



# Palm Beach County Community Health Improvement Plan

July 2022 - June 2027



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June 2022

Prepared 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 emerging needs of Palm Beach County residents, based on the quantitative and qualitative CHA findings and their perspectives as local public health system representatives, and 2) outline 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 disparities and determine the top health priorities in Palm Beach County. Through a series of meetings facilitated by HCSEF, the Advisory Council developed goals, objectives, strategies, and activities to address each priority area and, ultimately, develop the CHIP. As a result, the Palm Beach County CHIP aims to address public health priorities and defines how partners will work together to implement 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 better improve the health of Palm Beach County residents.

Thanks to the dedication of the Palm Beach County Community Health Advisory Council, the CHIP is a thorough and executable plan that all Palm Beach County partners and stakeholders can use to guide community health planning activities in the coming years. We hope that you will review this Plan and consider how you can play a role in creating 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  
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  
CareerSource Palm Beach County  
Caridad Center  
Catholic Charities of the Diocese of Palm Beach  
Center for Child Counseling  
Children's Services Council of Palm Beach County  
Citizens for Improved Transit  
City of West Palm Beach  
Community Partners of South Florida  
Coral Shores Behavioral Health  
CROS Ministries  
Delray Medical Center  
Diabetes Coalition of Palm Beach County  
El Sol, Jupiter's Neighborhood Resource Center  
Families First of Palm Beach County  
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  
Health Care District of Palm Beach County  
Health Council of Southeast Florida  
Healthier Boynton Beach  
Healthier Glades  
Healthier Jupiter  
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  
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 Chamber of Commerce  
Palm Beach County Behavioral Health Coalition  
Palm Beach County Medical Society  
Palm Beach County Victims Services  
Palm Beach County Youth Services Department  
Palm Beach County Community Services Department  
PBC Department of Housing and Economic Development  
Palm Beach County Fire Rescue  
Palm Beach County Housing Authority  
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  
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  
The Lord's Place  
The Palm Beach County League of Cities, Inc.  
United Way of Palm Beach County  
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 disparities and key opportunities for advancing health equity 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 health equity and address the social determinants of 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 disparities, 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 applying both a health equity lens and placing an emphasis on improving the social determinants of health 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.

## HEALTH EQUITY

According to the Centers for Disease Control and Prevention, health equity is achieved when everyone in the community has the same opportunity to attain their optimal health regardless of social position or other socially-determined circumstances.<sup>1</sup> The Palm Beach County Community Health Advisory Council aims to advance health equity by carrying out the activities in the Community Health Improvement Plan (CHIP) to reduce health disparities 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 health disparities.

To further illustrate the application of a health equity lens throughout this entire process, the 2022 Palm Beach County Community Health Assessment (CHA) aimed to shed light on health inequities 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 established health equity 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.

