for self-inflicted injury, provide judgement-free care, provide assistance and resources, and encourage both self-help and the seeking of needed professional services. MHFA has been adapted for different communities to aid in the provision of culturally appropriate care.<sup>24</sup>

### **Trauma-Informed Health Care**

Trauma-Informed Care (TIC) is an evidence-based strategy that requires a shift in organizational culture and policies. TIC posits that traumatic experiences impact paths for recovery and providers should take client-centered approaches, screen for a history of trauma, provide safe clinical environments, involve clients in decision-making, and take extra care to avoid re-traumatization.<sup>25</sup>

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<sup>23</sup> County Health Rankings and Roadmaps. (2016). *Extracurricular activities for social engagement*. Retrieved from <https://www.countyhealthrankings.org/take-action-to-improve-health/what-works-for-health/strategies/extracurricular-activities-for-social-engagement>

<sup>24</sup> County Health Rankings and Roadmaps (2019). Mental Health First Aid. Retrieved from <https://www.countyhealthrankings.org/take-action-to-improve-health/what-works-for-health/strategies/mental-health-first-aid>

<sup>25</sup> County Health Rankings and Roadmaps (2017). Trauma Informed Health Care. Retrieved from <https://www.countyhealthrankings.org/take-action-to-improve-health/what-works-for-health/strategies/trauma-informed-health-care>

## Mental and Behavioral Health – Accomplishments

The Palm Beach Community Health Improvement Plan (CHIP) partners achieved significant accomplishments in the Mental & Behavioral Health priority area. Mental Health First Aid (MHFA) training is widely implemented in the community primarily through Alpert JFS, which manages all MHFA training except for the youth mini behavioral health trainings (Youth Mini's). Youth Mini MHFA, designed by youth for youth and tracked by BeWell PBC, introduces the concepts of MHFA to young adults. The intent is that these participants will then be inspired to complete the full training. Throughout the implementation phase so far, certified MHFA facilitators conducted community trainings, increasing awareness, reducing stigma, and enhancing intervention capabilities within the community. These efforts required substantial coordination among local partners to provide the training and recruit participants. Overall, since July 1, 2022 when CHIP implementation began, more than 700 evidence-based mental health centered trainings were offered to the community with almost 23,000 residents trained.

Additionally, various partners collaborated to host county-wide initiatives related to increasing awareness of mental and behavioral health services. For example, The Hub successfully hosted a County-Wide Recovery Awareness Initiative during Recovery Month 2023. This initiative resulted in 26 approved and facilitated recovery events, the largest The Hub had experienced thus far. Other campaigns, such as “Get Your Green On,” raise awareness by creating visible support and fostering safe spaces to talk openly about mental health and trauma. These larger, county-wide collaboratives are essential to reducing stigma in the community so that residents can get the help they need. One of the objectives in this area is to increase access to counseling and mental health services for uninsured or underinsured residents who have no other means to access treatment by 5% (from 12,985 in FY 2020/2021 to 13,634 in FY 2026/2027). The Southeast Florida Behavioral Health Network reported serving 13,516 unique individuals in fiscal year 2022/2023, making great progress towards this goal.

Moreover, a Memorandum of Understanding (MOU) was established with the Human Trafficking Coalition of Palm Beach County (HTCPB) to collaboratively work on the Palm Beach County Community Health Improvement Plan. The HTCPB, a private/public partnership of countywide agencies, non-profit organizations, law enforcement, civic groups, and community members, aims to prevent human trafficking through partnerships, collaborations, resource identification, and education. This MOU encouraged a collaborative partnership between the Health Council of Southeast Florida (HCSEF) and HTCPB in implementing CHIP activities related to human trafficking prevention. HTCPB committed to providing input and support for the implementation of strategies and activities, while HCSEF pledged to collaborate with HTCPB as a part of the CHIP. This partnership is just one example of the ways in which the CHIP has grown over the last year of implementation and shows promise for enhanced efforts in the future.

## Mental and Behavioral Health – Opportunities for Improvement and Next Steps

The Palm Beach County CHIP partners have identified several opportunities for improvement and next steps towards achieving CHIP objectives within the Mental and Behavioral Health Priority Area. One such opportunity centers on building workforce capacity in an effort to increase access and affordability to mental and behavioral health services. CHIP partners have built the foundation for programs that have the potential of expanding to other partner sites. As an example, BeWellPBC, hosting the Workforce Development Committee, has been instrumental in building behavioral health workforce capacity. BeWellPBC has collaborated with the Allied Health and Behavioral and Mental Health Departments within the School District of Palm Beach County, the Florida Certification Board, and several community partners to establish the initial stages of the workforce pipeline for high-school aged youth. This includes developing a behavioral health curriculum for the School District's medical academies and creating a new state behavioral health certification that can be obtained by high school graduates. Similarly, the Palm Beach County Youth Services Department has committed to expanding workforce capacity in mental health through their clinical training program. This program supports the development of graduate student psychology interns and fellows into professional psychologists. Next steps include raising awareness of these programs and engaging more partners to build workforce capacity and improve accessibility and availability of mental and behavioral health services.

Additionally, CHIP partners have recognized the need to prioritize the prevention of domestic violence before it occurs. Thus, the Advisory Council added the activity, "Provide support to individuals at risk of abusive behaviors," and the action step, "Implement programs to prevent abusive behaviors" into the CHIP action plan. Partners are currently seeking a suitable organization to lead this activity as part of CHIP efforts.

Notably, community education on domestic violence and human trafficking remains a priority, highlighted by activities such as:

- Educating students on domestic violence in schools and academic settings.
- Educating community members on domestic violence across various community-based settings, including agencies and organizations.
- Providing education on how to identify and respond to human trafficking among professionals in the social services, medical, hospitality, and transportation industries, as well as professional students.
- Providing education on human trafficking to middle and high school students.

Promoting the uptake of these trainings, especially those offered by the Human Trafficking Coalition of Palm Beach County, will be a priority moving forward.

## Priority Area 3: Access and Linkage to Health and Human Services

### Access and Linkage to Health and Human Services – Why Address It?

Addressing factors that influence health improves both access to health and human services and health outcomes. As an example, increasing one's economic stability increases their ability to afford healthy food and adequate health care.<sup>26</sup> Inversely, barriers to health care, such as limited transportation access, low health literacy, and financial instability, may lead to residents delaying necessary care, increased financial burden associated with costlier emergency care, preventable disease progression, and premature death.<sup>27</sup> Thus, increasing health insurance coverage, transportation options, and access to health and human services plays a pivotal role in reducing health disparities.<sup>28</sup> In Palm Beach County, approximately 13% of residents are uninsured, with much higher proportions reported among Black residents (17.2%) and Hispanic residents (24.1%).<sup>29</sup> Additionally, in 2019, 15.8% of Palm Beach County residents could not see a primary care doctor due to cost, with the rate of preventable hospitalizations at 875.4 per 100,000 population.<sup>30</sup>

Still, once residents gain the ability to access care, navigating the healthcare system can pose additional challenges. To further illustrate, residents who face barriers and struggle to identify appropriate providers, schedule appointments, submit documentation, and understand insurance claims, experience undue stress and confusion, also leading to delayed or missed care. However, implementing a Community Health Worker model to support residents with navigating the health care system can facilitate successful entry points of care. Research shows that Community Health Workers and/or Patient Navigators improve health literacy and adherence to screening recommendations, diagnosis follow-ups, and treatment. These navigators are also shown to improve overall quality of life for patients, to eliminate barriers to care, and to be effective in decreasing disparities for historically marginalized populations, including Black residents, Native American residents, Latino residents, and residents with limited English proficiency.<sup>31</sup>

Due to the barriers that persist in the county, the Advisory Council selected Access and Linkage to Health and Human Services as a top priority to increase the provision and receipt of timely and adequate care throughout the lifespan, from birth through adulthood, and improve disparate health outcomes. The following table shows the goals, objectives, strategies, and activities that will provide direction for the community health improvement planning efforts in the community for this priority area. The Plan also includes best practices, evidence-supported initiatives, and currently available community resources specific to this priority area.

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<sup>26</sup> US Department of Health and Human Services (2022). Healthy People 2030. Retrieved from <https://www.cdc.gov/socialdeterminants/about.html>

<sup>27</sup> Allegheny County Health Department. (2018). Health Equity Brief. Retrieved from [https://www.alleghenycounty.us/uploadedFiles/Allegheny\\_Home/Health\\_Department/Resources/Data\\_and\\_Reporting/Chronic\\_Disease\\_Epidemiology/HEB-ACCESS.pdf](https://www.alleghenycounty.us/uploadedFiles/Allegheny_Home/Health_Department/Resources/Data_and_Reporting/Chronic_Disease_Epidemiology/HEB-ACCESS.pdf)

<sup>28</sup> Buchmueller, T. C., and Levy, H. G. (2020). The ACAs impact on racial and ethnic disparities in health insurance coverage and access to care. *Health Affairs*. 39(3). <https://doi.org/10.1377/hlthaff.2019.01394>

<sup>29</sup> U.S. Census Bureau, American Community Survey, 2019

<sup>30</sup> Florida Health CHARTS, 2019

<sup>31</sup> Krok-Schoen, J. L., Oliveri, J. M., and Paskett, E. D. (2016). Cancer care delivery and women's health: the role of patient navigators. *Frontiers in Oncology*. 6(2). <https://doi.org/10.3389/fonc.2016.00002>

Table 13: Access and Linkage to Health and Human Services Priority Area Goals, Strategies, Objectives, and Activities

Priority Area: Access and Linkage to Health and Human Services			
Goal 1: Improve access to services, including the supporting of the factors that influence health			
Strategy: Between July 1, 2022 – June 30, 2027, increase awareness of available resources and services through social marketing and awareness campaigns.			
<b>Objective:</b> Increase the livability index transportation score from 42/100 in 2022 to 48/100 in 2027 through the Vision Zero Action Plan to improve transportation convenience, options, and safety.			<b>National/state priorities alignment:</b> Florida SHIP: SEC3.1 Healthy People 2030: PA-10, PA-11, EH-02
<b>Objective:</b> Increase the livability index housing score from 60/100 in 2022 to 65/100 in 2027 through initiatives that promote affordability, availability, and accessibility.			<b>National/state priorities alignment:</b> Florida SHIP: SEC 4.2 Healthy People 2030: SDOH-04
<b>Objective:</b> Reduce the unemployment rate from 6.1% in 2020 to 4.5% in 2027 (among Black residents from 9.2% in 2020 to 6% in 2027; among Hispanic residents from 6.2% in 2020 to 5.0% in 2027).			<b>National/state priorities alignment:</b> Florida SHIP: SEC 4.3 Healthy People 2030: SDOH-02
Activities	Key action steps	Measures	Key partners
Implement the Vision Zero Action Plan in an effort to eliminate fatalities in collaboration with partners	Educate elected officials and the public	# meetings on Vision Zero, Roadway Safety Projects, Transportation Related Outreach Meetings, or Educational Events	<ul style="list-style-type: none"> <li>• 211 Palm Beach Treasure Coast</li> <li>• CareerSource Palm Beach County</li> <li>• Federally Qualified Health Centers</li> <li>• Florida Department of Health in Palm Beach County</li> <li>• Healthier Jupiter</li> <li>• Palm Beach Transportation Planning Agency</li> <li>• Palm Tran</li> <li>• Palm Health Foundation</li> </ul>
	Recommend projects to the Highway Safety Improvement Program (HSIP)		
Encourage municipalities to adopt a Complete Streets and Vision Zero policy by providing a sample policy template.	Provide sample Complete Streets and Vision Zero policy templates	# of Complete Streets and Vision Zero policies adopted	
Encourage Vision Zero Cities to seek funding to develop a Vision Zero Action Plan	Provide letters of support for funding applications	# of Vision Zero Action Plans under works	
Increase number of sidewalks, bike lane, and transit access	Provide educational materials to encourage people walking, biking, and use of transit	Combined journey to work percentage people walking, biking, and using transit.	
Support the 2050 Long Range Transportation Plan (LRTP)	Advance the multimodal projects prioritized in the LRTP	# of projects constructed	

Activities	Key action steps	Measures	Key partners
Increase awareness and provide education related to resources	Conduct Community Health Worker outreach and share educational resources with residents at appointments, meetings, events, and more.	# residents reached with outreach and information dissemination	<ul style="list-style-type: none"> <li>• 211 Palm Beach Treasure Coast</li> <li>• CareerSource Palm Beach County</li> <li>• Community Partners of South Florida</li> <li>• Federally Qualified Health Centers</li> <li>• Florida Department of Health in Palm Beach County</li> <li>• Healthier Jupiter</li> <li>• Palm Beach Transportation Planning Agency</li> <li>• Palm Tran</li> <li>• Palm Health Foundation</li> <li>• Palm Beach Medical Society</li> </ul>
Promote community engagement in identifying and addressing local issues	Promote community-led responses and advocacy, such as walk and bike audits	# responses/audits completed	

<b>Goal 2: Ensure the utilization of quality services and care at the appropriate time.</b>			
<b>Strategy: Between July 1, 2022 – June 30, 2027, promote early maternal and child health initiatives, such as the Children’s Services Council Healthy Beginnings System of Care.</b>			
<b>Strategy: Between July 1, 2022 – June 30, 2027, provide cultural competence trainings for health care professionals and health literacy interventions for residents to enhance understanding and tailored approaches to care.</b>			
<p>Adequate prenatal care significantly reduces both the risk of maternal morbidity (e.g., unhealthy gestational weight gain, prenatal smoking, premature membrane ruptures, and premature labor) and the risk for neonatal, infant and under-five mortality decreases significantly. The Palm Beach County Community Health Advisory Council is committed to improving maternal and infant health outcomes through increasing access to adequate prenatal care, but also other services, such as genetic counseling and inter-conception care.</p> <p><b>Objective:</b> Increase the proportion of births with adequate prenatal care based on the Kotelchuck Index from 68.1% in 2020 to 69.1% in 2027 (among Black residents: from 66.4% in 2020 to 68.0%; among Hispanic residents: 60.4% in 2020 to 65.0% in 2027).</p> <p><b>Objective:</b> Reduce the rate of severe maternal morbidity from 23.3 per 1,000 delivery hospitalizations in 2020 to 18.0 per 1,000 delivery hospitalizations in 2027.</p> <p><b>Objective:</b> Reduce infant mortality from 3.8 per 1,000 live births in 2020 to 3.0 per 1,000 live births in 2027 (among Black infants: from 6.3 per 1,000 live births in 2020 to 4.0 per 1,000 live births in 2027)</p>		<p><b>National/state priorities alignment:</b>  <b>Florida SHIP:</b> MCH2; MCH3  <b>Healthy People 2030:</b> MICH-02, MICH-04, MICH-08</p>	
<p>It is important to increase the proportion of residents who regularly attend primary care visits.</p> <p><b>Objective:</b> Increase the proportion of adults who had an annual medical checkup from 79.8% in 2019 to 82.7% in 2027.</p>		<p><b>National/state priorities alignment:</b>  <b>Florida SHIP:</b> SEC2.2  <b>Healthy People 2030:</b> AHS-07</p>	
<p><b>Objective:</b> Reduce the rate of preventable hospitalizations from 875.4 per 100,000 population in 2019 to 790.0 per 100,000 population in 2027.</p>		<p><b>National/state priorities alignment:</b>  <b>Healthy People 2030:</b> Goal – Prevent hospital visits</p>	
<p><b>Objective:</b> Reduce the proportion of adults who could not see a doctor in the last year due to cost from 15.8% in 2019 to 12.3% in 2027.</p>		<p><b>National/state priorities alignment:</b>  <b>Florida SHIP:</b> SEC2  <b>Healthy People 2030:</b> AHS-04</p>	
<b>Activities</b>	<b>Key action steps</b>	<b>Measures</b>	<b>Key partners</b>
Engage families in early childhood interventions	<p>Promote early childhood interventions such as:</p> <ul style="list-style-type: none"> <li>Children’s Services Council Healthy Beginnings</li> <li>Center for Child Counseling Infant Mental Health Program/Infant Mental Health training</li> </ul>	# engaged in programs	<ul style="list-style-type: none"> <li>Center for Child Counseling</li> <li>Children’s Services Council</li> <li>Florida Department of Health in Palm Beach County</li> </ul>

Activities	Key action steps	Measures	Key partners
Engage families in early childhood interventions	Conduct outreach related to support programs, such as the 211 Palm Beach County Treasure Coast Help ME Grow program	# of pediatric offices connected to the program	<ul style="list-style-type: none"> <li>• 211 Palm Beach County Treasure Coast</li> </ul>
Provide Cultural Competence trainings for providers (including but not limited to frontline workers, allied healthcare professionals, community health workers, and physicians)	Engage academic institutions (including but not limited to nursing and medical schools, social work majors, and other relevant programs)	# academic institutions engaged in the Palm Beach County Community Health Advisory Council	<ul style="list-style-type: none"> <li>• Florida Department of Health in Palm Beach County</li> <li>• Unite Us Palm Beach County</li> <li>• Health Care District of Palm Beach County</li> <li>• Health Council of Southeast Florida</li> <li>• Palm Beach County Medical Society</li> <li>• Academic institutions</li> <li>• Caridad Center</li> <li>• Florida Atlantic University School of Medicine</li> <li>• T. Leroy Jefferson Medical Society</li> <li>• Florida Association for Infant Mental Health (Cultural Humility training)</li> </ul>
	Promote available trainings and collaborate within the advisory group to identify and take part in trainings	# trainings # trained	
Ensure adequate representation in the healthcare service sector	Increase number of providers who speak multiple languages and are representative of communities served	# providers	
Provide health literacy training for residents	Increase awareness around services and resources (including but not limited to alternatives to emergency departments, accessing appropriate and timely care, and more) Increase staff capacity to become patient advocates	# trainings # trained # educational materials distributed	<ul style="list-style-type: none"> <li>• Health Council of Southeast Florida</li> <li>• Area Hospitals</li> <li>• Federally Qualified Health Centers</li> <li>• Caridad Center</li> <li>• Florida Department of Health in Palm Beach County</li> <li>• Lake Okeechobee Rural Health Network (LORHN)</li> </ul>



**Goal 3: Support health care system navigation.**

**Strategy:** Between July 1, 2022 – June 30, 2027, promote tools, trainings, and resources to support health care system navigation, such as the use of patient navigators, systems such as Unite Us, and trainings for agencies within the local public health system to increase awareness of available services in the community and the utilization of Unite Us.

**Objective:** Reduce the proportion of residents who are uninsured from 13.5% in 2020 to 10.0% in 2027 (among Black residents: 8.8% in 2020 to 7.0% in 2027; Hispanic or Latino: 17.7% in 2020 to 14.0% in 2027).

**National/state priorities alignment:**  
**Florida SHIP:** SEC2  
**Healthy People 2030:** AHS-01

Activities	Key action steps	Measures	Key partners
Provide trainings for community health workers and providers to link residents to care using Unite Us and the No Wrong Door Framework	Conduct linkage to care and Unite Us trainings for Community Health Workers	# trained	<ul style="list-style-type: none"> <li>• Southeast Florida Behavioral Health Network</li> <li>• Health Care District of Palm Beach County</li> <li>• Unite Us Palm Beach County</li> <li>• Florida Department of Health in Palm Beach County</li> <li>• Health Council of Southeast Florida</li> </ul>
Engage providers to increase engagement in Unite Us	Promote the Unite Us platform and engage providers in utilizing the platform	# unique organizations utilizing Unite Us platform	<ul style="list-style-type: none"> <li>• Health Care District of Palm Beach County</li> <li>• Unite Us Palm Beach County</li> <li>• Florida Department of Health in Palm Beach County</li> <li>• Health Council of Southeast Florida</li> </ul>
Educate priority populations on insurance benefits and low-income subsidies	Distribute resources and educational materials related to insurance benefits and low-income subsidies	# residents educated	<ul style="list-style-type: none"> <li>• Area Agency on Aging</li> <li>• Florida Department of Health in Palm Beach County</li> <li>• Health Council of Southeast Florida</li> <li>• Palm Beach County Medical Society</li> <li>• United Way of Palm Beach County</li> </ul>
Increase the proportion of residents receiving linkages to support services	Link residents to support services using the Unite Us platform	# residents linked	<ul style="list-style-type: none"> <li>• Unite Us Palm Beach County</li> <li>• Florida Department of Health in Palm Beach County</li> <li>• Health Council of Southeast Florida</li> <li>• Palm Beach County Advisory Council Members</li> <li>• MyClinic</li> </ul>

### **Priority Area 3: Access and Linkage to Health and Human Services- Objectives and Activities Progress Tracking**

Between July 2022 and June 2024, partners from multidisciplinary sectors worked together to address Access and Linkage to Health and Human Services in Palm Beach County. Partners identified specific goals, strategies, objectives, activities, and action steps to gauge progress and capture the work being done in the county to improve health outcomes within this priority area. The following sections of this report highlight progress toward achieving priority area objectives and provide updates on partner activities. The following sections of this report highlight progress toward achieving priority area objectives and provide updates on partner activities. Objective data is labeled as "Completed/Met" or "On Track" using a green symbol, or "Not on Track" using a red symbol. The direction of the symbol indicates whether data is trending in a positive or negative direction.

**Goal 1: Improve Access to Services, Including the Supporting of the Factors that Influence Health**

**Strategy 1: Increase Awareness of Available Resources and Services Through Social Marketing Awareness Campaigns**

The table below shows the Palm Beach County Community Health Advisory Council's progress toward implementing Access and Linkage to Health and Human Services Priority Area activities under the first strategy of goal one. The activities and key action steps are listed, along with the baseline and updated process measures to track implementation progress.