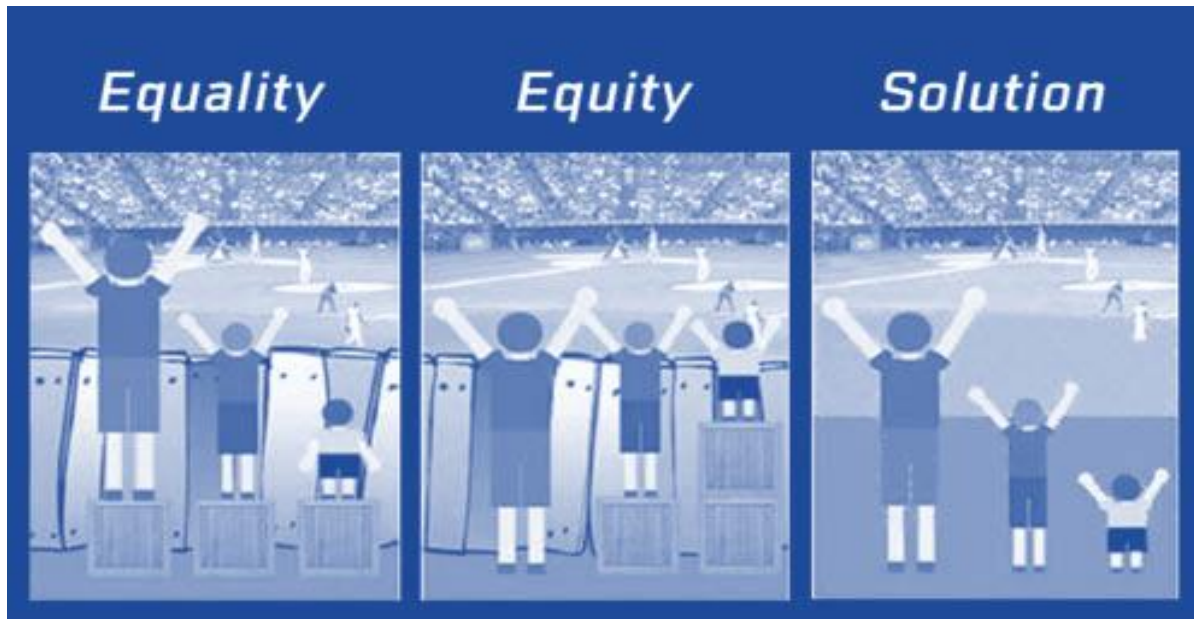


Image Source: Rise to Win, 2022

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

## SOCIAL DETERMINANTS OF 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 the social determinants of health, or "conditions in which people are born, grow, live, work, and age."<sup>2</sup> Differential distribution of resources and systemic issues lead to differences in these conditions and health inequities that are unfair, unjust, and avoidable. By addressing the social determinants of health to remove systemic barriers inhibiting residents from reaching their optimal health and to mitigate adverse health outcomes at their root cause, communities can work to advance and achieve health equity.<sup>2</sup> As such, in addition to the emphasis placed on health equity throughout the planning and implementation process, the Palm Beach County Community Health Advisory Council integrated upstream approaches and strategies to improve the social determinants of health and address health inequities in the 2022 – 2027 CHIP.

Throughout the 2022 Palm Beach County CHA, HCSEF gathered and analyzed social determinant of health 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 the social determinants of health. To further illustrate, Advisory Council members were challenged to consider the impact of the social determinants of 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 the social determinants of health on health outcomes.

The Advisory Council consisted of a diverse group of community agencies and partners that address different social determinants of 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 determinants of 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 determinants of health are directly addressed.

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<sup>2</sup> Centers for Disease Control and Prevention (CDC). 2020. *Social Determinants of Health*. Retrieved from <https://www.cdc.gov/publichealthgateway/sdoh/index.html>



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

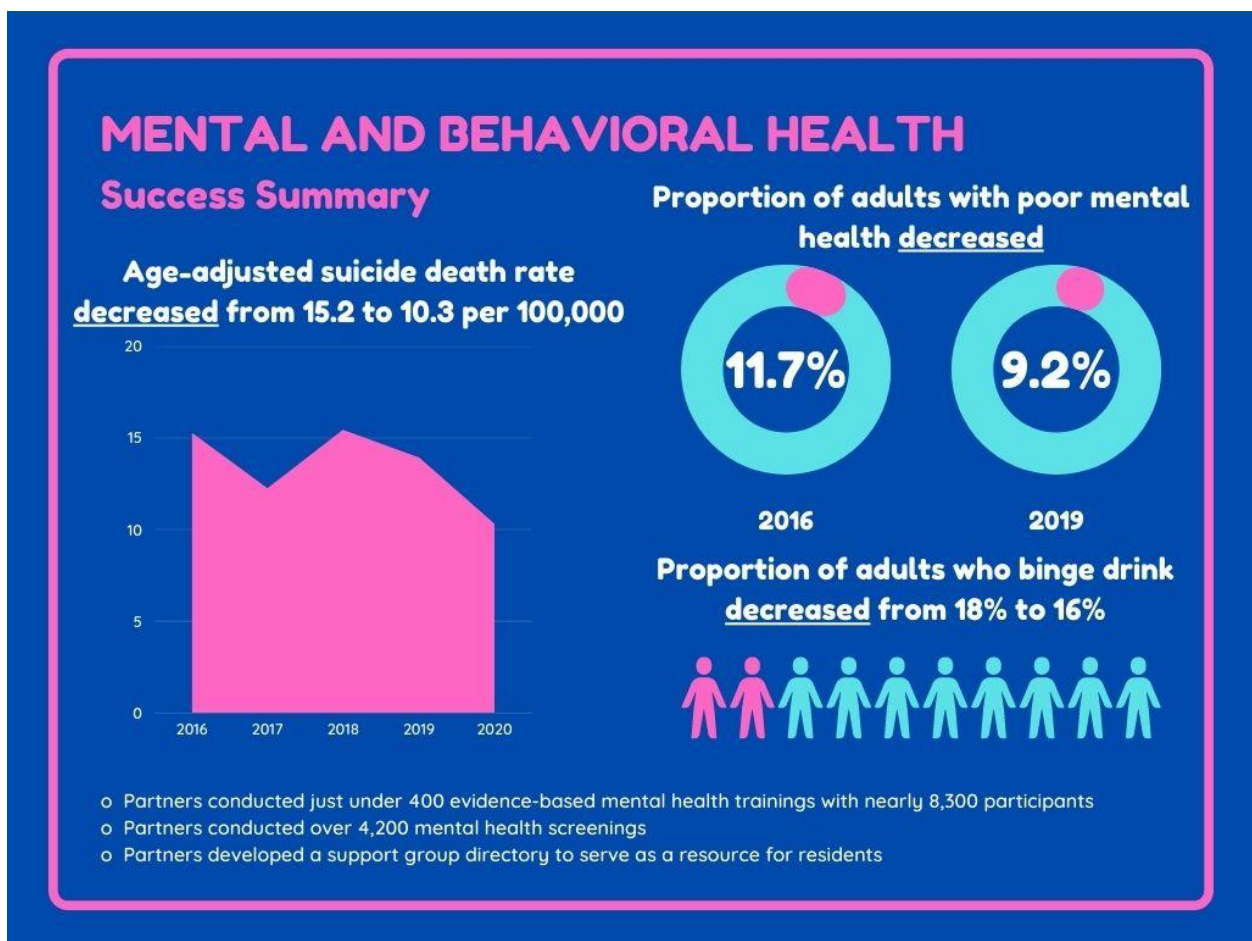




Figure 2: Palm Beach County CHIP 2017-2022: Active Living and Health Lifestyles Success Summary