Table 14: Progress Tracking - Priority Area 3 - Goal 1 - Strategy 1

CHIP Priority Area: Access and Linkage to Health and Human Services						
Goal	Improve access to services, including the supporting of the factors that influence health					
Strategy	Between July 1, 2022 – June 30, 2027, increase awareness of available resources and services through social marketing and awareness campaigns					
Objective	Baseline	Progress Measure	Plan Target	Trend	Status	Responsible Partner
Increase the livability index transportation score from 42/100 in 2022 to 48/100 in 2027 through the Vision Zero Action Plan to improve transportation convenience, options, and safety.	42/100 (2022)	44/100 (2023)	48/100 (2027)	▲	<p><b>Objective is: On Track</b> - In 2023, transportation metrics and policies focused on convenience, safety, and options scored better in the state of Florida than in Palm Beach County. Notably, the transportation score slightly increased in Palm Beach County from 42 in 2022 to 44 in 2023 signaling positive progress. Partners are working on action steps and activities to further increase this score.</p> <p>Partners voted in new activities to help meet this objective on March 28, 2024. These include supporting cities to implement a Vision Zero policy. Activity progress will be monitored and tracked from this date onward.</p>	Health Council of Southeast Florida  Community Partners of South Florida  Palm Beach County Medical Society
Increase the livability index housing score from 60/100 in 2022 to 65/100 in 2027 through initiatives that promote affordability, availability, and accessibility.	60/100 (2022)	59/100 (2023)	65/100 (2027)	▼	<p><b>Objective is: Not on Track</b> - Housing metrics, such as affordability, access, availability, costs, and more ranked the same in Palm Beach County compared to the state of Florida overall in 2023. Additionally, the housing score slightly decreased in Palm Beach County from 60 in 2022 to 59 in 2023. Partners are working on action steps and activities to increase this score.</p> <p>Partners have been working to promote community engagement in identifying and addressing local issues. So far one report has been published.</p>	Palm Beach Transportation Planning Agency

Objective	Baseline	Progress Measure	Plan Target	Trend	Status	Responsible Partner
<p>Reduce the unemployment rate from 6.1% in 2020 to 4.5% in 2027.</p> <ul style="list-style-type: none"> <li>• Among Black residents from 8.8% in 2020 to 7.0% in 2027</li> <li>• Among Hispanic residents from 6.2% in 2020 to 5.0% in 2027</li> </ul>	<p>6.1%</p> <p>Black residents: 8.8%</p> <p>Hispanic residents: 6.2%</p> <p>(2020)</p>	<p>5.8%</p> <p>Black residents: 8.3%</p> <p>Hispanic residents: 5.4%</p> <p>(2023)</p>	<p>4.5%</p> <p>Black residents: 6.0%</p> <p>Hispanic residents: 5.0%</p> <p>(2020)</p>	<p style="text-align: center;">▼</p>	<p><b>Objective is: On Track</b> - In Palm Beach County, the rate of unemployment for county residents overall decreased from 2020 (baseline) to 2022, signifying positive progress in this area. Despite progress made, the proportion of unemployed residents was 1.4 times higher among Black residents in 2022.</p> <p>Partners have been working to increase awareness and provide education related to resources available to residents. So far, almost 14,000 residents were reached with outreach and information dissemination.</p>	<p>Health Council of Southeast Florida</p> <p>Community Partners of South Florida</p> <p>Palm Beach County Medical Society</p> <p>Palm Beach Transportation Planning Agency</p>

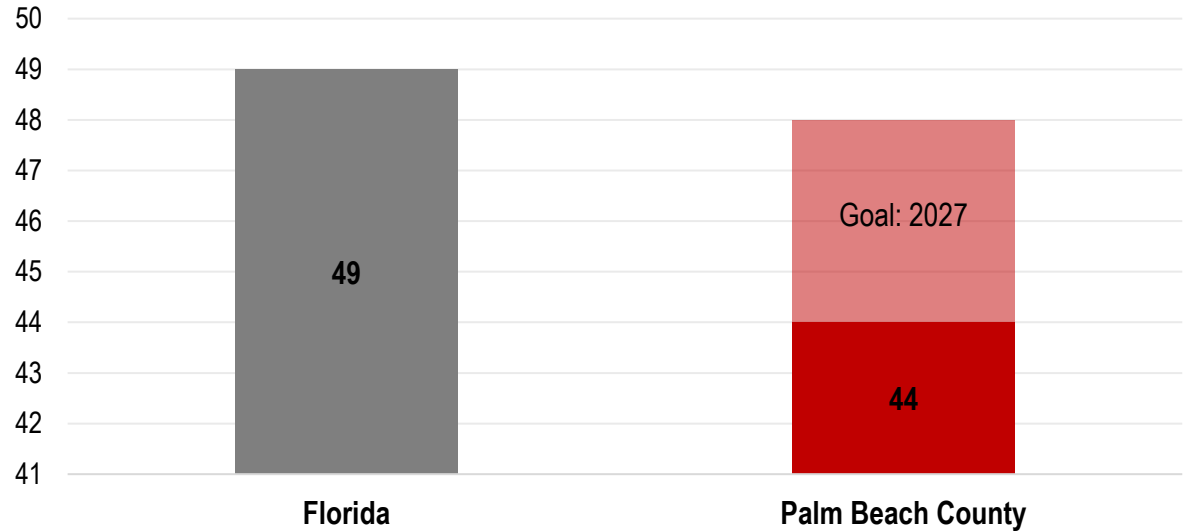
**Objective:** Increase the livability index transportation score from 42/100 in 2022 to 48/100 in 2027 through the Vision Zero Action Plan to improve transportation convenience, options, and safety.

**Status Progress:** In 2023, transportation metrics and policies focused on convenience, safety, and options scored better in the state of Florida than in Palm Beach County. Notably, the transportation score slightly increased in Palm Beach County from 42 in 2022 to 44 in 2023 signaling positive progress.



Source: AARP Livability Index, 2023

Figure 46: Livability Index Transportation Score, Palm Beach County & Florida



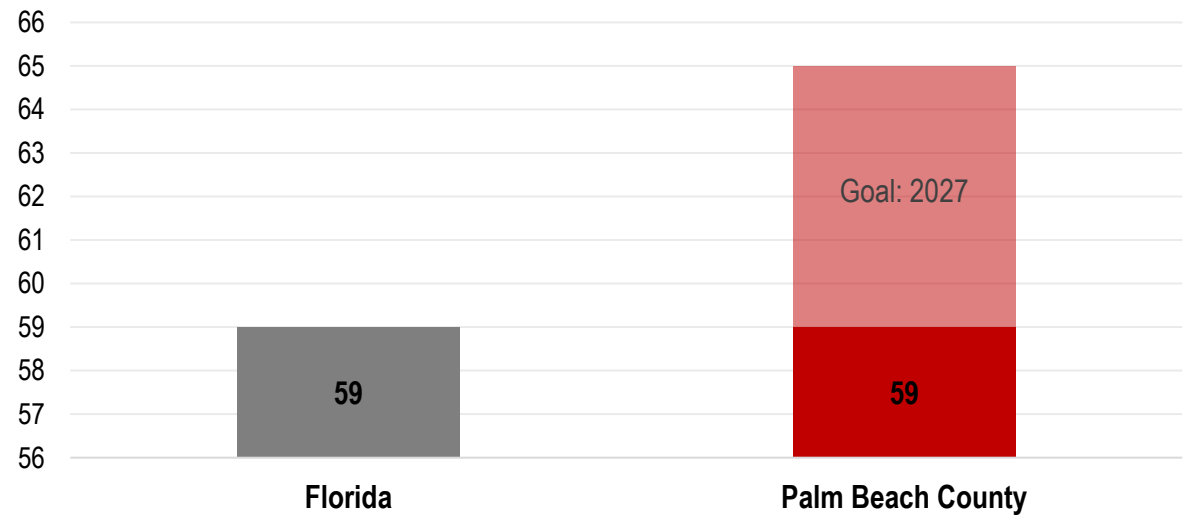
**Objective:** Increase the livability index housing score from 60/100 in 2022 to 65/100 in 2027 through initiatives that promote affordability, availability, and accessibility.

**Status Progress:** Housing metrics, such as affordability, access, availability, costs, and more ranked the same in Palm Beach County compared to the state of Florida overall in 2023. Additionally, the housing score slightly decreased in Palm Beach County from 60 in 2022 to 59 in 2023.



Source: AARP Livability Index, 2023

Figure 47: Livability Index Housing Score, Palm Beach County & Florida



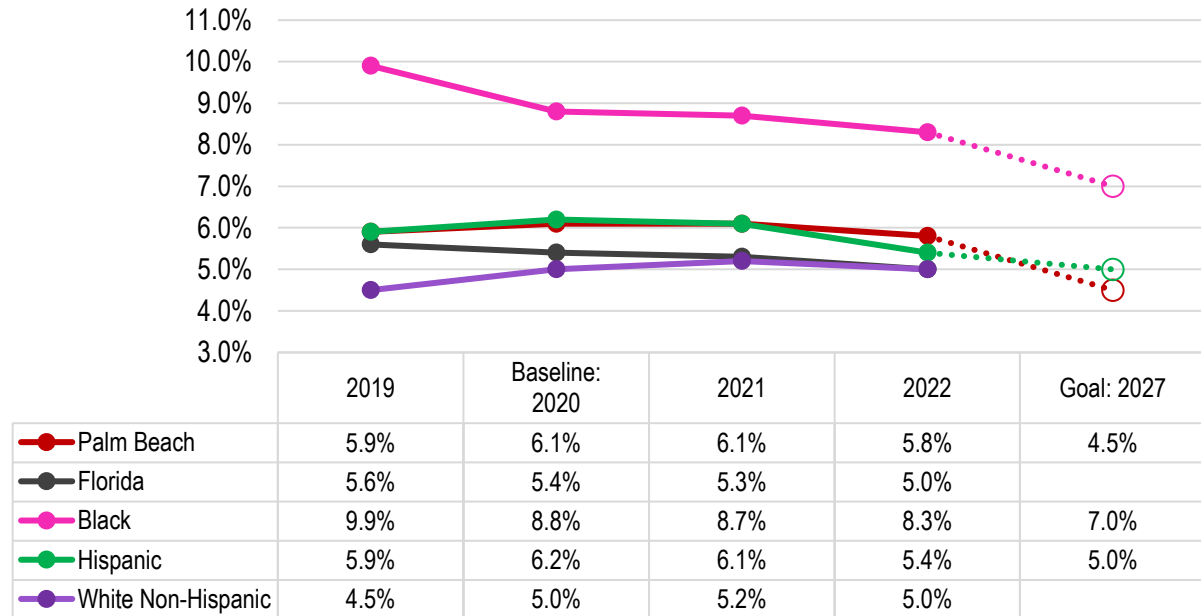
**Objective:** Reduce the unemployment rate from 6.1% in 2020 to 4.5% in 2027.  
 Among Black residents from 8.8% in 2020 to 7.0% in 2027  
 Among Hispanic residents from 6.2% in 2020 to 5.0% in 2027

**Status Progress:** In Palm Beach County, the rate of unemployment for county residents overall decreased from 2020 (baseline) to 2022, signaling positive progress in this area. Despite progress made, the proportion of unemployed residents was 1.4 times higher among Black residents in 2022.



Source: U.S. Census, 5-Year ACS Table S2301 (Employment Status), 2022

Figure 48: Unemployment Rate by Race and Ethnicity, Palm Beach County & Florida



	Activities	Key Action Step(s)	Baseline	Progress	Key Partner(s)
<b>Access and Linkage to Health and Human Services</b> Goal 1 Strategy 1	Implement the Vision Zero Action Plan in an effort to eliminate fatalities in collaboration with partners	Educate elected officials and the public Recommend projects to the Highway Safety Improvement Program (HSIP)	Meetings on Vision Zero, Roadway Safety Projects, Transportation Related Outreach Meetings, or Educational Events: <ul style="list-style-type: none"> <li>9 VZAC Meetings</li> <li>31 transportation related outreach events</li> <li>12 Educational events</li> </ul> (July 1, 2021 – June 30, 2022)	Data pending	Palm Beach Transportation Planning Agency
	Encourage municipalities to adopt a Complete Streets and Vision Zero policy by providing a sample policy template.	Provide sample Complete Streets and Vision Zero policy templates	4 Complete Streets and Vision Zero policies adopted (July 1, 2021 – June 30, 2022)	Data pending	


<p style="writing-mode: vertical-rl; transform: rotate(180deg);"> <b>Access and Linkage to Health and Human Services</b>            Goal 1            Strategy 1         </p>	Activities	Key Action Step(s)	Baseline	Progress	Key Partner(s)
	Encourage Vision Zero Cities to seek funding to develop a Vision Zero Action Plan	Provide letters of support for funding applications	4 Vision Zero Action Plans under works <i>(July 1, 2021 – June 30, 2022)</i>	<i>Data pending</i>	Palm Beach Transportation Planning Agency
	Increase number of sidewalks, bike lane, and transit access	Provide educational materials to encourage people walking, biking, and use of transit	Combined journey to work percentage of people walking, biking, and using transit: 3.6% <i>(July 1, 2021 – June 30, 2022)</i>	<i>Data pending</i>	
	Support the 2050 Long Range Transportation Plan (LRTP)	Advance the multimodal projects prioritized in the LRTP	10 projects constructed <i>(July 1, 2021 – June 30, 2022)</i>	<i>Data pending</i>	
	Increase awareness and provide education related to resources	Conduct Community Health Worker outreach and share educational resources with residents at appointments, meetings, events, and more.	4,254 residents reached	<b>13,696 residents reached</b> with outreach and information dissemination	Health Council of Southeast Florida Palm Beach County Medical Society
	Promote community engagement in identifying and addressing local issues	Promote community-led responses and advocacy, such as walk and bike audits	5 walk/bike audits completed <i>(July 1, 2021 – June 30, 2022)</i>  1 report developed	<b><i>Data pending – walk/bike audits</i></b> completed  <b>1 report</b> was developed through initiatives to engage / partner with community members	Palm Beach Transportation Planning Agency  Community Partners of South Florida

**Goal 2: Ensure the Utilization of Quality Services and Care at the Appropriate Time**

Strategy 1: Promote Early Maternal and Child Health Initiatives, such as the Children’s Services Council Healthy Beginnings System of Care, and Strategy 2: Provide Cultural Competence Trainings for Health Care Professionals and Health Literacy Interventions for Residents to Enhance Understanding and Tailored Approaches to Care

The table below shows the Palm Beach County Community Health Advisory Council’s progress toward implementing Access and Linkage to Health and Human Services Priority Area activities under the first and second strategies of goal two. The activities and key action steps are listed, along with the baseline and updated process measures to track implementation progress.

Table 15: Progress Tracking - Priority Area 3 - Goal 2 - Strategies 1 and 2

CHIP Priority Area: Access and Linkage to Health and Human Services						
Goal	Ensure the utilization of quality services and care at the appropriate time					
Strategy	Between July 1, 2022 – June 30, 2027, promote early maternal and child health initiatives, such as the Children’s Services Council Healthy Beginnings System of Care					
	Between July 1, 2022 – June 30, 2027, provide cultural competence trainings for health care professionals and health literacy interventions for residents to enhance understanding and tailored approaches to care					
Objective	Baseline	Progress Measure	Plan Target	Trend	Status	Responsible Partner
Increase the proportion of births with adequate prenatal care based on the Kotelchuck Index from 68.1% in 2020 to 69.1% in 2027. <ul style="list-style-type: none"> <li>• Among Black residents: from 66.4% in 2020 to 68.0% in 2027</li> <li>• Among Hispanic residents: from 60.4% in 2020 to 65.0% in 2027</li> </ul>	68.1%  Black residents: 66.4%  Hispanic residents: 60.4%  (2020)	63.9%  Black residents: 55.3%  Hispanic residents: 58.9%  (2022)	69.1%  Black residents: 68.0%  Hispanic residents: 65.0%  (2027)		<b>Objective is: Not on Track</b> - In Palm Beach County, the proportion of births with adequate prenatal care decreased from 2020 (baseline) to 2022. Notably, the proportion was lowest among Black residents. Partners are working on action steps and activities to increase this percentage.  Partners have been working to engage families in early childhood interventions. So far, more than 37,000 participants have completed the Children’s Services Council Healthy Beginnings programming and almost 900 families have completed the Center for Child Counseling Infant Mental Health Program/Infant Mental Health training.	211  Caridad Center  Center for Child Counseling  Children’s Services Council  Health Council of Southeast Florida  Lake Okeechobee Rural Health Network  Palm Beach County Medical Society



Objective	Baseline	Progress Measure	Plan Target	Trend	Status	Responsible Partner
Reduce the rate of severe maternal morbidity from 23.3 per 1,000 delivery hospitalizations in 2020 to 18.0 per 1,000 delivery hospitalizations in 2027.	23.3 per 1,000 delivery hospitalizations (2020)	25.0 per 1,000 delivery hospitalizations (2022)	18.0 per 1,000 delivery hospitalizations (2027)	▼	<p><b>Objective is: On Track</b> - Despite an increase since baseline, in 2022 the rate of severe maternal morbidity decreased from the year prior (27.0 per 1,000 delivery hospitalizations in 2021), indicating a positive trend in this area. Partners are working on action steps and activities to reduce this rate.</p> <p>Partners have been working to conduct outreach related to support programs such as the 211 Palm Beach County Treasure Coast Help ME Grow program. So far, more than 160 pediatric offices have been connected.</p>	211 Caridad Center Center for Child Counseling
<p>Reduce infant mortality from 3.8 per 1,000 live births in 2020 to 3.0 per 1,000 live births in 2027</p> <ul style="list-style-type: none"> <li>Among Black infants: from 6.3 per 1,000 live births in 2020 to 4.0 per 1,000 live births in 2027</li> </ul>	<p>3.8 per 1,000 live births</p> <p>Black infants: 6.3 per 1,000 live births (2020)</p>	<p>4.6 per 1,000 live births</p> <p>Black infants: 7.1 per 1,000 live births (2022)</p>	<p>3.0 per 1,000 live births</p> <p>Black infants: 4.0 per 1,000 live births (2027)</p>	▼	<p><b>Objective is: On Track</b> - Despite an increase since baseline, in 2022 the infant mortality rate decreased from the year prior (5.0 per 1,000 live births in 2021), indicating a positive trend in this area. Notably, in 2022, the rate was 2.3 times higher among Black infants compared to White infants. Partners are working on action steps and activities to reduce these rates.</p> <p>Partners have been working to provide Cultural Competence trainings for providers by engaging academic institutions and promoting available trainings. So far, two institutions have been engaged and more than ten trainings have been held with over 150 trained.</p>	<p>Children's Services Council</p> <p>Health Council of Southeast Florida</p> <p>Lake Okeechobee Rural Health Network</p> <p>Palm Beach County Medical Society</p> <p>T. Leroy Jefferson Medical Society</p> <p>United Way of Palm Beach County</p>
Increase the proportion of adults who had an annual medical checkup from 79.8% in 2019 to 82.7% in 2027.	79.8% (2019)	<i>Not yet available</i>	82.7% (2027)	<i>Pending data update</i>	<p><i>At the time of report publication, new county-level data was not yet available for this indicator.</i></p> <p>Partners have been working to ensure adequate representation in the healthcare service sector. So far, there are almost 40 providers who speak multiple languages and are representatives of communities served.</p>	

Objective	Baseline	Progress Measure	Plan Target	Trend	Status	Responsible Partner
Reduce the rate of ambulatory care sensitive hospitalizations from 875.4 per 100,000 population in 2019 to 790.0 per 100,000 population in 2027.	875.4 per 100,000 population (2019)	695.0 per 100,000 population (2022)	790.0 per 100,000 population (2027)	▼	<p><b>Objective is: Completed/Met</b> - In Palm Beach County, the rate of ambulatory care sensitive hospitalizations decreased from 2019 (baseline) to 2022. Despite a slight increase from the year prior in 2021, this rate remains below the target goal of 790.0 per 100,000 in 2027 signaling positive progress overall. Partners are working on action steps and activities to further reduce this number.</p> <p>Partners have been working to increase awareness around services and resources including but not limited to alternatives to emergency departments, accessing appropriate and timely care, and more. So far, nine trainings have been held with over 80 residents.</p>	<p>211 Caridad Center Center for Child Counseling Children’s Services Council Health Council of Southeast Florida Lake Okeechobee Rural Health Network Palm Beach County Medical Society</p>
Reduce the proportion of adults who could not see a doctor in the last year due to cost from 15.8% in 2019 to 12.3% in 2027.	15.8% (2019)	<i>Not yet available</i>	12.3% (2027)	<i>Pending data update</i>	<p><i>At the time of report publication, new county-level data was not yet available for this indicator.</i></p> <p>Partners have been working to provide health literacy training for residents. So far, over 40 new staff have been trained to become patient advocates and 45 new educational materials were distributed to increase health literacy for residents.</p>	<p>T. Leroy Jefferson Medical Society United Way of Palm Beach County</p>

**Objective:** Increase the proportion of births with adequate prenatal care based on the Kotelchuck Index from 68.1% in 2020 to 69.1% in 2027.

Among Black residents: from 66.4% in 2020 to 68% in 2027

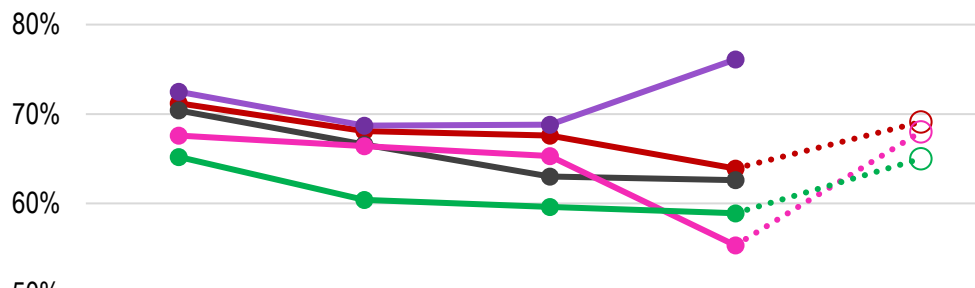
Among Hispanic residents: from 60.4% in 2020 to 65% in 2027

**Status Progress:** In Palm Beach County, the proportion of births with adequate prenatal care decreased from 2020 (baseline) to 2022. Notably, the proportion was lowest among Black residents.



Source: FL Health CHARTS, Florida Department of Health, Bureau of Vital Statistics, 2019-2022

Figure 49: Proportion of Births with Adequate Prenatal Care Based on the Kotelchuck Index by Race and Ethnicity, Palm Beach County & Florida



	2019	Baseline: 2020	2021	2022	Goal: 2027
Palm Beach	71.2%	68.1%	67.6%	63.9%	69.1%
Florida	70.4%	66.6%	63.0%	62.6%	
Black	67.6%	66.4%	65.3%	55.3%	68.0%
Hispanic	65.2%	60.4%	59.6%	58.9%	65.0%
White Non-Hispanic	72.5%	68.7%	68.8%	76.1%	

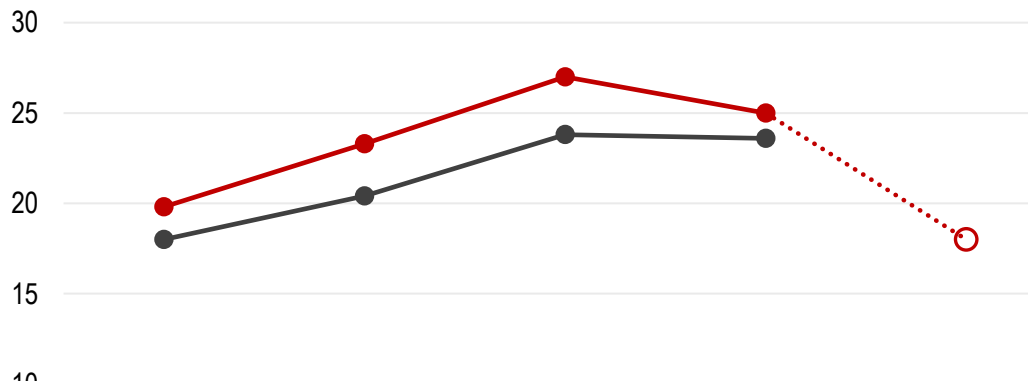
**Objective:** Reduce the rate of severe maternal morbidity from 23.3 per 1,000 delivery hospitalizations in 2020 to 18.0 per 1,000 delivery hospitalizations in 2027.

**Status Progress:** Despite an increase since baseline, in 2022 the rate of severe maternal morbidity decreased from the year prior (27.0 per 1,000 delivery hospitalizations in 2021), indicating a positive trend in this area.



Source: Florida Agency for Health Care Administration, 2018-2021

Figure 50: Rate of Severe Maternal Morbidity, Palm Beach County & Florida



	2019	Baseline: 2020	2021	2022	Goal: 2027
Palm Beach	19.8	23.3	27.0	25.0	18.0
Florida	18.0	20.4	23.8	23.6	

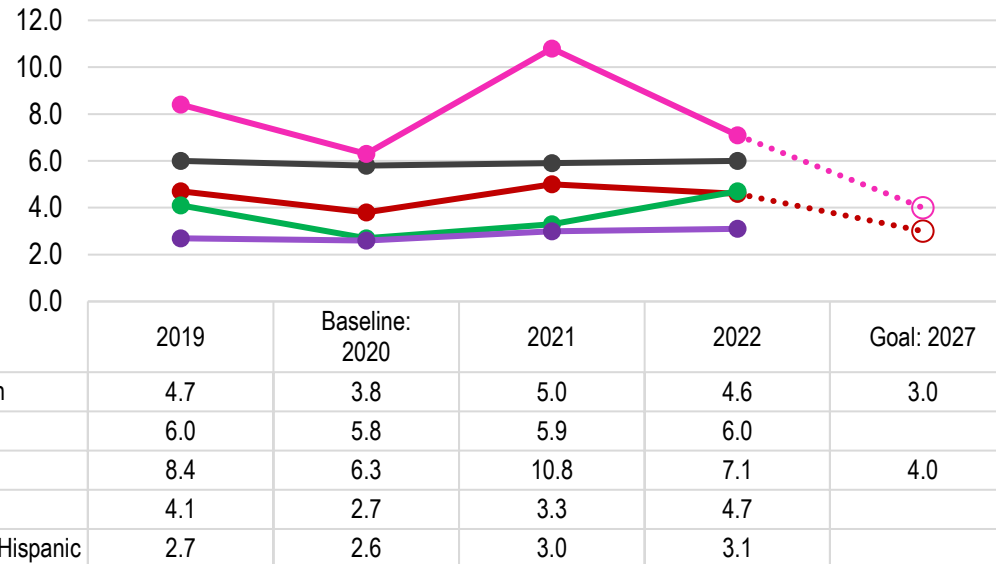
**Objective:** Reduce infant mortality from 3.8 per 1,000 live births in 2020 to 3.0 per 1,000 live births in 2027  
 Among Black infants: from 6.3 per 1,000 live births in 2020 to 4.0 per 1,000 live births in 2027

**Status Progress:** Despite an increase since baseline, in 2022 the infant mortality rate decreased from the year prior (5.0 per 1,000 live births in 2021), indicating a positive trend in this area. Notably, in 2022, the rate was 2.3 times higher among Black infants compared to White infants.



Source: FL Health CHARTS, Florida Department of Health, Bureau of Vital Statistics, 2019-2022

Figure 51: Infant Mortality by Race and Ethnicity, Palm Beach County & Florida



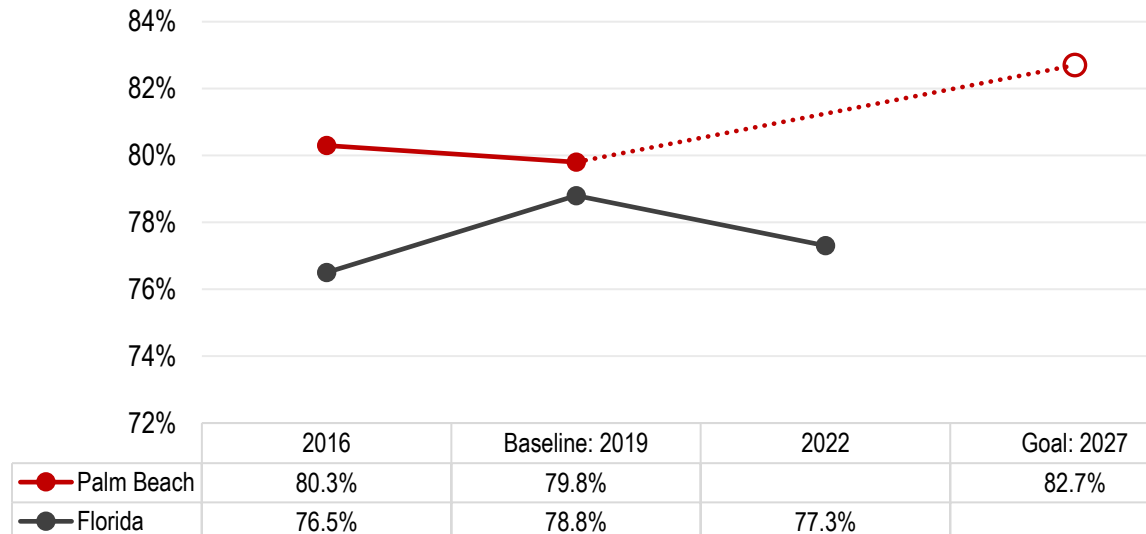
**Objective:** Increase the proportion of adults who had an annual medical checkup from 79.8% in 2019 to 82.7% in 2027.

**Status Progress:** In Palm Beach County, the proportion of adults who had a medical checkup decreased from 2016 - 2019. At the time of report publication, new data was not yet available for this indicator.



Source: Florida Behavioral Risk Factor Surveillance System telephone survey conducted by the Centers for Disease Control and Prevention (CDC) and Florida Department of Health Division of Community Health Promotion. 2016-2022

Figure 52: Proportion of Adults who had an Annual Medical Checkup, Palm Beach County & Florida



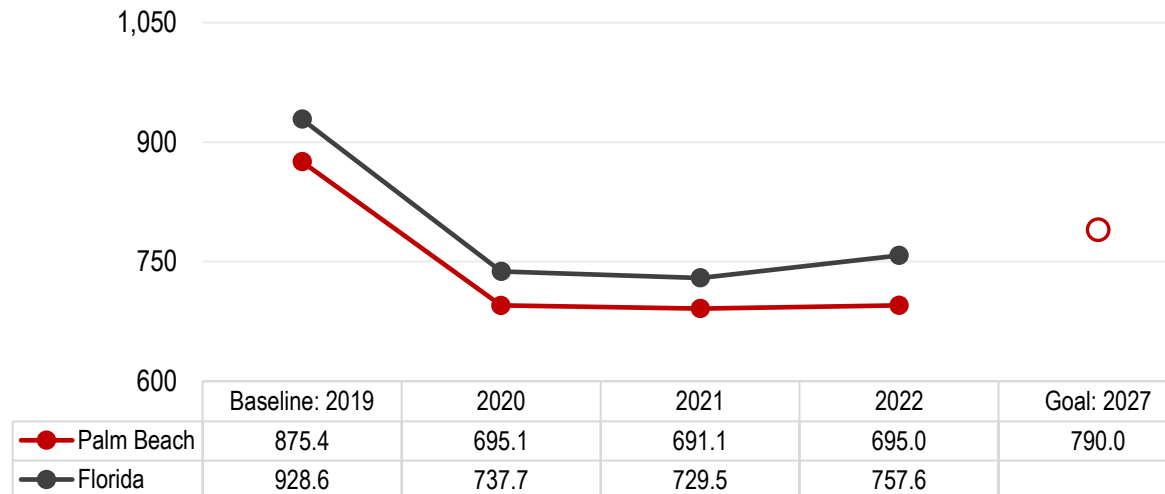
**Objective:** Reduce the rate of ambulatory care sensitive hospitalizations from 875.4 per 100,000 population in 2019 to 790.0 per 100,000 population in 2027.

**Status Progress:** In Palm Beach County, the rate of ambulatory care sensitive hospitalizations decreased from 2019 (baseline) to 2022. Despite a slight increase from the year prior in 2021, this rate remains below the target goal of 790.0 per 100,000 in 2027 signaling positive progress overall.



Source: Florida Agency for Health Care Administration (AHCA), 2019-2022

Figure 53: Rate of Ambulatory Care Sensitive Hospitalizations, Palm Beach County & Florida

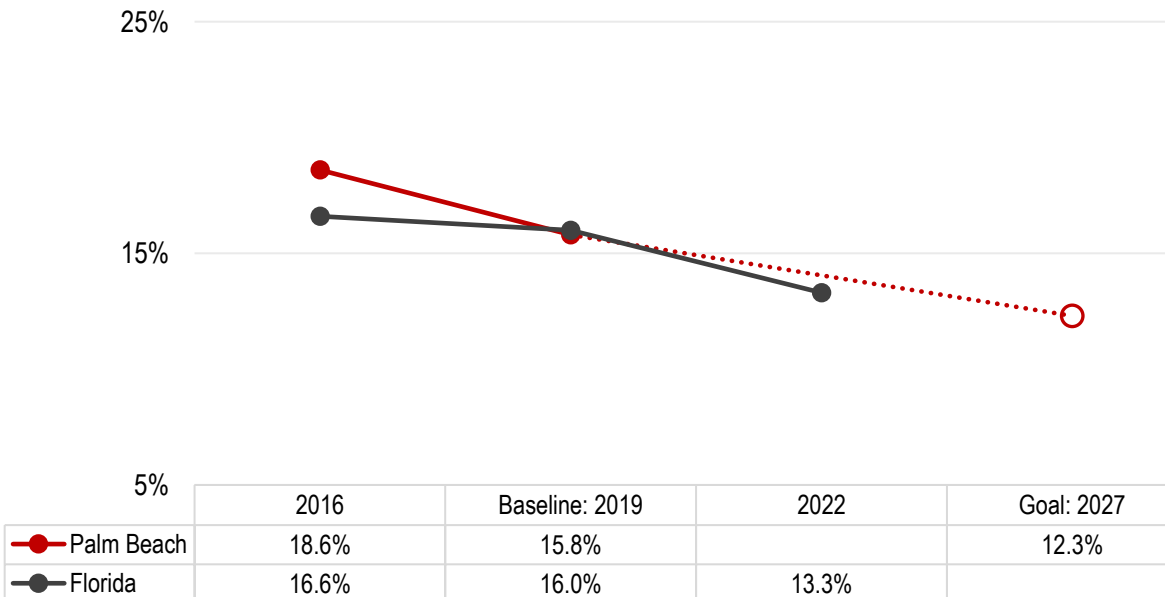


**Objective:** Reduce the proportion of adults who could not see a doctor in the last year due to cost from 15.8% in 2019 to 12.3% in 2027.

**Status Progress:** In Palm Beach County, the proportion of adults who could not see a doctor in the last year due to cost decreased from 2016 (18.6%) to 2019 (15.8%). At the time of report publication, new county-level data was not yet available for this indicator.

Source: Florida Behavioral Risk Factor Surveillance System telephone survey conducted by the Centers for Disease Control and Prevention (CDC) and Florida Department of Health Division of Community Health Promotion. 2016-2022

Figure 54: Proportion of Adults who Could not see a Doctor in the Last Year due to Cost, Palm Beach County & Florida



<p style="writing-mode: vertical-rl; transform: rotate(180deg);"> <b>Access and Linkage to Health and Human Services</b>            Goal 2            Strategy 1-2         </p>	Activities	Key Action Step(s)	Baseline	Progress	Key Partner(s)
	Engage families in early childhood interventions	Promote early childhood interventions such as: <ul style="list-style-type: none"> <li>• Children’s Services Council Healthy Beginnings</li> <li>• Center for Child Counseling Infant Mental Health Program/Infant Mental Health training</li> </ul>	16,572 participants  <i>*Reporting period: October 1 through September 30, 2020-2021, 2021-2022</i>	<b>37,138</b> engaged in CSC’s program	Children’s Services Council
		Conduct outreach related to support programs, such as the 211 Palm Beach County Treasure Coast Help ME Grow program	185 families  <i>Not applicable</i>	<b>856 families</b> engaged in CFCC’s program/training	Center for Child Counseling
		Engage academic institutions (including but not limited to nursing and medical schools, social work majors, and other relevant programs)	0 academic institutions	<b>2 academic institutions</b> engaged in the Palm Beach County Community Health Advisory Council	Health Council of Southeast Florida T. Leroy Jefferson Medical Society
	Provide Cultural Competence trainings for providers (including but not limited to frontline workers, allied healthcare professionals, community health workers, and physicians)	Promote available trainings and collaborate within the advisory group to identify and take part in trainings	5 trainings; 144 trained	<b>12 trainings</b> held with <b>159 trainees</b>	Caridad Center Palm Beach County Medical Society
	Ensure adequate representation in the healthcare service sector	Increase number of providers who speak multiple languages and are representative of communities served	39 providers	<b>37 providers</b> (as of the most recent data collection period) who speak multiple languages and are representatives of communities served	Caridad Center

<b>Access and Linkage to Health and Human Services</b> Goal 2 Strategy 1-2	<b>Activities</b>	<b>Key Action Step(s)</b>	<b>Baseline</b>	<b>Progress</b>	<b>Key Partner(s)</b>
	Provide health literacy training for residents	Increase awareness around services and resources (including but not limited to alternatives to emergency departments, accessing appropriate and timely care, and more)	1 training	<b>9 trainings</b> were held to increase awareness around services and resources (including but not limited to alternatives to emergency departments, accessing appropriate and timely care, and more), with <b>85 residents trained</b>	Caridad Center  Health Council of Southeast Florida  Lake Okeechobee Rural Health Network
			36 staff	<b>41 new staff</b> trained to become patient advocates	
		Increase staff capacity to become patient advocates	112 educational materials	<b>45 educational materials</b> distributed to increase health literacy for residents	

### Goal 3: Support Health Care System Navigation

Strategy 1: Promote Tools, Trainings, and Resources to Support Health Care System Navigation, such as the Use of Patient Navigators, Systems such as Unite Us, and Trainings for Agencies Within the Local Public Health System to Increase Awareness of Available Services in the Community and the Utilization of Unite Us

The table below shows the Palm Beach County Community Health Advisory Council's progress toward implementing Access and Linkage to Health and Human Services Priority Area activities under the first strategy of goal three. The activities and key action steps are listed, along with the baseline and updated process measures to track implementation progress.

Table 16: Progress Tracking - Priority Area 3 - Goal 3 - Strategy 1

CHIP Priority Area: Access and Linkage to Health and Human Services						
Goal	Support health care system navigation					
Strategy	Between July 1, 2022 – June 30, 2027, promote tools, trainings, and resources to support health care system navigation, such as the use of patient navigators, systems such as Unite Us, and trainings for agencies within the local public health system to increase awareness of available services in the community and the utilization of Unite Us					
Objective	Baseline	Progress Measure	Plan Target	Trend	Status	Responsible Partner
<p>Reduce the proportion of residents who are uninsured from 13.5% in 2020 to 10.0% in 2027.</p> <ul style="list-style-type: none"> <li>• Among Black residents: 9.9% in 2020 to 7.0% in 2027</li> <li>• Among Hispanic or Latino residents: 17.7% in 2020 to 14.0% in 2027</li> </ul>	<p>13.5%</p> <p>Black residents: 9.9%</p> <p>Hispanic residents: 17.7%</p> <p>(2020)</p>	<p>13.5%</p> <p>Black residents: 16.8%</p> <p>Hispanic residents: 24.4%</p> <p>(2022)</p>	<p>10.0%</p> <p>Black residents: 7.0%</p> <p>Hispanic residents: 14.0%</p> <p>(2027)</p>	<p>▼</p>	<p><b>Objective is: On track</b> - In Palm Beach County, the overall proportion of uninsured adults slightly increased from baseline to 2021. Most recently, in 2022, the overall proportion of residents who are uninsured fell back to baseline (13.5%) among county residents overall, signifying positive progress in this area. Notably, in 2022, the proportion who are uninsured among Hispanic residents was 1.5 times greater compared to Black residents and 3.3 times greater compared to White non-Hispanic residents. Partners are working on action steps and activities to reduce these numbers.</p> <p>Partners have been working to provide trainings for and promote the utilization of the Unite Us service referral platform. So far, 35 providers have been trained and 50 unique organizations are registered in the program. Additionally, more than 11,000 residents have been educated on insurance benefits and/ or low-income subsidies and over 10,000 have been linked to support services through Unite Us.</p>	<p>Area Agency on Aging</p> <p>Health Care District</p> <p>Southeast Florida Behavioral Health Network</p> <p>Palm Beach County Medical Society</p> <p>MyClinic</p> <p>United Way of Palm Beach County</p>

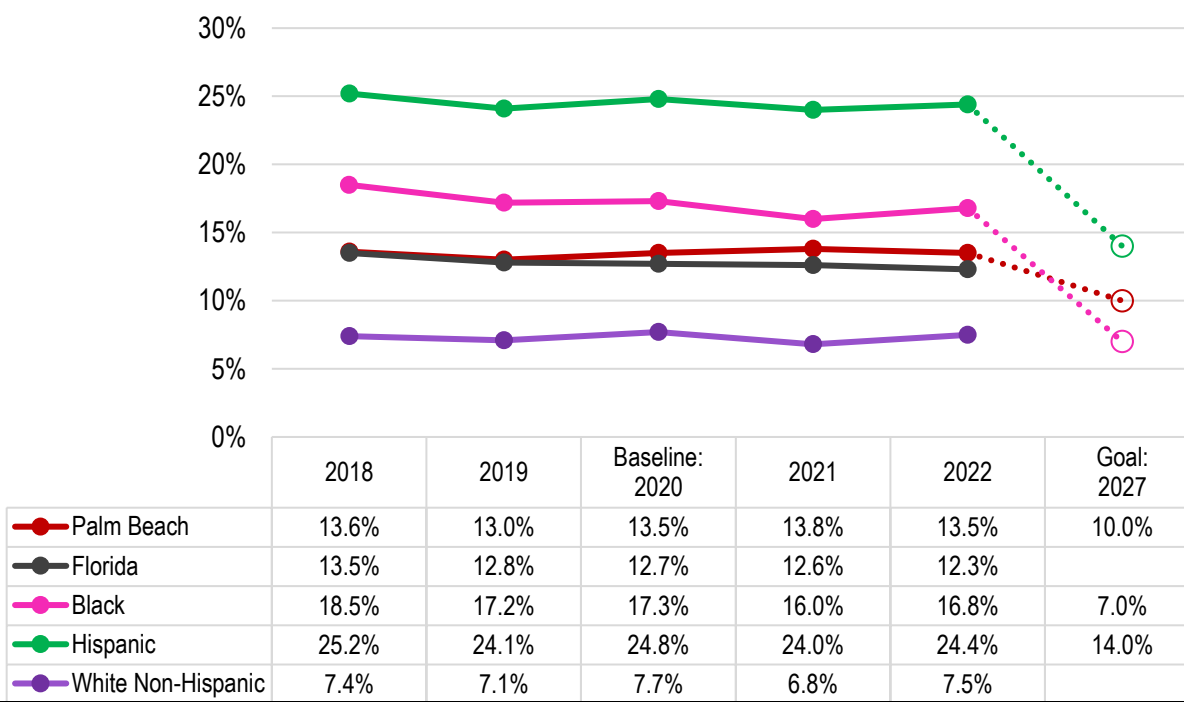


**Objective:** Reduce the proportion of residents who are uninsured from 13.5% in 2020 to 10% in 2027.  
 Among Black residents: 9.9% in 2020 to 7% in 2027  
 Among Hispanic or Latino residents: 17.7% in 2020 to 14% in 2027

**Status Progress:** In Palm Beach County, the overall proportion of uninsured adults slightly increased from baseline to 2021. Most recently, in 2022, the overall proportion of residents who are uninsured fell back to baseline (13.5%) among county residents overall, signifying positive progress in this area. Notably, in 2022, the proportion who are uninsured among Hispanic residents was 1.5 times greater compared to Black residents and 3.3 times greater compared to White non-Hispanic residents.