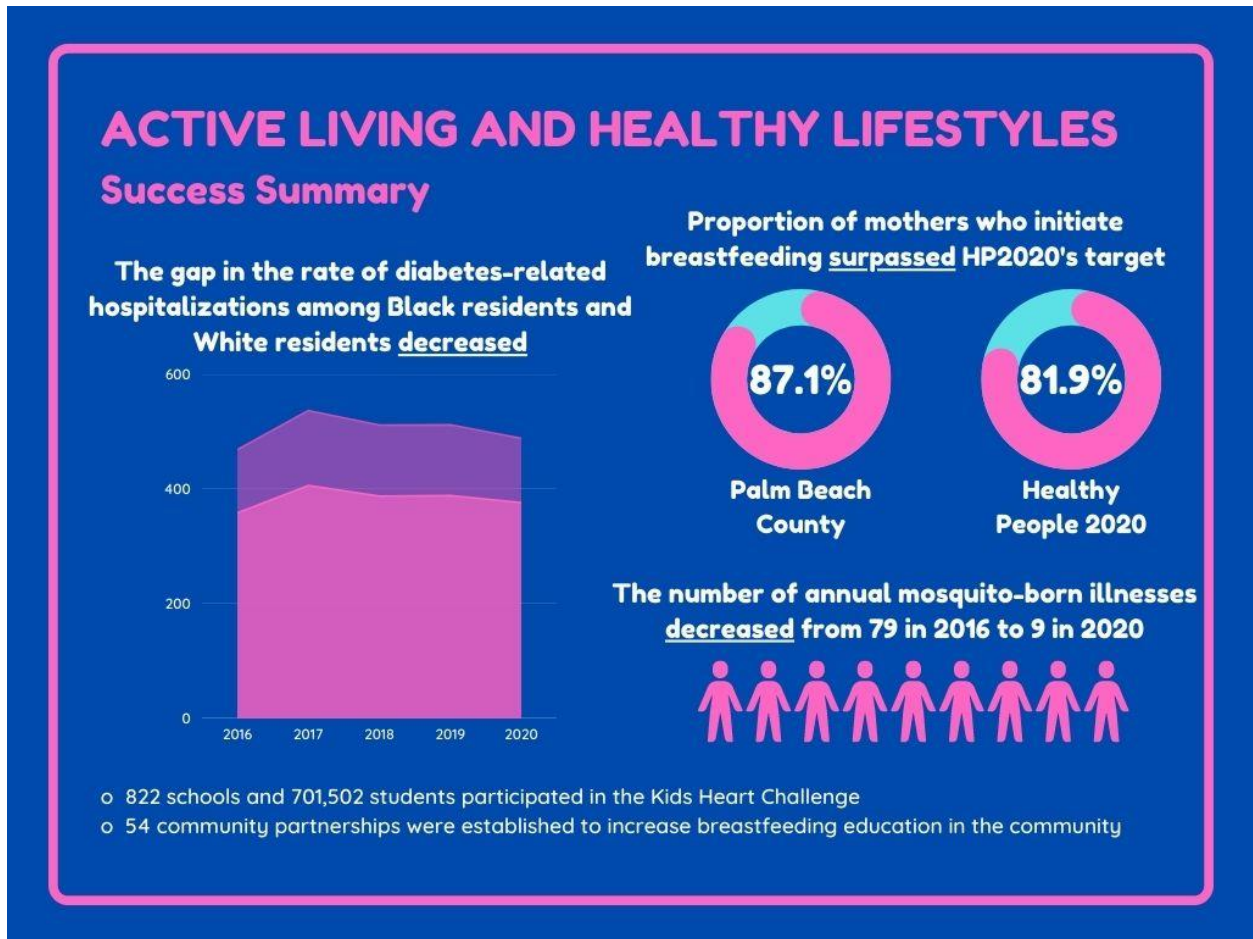