Source: US Census, American Community Survey, Table S2701, 2017-2021

Figure 55: Proportion of Residents who are Uninsured by Race and Ethnicity, Palm Beach County & Florida



Access and Linkage to Health and Human Services Goal 3 Strategy 1	Activities	Key Action Step(s)	Baseline	Progress	Key Partner(s)
	Provide trainings for community health workers and providers to link residents to care using Unite Us and the No Wrong Door Framework	Conduct linkage to care and Unite Us trainings for Community Health Workers	56 providers	<b>35 providers in the Circuit 15/Palm Beach County, as of 5/21/2024</b> (Providers are required to implement No Wrong Door policies)	Southeast Florida Behavioral Health Network
Engage providers to increase engagement in Unite Us	Promote the Unite Us platform and engage providers in utilizing the platform	<i>Not applicable</i>	<b>50 unique organizations</b> utilizing the Unite Us platform	Health Care District	

Access and Linkage to Health and Human Services Goal 3 Strategy 1	Activities	Key Action Step(s)	Baseline	Progress	Key Partner(s)
	Educate priority populations on insurance benefits and low-income subsidies	Distribute resources and educational materials related to insurance benefits and low-income subsidies	3,874 residents	<b>11,397 residents</b> educated on insurance benefits and/ or low-income subsidies	Area Agency on Aging Palm Beach County Medical Society United Way Palm Beach County
	Increase the proportion of residents receiving linkages to support services	Link residents to support services using the Unite Us platform	1,945 residents linked	<b>10,177 residents linked</b> to support services through Unite Us	Health Care District MyClinic

## Access and Linkage to Health and Human Services – Best Practices and Evidence-Supported Initiatives

### Health Literacy Interventions

Health literacy interventions are effective in improving health-related knowledge and adherence to treatment. Other potential beneficial outcomes include improved patient-provider communication, improved mental health, and increased patient satisfaction. Further research is needed to confirm effects of this strategy, but this strategy has been tested more than once and results have trended positively. Overall, low levels of health literacy are associated with limited health-related knowledge, poor health outcomes, and poor health behaviors such as limited use of preventative care. This strategy is likely to decrease disparities, as racial and ethnic minority groups, elderly individuals, and residents with low levels of income and education are at higher risk of having low health literacy.<sup>32</sup> This strategy provides an opportunity to address both disparities and prevention, which are two key components of the Access and Linkage to Health and Human Services priority area.

### Patient Navigators

The deployment of Patient Navigators is a scientifically supported evidence-based strategy rated to increase screening and care, prenatal care, and increase overall access to care. These systems navigators provide culturally sensitive assistance and care coordination to help determine and address individual barriers for residents seeking care. These navigators guide patients through available medical, insurance, and social support systems. By assisting in eliminating barriers, this strategy can be effective for disadvantaged and minority populations, such as Black, Native American, and Latino residents, as well as non-English speakers and those with limited English proficiency. Strategies including patient navigators are shown to be likely to decrease disparities, making it an effective model for many goals within the CHIP, especially those related to the Access and Linkage to Health and Human Services priority area.<sup>33</sup>

### Cultural Competence Training for Health Care Professionals

Cultural competence training for health care professionals is a scientifically supported evidence-based strategy rated to increased cultural understanding and skills. Other potential beneficial outcomes include increased patient satisfaction and improved health outcomes. These strategies focus on enhancing and developing skills and knowledge for health care professionals around diversity, understanding and responding to cultural differences, and increasing awareness of cultural norms. These strategies are likely to decrease disparities.<sup>34</sup>

### Protocol for Responding to and Addressing Patients' Assets, Risks & Experience (PRAPARE)

PRAPARE is an evidence-based toolkit to engage patients in assessing and addressing social and economic factors that influence health Screening for and addressing these factors has the potential to greatly reduce health disparities. An effective way to instill an upstream approach to care, this tool can be

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<sup>32</sup> County Health Rankings and Roadmaps. (2019). *Health literacy interventions*. Retrieved from <https://www.countyhealthrankings.org/take-action-to-improve-health/what-works-for-health/strategies/health-literacy-interventions>

<sup>33</sup> County Health Rankings and Roadmaps. (2016). *Patient navigators*. Retrieved from <https://www.countyhealthrankings.org/take-action-to-improve-health/what-works-for-health/strategies/patient-navigators>

<sup>34</sup> County Health Rankings and Roadmaps. (2020). *Cultural competence training for health care professionals*. Retrieved from <https://www.countyhealthrankings.org/take-action-to-improve-health/what-works-for-health/strategies/cultural-competence-training-for-health-care-professionals>

implemented within health care settings to assess and improve lived conditions and, ultimately, improve health outcomes.<sup>35</sup>

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<sup>35</sup> National Association of Community Health Centers Inc. and Association of Asian Pacific Community Health Organizations (2022). PRAPARE. Retrieved from <https://prapare.org/what-is-prapare/>

## Access and Linkage to Health and Human Services - Accomplishments

During the development of the CHIP, Advisory Council members identified several key obstacles that contribute to individuals postponing preventative or necessary healthcare. These include challenges in transportation access, financial instability, and limited health literacy. Challenges in navigating the healthcare system, insufficient health insurance coverage, and the high costs associated with care may further compound these access issues. Partners identified employment as an opportunity to positively influence access to care and ability to afford care. To address this, the group set an objective to reduce the unemployment rate from 6.1% in 2020 to 4.5% in 2027 (among Black residents from 8.8% in 2020 to 7.0% in 2027 and among Hispanic residents from 6.2% in 2020 to 5.0% in 2027). Notably, in 2022, the unemployment rate decreased to 5.8% among all Palm Beach County residents (and among Black residents to 8.3% and among Hispanic residents to 5.4%). This progress in achieving the outlined objective target is indicative of the partners' commitment to this work, and holds promise for the coming year.

Additionally, partners have been working to promote tools, trainings, and resources to support health care system navigation, such as the use of patient navigators, systems such as Unite Us, and trainings for agencies within the local public health system to increase awareness of available services in the community. Within this goal, partners have been working to increase awareness around services such as alternatives to emergency departments and accessing appropriate and timely care. While more work can be done to reach the other objectives, the rate of ambulatory care sensitive hospitalizations decreased from 875.4 per 100,000 population to 695.0 per 100,000 population, surpassing the target goal (790.0 per 100,000 population). Notably, through the collaborative efforts of the Advisory Council, four health literacy trainings have been held with more than 40 residents. Additionally, over 11,000 residents were educated on insurance benefits and/ or low-income subsidies and more than 10,000 residents were linked to support services through Unite Us. The Advisory Council will continue work in this area to reach more residents in the coming year of implementation.

## Access and Linkage to Health and Human Services – Opportunities for Improvement and Next Steps

The first objective in this priority area is to raise the livability index transportation score from 42/100 in 2022 to 48/100 in 2027 through the Vision Zero Action Plan, aiming to enhance transportation convenience, options, and safety. Transportation significantly influences health risks and outcomes. Recognizing this, Advisory Council partners identified the need to improve transportation efforts in Palm Beach County. In collaboration with the Palm Beach Transportation Planning Agency (PBTPA), several key activities were initiated:

- Complete Streets Initiative: This initiative promotes the development of Complete Streets to ensure safe access for pedestrians, bicyclists, motorists, and transit riders.
- Long Range Transportation Plan (LRTP): This Plan works to align existing efforts and future planning with activities outlined in the LRTP (a 25-year vision for transportation in the county).

Additionally, to contribute to building environmental resiliency in Palm Beach County, the Advisory Council partners are working on improving the functionality of infrastructure systems after a climate event. The PBTPA is spearheading efforts to increase access to safe, efficient multimodal transportation throughout the county. Specific efforts to enhance environmental resiliency include improving walkability and bikeability, which can reduce dependency on automobiles and promote healthier, more sustainable communities. Moving forward, the Advisory Council will continue to support and promote community engagement related to the Vision Zero Action Plan to increase community access and linkage to health and human services.

Furthermore, addressing the rising number of uninsured residents is crucial to addressing access and linkage to health and human services. The CHIP partners set the objective to reduce the proportion of uninsured residents from 13.5% in 2020 to 10.0% in 2027, with specific targets for Black residents (reducing from 9.9% in 2020 to 7.0% in 2027, currently 16.8% in 2022) and Hispanic or Latino residents (decreasing from 17.7% in 2020 to 14.0% in 2027, currently 24.4% in 2022). Thus, efforts to support health insurance enrollment and navigation are essential. Efforts include activities by Area Agency on Aging Palm Beach/Treasure Coast to educate priority populations on insurance benefits and low-income subsidies. Additionally, promoting the adoption of social needs screening platforms, such as Unite Us and the No Wrong Door framework, will further enhance health insurance navigation and support social needs. The Advisory Council will continue to implement and monitor these efforts in the coming implementation year to ensure that residents are equipped with the resources and knowledge to access affordable health insurance in Palm Beach County.

## SUMMARY OF CHANGES

Throughout the second year of the 2022 – 2022 Palm Beach County Community Health Improvement Plan (CHIP) implementation, the Palm Beach County Community Health Advisory Council made updates to enhance the scope of the Plan and provide progress information to those reading the Plan. Revisions to the Palm Beach County CHIP can be found in the table below.

Table 17: CHIP Revisions, July 2023 - June 2024

<b>July 2023 - June 2024 Updates</b>
<p>The following general updates were made:</p> <ul style="list-style-type: none"> <li>• A Table of Tables (p. v) and Table of Figures (p. vi) were added for accuracy and clarity purposes</li> <li>• In each priority area, all strategies were updated to include timeline between July 1, 2022 – June 30, 2027.</li> <li>• In each priority area, the status of objectives, strategies, and activities in the priority area were updated in the Activity Progress Tracking Tables (p. 50-71, p. 85-113, p. 124-140)</li> <li>• In each priority area section, a narrative on accomplishments was added (p. 73, p. 116, and p.143).</li> <li>• In each priority area section, a narrative on opportunities for improvement and next steps was added (p. 74, p. 117, and p. 144).</li> </ul>
<p>The Chronic Disease Prevention and Self-Management Goals, Strategies, Objectives, and Activities for Priority Area #1 Table was updated as follows:</p> <ul style="list-style-type: none"> <li>• Under Goal 1, Key Action Step “Promote the school district expanded food programs by identifying and meeting the schools’ needs for existing weekend backpack and pantry programs, High School reengineering initiatives, middle and elementary school Re-Think Campaigns, food pantries, and Community Eligibility Provisions (CEP),” middle and elementary school Re-Think Campaigns were removed from the key action step language and the associated measure (p.43).</li> <li>• Under Goal 1, Key Action Step “Promote food access programs to increase the number of facilities participating in food access programs and farmer’s markets and outlets that accept SNAP (SNAP, WIC, childcare food programs) by distributing user-friendly guides, identifying barriers to participation in the Special Supplemental Nutrition Program for Women, Infants, and Children (WIC) and conducting relevant outreach, and by conducting targeted SNAP outreach efforts,” process measures were updated to reflect the number of partner agencies provided with user-friendly guides, in addition to the number of snap retailers and markets and the number of WIC outreach events (p. 45).</li> <li>• Under Goal 1, Key Action Step “Promote the Area Agency on Aging Tai Chi Moving for Better Balance and Tai Chi Arthritis programs” was updated to include the Health Care District of Palm Beach County Tai Ji Quan program and the Area Agency on Aging Matter of Balance program (p. 46).</li> <li>• Under Goal 2, Activity “Engage providers, including Federally Qualified Health Centers and free clinics, to meet chronic disease management best practices,” Palm Beach County Medical Society was added as a key partner (p.49).</li> </ul>

The Mental and Behavioral Health Goals, Strategies, Objectives, and Activities for Priority Area #2 Table was updated as follows:

- Under Goal 1, Activity “Increase the number of evidence-based mental health centered trainings offered to the community (i.e. Mental Health First Aid, Trauma-Informed Care, PACEs, etc.),” United Way of Palm Beach County was added as a key partner (p. 77)
- Under Goal 1, Activity “Develop and promote more messaging focused on mental and behavioral health resources,” Rebel Recovery was added as a key partner (p. 78)
- Under Goal 1, Activity “Promote the Area Agency on Aging senior and caregiver support groups, as well as free counseling for seniors and Assurance Calls” was updated to add Assurance calls as a key action step (p. 78)
- Under Goal 1, Key Action Step “Promote support for caregivers through the Countywide Caregiver’s Club, the 211 Palm Beach County Treasure Coast Caregiver Support project for caregivers over the age of 18 years, and the 211 Palm Beach County Treasure Coast Sunshine Calls program” language was slightly modified to “Promote support for caregivers through initiatives such as the Caregiver’s Club...” (p. 78)
- Under Goal 1, Activity “Promote resources for physicians related to mental health and substance use disorders,” Health Care District in Palm Beach County was added as a key partner (p. 79)
- Under Goal 2, Activity “Build workforce capacity in an effort to increase access and affordability for community members,” BeWellPBC, Florida Atlantic University, Palm Beach County Medical Society, and Palm Beach County Youth Services were added as key partners (p. 80)
- Under Goal 3, Activity “Engage the community in mental health conversation and action,” the National Alliance on Mental Illness (NAMI) in Palm Beach County was added as a key partner (p. 81)
- Under Goal 4, Activity “Increase entity collaboration to conduct trainings for healthcare providers on key drug issues” Palm Beach County Medical Society was added as a key partner (p. 82)
- Under Goal 4, Activity “Narcan Distribution events,” The HUB was added as a key partner (p. 82)
- Under Goal 5, Strategy 1 was replaced with “Between July 1, 2022 – June 30, 2027, enhance education and awareness to prevent and address human trafficking” (p. 83) New activities, and associated action steps and measures were added. The new activities include:
  - Provide education on how to identify and respond to human trafficking among professionals in the social services, medical, hospitality, and transportation industry, as well as professional students, and more
  - Provide education on human trafficking in community-based settings (school staff/parents, churches, temples, social clubs, etc.)
  - Provide education on human trafficking to middle and high school students
- Under Goal 5, a third strategy was added “Between July 1, 2022 – June 30, 2027, promote and offer resources to enhance education and awareness to prevent domestic violence.” (p. 84) New activities, and associated action steps and measures were added. The new activities include:
  - Educate students on domestic violence in schools and academic settings
  - Provide support to individuals at risk of abusive behaviors
  - Educate community members on domestic violence, targeting a wide array of community-based settings, including agencies, organizations, or other community groups
- Under Goal 5, Key Action Steps were modified under Activity “Increase awareness of services available to all persons affected by domestic and family violence” (p. 84). The new Key Action Steps are:



- Promote the awareness of community-based services available to all residents affected by domestic violence
- Promote the utilization of YWCA & AVDA domestic violence hotlines
- Promote weekly support groups to support victims of domestic violence or sexual assault

The Access and Linkage to Health and Human Services Goals, Strategies, Objectives, and Activities for Priority Area #3 Table was updated as follows:

- Under Goal 1, the Objective “Increase the livability index transportation score from 42/100 in 2022 to 48/100 in 2027 through the 561 Plan to improve transportation convenience, options, and safety,” was modified to from 561 Plan to Vision Zero Action Plan (p. 119)
- Under Goal 1, Strategy 1, the Activity, “561 Plan” was removed. New activities, and associated action steps, and measures were added. (p. 119) The new activities are:
  - Implement the Vision Zero Action Plan in an effort to eliminate fatalities in collaboration with partners
  - Encourage municipalities to adopt a Complete Streets and Vision Zero policy by providing a sample policy template
  - Encourage Vision Zero Cities to seek funding to develop a Vision Zero Action Plan
  - Increase number of sidewalks, bike lane, and transit access
  - Support the 2050 Long Range Transportation Plan (LRTP)
- Under Goal 1, Activity “Increase awareness and provide education related to resources” Palm Beach County Medical Society was added as a key partner (p. 120)
- Under Goal 1, Activity “Promote community engagement in identifying and addressing local issues” Community Partners of South Florida was added as a key partner (p. 120)
- Under Goal 2, Activity “Provide health literacy training for residents,” Lake Okeechobee Rural Health Network (LORHN) was added as a key partner (p.122)
- Under Goal 3, Activity “Provide trainings for community health workers and providers to link residents to care using Unite Us and the No Wrong Door Framework” measure “# informational materials distributed” was removed (p. 123)
- Under Goal 3, Activity “Engage providers to increase engagement in Unite Us” measure “# providers utilizing Unite Us platform” was changed to “# unique organizations utilizing the Unite Us platform” (p. 123)
- Under Goal 3, Activity “Educate priority populations on insurance benefits and low-income subsidies” Palm Beach County Medical Services and United Way of Palm Beach County were added as key partners (p. 123)
- Under Goal 3, Activity “Increase the proportion of residents receiving linkages to support services” MyClinic was added as a key partner (p. 123)

The list of Advisory Council members was updated to reflect new partners (Appendix A) (p. 165)

A Law and Policy Review Worksheet has been added in the Appendix section (Appendix B) to evaluate laws/policies related to the CHIP, and to inform decision-making when incorporating laws/policies into the CHIP (p. 170).

A summary of the Community Conversation findings has been added in the Appendix section (Appendix C) to offer insights on residents’ perspectives on CHIP implementation and community progress thus far. (p.173)

Throughout the first year of implementation, the Palm Beach County Community Health Advisory Council made updates to the original Community Health Improvement Plan (CHIP). Please note that the items referenced in this table align with the 2023 Palm Beach County CHIP Annual Update file.

Table 18: CHIP Revisions, July 2023 - June 2024

<b>July 2022 - June 2023 Updates</b>
<p>The following general updates were made to the report for accuracy and clarity purposes:</p> <ul style="list-style-type: none"> <li>• The Executive Summary was updated to include more information on Advisory Council partner recruitment and community outreach (p.1).</li> <li>• The list of partnering organizations was updated to reflect new partners (p. 3).</li> <li>• A graphic was revised to include an updated description of the difference between equity and equality (p. 6).</li> <li>• The Introduction was updated to include information on community engagement in the CHA and CHIP processes (p. 4-5).</li> </ul>
<p>Data was updated to observe and track progress towards meeting the objectives under the Chronic Disease Prevention and Self-Management Priority Area, under indicators where a data update was available (p. 43-57).</p>
<p>The Chronic Disease Prevention and Self-Management Goals, Strategies, Objectives, and Activities for Priority Area #1 Table was updated to include additional Lead Community Partners.</p> <ul style="list-style-type: none"> <li>• Ruth and Norman Rales Jewish Family Services added as a key partner for the Silver Sneakers program under activity “Promote exercise programs, especially for those who have arthritis or are at-risk for falls” (p. 39).</li> <li>• Caridad Center added as a key partner under activity “Increase trainers for Chronic Disease Prevention and Self-Management programs and other related programs” (p. 42).</li> </ul> <p>The Chronic Disease Prevention and Self-Management Goals, Strategies, Objectives, and Activities for Priority Area #2 Table was updated as follows:</p> <ul style="list-style-type: none"> <li>• Under activity “Increase access to affordable, healthy fruits and vegetables,” measure “user-friendly guides distributed to residents for navigating SNAP/EBT and Fresh Access Bucks Programs” was updated to reflect the number of “partners that the resources were shared with” to track partner outreach (p. 38).</li> <li>• Under activity “Promote exercise programs, especially for those who have arthritis or are at-risk for falls,” measure “The number of participants in the YMCA Exercise Program” was expanded to include “the number of participants who have arthritis or are at-risk for falls” (p. 39).</li> <li>• Under activity “Promote the American Heart Association Kids Heart Challenge to engage students in physical activity and educate students about keeping their hearts and brains healthy and helping others,” <ul style="list-style-type: none"> <li>○ Measure “students participating” was updated to “students who registered online” (p. 39).</li> <li>○ Measure “lesson plan downloads” was modified to capture the “number of students who were instructed in CPR/Warning Signs of Stroke” (p. 39).</li> </ul> </li> <li>• Within key activity “Share educational materials related to low-to-no cost services,” measure “events attended” was added to capture the number of events where this information was shared (p. 40).</li> <li>• Within activities “Provide Chronic Disease Self-Management programs for residents that include educational opportunities and guides/resources” and “Increase chronic disease screenings county-wide,” measures “residents trained” and “family caregivers trained” were updated to capture “number of participants trained” overall (p. 41).</li> </ul>
<p>Data was updated to observe and track progress towards meeting the objectives under the Mental Health and Substance Use Priority Area, under indicators where a data update was available (p. 68-86).</p>

The Mental Health and Substance Use Goals, Strategies, Objectives, and Activities for Priority Area #2 Table was updated to include additional Lead Community Partners:

- Palm Beach County Medical Society was added to activity “Increase the number of evidence-based mental health centered trainings offered to the community” (p. 61).
- Caridad Center added as a key partner under activities “Enhance support for family and care-givers” (p. 62) and “Increase awareness of supportive services” (p. 65).
- Rebel Recovery added as a key partner under activities “Increase entity collaboration to conduct trainings for healthcare providers on key drug issues” (p. 66) and “Narcan distribution events” (p. 66).
- The “Domestic Violence Council” was updated to “The Palm Beach County Domestic Violence Coordinated Community Response (DV CCR)” (p. 67).
- Aid to Victims of Domestic Abuse (AVDA) was added to activities, “Increase awareness of services available to all persons affected by domestic and family violence” and “Increase the provision of social support available to survivors” (p. 67).
- T. Leroy Jefferson Medical Society added to activity “Increase entity collaboration to conduct trainings for healthcare providers on key drug issues” (p. 66).

The Mental Health and Substance Use Goals, Strategies, Objectives, and Activities for Priority Area #2 Table was updated as follows:

- Within key activity “Promote Area Agency on Aging senior and caregiver support groups, as well as free counseling for seniors,” an additional measure was added “support group meetings held” (p. 62).
- Under activity “Promote resources for physicians related to mental health and substance use disorders,” the key action step “Promote SBIRT” was expanded to include “other screening tools, such as MAST” (p. 63).
- Under activity “Narcan distribution events”, measure was modified to reflect “Number of Narcan kits distributed” instead of events attended (p. 66).

Data was updated to observe and track progress towards meeting the objectives under the Access and Linkage to Health and Human Services Priority Area objectives, under indicators where a data update was available (p. 94-104).

The Access and Linkage to Health and Human Services Goals, Strategies, Objectives, and Activities for Priority Area #3 Table was updated as follows:

- Under activity “Provide trainings for community health workers and providers to link residents to care using Unite Us and the No Wrong Door Framework” measure “informational materials distributed” was removed (p. 93).
- Under activity “Engage providers to increase engagement in Unite Us,” measure was modified to capture the number of “unique organizations” utilizing the platform instead of providers (p. 93).

## COMMUNITY RESOURCES

Table 19: Community Resources

Partner/Agency	Relevant Services
<b>211 Palm Beach Treasure Coast</b>	<p>211 Palm Beach Treasure Coast offers resources, information, and programs for residents, including initiatives related to suicide prevention, services for youth, seniors, caregivers, and veterans, as well as hurricane/disaster education and resources. Residents can dial 211 to access the confidential community helpline and crisis hotline to receive immediate guidance and support.</p> <p>More information can be found here: <a href="https://211palmbeach.org/">https://211palmbeach.org/</a></p>
<b>Allegany Franciscan Ministries</b>	<p>Allegany Franciscan Ministries offers support, grants, resources, and initiatives such as the Common Good Initiative to assist residents with priorities related to employment, youth development, local policy, and more.</p> <p>More information can be found here: <a href="https://afmfl.org/">https://afmfl.org/</a></p>
<b>Alpert Jewish Family Services</b>	<p>Alpert Jewish Family Services offers services for children, teens, adults, seniors, and those with disabilities, including Mental Health First Aid programs, education loans, and much more.</p> <p>More information can be found here: <a href="https://www.alpertjfs.org/">https://www.alpertjfs.org/</a></p>
<b>Alzheimer’s Community Care</b>	<p>Alzheimer’s Community Care offers services such as family nurse navigators, a 24-hour crisis line, case management, disaster preparedness, and caregiver support groups. Education and resources are also available.</p> <p>More information can be found here: <a href="https://www.alzcare.org/">https://www.alzcare.org/</a></p>
<b>American Association of Caregiving Youth – Caregiving Youth Project</b>	<p>The Caregiving Youth Project from the American Association of Caregiving Youth provides skill-building classes and lunch and learn series in school settings, as well as social worker home visits to help link families with resources, school supplies, food, laptops, respite, tutoring, counseling, and more. College prep, family holiday celebrations, and other programs and events are also available.</p> <p>More information can be found here: <a href="https://aacy.org/">https://aacy.org/</a></p>
<b>American Heart Association (Palm Beach County)</b>	<p>The American Heart Association (Palm Beach County) collaborates with local clinical and community organizations to implement policies, systems, and environmental changes to improve the heart and stroke health of community members.</p> <p>More information can be found here: <a href="https://www.heart.org/eNot_yet_available/affiliates/florida/palm-beach-county">https://www.heart.org/eNot_yet_available/affiliates/florida/palm-beach-county</a></p>
<b>Area Agency on Aging of Palm Beach/Treasure Coast</b>	<p>Area Agency on Aging of Palm Beach/Treasure Coast offers a helpline, as well as programs and services such as caregiver training, congregate meals, counseling, Diabetes Self-Management courses, home delivered meals, nutrition counseling, and much more.</p> <p>More information can be found here: <a href="https://www.aaapbtc.org/">https://www.aaapbtc.org/</a></p>

<b>BeWellPBC</b>	<p>BeWellPBC is a behavioral health and wellness collective impact initiative.</p> <p>More information can be found here: <a href="https://www.bewellpbc.org/">https://www.bewellpbc.org/</a></p>
<b>Birth to 22 Provider Network</b>	<p>Birth to 22 is an alliance of over 300 Palm Beach County community partners that work to engage and align existing coalitions, networks, systems, and youth-serving organizations. Birth to 22 also connects families, community members, and young people with services directly.</p> <p>More information can be found here: <a href="http://pbcbirthto22.com/">http://pbcbirthto22.com/</a></p>
<b>Boca Raton’s Promise</b>	<p>Boca Raton’s Promise works to identify, prioritize, and act to promote and support education, early identification, and access to mental health services.</p> <p>More information can be found here: <a href="https://www.bocaratonspromise.org/">https://www.bocaratonspromise.org/</a></p>
<b>BRIDGES at Belle Glade</b>	<p>BRIDGES at Belle Glade offers gathering places that connect local families to community resources in an effort to help improve child health, school preparedness, and access to quality afterschool and summer programs.</p> <p>More information can be found here: <a href="https://bridgesofpbc.org/belle-glade/">https://bridgesofpbc.org/belle-glade/</a></p>
<b>CareerSource Palm Beach County</b>	<p>CareerSource Palm Beach County offers hiring events, training opportunities, career counseling, job search and placement services, workshops, and much more.</p> <p>More information can be found here: <a href="https://www.careersourcepbc.com/">https://www.careersourcepbc.com/</a></p>
<b>Caridad Center</b>	<p>Caridad Center offers medical, vision, and dental services for uninsured and underserved residents in Palm Beach County. Caridad Center also offers educational and social services for residents.</p> <p>More information can be found here: <a href="https://caridad.org/">https://caridad.org/</a></p>
<b>Catholic Charities of the Diocese of Palm Beach</b>	<p>Catholic Charities of the Diocese of Palm Beach offers social service programs and resources, including counseling services, disaster recovery, elder affairs, housing stability services, transitional housing, and much more.</p> <p>More information can be found here: <a href="https://www.ccdpb.org/">https://www.ccdpb.org/</a></p>
<b>Center for Child Counseling</b>	<p>Center for Child Counseling offers prevention, early intervention, and mental health services for children, families, and their caregivers, including infant and early childhood mental health programs, play therapy, childhood trauma services, and general mental health services for an array of behavioral health concerns.</p> <p>More information can be found here: <a href="https://www.centerforchildcounseling.org/">https://www.centerforchildcounseling.org/</a></p>
<b>Child Care Food Program (CCFP)</b>	<p>The Child Care Food Program (CCFP) helps child care facilities implement best practices to ensure children have access to a variety of nutritious foods for healthy growth and obesity reduction.</p> <p>More information can be found here: <a href="http://childcarefoodprogram/index.html">childcarefoodprogram/index.html</a></p>

<p><b>Children’s Services Council of Palm Beach County</b></p>	<p>Children’s Services Council of Palm Beach County offers programs and services for pregnant women and families with infants and children under the age of 6. Children’s Services Council of Palm Beach County also offers afterschool and summer programs for school-age children, mentoring, and other programs.</p> <p>More information can be found here: <a href="https://www.cscpbcc.org/">https://www.cscpbcc.org/</a></p>
<p><b>Citizens for Improved Transit</b></p>	<p>Citizens for Improved Transit works to encourage the development of communities that support pedestrian, bike, and quality public transportation systems. Citizens for Improved Transit offers resources and educational information for various transportation modalities in Palm Beach, Martin, St. Lucie, Broward, and Miami-Dade Counties, as well as a Transportation Survey and an Annual Transportation Disadvantaged Trip.</p> <p>More information can be found here: <a href="http://www.citizens4transit.org/">http://www.citizens4transit.org/</a></p>
<p><b>City of West Palm Beach</b></p>	<p>The City of West Palm Beach offers programs, services, and resources related to public safety, libraries, parks and recreation, economic development, community events, and more.</p> <p>More information can be found here: <a href="https://www.wpb.org/">https://www.wpb.org/</a></p>
<p><b>Community Partners of South Florida</b></p>	<p>Community Partners of South Florida offers resources and services for residents related to behavioral and mental health, housing, and community services.</p> <p>More information can be found here: <a href="https://www.cp-cto.org/">https://www.cp-cto.org/</a></p>
<p><b>Community Recovery HUB of Palm Beach County (The Hub)</b></p>	<p>Community Recovery HUB of Palm Beach County (The Hub) provides support, resources, and solutions for those living with substance use disorders.</p> <p>More information can be found here: <a href="https://pbchub.org/">https://pbchub.org/</a></p>
<p><b>Coral Shores Behavioral Health</b></p>	<p>Coral Shores Behavioral Health offers behavioral health treatment services for adults, children, and adolescents.</p> <p>More information can be found here: <a href="https://coralshoresbehavioral.com/">https://coralshoresbehavioral.com/</a></p>
<p><b>CROS Ministries</b></p>	<p>CROS ministries offers food resources for residents, including food pantries, gleaning, the Caring Kitchen program, and the children’s CROS Camp.</p> <p>More information can be found here: <a href="https://www.crosministries.org/">https://www.crosministries.org/</a></p>
<p><b>Delray Medical Center</b></p>	<p>Delray Medical Center offers services related to the Emergency Room, Bariatric Surgery, Cardiovascular health, Neurosciences, Orthopedics, Oncology, Rehabilitation, and more.</p> <p>More information can be found here: <a href="https://www.delraymedicalctr.com/">https://www.delraymedicalctr.com/</a></p>
<p><b>Diabetes Coalition of Palm Beach County</b></p>	<p>The Diabetes Coalition of Palm Beach County is an alliance of partners that work together to prevent diabetes and improve the lives of people living with diabetes through awareness, education, advocacy, and access to care.</p> <p>More information can be found here: <a href="https://diabetescoalitionpbc.org/">https://diabetescoalitionpbc.org/</a></p>



<p><b>El Sol, Jupiter’s Neighborhood Resource Center</b></p>	<p>El Sol, Jupiter’s Neighborhood Resource Center, offers services such as a farmer’s market, labor center, adult education programming, community gardens, food resources, health resources, and programming for children and families to increase literacy and create community connections.</p> <p>More information can be found here: <a href="https://friendsofelsesol.org/">https://friendsofelsesol.org/</a></p>
<p><b>Families First of Palm Beach County</b></p>	<p>Families First of Palm Beach County offers programs such as Family Strengthening, Behavioral Health Services, Housing/Bridges to Success, and resources for parents.</p> <p>More information can be found here: <a href="https://familiesfirstpbc.org/">https://familiesfirstpbc.org/</a></p>
<p><b>Federally Qualified Health Centers</b></p>	<p>Federally Qualified Health Centers (FQHC) are federally funded nonprofit health centers or clinics that serve medically underserved areas and populations. These centers provide primary care services regardless of a patient’s ability to pay.</p> <p>More information can be found here: <a href="https://findahealthcenter.hrsa.gov/">https://findahealthcenter.hrsa.gov/</a></p>
<p><b>Florida Community Health Centers, Inc.</b></p>	<p>Florida Community Health Centers, Inc. is a Federally Qualified Health Center that focuses on providing accessible, cost-effective, high-quality, and comprehensive health care to all residents. Services include telehealth, mental health and substance use services, care management, Women’s Health, Behavioral Health, X-Rays, laboratories, health benefits coordination, Adult Primary Care, Pediatrics, Pharmacy, and more.</p> <p>More information can be found here: <a href="https://www.fhcinc.org/">https://www.fhcinc.org/</a></p>
<p><b>Florida Department of Agriculture and Consumer Services</b></p>	<p>The Florida Department of Agriculture and Consumer Services offers programs and activities to support and promote Florida agriculture, protect the environment, safeguard consumers, and ensure the safety and wholesomeness of food.</p> <p>More information can be found here: <a href="https://www.fdacs.gov/">https://www.fdacs.gov/</a></p>
<p><b>Florida Department of Health in Palm Beach County</b></p>	<p>The Florida Department of Health in Palm Beach County offers services and programs for residents, including immunizations, maternal child health, nutrition, school health, WIC, COVID-19 vaccinations, the Tobacco Control Program, 5210 Let’s Go, Diabetes Prevention Programming, epidemiology, HIV/AIDS services, STD services, and Tuberculosis services. The Florida Department of Health in Palm Beach County also offers services related to emergency preparedness and response, as well as environmental health services related to beach water sampling, biomedical waste, licensing and regulations, and more.</p> <p>More information can be found here: <a href="https://palmbeach.floridahealth.gov/index.html">https://palmbeach.floridahealth.gov/index.html</a></p>
<p><b>FoundCare, Inc.</b></p>	<p>FoundCare, Inc. is a nonprofit Federally Qualified Health Center with multiple locations throughout Palm Beach County. Services include Pediatric, Adult, and Geriatric Primary Care, Chronic Disease Management, Behavioral Health Services, Dentistry, Laboratory services, X-Rays, on-site Pharmacies, and Women’s Health services and Screening Mammography.</p> <p>More information can be found here: <a href="https://www.foundcare.org/">https://www.foundcare.org/</a></p>

<p><b>Friends of Foster Children</b></p>	<p>Friends of Foster Children offers services, education, and resources to enrich the lives of those children and families impacted by foster care.</p> <p>More information can be found here: <a href="https://www.friendsoffosterchildren.com/">https://www.friendsoffosterchildren.com/</a></p>
<p><b>Genesis Community Health, Inc.</b></p>	<p>Genesis Community Health is a non-profit, federally qualified healthcare clinic that accepts most commercial insurances, as well as Medicaid and Medicare. Genesis Community Health also accepts self-pay patients on a sliding scale payment based upon household income and family size. Services include general medical care, dental services, women’s health, mental health, and more.</p> <p>More information can be found here: <a href="https://gencomhealth.org/">https://gencomhealth.org/</a></p>
<p><b>Guardians of the Glades</b></p>	<p>Guardians of the Glades works with government officials, local businesses, community leaders, and residents to share information and promote resources in the Glades region.</p> <p>More information can be found here: <a href="https://guardiansoftheglades.com/">https://guardiansoftheglades.com/</a></p>
<p><b>Health Care District of Palm Beach County</b></p>	<p>Health Care District of Palm Beach County is a Federally Qualified Health Center (FQHC) that offers health care services such as primary care clinics, skilled nursing care, health coverage, and school health programs.</p> <p>More information can be found here: <a href="https://www.hcdpbc.org/">https://www.hcdpbc.org/</a></p>
<p><b>Health Council of Southeast Florida</b></p>	<p>The Health Council of Southeast Florida offers services and resources to improve the health of residents by promoting access to quality health and human services. Initiatives include HIV education and prevention, services and support for persons living with HIV/AIDS, community health workers, health literacy, health research and data, the Florida Asthma Coalition, Healthy Kids Health Futures and the Florida’s HEROs recognition, and much more.</p> <p>More information can be found here: <a href="https://www.hcsef.org/">https://www.hcsef.org/</a></p>
<p><b>Healthier Boynton Beach</b></p>	<p>Healthier Boynton Beach offers resources and education for caregivers in Boynton Beach.</p> <p>More information can be found here: <a href="https://healthierboyntonbeach.org/">https://healthierboyntonbeach.org/</a></p>
<p><b>Healthier Glades</b></p>	<p>Healthier Glades strives to support and empower the Glades community to improve the quality of life for residents through mini grants, behavioral health resources, healthy activities, youth advisory groups, advocacy groups, and more.</p> <p>More information can be found here: <a href="https://healthiertogetherpbc.org/our-communities/healthier-glades/">https://healthiertogetherpbc.org/our-communities/healthier-glades/</a></p>
<p><b>Healthier Jupiter</b></p>	<p>Healthier Jupiter works to address the social, economic, and environmental factors impacting health and provide resources and education on chronic disease risks and prevention.</p> <p>More information can be found here: <a href="https://www.healthierjupiter.org/">https://www.healthierjupiter.org/</a></p>



<b>Healthier Together</b>	<p>Healthier Together works to reduce health disparities and increase capacity across the county to impact sustainable change related to health.</p> <p>More information can be found here: <a href="https://healthiertogetherpbc.org/">https://healthiertogetherpbc.org/</a></p>
<b>Healthiest Weight Florida</b>	<p>Healthiest Weight Florida offers strategies, activities, and resources to promote healthy weight in Florida.</p> <p>More information can be found here: <a href="https://www.healthiestweightflorida.com/index.html">https://www.healthiestweightflorida.com/index.html</a></p>
<b>Hispanic Chamber of Commerce of Palm Beach County</b>	<p>The Hispanic Chamber of Commerce of Palm Beach County works to connect people, commerce, and community to build a stronger local economy.</p> <p>More information can be found here: <a href="https://hispanicchamberpbc.com/">https://hispanicchamberpbc.com/</a></p>
<b>Homeless Coalition of Palm Beach County</b>	<p>The Homeless Coalition of Palm Beach County works to end homelessness in Palm Beach County through funding, collaboration, and advocacy.</p> <p>More information can be found here: <a href="https://homelesscoalitionpbc.org/">https://homelesscoalitionpbc.org/</a></p>
<b>Jupiter Medical Center</b>	<p>Jupiter Medical Center offers programs and services related to Cancer care, Pediatric services, Orthopedics, Stroke, Heart and Vascular health, support groups, urgent care, and more.</p> <p>More information can be found here: <a href="https://www.iupitermed.com/">https://www.iupitermed.com/</a></p>
<b>L.O.T. Health Services</b>	<p>L.O.T. Health Services offers free medical services for residents. Across multiple service sites in the county, L.O.T. Health Services offers services related to Internal medicine, family practice, pediatrics, mental health, cardiology, neurology, general surgery, imaging services, vision, dental, and more.</p> <p>More information can be found here: <a href="https://www.lothealthservices.org/">https://www.lothealthservices.org/</a></p>
<b>Lake Okeechobee Rural Health Network</b>	<p>Lake Okeechobee Rural Health Network utilizes Community Health Workers to provide resident education, social support and advocacy, and linkage to needed community resources. Workshops, such as Type 2 Diabetes Self-Management and Chronic Disease Self-Management, and health insurance enrollment assistance are available.</p> <p>More information can be found here: <a href="https://www.lorhn.org/welcome.html">https://www.lorhn.org/welcome.html</a></p>
<b>Lakeside Medical Center</b>	<p>Lakeside Medical Center offers services related to birth/obstetrics, critical care, the emergency room, surgery, pediatrics, physical therapy, radiology, respiratory therapy, telemetry, and more.</p> <p>More information can be found here: <a href="https://www.hcdpbc.org/for-patients/hospital">https://www.hcdpbc.org/for-patients/hospital</a></p>
<b>Legal Aid Society of Palm Beach County, Inc.</b>	<p>Legal Aid Society offers no-cost legal assistance, as well as community education and outreach programs. Practice areas include family, elderly, health, children, and immigration law.</p> <p>More information can be found here: <a href="https://legalaidpbc.org/">https://legalaidpbc.org/</a></p>

<p><b>Let's Move</b></p>	<p>Let's Move offers educational information and activities related to healthy eating and active living. Although the national campaign under the Obama administration is no longer updated, local efforts continue.</p> <p>More information can be found here: <a href="https://letsmove.obamawhitehouse.archives.gov/">https://letsmove.obamawhitehouse.archives.gov/</a></p>
<p><b>Lighthouse for the Blind of the Palm Beaches</b></p>	<p>Lighthouse for the Blind of the Palm Beaches provides comprehensive developmental services for babies who are blind or visually impaired, educational resources for parents and caregivers, age-appropriate instruction and activities for kindergarten through High School youth, and personal, vocational, and educational training related to daily living skills, orientation and mobility, and assistive technology for adults.</p> <p>More information can be found here: <a href="https://lhpb.org/">https://lhpb.org/</a></p>
<p><b>Lost Tree Foundation</b></p>	<p>Lost Tree Foundation grants funds to professionally managed, sustainable nonprofits to achieve the greatest impact, including impactful, grassroots efforts.</p> <p>More information can be found here: <a href="https://losttreefoundation.org/">https://losttreefoundation.org/</a></p>
<p><b>March of Dimes, South Florida</b></p>	<p>March of Dimes provides research, advocacy, and education for mothers and babies, working to end preventable maternal health risks and deaths, preventable preterm birth and infant deaths, and health equity gaps for all families.</p> <p>More information can be found here: <a href="https://www.marchofdimes.org/">https://www.marchofdimes.org/</a></p>
<p><b>Mental Health America of the Palm Beaches</b></p>	<p>Mental Health America of the Palm Beaches works to build a supportive community where all residents can flourish through their clubhouses and Peer Place Well Being Center.</p> <p>More information can be found here: <a href="https://mhapalmbeaches.org/">https://mhapalmbeaches.org/</a></p>
<p><b>MyClinic</b></p>	<p>MyClinic offers programs and services that focus on physical health, dental health, mental and behavioral health, food and nutrition needs, and more.</p> <p>More information can be found here: <a href="https://myclinicjupiter.org/">https://myclinicjupiter.org/</a></p>
<p><b>National Alliance on Mental Illness (NAMI) of Palm Beach County</b></p>	<p>National Alliance on Mental Illness (NAMI) of Palm Beach County offers free mental health support, online groups, resources, and education.</p> <p>More information can be found here: <a href="https://namipbc.org/">https://namipbc.org/</a></p>
<p><b>New Synagogue of Palm Beach</b></p>	<p>New Synagogue of Palm Beach offers community resources, youth programs, and community events.</p> <p>More information can be found here: <a href="https://www.newsynagogue.org/">https://www.newsynagogue.org/</a></p>
<p><b>Pahokee Housing Authority</b></p>	<p>The Pahokee Housing Authority offers career fairs, homebuyer workshops, computer labs, and housing services.</p> <p>More information can be found here: <a href="https://www.pahokeehousing.org/">https://www.pahokeehousing.org/</a></p>