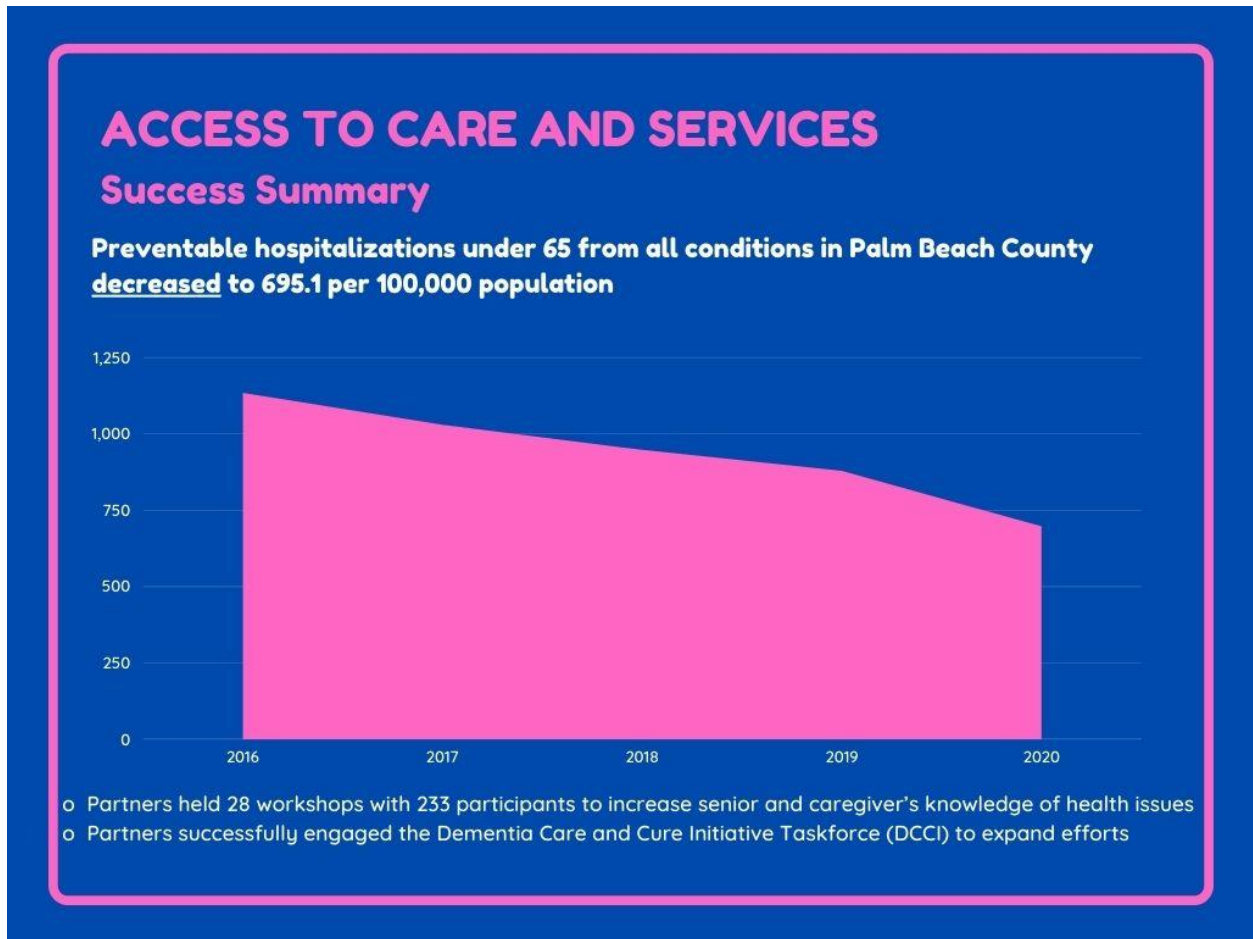