<p><b>Palm Beach Behavioral Health Coalition</b></p>	<p>The Palm Beach County Behavioral Health Coalition offers tools and resources for parents, youth, and neighborhoods to continue building a healthier, drug-free community, including resources related to Mental Health First Aid, substance use prevention and treatment, and HIV prevention.</p> <p>More information can be found here: <a href="https://pbcbhc.org/">https://pbcbhc.org/</a></p>
<p><b>Palm Beach Chamber of Commerce</b></p>	<p>The Palm Beach Chamber of Commerce brings together business and professional people in the Town of Palm Beach to support charitable endeavors, encourage the development of leadership for future generations, and ensure ethical standards of work and employment.</p> <p>More information can be found here: <a href="https://www.palmbeachchamber.com/">https://www.palmbeachchamber.com/</a></p>
<p><b>Palm Beach County Community Services Department</b></p>	<p>The Palm Beach County Community Services Department offers resources for rent and utilities, as well as homeless prevention and other health and human services community initiatives.</p> <p>More information can be found here: <a href="https://discover.pbcgov.org/">https://discover.pbcgov.org/</a></p>
<p><b>Palm Beach County Department of Housing and Economic Development</b></p>	<p>The Palm Beach County Department of Housing and Economic Development offers business programs, housing programs, mortgage and housing investment information, community development programs, and more.</p> <p>More information can be found here: <a href="https://discover.pbcgov.org/HED/Pages/default.aspx">https://discover.pbcgov.org/HED/Pages/default.aspx</a></p>
<p><b>Palm Beach County Fire Rescue</b></p>	<p>Palm Beach County Fire Rescue offers emergency services and non-emergency services, such as fire and arson investigations, building fire safety inspections, construction plan reviews, and community education presentations. Palm Beach County Fire Rescue also offers the Mobile Integrated Health Program that follows up with patients in need after 911 calls, and the CARES Team that offers emotional first aid for families and provides resource connections.</p> <p>More information can be found here: <a href="https://discover.pbcgov.org/pbcfr/Pages/default.aspx">https://discover.pbcgov.org/pbcfr/Pages/default.aspx</a></p>
<p><b>Palm Beach County Housing Authority</b></p>	<p>The Palm Beach County Housing Authority offers housing resources, such as the Housing Choice Voucher, public housing, and affordable housing, as well as community resource connections for residents.</p> <p>More information can be found here: <a href="http://www.pbchaf.org/">http://www.pbchaf.org/</a></p>
<p><b>Palm Beach County Medical Society</b></p>	<p>Palm Beach County Medical Society unites physicians, advocates for the interests of physicians and their patients, and collaborates with others to improve the community's health.</p> <p>More information can be found here: <a href="https://www.pbcms.org/">https://www.pbcms.org/</a></p>

<p><b>Palm Beach County Victim Services</b></p>	<p>Palm Beach County Victim Services aids victims of sexual assault, domestic violence, homicide, and other violent crimes through crisis response, advocacy, therapy, and community awareness initiatives.</p> <p>More information can be found here: <a href="https://discover.pbcgov.org/publicsafety/victimservices">https://discover.pbcgov.org/publicsafety/victimservices</a></p>
<p><b>Palm Beach County Youth Services Department</b></p>	<p>Palm Beach County Youth Services Department offers education and resources to promote healthy children, the reduction of youth violence, education success, and works to build opportunities to reconnect youth to education, trade, trainings, and employment. The Youth Services Department also provides programs related to residential treatment and family counseling.</p> <p>More information can be found here: <a href="https://discover.pbcgov.org/youthservices">https://discover.pbcgov.org/youthservices</a></p>
<p><b>Palm Beach Harvest</b></p>	<p>Palm Beach Harvest sources surplus food that would otherwise go to waste from grocery stores, hotels, and farmers to deliver groceries and hot meals to food insecure communities and families 365 days a year.</p> <p>More information can be found here: <a href="https://palmbeachharvest.org/">https://palmbeachharvest.org/</a></p>
<p><b>Palm Beach North Chamber of Commerce</b></p>	<p>The Palm Beach North Chamber of Commerce offers networking, events, and job postings.</p> <p>More information can be found here: <a href="https://www.pbnchamber.com/">https://www.pbnchamber.com/</a></p>
<p><b>Palm Beach State College</b></p>	<p>Palm Beach State College offers higher education and workforce training courses.</p> <p>More information can be found here: <a href="https://www.palmbeachstate.edu/#">https://www.palmbeachstate.edu/#</a></p>
<p><b>Palm Beach Transportation Planning Agency (TPA)</b></p>	<p>The Palm Beach Transportation Planning Agency (TPA) is the federally designated Metropolitan Planning Organization (MPO) for Palm Beach County. The TPA works to provide cooperative, comprehensive, and continuing transportation planning and decision-making processes to improve transportation for residents.</p> <p>More information can be found here: <a href="https://www.palmbeachtpa.org/">https://www.palmbeachtpa.org/</a></p>
<p><b>Palm Health Foundation</b></p>	<p>Palm Health Foundation works to build community partnerships, advocate for vulnerable community members, and inspire innovative solutions to lead change for better health.</p> <p>More information can be found here: <a href="https://www.palmhealthfoundation.org/">https://www.palmhealthfoundation.org/</a></p>
<p><b>Palm Tran</b></p>	<p>Palm Tran is the public transit bus system run by the Palm Beach County Government.</p> <p>More information can be found here: <a href="https://www.palmtran.org/">https://www.palmtran.org/</a></p>
<p><b>Quantum Foundation</b></p>	<p>Quantum Foundation provides grant funding to improve engagement in health, increase access to health resources, and promote equitable community health.</p> <p>More information can be found here: <a href="https://quantumfnd.org/">https://quantumfnd.org/</a></p>

<p><b>Rebel Recovery Florida</b></p>	<p>Rebel Recovery Florida offers support, advocacy, and education for people who have been personally affected by drug use, including those actively using drugs, entering recovery, in long-term recovery, or loved ones affected by problematic drug use.</p> <p>More information can be found here: <a href="https://justin-kunzelman-7kk7.squarespace.com/">https://justin-kunzelman-7kk7.squarespace.com/</a></p>
<p><b>Restoration Bridge International</b></p>	<p>Restoration Bridge International distributes food to anyone suffering from hunger, including food insecure communities, homeless populations, 12-step homes, and more.</p> <p>More information can be found here: <a href="http://www.restorationbridge.com/">http://www.restorationbridge.com/</a></p>
<p><b>Royal Poinciana Chapel</b></p>	<p>Royal Poinciana Chapel offers faith-based services and groups for adults, youth and children, those in their twenties and thirties, men, and women.</p> <p>More information can be found here: <a href="https://royalpoincianachapel.org/">https://royalpoincianachapel.org/</a></p>
<p><b>Ruth &amp; Norman Rales Jewish Family Services</b></p>	<p>Ruth and Norman Rales Jewish Family Services offers senior services, food and financial assistance, counseling and mental health services, family and children’s services, and much more.</p> <p>More information can be found here: <a href="https://ralesifs.org/#">https://ralesifs.org/#</a></p>
<p><b>Sandy Hook Promise</b></p>	<p>Sandy Hook Promise works to end school shootings and create a culture change that prevents violence and other harmful acts that hurt children through education, advocacy, and research.</p> <p>More information can be found here: <a href="https://www.sandyhookpromise.org/">https://www.sandyhookpromise.org/</a></p>
<p><b>School District of Palm Beach County</b></p>	<p>The School District of Palm Beach County Food &amp; Nutrition Services offers meal benefits for students, including free meals over the summer.</p> <p>More information can be found here: <a href="https://www.palmbeachschools.org/students_parents">https://www.palmbeachschools.org/students_parents</a></p>
<p><b>Sickle Cell Foundation of Palm Beach County &amp; Treasure Coast, Inc.</b></p>	<p>Sickle Cell Foundation of Palm Beach County &amp; Treasure Coast, Inc. provides information and funds education and services for persons with Sickle Cell Disease/Trait and their families in Indian River, Martin, Okeechobee, Palm Beach, and St. Lucie Counties.</p> <p>More information can be found here: <a href="https://www.sicklecellpbc.org/">https://www.sicklecellpbc.org/</a></p>
<p><b>Silver Sneakers</b></p>	<p>Silver Sneakers is a free fitness program for seniors that includes unlimited access to participating gyms and fitness centers in the network.</p> <p>More information can be found here: <a href="https://tools.silversneakers.com/">https://tools.silversneakers.com/</a></p>
<p><b>Southeast Florida Behavioral Health Network (SEFBHN)</b></p>	<p>Southeast Florida Behavioral Health Network (SEFBHN) works to develop, support, and manage an integrated network of behavioral health services to promote the emotional well-being and drug-free living of residents in Palm Beach, Indian River, Martin, Okeechobee, and St. Lucie Counties.</p> <p>More information can be found here: <a href="https://sefbhn.org/">https://sefbhn.org/</a></p>

<b>St. Edward Catholic Church</b>	<p>St. Edward Catholic Church offers faith-based services and programs for community members.</p> <p>More information can be found here: <a href="https://stedwardpb.com/">https://stedwardpb.com/</a></p>
<b>St. Mary's Medical Center</b>	<p>St. Mary's Medical Center offers services related to the Emergency Room, Cardiovascular health, Neurology, Obstetrics, Orthopedics, Physical Therapy, Psychiatry, and more.</p> <p>More information can be found here: <a href="https://www.stmarysmc.com/home">https://www.stmarysmc.com/home</a></p>
<b>Sunshine Health</b>	<p>Sunshine Health offers affordable Florida Medicaid, Medicare, and health insurance marketplace options.</p> <p>More information can be found here: <a href="https://www.sunshinehealth.com/">https://www.sunshinehealth.com/</a></p>
<b>Supplemental Nutrition Assistance Program (SNAP)</b>	<p>SNAP provides nutrition benefits to supplement food budgets for those in need.</p> <p>More information can be found here: <a href="https://www.fns.usda.gov/snap/supplemental-nutrition-assistance-program">https://www.fns.usda.gov/snap/supplemental-nutrition-assistance-program</a></p>
<b>T. Leroy Jefferson Medical Society</b>	<p>T. Leroy Jefferson Medical Society works to improve health and wellness, access to quality care, and academic and career opportunities for underserved populations in Palm Beach County. T. Leroy Jefferson Medical Society offers mentoring, scholarships, health fairs, career days, symposiums, and more.</p> <p>More information can be found here: <a href="https://tljmedicalsociety.org/">https://tljmedicalsociety.org/</a></p>
<b>Tabernacle Ministry Baptist Church</b>	<p>The Tabernacle Ministry Baptist Church offers community programs and services, including the U.B. Kinsey Educational and Community Center, which provides community space to combat the negative social determinants of health that affect low-income and underserved communities.</p> <p>More information can be found here: <a href="http://www.tabernaclewpb.org/">http://www.tabernaclewpb.org/</a></p>
<b>The Glades Initiative, Inc.</b>	<p>The Glades Initiative offers health and human service programs and resources in the Glades Area.</p> <p>More information can be found here: <a href="https://www.gladesinitiative.org/">https://www.gladesinitiative.org/</a></p>
<b>The Guatemalan-Maya Center</b>	<p>The Guatemalan-Maya Center offers programs and resources for uprooted residents, including early-childhood education programs related to VPK, Preschool, After School, and In-Home programs, parent education and assistance, Citizenship classes, advocacy, and more.</p> <p>More information can be found here: <a href="https://www.guatemalanmaya.org/">https://www.guatemalanmaya.org/</a></p>
<b>The Lord's Place</b>	<p>The Lord's Place works to break the cycle of homelessness by offering housing options, job training and employment, wraparound care coordination for clients with intensive behavioral health, substance abuse, and serious medical concerns, reentry services for those in or recently released from incarceration, youth services, and more.</p> <p>More information can be found here: <a href="https://thelordsplace.org/">https://thelordsplace.org/</a></p>



<p><b>The Palm Beach County League of Cities, Inc.</b></p>	<p>The Palm Beach County League of Cities, Inc. offers advocacy grant programs, scholarships, and internship programs. The Palm Beach County League of Cities, Inc. also offers a job bank and civic engagement resources.</p> <p>More information can be found here: <a href="http://www.palmbeachcountyleagueofcities.com/">http://www.palmbeachcountyleagueofcities.com/</a></p>
<p><b>United Way of Palm Beach County</b></p>	<p>United Way of Palm Beach County works to ensure that everyone has access to a quality education, a place to live, financial stability, good medical care, and nutritious meals.</p> <p>More information can be found here: <a href="https://unitedwaypbc.org/">https://unitedwaypbc.org/</a></p>
<p><b>University of Florida/IFAS Extension Office in Palm Beach County</b></p>	<p>UF/IFAS offers services for residents, such as classes, workshops, and educational materials, as well as programs such as the Family Nutrition Program.</p> <p>More information can be found here: <a href="https://sfyl.ifas.ufl.edu/palm-beach/">https://sfyl.ifas.ufl.edu/palm-beach/</a></p>
<p><b>Urban League of Palm Beach County</b></p>	<p>Urban League of Palm Beach County works to achieve social and economic equality for African Americans and other minorities. Urban League of Palm Beach County provides education, housing, employment, and health opportunities for residents to increase self-reliance and positive health outcomes.</p> <p>More information can be found here: <a href="https://ulpbc.org/">https://ulpbc.org/</a></p>
<p><b>Urban Youth Impact</b></p>	<p>Urban Youth Impact serves the most at-risk inner-city youth in Palm Beach County through programs such as The Leadership Academy, Reframe, CREATE, summer camps, Jupiter Christian School at Urban Youth Impact, The Missions Program, and the E34 Mentoring program.</p> <p>More information can be found here: <a href="https://www.urbanyouthimpact.com/">https://www.urbanyouthimpact.com/</a></p>
<p><b>WellCare Health Plans, Inc.</b></p>	<p>WellCare Health Plans, Inc. offers health insurance options and health resources for residents.</p> <p>More information can be found here: <a href="https://www.wellcare.com/florida">https://www.wellcare.com/florida</a></p>
<p><b>Women, Infants, and Children (WIC)</b></p>	<p>The Women, Infants, and Children (WIC) program provides comprehensive nutrition services, individual nutritional assessment and counseling, group nutrition classes, in-service trainings, and other services to eligible participants.</p> <p>More information can be found here: <a href="https://palmbeach.floridahealth.gov/programs-and-services/clinical-and-nutrition-services/wic/index.html">https://palmbeach.floridahealth.gov/programs-and-services/clinical-and-nutrition-services/wic/index.html</a></p>
<p><b>YMCA of South Palm Beach County</b></p>	<p>The YMCA of South Palm Beach County offers youth education and physical activity programs for preschoolers to teenagers, programs such as Enhance Fitness and Diabetes Self-Management for community members, a Teen Center, and much more.</p> <p>More information can be found here: <a href="https://www.ymcaspbc.org/">https://www.ymcaspbc.org/</a></p>

<b>YWCA of Palm Beach County</b>	<p>YWCA of Palm Beach County offers programs and resources that work to eliminate racism, empower women, and promote peace, justice, freedom, and dignity for all. YWCA of Palm Beach County offers resources and services related to domestic violence, rapid re-housing, child protection advocacy, the Child Development Center, the Women’s Health Institute, youth empowerment programs, economic justice advocacy, and more.</p> <p>A 24-hour domestic abuse crisis line is available at: 561-640-9844 or 1-800-973-9922.</p> <p>More information can be found here: <a href="https://ywcapbc.org/">https://ywcapbc.org/</a></p>
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## SUSTAINABILITY OF EFFORTS

The Palm Beach County Community Health Advisory Council will oversee the CHIP process over the course of the next five years. This group will meet regularly to assess progress towards goals, strategy implementation, and activities. Frequent communication will take place and annually updated reports will be published for Advisory Council members, stakeholders, and community members to monitor and evaluate progress throughout the CHIP cycle. The Community Health Improvement Plan is a “living” document and will be updated and revised as needed to ensure the Plan is meeting the best interests of those it serves and is leading towards optimal impact. The Palm Beach County Advisory Council will consider updates to the CHIP and engage in a formal voting process before any revisions are made. The Advisory Council, HCSEF, DOH-PBC, and HCD also welcome input, feedback, and insights from community members, stakeholders, and partners throughout the CHIP cycle to ensure the plan is reaching its full potential in improving the health of Palm Beach County residents. Additionally, the Advisory Council will be engaged in a data collection initiative to gain deeper insights into the factors that impact the mental health and overall well-being of Palm Beach County residents. Research on the lived experience of residents can provide a better understanding of the perspectives and experiences of residents with mental health issues. However, existing data is limited in this area, as qualitative data is not easily measured or counted. SenseMaker, a narrative-based method of research used to identify patterns through storytelling, will be used to gather qualitative data to inform current and future iterations of the CHIP. Advisory Council partners will be engaged in the development and distribution of the tool and will use the findings to inform decision-making processes. By engaging and leveraging diverse community partners and resources throughout the CHIP, the Advisory Council ensures CHIP sustainability and impact.

## TRACKING PROGRESS

The Palm Beach County Community Health Advisory Council will continuously monitor progress toward the CHIP goals, objectives, and strategies throughout the CHIP cycle. Formally, annual revisions will take place each year to update the CHIP with the most recently available data, findings, and progress towards the CHIP measures. On a bi-annual basis, HCSEF will reach out to key partners for activity measures and maintain and update an internal tracking system accordingly. Both objective data and activity measures will be reported at the Palm Beach County Community Health Advisory Council Meetings to provide progress snapshots to stakeholders, partners, and community members between the formal annual updates. HCSEF will report on the most recently available data indicators used to track the CHIP objectives. At these meetings the Community Health Advisory Council will also provide context and updates on CHIP objectives, strategies, and associated activities. All bi-annual updates will be outlined in the meeting materials distributed after the meeting to ensure community members and partners are updated on the efforts.

## GET INVOLVED

Community health improvement is improvement of the community and it is done largely by the community. To that end, all stakeholders and residents are invited to participate in improving Palm Beach County's health.

For more information or to get involved in the county's health improvement activities, please contact:

**Alma D. Martinez**

Quality Improvement Manager

Customer Satisfaction Coordinator

Florida Department of Health in Palm Beach County

800 Clematis Street, Room 2-234

West Palm Beach, Florida 33401

[Alma.martinez2@flhealth.gov](mailto:Alma.martinez2@flhealth.gov)

Phone: (561) 671-4091

## APPENDIX A: PALM BEACH COUNTY COMMUNITY HEALTH ADVISORY COUNCIL LIST

Table 20: PBC Community Health Advisory Council List

First Name	Last Name	Organization
Abby	Goodwin	Palm Health Foundation
Adam	Wyatt	Florida Atlantic University - Schmidt College of Medicine
Adam	Reback	Palm Beach County Department of Community Services
Alé	Barthe	Caridad Center
Alejandro	Miguel	Florida Community Health Centers, Inc.
Alexa	Goodwin	Health Care District of Palm Beach County
Alexa	Lee	Palm Beach County Behavioral Health Coalition
Allison	Jimenez	Hanley Foundation
Allison	Monbleau	School District of Palm Beach County
Alma	Martinez	Florida Department of Health Palm Beach County
Aloha	Blaza	Florida Atlantic University
Amit	Rastogi, MD, MHCM	Jupiter Medical Center
Amy	Pepper	MyClinic
Ana	Martinez	Palm Beach County Behavioral Health Coalition
Andrea	Stephenson- Royster	Health Council of Southeast Florida
Andres	Torrens	Families First of Palm Beach County
Angel	Ly	University of Florida/IFAS Extension Family Nutrition Program (FNP) in Palm Beach County
Angeleta	Gray	Health Care District Board Member
Angie	Swenson	Health Care District of Palm Beach County
Ann	Berner	Southeast Florida Behavioral Health Network (SEFBHN)
Austin	Wright	Rebel Recovery
Barbara	Shafer	Health Council of Southeast Florida
Belma	Andric, MD, MPH	Health Care District of Palm Beach County
Beth	Levine	Ruth & Norman Rales Jewish Family Services
Betzy	Rega	El Sol Neighborhood Resource Center
Blake	Davis	Alzheimer's Community Care
Blake	Davis	Alzheimer's Community Care
Brian	Lohmann	Health Care District Board Member
Brian	Ruscher	Palm Beach Transportation Planning Agency
Brittani	Jean-Philippe	American Heart Association
Carla	Newman	Coral Shores Behavioral Health
Carol	Rodriguez	Catholic Charities of Palm Beach
Carol	Roberts	Health Care District Board Member
Carol	Jones-Gilbert	Palm Beach County Housing Authority

Caroline	Valencia	March of Dimes - FL South Florida Market
Carrie	Browne	Palm Health Foundation
Cecilia	Baez	West Palm Beach VAMC
Cecilia	Escorbore	Florida Community Health Centers, Inc.
Chris	Tress	Urban Youth Impact
Christine	Koehn, PhD	Lost Tree Village Charitable Foundation, Riviera Beach Health Initiative
Cindy	Wides	Alpert Jewish Family & Children's Service
Clarice	Redding Louis	Community Partners of South Florida
Claudia	Lawler	Easter Seals
Connie	Siskowski	Caregiving Youth Project
Daniel	Oria, LCSW	Southeast Florida Behavioral Health Network
Danielle	Hartman	Ruth & Norman Rales Jewish Family Services
Darcy	Davis	Health Care District of Palm Beach County
David	Kendle	C.L. Brumback Primary Care Clinics Board Member
DeAnna	Warren	Genesis Community Health
Debbie	Robinson	Health Care District of Palm Beach County
Debby	Walters	Diabetes Coalition of Palm Beach County
Deborah	Morgan	Palm Beach Harvest
Diana	Gomez	AmBetter Sunshine Health/WellCare
Diana	Stanley	The Lord's Place
Diane	Wyatt	School District of Palm Beach County
Diane	Smith	The Health Insurance Navigation Program through Epilepsy Alliance Florida
Don	Chester	St Mary's Medical Center
Donald	Burgess	Chamber of Commerce of Palm Beach
Donia	Roberts	Lakeside Health Advisory Board
Dr. Shayna	Ginsburg, PsyD	Palm Beach County Youth Services
Dwanne	Clayton	Palm Beach Neuroscience Institute, Memory Disorder Clinic
Elizabeth	Clarke	Children's Services Council of PBC
Erika	Geiger	Florida Department of Health Palm Beach County
Florenzia	Davis	Tabernacle Missionary Baptist Church
Frances	Rosier	Palm Beach County School District
Heather	DeStefano	Palm Health Foundation
Hina	Patel	Health Care District of Palm Beach County
Ian	Stone	The Hub
Jackie	Wright	NAMI PBC
Jacqueline	Lobban-Marsan	Florida Department of Health Palm Beach County
JaKhi	Britt	T. Leroy Jefferson Medical Society
James	Green	Palm Beach County Department of Community Services
Jamie-Lee	Bradshaw	Community Partners of South Florida
Jane	Richardson	Friends of Foster Children
Janet	Moreland	Lakeside Medical Center
Jannifer	Diaz	Palm Beach County Victims Services
Jason	Hagensick	YMCA of South Palm Beach County

Jeanette	Gordon	McArthur's Own
Jennice	Chewlin	Chewlin & Associates
Jennifer	Rey	Aid to Victims of Domestic Abuse, Inc. (AVDA)
Jennifer	Buntin	University of Florida/IFAS Extension Family Nutrition Program (FNP) in Palm Beach County
Jerry	Leakey	Legal Aid Society
JeTawn	Shannon	School District of Palm Beach County
Jo Ann	Bamdass	Louis and Anne Green Memory and Wellness Center
Joanna	Reid-Enoise	Palm Beach County Department of Community Services
Jodi	Greenblatt	Community Partners of South Florida (Housing Partnership)
Jon	Van Arnam	Palm Beach County
Jonathan	B. Brown	Palm Beach County Department of Housing and Economic Development
Joshua	Kovac	Florida Department of Health Palm Beach County
Joy	Braithwaite	Palm Beach State College
Judy	Goodman, Esq	Palm Beach Civic Association Health Care Committee
Julia	Dattolo	CareerSource Palm Beach County
Julia	Hale	Lakeside Health Advisory Board
Julie	Swindler	Families First of Palm Beach County
Julie	Kreafle	United Way of Palm Beach County
Jyothi	Gunta, MD	Florida Department of Health Palm Beach County
Kaley	Newby	211 Palm Beach Treasure Coast
Kara-Ann	Valentine	Palm Beach Atlantic University
Karen	Gilbert	Alzheimer's Community Care
Karen	Harris	Health Care District of Palm Beach County
Karen	Harwood	Palm Beach County Medical Society
Karis	Engle	Glades Initiative
Katherine	Murphy	NAMI PBC
Katherine	Zuber	Palm Beach County Medical Society
Kathleen	Mason	United Way of Palm Beach County
Kathryn	Salerno	Broward Health
Katia	Hildebert	Palm Beach County School District
Kelly	Powell	Community Partners of South Florida
Kelly	Skidmore	Palm Beach County Medical Society
Kemar	Burrell	Florida Department of Health Palm Beach County
Kevin	Jones	Tabernacle Missionary Baptist Church
Kilsys	Artiga	CILO
Kimberly	Moore	UF/IFAS Family Nutrition Program
Kristina	Baker	Mental Health America
LaNita	Sanders	Children's Services Council of PBC
Laura	Kallus	Caridad Center
Laura	Barry	Community Partners of South Florida
Laura	Cusack	Human Trafficking Coalition of the Palm Beaches
Laurel	Dalton	T. Leroy Jefferson Medical Society

Lauren	Zuchman	BeWellPBC
Lauren	Scirrotto	Center for Child Counseling
Linda	Roman	Community Foundation for Palm Beach and Martin Counties
Linda	Shaifer	The Health Insurance Navigation Program through Epilepsy Alliance Florida
Lisa	Williams-Taylor	Children's Services Council of PBC
Lisa	Vreeland	Florida Department of Health Palm Beach County
Lynda	Charles	Community Partners of South Florida
Magdalena	Prieto	School District of Palm Beach County
Maggie	Gill	Delray Medical Center
Maria de los Angeles	Ortega	Florida Atlantic University - Louis and Anne Green Memory and Wellness Center College of Nursing
Marie	De Ugarte	Florida Department of Health Palm Beach County
Marie	Charleus	Palm Beach County Behavioral Health Coalition
Marsha	Martino	NAMI PBC
Mary	Barnes	Alzheimer's Community Care
Mary	Allen	Lighthouse for the Blind of the Palm Beaches
Mary	Robosson	Palm Beach Civic Association
Mary Claire	Mucenic	Palm Beach County School District
Mary Lou	Northern	YWCA of Palm Beach County
Matthew	Masa	Palm Beach Transportation Planning Agency
Maureen	McCarthy	Area Agency on Aging
Melanie	Parker	Restoration Bridge International
Melissa	Patterson	School District of Palm Beach County
Merlene	Ramnon	Florida Department of Health Palm Beach County
Michele	Lutz	Caron Treatment Centers
Nancy	Yarnall	Area Agency on Aging
Nancy	Banner	Health Care District Board Member
Nancy	Reese	Palm Beach County School District
Nancy	McConnell	Rebel Recovery
Natasha	Ramlagan	Jackson Drugs LLC
Nathan	Landsbaum	Sunshine Health
Niccole	Smith	Area Agency on Aging
Nicola	Chung	Health Council of Southeast Florida
Noel	Martinez	Palm Beach North Chamber of Commerce
Patrice	Schroeder	211 Palm Beach Treasure Coast
Patrick	McNamara	Palm Health Foundation
Patrick	Franklin	Urban League of Palm Beach County
Paula	Triana	School District of Palm Beach County
Pedro	Cunha	United Way of Palm Beach County
Philip	Tobin	Palm Beach Atlantic University
Randy	Palo	Children's Services Council of PBC
Reginald	Duren	Palm Beach County Fire Rescue
Renee	Layman	Center for Child Counseling

Rev. Dr. Robert	Norris	Royal Poinciana Chapel
Richard	Wahrburg	The Health Insurance Navigation Program through Epilepsy Alliance Florida
Richard	Radcliffe	The Palm Beach County League of Cities, Inc.
Robert	Dillingham	Kiwanis Club Riviera Beach
Robert	Rease	Lakeside Health Advisory Board
Robin	Nierman	YMCA of South Palm Beach County
Rocio	Lopez	Catholic Charities of Palm Beach
Rosie	Johnson	Aid to Victims of Domestic Abuse, Inc. (AVDA)
Ruth	Mageria	CROS Minitries
Sadia	Rahman	T. Leroy Jefferson Medical Society
Sally	Chester	Homeless Coalition
Sandra	Dominguez	Caridad Center
Seth	Bernstein	United Way of Palm Beach County
Shannon	Hawkins	Quantum Foundation
Sharon	L'Herrou	211 Palm Beach Treasure Coast
Shaundelyn	Emerson	YWCA of Palm Beach County
Shea	Spencer	YWCA of Palm Beach County
Shelby	Swiderski	Mental Health America
Sheree	Wolliston	American Heart Association
Sheri	Middlebrook	Community Partners of South Florida
Sister Jo	Streva	St. Edward Catholic Church
Sonja	Holbrook	Palm Beach County
Sue	Goulding	Jupiter Medical Center
Sue	Goulding	Jupiter Medical Center
Susan	Foley	Palm Beach County Behavioral Health Coalition
Suzanne	Cordero	El Sol Neighborhood Resource Center
Suzanne	Whitbeck	El Sol Neighborhood Resource Center
Taisha	Pierre Merite	Hanley Foundation
Tammy	Fields	Palm Beach County Youth Services Department
Taruna	Malhotra	Palm Beach County Board of County Commissioners
Terri	Shermett	United Way of Palm Beach County
Terry	Megiveron	Palm Beach County Youth Services Department (Birth to 22)
Thomas	Boiton	Citizens for Improved Transit
Tiffany	Parrish	Health Council of Southeast Florida
Tracee	Diaz	Southeast Florida Behavioral Health Network (SEFBHN)
Twila	Taylor, PsyD	Palm Beach County Youth Services
Ty	Barnes	211 Palm Beach Treasure Coast
Usleur	Cook	Florida Department of Health Palm Beach County
Valentina	Facuse	Palm Beach Transportation Planning Agency
Valerie	Messineo	Palm Beach County Youth Services Department (Birth to 22)
Valerie	Neilson	Palm Beach Transportation Planning Agency
Wilhelmina	Lewis	Florida Community Health Centers, Inc.
Winter	Jones	Palm Beach County Victims Services

## APPENDIX B: PALM BEACH COUNTY COMMUNITY HEALTH IMPROVEMENT PLAN POLICY/LAW REVIEW

A policy review was conducted on Pediatric Integrated Care policies in 2024 to understand evidence-based practices, impacts, stakeholder input, and methods of distribution. The following policy review analyzes the Pediatric Integrated Care work and the policy efforts that are a part of this initiative.

Table 21: PBC CHIP Policy/ Law Review

Requirement	Palm Beach County CHIP Policy Review: <i>Pediatric Integrated Care Policies</i>
<p><b>Review of evidence-based practices, promising practices, or practice-based evidence used.</b></p>	<p><b>Describe how the health department considered evidence-based practices, promising practices, or practice-based evidence. This may include a comparison to other similar laws/policies, the use of model laws/policies, or an analysis of laws.</b></p> <p>Considerations were given to evidence-based practices when exploring Pediatric Integrated Care policies. County Health Rankings and Roadmaps (CHRR) ‘What Works for Health’ noted <a href="#">Behavioral health primary care integration</a> with an evidence rating of ‘Scientifically Supported.’ According to this source, expected benefits include: improved mental health, increased adherence to treatment, improved quality of life, increased patient engagement, and increased patient satisfaction. CHRR states that “there is strong evidence that integrating behavioral health into primary care practice improves mental health, especially depression symptoms.”<sup>36</sup></p> <p>Further research and literature review pointed to similar results. For example, the research article <a href="#">Policy recommendations to promote integrated mental health care for children and youth</a> outlines the benefits and recommendations around integrated care. This research notes that integration of mental health services into primary care is a method that is endorsed by national and international organizations. The research article goes on to say that “primary care providers are seen as credible sources of psychosocial information and guidance, and many families express a preference for getting psychosocial care in a primary care rather than a mental health setting. Policies are a recommended avenue to ensure integration of care, and recommendations have been cited to increase effectiveness of pediatric integrated care.”<sup>37</sup></p> <p><a href="#">SAMHSA’s best practices for Pediatric Integrated Care</a> were also referenced and utilized by agencies in the county to build models based on these evidence-based</p>

<sup>36</sup> County Health Rankings and Roadmaps. (2018). *What works for health: Behavioral health primary care integration*. Retrieved from <https://www.countyhealthrankings.org/strategies-and-solutions/what-works-for-health/strategies/behavioral-health-primary-care-integration>

<sup>37</sup> National Library of Medicine. (2020). *Policy recommendations to promote integrated mental health care for children and youth*. doi: [10.1016/j.acap.2020.08.014](https://doi.org/10.1016/j.acap.2020.08.014).



<b>Requirement</b>	<b>Palm Beach County CHIP Policy Review: <i>Pediatric Integrated Care Policies</i></b>
	resources. <sup>38</sup> These resources guided the development and implementation of Pediatric Integrated Care policies in Palm Beach County, serving as a framework and tool for reference when agencies considered how and why they should adopt these policies.
<b>Assessment of the impacts of the policy or law on health barriers</b>	<p><b>Assess whether the laws/policies have a disproportionate effect on one or more subpopulations within the jurisdiction.</b></p> <p>The stakeholders in this work continue to assess the impacts of these policies on health barriers beyond the initial development stage.</p> <p>Pediatric Integrated Care policies, in their essence, strive to address disproportionate impacts or barriers that cause some subpopulations to delay or miss out on receiving care. These policies work to increase the timeliness of care and give ‘warm hand-offs’ to ensure successful connection to care between multiple providers to address some of the barriers that are often associated with access to care.</p> <p>Furthermore, geo-mapping has allowed partners to understand which groups are most impacted, and most in need, by depicting clusters and linking patient clusters within families, neighborhoods, and more. The integration model itself has been implemented in childcare centers, schools, and other educational centers, as well as various social service agencies, to ensure that these resources are brought to the community at sites where they can be conveniently accessed (with an understanding that services located at a medical office are not always accessible). Furthermore, a component of the screening that takes place in this work asks clients where they would like to receive services, whether it be via telehealth, office, school, etc. The agencies use this information to identify barriers and meet residents where they are at. Providers focus on embedding services within these partnerships to increase access to timely care. These approaches strive to address and curtail any disproportionate impacts related to access to care.</p> <p>Additionally, the data dashboard element of this work has been a key tool in assessing and addressing disproportionate effects on subpopulations, because it allows providers to see a cluster (for example, on a street in a neighborhood), and gives them insight to begin to understand what may be happening in that specific area. Providers are also in the beginning stages of acquiring a mobile unit for prevention and early intervention/screening as a component of this work, which will aid in addressing disproportionate impacts on subpopulations.</p> <p>The key stakeholders continue to look at data to understand where emerging needs are so they can increase access for those populations in thoughtful ways.</p>

<sup>38</sup> SAMHSA. (2023). *Center for excellence for integrated health solutions*. Retrieved from <https://www.thenationalcouncil.org/program/center-of-excellence/resources/>

<b>Requirement</b>	<b>Palm Beach County CHIP Policy Review: <i>Pediatric Integrated Care Policies</i></b>
<b>Input gathered from stakeholders or strategic partners</b>	<p><b>Describe how input was gathered from community stakeholders or partners.</b></p> <p>Leading up to the policy integration, this topic was discussed thoroughly among providers and stakeholders in Palm Beach County. A community-wide Pediatric Integrated Care Group was developed to bring together partners and stakeholders. This group gave input and discussed models, successes, lessons learned, ideas, and more. In addition to the Pediatric Integrated Care Group, the Palm Beach Pediatrics Society (which includes stakeholders from across the Local Public Health System) was also involved in discussions around this type of policy work.</p> <p>Furthermore, since the integration has begun with some providers, education and awareness-building sessions have been facilitated for various audiences, including providers, on the topic. One example of this session was when 80+ individuals from pediatric practices across the county came together to focus on how pediatric practices can build their capacity to provide integrated care. During these sessions, resources, tips, and a formal presentation with CME credits were shared with stakeholders and strategic partners.</p>
<b>Method of distribution (i.e., how the information was shared with policymakers)</b>	<p><b>Method of distribution</b></p> <p>The primary method of distribution for this information is through the groups mentioned above (the Pediatric Integrated Care Group and the Palm Beach Pediatrics Society), as well as the educational sessions that are taking place with providers (who are ultimately the policymakers in this work). Trainings for providers, cross-sector collaboration with social service providers and medical professionals, and awareness building opportunities have served as the key elements in distributing information about these policies and encouraging the uptake of policies among other providers in the county.</p> <p>Furthermore, Center for Child Counseling, a leader in this work in Palm Beach County, has developed an integrated data dashboard that has served as a tool to depict the impact of this work and distribute findings to fellow partners and stakeholders in the community, as appropriate. Presentations on this data dashboard have been conducted with system leaders to share more information on the impact of this work through geo-mapping visualizations.</p> <p>Distribution of this information has also taken place within the Palm Beach County Community Health Improvement (CHIP) Advisory Council group. As one of the key efforts in the CHIP, the group, made up of stakeholders from various sectors of the Local Public Health System, has discussed this topic widely and its impact on access to care and improved health outcomes for residents. Ultimately, the goal is to increase education and awareness of these policies and their benefit to the community, and encourage adoption among other service providers to strengthen the system.</p>

## APPENDIX C: PALM BEACH COUNTY CHIP COMMUNITY CONVERSATIONS

### Introduction

In May 2024, the Health Council of Southeast Florida (HCSEF) facilitated three community conversations with 87 participants. The conversations served as an opportunity to hear from residents to ensure the Plan aligns with and addresses community needs. The sessions allowed residents to share their thoughts and opinions on efforts toward the Community Health Improvement Plan's (CHIP) three priority areas: Chronic Disease Prevention and Self-Management, Mental and Behavioral Health, and Access and Linkage to Health and Human Services. Insights from these sessions can help the Palm Beach County Community Health Improvement Advisory Council determine if there are opportunities to make midcourse adjustments to ensure the plan's continued effectiveness.

### Methodology

HCSEF conducted three community conversations with 87 Palm Beach County residents. One session was held at the Pahokee Housing Authority, a second was hosted at BRIDGES at Rivera Beach, and the third was with the Trinity Counseling Group at Sara Sims Park in Boynton Beach. Sessions were held in English and lasted between 60 and 90 minutes.

Participants were asked a series of questions and probes to facilitate discussion, allowing them to share their experiences and thoughts on the state of health in Palm Beach County as it related to the three priority areas: Chronic Disease Prevention and Self-Management, Mental and Behavioral Health, and Access and Linkage to Health and Human Services. At the beginning of each session, participants were provided an overview of the Community Health Assessment (CHA) and Community Health Improvement Plan (CHIP) processes that led to priority area selection and identification of specific strategies and objectives. This overview was intended to provide context for the discussion and familiarize residents with the CHA and CHIP process if they were unaware of the efforts. Participants were informed about the session's purpose and assured their responses would remain anonymous. At registration, participants were asked to answer a series of demographic questions. In recognition of their time, participants received a \$35 gift card, and food and refreshments were provided.

## Participant Demographics

As previously noted, participants were asked to complete a voluntary and anonymous demographic form at registration. Out of 87 conversation participants, 80 individuals completed a demographic form. While some did not respond to every question, this section provides an overview of the demographic characteristics of participants who completed the demographic form.

As seen in Table 22, respondents resided in cities across the county. Of the 80 respondents who completed a demographic form, 78 indicated their city of residence. Among those who replied, over half (51.3%) of respondents resided in Pahokee, 16.7% resided in Boynton Beach, 12.8% resided in Riviera Beach, 10.3% resided in West Palm Beach, 2.6% resided in Greenacres, and 1.3% resided in Belle Glade, Delray Beach, Lake Park, Lake Worth Beach and North Palm Beach, respectively.

Table 22: City of Residence of Community Conversation Participants

City	Count	Percent
Pahokee	40	51.3%
Boynton Beach	13	16.7%
Riviera Beach	10	12.8%
West Palm Beach	8	10.3%
Greenacres	2	2.6%
Belle Glade	1	1.3%
Delray Beach	1	1.3%
Lake Park	1	1.3%
Lake Worth	1	1.3%
North Palm Beach	1	1.3%
Total	78	100%

Table 23 depicts the ZIP codes where respondents resided. Of the 80 participants who completed a demographic form, 73 indicated their ZIP residence code. Over half (50.7%) of respondents resided in ZIP code 33476, although representation was captured from 14 ZIP codes overall.

Table 23: ZIP Code of Residence of Community Conversation Participants

ZIP Code	Count	Percent
33476	37	50.7%
33435	10	13.7%
33404	9	12.3%
33407	4	5.5%
33403	2	2.7%
33430	2	2.7%
33463	2	2.7%
33401	1	1.4%
33413	1	1.4%
33417	1	1.4%
33426	1	1.4%
33436	1	1.4%
33444	1	1.4%
33467	1	1.4%
Total	73	100%

As seen in Table 24, the age of respondents varied. All 80 respondents answered this question. Approximately one-third of respondents (31.3%) were between the ages of 45 and 59, followed by 28.8% being 25-44 years old, 27.5% being 60-74 years old, and 6.3% being 18-24 years old.

Table 24: Age of Community Conversation Participants

Age	Count	Percent
18-24 years	5	6.3%
25-44 years	23	28.8%
45-59 years	25	31.3%
60-74 years	22	27.5%
Prefer not to answer	0	0.0%
Total	80	100%

Table 25 describes the gender identity of respondents. All 80 respondents answered this question. Over two-thirds of respondents identified as female (67.5%), while 32.5% identified as male. No respondents identified their gender as transgender or genderqueer.

Table 25: Gender Identity of Community Conversation Participants

Gender Identity	Count	Percent
Female	54	67.5%
Male	26	32.5%
Transgender man/ trans man/ female-to-male	0	0.0%
Transgender woman/ trans woman/ male-to-female	0	0.0%
Genderqueer/ Gender non-conforming/ not exclusively male or female	0	0.0%
Prefer not to answer	0	0.0%
Not Listed, please specify	0	0.0%
Total	80	100%

Table 26 describes the sexual orientation of respondents. Of the 80 participants who completed a demographic form, 72 individuals answered this question. Over three-quarters of respondents identified as heterosexual or straight (76.4%). Three respondents (4.2%) indicated that they preferred not to answer this question. Among those who did select an answer other than heterosexual or straight, fourteen respondents (19.5%) identified their sexual orientation as something other than heterosexual or straight, including nine (12.5%) who identified their sexual orientation as something not listed, two who identified as homosexual (gay or lesbian) or bisexual (2.8%, respectively), and one (1.4%) who indicated they did not know.

Table 26: Sexual Orientation of Community Conversation Participants

Sexual Orientation	Count	Percent
Homosexual (gay or lesbian)	2	2.8%
Heterosexual (straight)	55	76.4%
Bisexual	2	2.8%
Queer, pansexual, and/or questioning	0	0.0%
I don't know	1	1.4%
I prefer not to answer	3	4.2%
Not listed, please specify	9	12.5%
Total	72	100%

Note: Eight respondents who selected "Not listed" did not specify their sexual orientation and one wrote "Child of God."