Figure 3: Palm Beach County CHIP 2017-2022: Access to Care and Services Success Summary



## **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 disparities 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 health equity 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 health equity principles and the social determinants of 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 disparities.

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 health equity as a priority area, but ultimately decided to incorporate health equity 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.

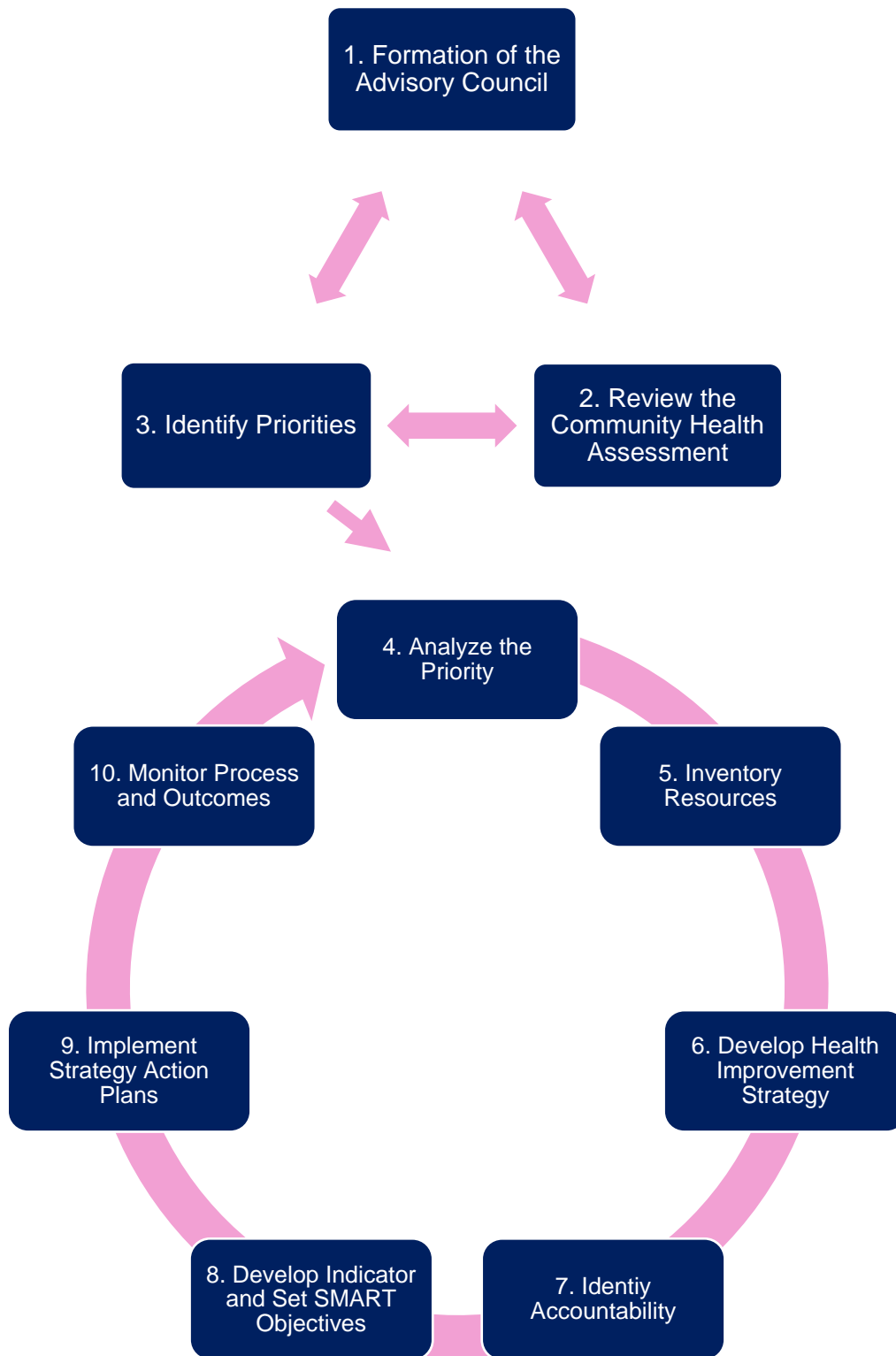
In May 2022, HCSEF compiled notes from all previous Advisory Council meetings, CHA data, and notes from the root cause analysis activity to finalize the goals and draft associated S.M.A.R.T. (Specific, Measurable, Attainable, Relevant/Realistic, Time-bound) objectives for each goal. HCSEF researched 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 health disparities through the application of a health equity lens
- Utilize data to measure disparities 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: 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>3</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 social determinants of health, such as economic stability and the neighborhood and built environment.<sup>4</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>5</sup> Available vital statistic and hospitalization data demonstrated stark racial and ethnic chronic disease-related disparities, 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>6 7</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>3</sup> Megari, K. (2013). Quality of life in chronic disease patients. *Health Psychol Res.* 1(3): e27.

<sup>4</sup> Centers for Disease Control and Prevention. (2022). *About Chronic Diseases*. Retrieved from <https://www.cdc.gov/chronicdisease/about/index.htm>

<sup>5</sup> Florida Health CHARTS, Florida Department of Health, Office of Health Statistics and Assessment, 2021

<sup>6</sup> Florida Health CHARTS, Florida Agency for Health Care Administration (AHCA), 2019

<sup>7</sup> Florida Health CHARTS, Florida Department of Health, Bureau of Vital Statistics, 2020

Figure 22: Chronic Disease Prevention and Self-Management Priority Area Goals, Strategies, Objectives, and Activities

Priority Area: Chronic Disease Prevention and Self-Management			
Goal 1: Support healthy lifestyles through promotion of nutrition, physical activity, and disease prevention.			
Strategy: Engage and promote community-based systems that support healthy eating.			
<p>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.</p> <p><b>Objective:</b> Reduce the proportion of residents who experience food insecurity from 10.6% in 2019 to 6.6% in 2027.</p>			<p><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</p>
Activities	Key action steps	Measures	Key partners
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>School District of Palm Beach County</li> <li>Florida Department of Health in Palm Beach County</li> <li>United Way of Palm Beach County/Hunger Relief Plan</li> <li>Palm Beach County and Palm Beach County Commission</li> <li>Florida Department of Agriculture and Community Services</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, middle and elementary school Re-Think Campaigns, food pantries, and Community Eligibility Provisions (CEP)	# of sites served by Palm Beach County School Food Services Department for High School Reengineering initiative and the Re-Think Campaign for middle and elementary schools	<ul style="list-style-type: none"> <li>United Way of Palm Beach County/Hunger Relief Plan</li> <li>School District of Palm Beach County</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	<p># meals serviced to seniors (age 60+) in a congregate setting</p> <p># senior citizens participating in congregate meals/soup kitchens</p> <p># of unduplicated senior citizens participating in home delivered meals/Meals on Wheels</p> <p># home-delivered/Meals on Wheels meals</p> <p># unduplicated senior hunger volunteers</p>	<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)	<p># kitchens expanded and food processing facilities</p> <p># of meals delivered</p>	<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># user-friendly guides distributed to residents for navigating SNAP/EBT and Fresh Access Bucks Programs (Fresh Access Bucks Program, American Heart Association, Florida Impact, and United Way)</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>• Florida Department of Health in Palm Beach County</li> <li>• Women, Infant, and Children (WIC) Program</li> <li>• Fresh Access Bucks Program</li> <li>• American Heart Association</li> <li>• United Way of Palm Beach County/Hunger Relief Plan</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>

Strategy: Increase community-based activities, such as Let's Move, to increase options for physical activity in the community.			
<p>Increasing the proportion of residents who are physically active will reduce the risk for obesity, chronic disease, and other poor health outcomes.</p> <p><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).</p> <p><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%).</p>		<p><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</p>	
Activities	Key action steps	Measures	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	# 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	# participants	<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> </ul>
	Increase partnerships to implement programs at different sites and locations	# sites and locations	
	Promote the Area Agency on Aging Tai Chi Moving for Better Balance and Tai Chi for Arthritis 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 participating  # lesson plan downloads	<ul style="list-style-type: none"> <li>American Heart Association</li> <li>School District of Palm Beach County</li> </ul>



<b>Strategy: 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	<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	
<b>Goal 2: Reduce the burden of chronic diseases by improving quality of life, minimizing symptoms, and preventing unnecessary hospitalizations.</b>			
<b>Strategy: Support community-based interventions to effectively prevent and manage chronic diseases, such as Chronic Disease Self-Management programs for residents.</b>			
<b>Strategy: 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.</b>			

<p>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.</p> <p><b>Objective:</b> Reduce hospitalizations from <u>diabetes</u> or with <u>diabetes</u> 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).</p> <p><b>Objective:</b> Reduce age-adjusted <u>coronary heart disease</u> 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).</p> <p><b>Objective:</b> Reduce hospitalizations from <u>stroke</u> 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).</p>		<p><b>National/state priorities alignment:</b>  <b>Florida SHIP:</b> CD2.4, CD4.2  <b>Healthy People 2030:</b> 0A-05; HDS-09; HDS-02; HDS-03</p>	
<p>If individuals living with chronic disease engage in chronic disease self-management, their quality of life and health outcomes will improve.</p> <p><b>Objective:</b> 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><b>National/state priorities alignment:</b>  <b>Florida SHIP:</b> CD 4.1  <b>Healthy People 2030:</b> D-06</p>	
<p><b>Activities</b></p> <p>Provide Chronic Disease Self-Management programs for residents that include educational opportunities and guides/resources</p>	<p><b>Key action steps</b></p> <p>Promote Chronic Disease Self-Management programs among residents living with chronic disease and family caregivers</p>	<p><b>Measures</b></p> <p># residents with a chronic disease trained</p> <p># family caregivers trained</p> <p># trainings</p>	<p><b>Key partners</b></p> <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	# residents with a chronic disease trained # 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> </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> </ul>

### **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 disparities.<sup>8</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>9</sup>

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<sup>8</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>9</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>

## Priority Area: Mental and Behavioral Health

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

Mental health encompasses emotional, psychological, and social well-being.<sup>10</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>11 12</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>13</sup> Furthermore, the rate of age-adjusted suicide deaths in the county was 13.9 per 100,000 population.<sup>14</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>15</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>16</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>17</sup> Locally, a stark disparity 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>18</sup> In Palm Beach County, the rate of domestic violence offenses was 296.5 per

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<sup>10</sup> Centers for Disease Control and Prevention. (2022). Mental Health. Retrieved from <https://www.cdc.gov/mentalhealth/index.htm>

<sup>11</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>12</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>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> Florida Health CHARTS. Florida Behavioral Risk Factor Surveillance System (BRFSS), 2019