Table 27 describes the ethnicity of respondents. All 80 responded to this question. A majority of respondents indicated that they identified as non-Hispanic or Latino (96.3%), while three (3.8%) identified as Hispanic, Latino, or of Spanish origin.

Table 27: Ethnicity of Community Conversation Participants

<b>Ethnicity</b>	<b>Count</b>	<b>Percent</b>
Hispanic/Latino/or of Spanish origin	3	3.8%
Non-Hispanic/Latino/or of Spanish origin	77	96.3%
<b>Total</b>	<b>80</b>	<b>100%</b>

Table 28 describes the race of respondents. All 80 respondents answered this question. Most respondents identified as Black or African American (97.5%). One respondent identified as American Indian or Alaskan Native and another identified as Native Hawaiian or Pacific Islander (1.3%, respectively). Another respondent (1.3%) indicated that they preferred not to answer this question. No respondents identified as White or Asian.

Table 28: Race of Community Conversation Participants

<b>Race</b>	<b>Count</b>	<b>Percent</b>
White	0	0.0%
Black or African American	78	97.5%
American Indian or Alaskan Native	1	1.3%
Asian	0	0.0%
Native Hawaiian or Pacific Islander	1	1.3%
I prefer not to answer	1	1.3%
Not listed, please specify	0	0.0%
<b>Total</b>	<b>80</b>	<b>100%</b>

Table 29 describes the primary language spoken at home by respondents. Of the 80 participants who completed a demographic form, 75 individuals answered this question. The majority of respondents indicated that they primarily speak English at home (93.3%) and five (6.7%) indicated that they primarily speak Haitian Creole at home.

Table 29: Primary Language Spoken at Home of Community Conversation Participants

Language Spoken at Home	Count	Percent
An Asian language	0	0.0%
English	70	93.3%
French	0	0.0%
Haitian Creole	5	6.7%
Native or Indigenous	0	0.0%
Spanish	0	0.0%
Spanish Creole	0	0.0%
I prefer not to answer	0	0.0%
Not listed, please specify	0	0.0%
Total	75	100%

Table 30 describes the highest level of educational attainment among respondents. Of the 80 participants who completed a demographic form, 75 individuals answered this question. Over a third of respondents had a high school diploma or equivalent (34.7%) followed by 22.7% who indicated they had less than a high school diploma. Fourteen respondents (18.7%) indicated that they completed some college, eight (10.7%) obtained a bachelor’s degree, four (5.3%) noted their educational level was not listed, three completed technical school (4.0%), and one (1.3%) obtained a graduate or professional degree. Two respondents (2.7%) indicated they preferred not to answer.

Table 30: Level of Educational Attainment of Community Conversation Participants

Highest Level of Educational Attainment	Count	Percent
Less than a high school diploma	17	22.7%
High school diploma or equivalent (e.g., GED)	26	34.7%
Some college	14	18.7%
Bachelor’s degree (e.g., BA, BS)	8	10.7%
Graduate or Professional degree (e.g., MA, PhD, MD, JD)	1	1.3%
Technical school (e.g., HVAC, CNA, welding)	3	4.0%
I prefer not to answer	2	2.7%
Not listed, please specify	4	5.3%
Total	75	100%

Note: Four respondents who indicated “Not listed” noted they completed an associate’s degree.



Table 31 describes the employment status of respondents. Of the 80 participants who completed a demographic form, 75 individuals answered this question. More than a third (36.0%) of respondents indicated that they work full-time, 20.0% reported that they were retired, 18.7% reported that they were unemployed, 8.0% reported they were self-employed, 6.7% reported that they were unable to work, 5.3% indicated their employment status was not listed, and 4.0% indicated they worked part-time.

Table 31: Current Employment Status of Community Conversation Participants

Current Employment Status	Count	Percent
Full-time employed (35 or more hours per week)	27	36.0%
Part-time employed (less than 35 hours per week)	3	4.0%
Unemployed	14	18.7%
Self-employed	6	8.0%
Retired	15	20.0%
Unable to work	5	6.7%
I prefer not to answer	1	1.3%
Not listed, please specify	4	5.3%
Total	75	100%

Note: One respondent who selected “Not listed,” wrote “Post- Partum (Full-time employed),” and another wrote “Disabled since 2015.”

Table 32 describes the household income of respondents. Of the 80 participants who completed a demographic form, 75 individuals answered this question. Notably, 30.7% of respondents indicated that their household income was less than \$10,000, 21.3% indicated that their household income was \$10,000 to \$39,000, and 13.3% indicated that their household income was \$40,000 to \$69,000. Only 8.0% of respondents indicated that their income was between \$100,000 and \$199,000, and 5.3% indicated that their household income was between \$70,000 and \$99,000. Thirteen (17.3%) respondents indicated that they preferred not to answer this question.

Table 32: Household Income of Community Conversation Participants

Household Income	Count	Percent
Less than \$10,000	23	30.7%
\$10,000 to \$39,000	16	21.3%
\$40,000 to \$69,000	10	13.3%
\$70,000 to \$99,000	4	5.3%
\$100,000 to \$199,000	6	8.0%
\$200,000 or more	3	4.0%
I prefer not to answer	13	17.3%
Total	75	100.0%

## Summary and Analysis of Community Conversations

### Defining Factors of Community Health, As Noted by Palm Beach County Residents

To begin the conversation, residents were asked to describe what community health looks like or means to them. Notably, residents highlighted system-level factors that influence quality of life and affect their abilities to be healthy. Such factors noted by residents include access to affordable and quality healthcare, quality education, economic stability, and safe and clean living environments. While residents discussed aspects that contribute to community health, they also reflected on barriers they face in achieving health.

According to residents, a healthy community is seen as one with accessible, high-quality healthcare services that they can trust. However, residents expressed that there is widespread distrust in the healthcare system due to poor treatment experiences, long waiting times, and bureaucratic obstacles. One resident noted, "People get discouraged (going to the doctors) ... if you don't answer or check all their boxes you get left out." Conversations among residents highlighted stories such as this, where residents felt that system-level issues created a barrier to accessing affordable, timely care.

Economic stability was also a fundamental aspect of community health discussed during the conversations, with participants highlighting the impact of low wages, high living costs, and inadequate support systems on their well-being and overall health outcomes. "You make money to pay bills and die," one resident noted. Similarly, residents noted that access to affordable, healthy food and stable housing were essential for a healthy community, yet many in the county are struggling to obtain these basic needs. One resident commented, "We have churches that do food pantries and a public garden on 10th street ... but it's all about location, some locations have it, but some don't." This quote provides insight into the conversations where residents noted that certain communities in the county do not have the same resources as others. In these instances, residents conveyed that basic needs were not met, making things like healthy eating or active living a lower priority in their day-to-day lives compared to meeting fundamental needs such as housing.

Additionally, residents noted that community health is closely tied to the availability of recreational spaces and educational resources, especially for the youth. "Kids could be healthier if they could access a gym - the heat makes it hard to use the parks," pointed out one resident. Residents also discussed how safety influences their health, "You can't just let anyone watch over your kids anymore... every neighborhood used to have a nanny or grandma [that watched over the kids] and they were safe [while they played outside]." These comments highlighted the importance of the built environment and strong neighborhood support system in communities. During these portions of the conversation, residents emphasized that without these elements, youth are less likely to engage in healthy activities, creating barriers to health beginning in childhood.

Additional resident quotes that highlight these themes include:

- "[A healthy community looks like] happy people – people who feel like there aren't barriers or boundaries to get the help they need. Help is equitable – people who are helping them look like them."

- "[A healthy community looks like] having more than just corner stores in your community. [It is] having healthy food options."
- "[A healthy community is one] where we can have safe spaces for our kids... and they can get real life skills like financial literacy that would build stronger communities."

### **The Impact of the CHIP in Palm Beach County, As Noted by Palm Beach County Residents**

The Palm Beach County Community Health Improvement Plan (CHIP) has three priority areas that are focused on improving community health outcomes for Palm Beach County residents: Chronic Disease Prevention and Self-Management, Mental and Behavioral Health, and Access and Linkage to Care. Residents noted positive strides in these areas, but also highlighted the ongoing issues with chronic disease management, the stigma surrounding mental health, and barriers to accessing essential health services. These insights underscore the need for continued and targeted efforts to enhance health outcomes and ensure equitable access to healthcare resources across Palm Beach County throughout the CHIP implementation phase.

#### ***CHIP Priority Area 1: Chronic Disease Prevention and Self-Management***

Residents voiced concerns about the high rate of chronic diseases, such as diabetes and hypertension, especially among Black women in Palm Beach County. One resident noted that chronic disease self-management programs were previously offered in their area and benefited the community, but have since ended, leaving a gap in ongoing support for residents. Additionally, residents discussed issues related to food insecurity and access to healthy options, which can exacerbate chronic disease issues. One resident emphasized, "Food pantries exist, but they don't have good food, or you don't get enough." Similarly, a Pahokee resident mentioned, "They do have food programs (in Pahokee). I volunteer with the programs and distribute food at the park." However, residents noted that Belle Glade has more frequent food distribution opportunities compared to Pahokee, highlighting a differential gap within the Glades region. Lastly, residents noted that some areas, such as Boynton Beach, have pockets of neighborhoods that are food deserts, limiting access to healthy and affordable food options for those residents. Residents noted that this lack of access is further complicated by the need to expand the places where food stamps can be used effectively.

Residents also voiced a pressing need for more comprehensive chronic disease management solutions, including better access to affordable medications and regular health screenings. One resident noted, "They give out Narcan but not insulin ... and now the Narcan isn't free anymore." This quote provides insight into the conversations that residents had around this topic, noting that a focus on upstream prevention is needed to make communities healthier and improve overall health outcomes for residents. During these discussions, residents acknowledged that in some instances, awareness may play a role in access to these resources. This underscores an additional opportunity for agencies who currently provide these services to bolster outreach efforts in engaging and educating additional residents in their current programs and services.

### ***CHIP Priority Area 2: Mental & Behavioral Health***

Residents noted that mental health remains a critical concern in Palm Beach County communities. Residents discussed how mental and behavioral health issues remain heavily stigmatized and services can be inaccessible for some groups. To address this, residents suggested the creation and utilization of safe, confidential spaces for people to discuss mental health issues. During these conversations, residents also highlighted an opportunity to increase community education to reduce stigma. In Pahokee, residents discussed how fear of judgment and lack of trust in others prevent open discussion about mental health issues, further compounding issues. One resident said, "We don't have anyone to talk to – talking to someone could lead to judgment, or someone might share my business around town." These sentiments reflect the opportunity to continue efforts in the fields of mental and behavioral health, especially in communities where resources are lacking. Throughout this area of CHIP implementation, partners can utilize this insight to create thoughtful and specific messaging and programs for pockets of the community to reduce stigma and increase access to services.

Notably, residents highlighted community organizations like BRIDGES that play a pivotal role in ensuring access by bringing activities to sites, such as libraries, and creating opportunities to engage residents in programs and services. Residents noted that promoting mental health resources through local organizations, such as BRIDGES, and community leaders can help foster a more supportive community environment. Additionally, residents discussed opportunities to support mental health through "age-appropriate" activities such as an "open-mic night or talent shows." These sentiments depict an opportunity to foster community cohesion among not only residents, but also through the partnership of organizations and the involvement of local leaders.

### ***CHIP Priority Area 3: Access and Linkage to Health & Human Services***

Notably, when discussing access and linkage to health and human services, residents emphasized that organizations such as BRIDGES and the Pahokee Housing Authority serve as "connectors" in the community that go "above and beyond" to help residents with various needs, including employment and utility assistance. This conversation highlights the impact of agency collaboration and strong referral systems to assist residents with needs outside of an agency's traditional scope of work. Residents found these organizations to be helpful, effective, and motivating in seeking and obtaining assistance.

On the other hand, residents highlighted the complexity and bureaucratic nature of some existing programs and services that limit accessibility. Residents cited examples of existing services such as homebuyer programs, tax assistance programs, and crisis housing services, but indicated challenges in understanding how to utilize the services or criteria limitations. One resident noted, "If you called and said 'I need help next month,' you won't get help ... You have to be in the fire to get help – you have to be in debt, homeless...." Other residents noted financial barriers to accessing services. For example, one resident noted, "Every program you have to pay for something. [I had to] pay \$49.99 to get help with my taxes." This conversation signifies that while programs and services exist, they may still have barriers and limitations for utilization by residents.

Additionally, continued efforts to increase the number of local healthcare providers and health programs were discussed by residents. One resident noted, "We have one new Black doctor on Main Street – that is one positive." Residents noted that there is a need for dental resources and other specialized care in certain areas of the county that lack these resources. Residents also noted a need for "age-appropriate" services for residents with disabilities. Despite active grassroots organizations and community circles that exchange valuable resources and support, residents noted that service gaps persist, particularly in youth engagement and employment. One resident noted, "There used to be an organization that would give kids jobs – that kept kids busy and taught them to be respectful – trained kids for work." These elements may be taken into consideration by organizations within the community that have the ability to provide these services and linkages.

### **Barriers to Healthy Living, As Noted by Palm Beach County Residents**

Residents were asked to describe barriers they face related to healthy living. Residents shared a wealth of information about their experiences and insights, and major themes emerged between the groups. Residents highlighted the impact of chronic stress from economic hardships, and the resulting effect on mental health. Residents also spoke about safety concerns, including violence and drug use, further complicating efforts to foster a healthy community. Residents also noted inadequate community infrastructure and limited access to essential services like healthcare, nutritious food, and transportation exacerbate these challenges. Lastly, residents noted complexities around civic engagement that can leave some communities without the same opportunity to influence change. Notably, throughout the discussions, residents expressed that changes in the community have been slow with much room for improvement. Despite systemic barriers, there is a strong sense of community resilience and a desire for better collaboration among community leaders and service providers.

Residents discussed the role of chronic stress caused by economic hardships and systemic discrimination, which adversely affects their mental health. As one resident expressed, "The weight of struggling to make ends meet and the system [failures] affects mental health." This captures a similar sentiment shared by numerous residents – the challenges that residents face have implications on their mental well-being. Residents felt that talking to someone about their struggles could lead to judgment and a breach of confidentiality, further compounding the issue. In particular, Pahokee residents noted the absence of the "crisis bus," which used to provide immediate mental health support with a team of professionals outside of the police department response. Now that this program has ended, residents noted that it has left a gap in crisis intervention services. Moreover, residents noted that mental health support needs to be inclusive, addressing not just children's mental health but also caregivers; as one resident stated, "When we talk about mental health, we need to help everybody. It isn't just the kids; the adults [need help] too – the parents are suffering, and the kids see."

Additionally, residents highlighted safety concerns within their built environments that pose significant barriers to their health. Residents noted increased gun violence and the presence of drugs (including discussion of drug needles found on playgrounds) as barriers to living active and healthy lifestyles. One

resident mentioned, "Kids nowadays don't have respect. They walk around with a gun in their pocket, and we need something to diffuse that. If you help the kids get away from that, it will help them. That would make the community better and safer." Residents discussed how this sense of insecurity can deter residents, especially seniors and families, from utilizing community spaces that are intended to provide healthy outlets for people to gather, connect, and take part in healthy activities. Residents also noted how the community supports one another despite limited resources. During this discussion, one resident noted, "The community and neighbors won't let you go homeless but it puts burden on those neighbors. It forces people to commit crimes – in high school, we stood together, but now the crime rate is shooting up." Similarly, residents pointed out that misallocated funding and resources exacerbate these issues, leading to frustration and increased violence. Residents cited the construction of a new fire station in Riviera Beach while neglecting other needs like healthcare facilities, educational opportunities, and recreational spaces. One participant noted, "They are putting money in the wrong places – they took away the free-swimming pool." This quote offers insight into this sentiment among residents.

Throughout the discussions, participants across sessions highlighted barriers to accessing healthy food options due to costs, limited availability, and greater exposure to unhealthy options such as fast-food restaurants and convenience stores. Furthermore, residents noted transportation barriers, which further exacerbate the issue, making it difficult for residents to access necessary services and facilities. Residents noted how transportation improves access to care and other services such as healthy food outlets, but changes are slow to come. One resident noted, "It took 4 years to update one road" and additional infrastructure repairs are still needed. One Pahokee resident expressed, "We have to go to West Palm to grocery-shop, house-shop, everything-shop – it is sad. We aren't seeing any improvement." Residents expressed that policies that could eliminate food deserts across the county are not being effectively implemented to resolve the issues. During one discussion, residents reflected on the removal of community fruit trees which further compounded healthy food access issues in their neighborhood. As one resident stated, "We grew up eating off the trees, and now we have to go to the store to buy that... They came and cut down all our fruit trees." Residents acknowledged that schools and distribution sites are trying to help with food access. However, residents noted informational barriers, with parents often "unaware of school programs providing food and clothes." These barriers, shared by residents, offer insight into opportunities for agencies and communities to work together to address the factors that hinder healthy living in Palm Beach County.

Notably, Residents highlighted significant barriers to civic engagement and voting, particularly in Pahokee. These residents noted that some people cannot vote in city elections based on the zoning of the districts, leaving them without a voice in local decisions. "Certain neighborhoods aren't part of Pahokee all of a sudden and can't vote... We aren't even Belle Glade – we are Palm Beach County unincorporated ... Anything the city does, we can't vote," expressed one resident. When considering ways in which residents can continue to share feedback with local leaders, organizations, and decision-makers, it is important to take this factor into consideration and consider ways in which these residents may have an improved opportunity to engage in civic participation.

### ***Populations Facing Additional Barriers to Healthy Living***



Lastly, residents were asked to identify populations or communities that face additional barriers to healthy living. Overall, residents noted that seniors and individuals with disabilities experience greater barriers. Residents explained that seniors face numerous barriers to healthy living, particularly related to technology and accessing services. One resident stated, "People aren't familiar with [technology] or people are afraid of it – someone needs to come in and do an educational session on technology." Residents highlighted that many seniors struggle with using computers, and when they seek help, they often encounter "unhelpful" or "annoyed staff." Notably, residents highlighted programs that do engage seniors to help them overcome such barriers, but there is an opportunity for these programs, and others, to expand further. One resident noted, "Lindsey Davis is beneficial for [group] activities like thrift store visits," but they aren't always able to assist with essential tasks such as "filing taxes or Medicaid applications." When discussing various services and programs for seniors, one resident commented, "Why don't they bring someone there to help [seniors] instead of sending them somewhere else? Then when they get over to the other place to get help, they get caught up in the shuffle and lost in the system." Residents discussed the need for "advocates" to assist seniors in navigating these systems and ensuring they "receive age-appropriate help."

Residents also noted that residents with disabilities face significant barriers, particularly in accessing appropriate programs and support. One resident shared their experience with their son, who is disabled, noting that, "My son is disabled. There is no program for an outlet for something for him to do. He is 30 and they send him with seniors – he doesn't want to be with seniors, he is 30." Residents detailed how this misalignment in services underscores the lack of tailored assistance programs for disabled individuals. Residents discussed how the lack of suitable outlets and support systems often leads to negative outcomes, including substance abuse, as disabled and mentally ill individuals may struggle to find appropriate help and community in these situations. This insight can be taken into consideration by organizations as the plan, implement, and evaluate programs for special populations such as seniors and those with disabilities.

## Resident Recommendations

Residents provided several recommendations to improve community health and participation in health initiatives in Palm Beach County. Suggestions included opportunities to empower residents, increase awareness of existing services, and address barriers to civic engagement.

Residents noted the importance of empowering grassroots organizations and involving local residents in decision-making processes. Residents also described the need to build trust between residents and community leaders by ensuring transparency, accountability, and follow-through on promises. Resident quotes that highlight these themes include:

- "Start empowering grassroots organizations. Grassroots are the ones who know everything. It's obvious the people here have the answers."
- "Our circles [of residents] are what is working. We exchanged Narcan, provide HIV testing, condoms, information on how to get a job within the city, how do you get a gun license, how do you vote/register to vote – we have those conversations."

- “If you go to a historically and predominantly Black area, the people from there have to build it. Not the people from outside ... [leaders should] ask ‘How do we help you in your way?’”
- “There is a widening gap in theory and practice – a lot of us feel disenfranchised. [Politicians] come around when it is time to vote/they need something from us, but let’s be proactive and start helping before there is an incident that needs to be resolved.”

Residents noted a need to improve communication between residents and service providers, using multiple channels to ensure accessibility of information. One resident commented, “You have to get the right information to the right people,” explaining how organizations like the Pahokee Housing Authority are effective because they “connect you to PBC Community Services and other key partners to really help.” Overall, residents highlighted a need to focus on practical solutions such as increasing access to affordable and healthy food, enhancing mental health services, and creating safe recreational spaces to significantly improve community health outcomes. One commented, “We need an event space like an event hall [for community events and gatherings].”

Furthermore, to increase community participation and civic engagement, residents suggested providing incentives such as food and gift cards or support “with something concrete like phone bill or water bill [payment].” Residents expressed opportunities to address practical barriers, such as offering diverse meeting times that enable people with jobs to participate in programs, services, and opportunities to provide feedback. Residents highlighted opportunities to minimize transportation barriers and provide childcare during meetings that can also facilitate greater involvement. This sentiment among the group was captured when one resident said, “Bring us solutions. We are all disenfranchised.”

Residents emphasized the importance of attending community meetings as a crucial step in making their voices heard and driving change. Many in the discussion acknowledged that while results might not be immediate, consistent participation and voicing opinions are essential elements to creating change. One resident stated, “You have to go to the meetings – it might not get done today or tomorrow, but you have to speak your opinion to those people to make yourself heard.” Additionally, residents stressed the importance of documenting their concerns by emailing city managers, mayors, and other representatives. One resident advised, “Put it in writing ...if you keep emailing, they will pay attention.” Overall, while the Palm Beach County CHIP partners have collaborated to bring solutions to address community health issues, there are opportunities to further increase awareness of existing services and continue to build community relationships between organizations and residents. The insights shared by residents show that addressing these concerns is an essential factor in continuing to improve community health in Palm Beach County.