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

<sup>17</sup> Centers for Disease Control and Prevention. (2022). *Opioid Basics*. Retrieved from <https://www.cdc.gov/opioids/basics/index.html>

<sup>18</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>19</sup>

Thus, the Advisory Council selected Mental and Behavioral Health as a top priority due to the great 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>19</sup> UNICEF USA (2022). Domestic Violence and Human Trafficking. Retrieved from: <https://www.unicefusa.org/stories/domestic-violence-and-human-trafficking/33601>

Figure 23: 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: 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: 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 MHFA trainings)</li> <li>• Palm Beach County Youth Services</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> </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> </ul>
	Promote Area Agency on Aging senior and caregiver support groups, as well as free counseling for seniors		
	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 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		



Activities	Key action steps	Measures	Key partners
Promote resources for physicians related to mental health and substance use disorders	Promote SBIRT	# trained	<ul style="list-style-type: none"> <li>• Palm Beach County Behavioral Health Coalition</li> <li>• Palm Health Foundation</li> <li>• BeWell PBC</li> <li>• Mental Health America of the Palm Beaches</li> <li>• Palm Beach County Medical Society</li> <li>• Palm Beach Pediatrics</li> <li>• Center for Child Counseling</li> <li>• 211 Palm Beach County Treasure Coast</li> <li>• Center for Child Counseling</li> <li>• Florida Department of Health in Palm Beach County</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	
<b>Goal 2: Reduce the burden of mental and emotional disorders.</b>			
<b>Strategy: Develop and distribute resources for the medical community to encourage and enhance early diagnosis and linkages to care.</b>			
<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>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> MW1.1  <b>Healthy People 2030:</b> Goal – Improve mental health</p> <p><b>National/state priorities alignment:</b>  <b>Florida SHIP:</b> MW4.1  <b>Healthy People 2030:</b> IVP-19</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.			<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
<b>Activities</b>	<b>Key action steps</b>	<b>Measures</b>	<b>Key partners</b>
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>• Ruth &amp; Norman Rales Jewish Family Services, Inc.</li> </ul>
Promote initiatives to reduce suicide	<p>Promote the Zero Suicide initiative among providers</p> <p>Increase the utilization of crisis support resources, such as suicide crisis lines</p>	<p># providers who receive information</p> <p># suicide related calls in Palm Beach County</p>	<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>
<b>Goal 3: Reduce the prevalence of substance use disorders and drug overdoses.</b>			
<b>Strategy: 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)	# trainings # trained	<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>
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> </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>• Southeast Florida Behavioral Health Network</li> <li>• Area Agency on Aging</li> <li>• Palm Health Foundation</li> <li>• Healthier Together</li> <li>• National Alliance on Mental Illness in PBC</li> <li>• PBC Behavioral Health Coalition</li> <li>• BeWellPBC</li> <li>• The Hub</li> <li>• Rebel Recovery</li> <li>• Mental Health America of the Palm Beaches</li> <li>• PBC Community Services Behavioral Health and Substance Use Disorder Steering Committee</li> <li>• Center for Child Counseling</li> <li>• Florida Department of Health in Palm Beach County</li> </ul>

<b>Goal 4: Reduce the burden of substance use disorders and drug overdoses</b>			
<b>Strategy: 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> <b>Florida SHIP:</b> MW3.4 <b>Healthy People 2030:</b> 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> <b>Florida SHIP:</b> MW3.4 <b>Healthy People 2030:</b> 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> <b>Florida SHIP:</b> MW3.4 <b>Healthy People 2030:</b> 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> <b>Florida SHIP:</b> MW3.4 <b>Healthy People 2030:</b> SU-03	
<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> <b>Florida SHIP:</b> MW3.4 <b>Healthy People 2030:</b> 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> </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>• Living Skills in the Schools</li> <li>• Palm Beach County Behavioral Health Coalition</li> <li>• Rebel Recovery</li> <li>• Hanley Center</li> <li>• Southeast Florida Behavioral Health Network</li> <li>• School District of Palm Beach County</li> </ul>
Narcan distribution events	Promote Narcan distribution events within the county	# Narcan distribution events	<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> </ul>

<b>Goal 5: Reduce the prevalence of domestic violence and human trafficking throughout Palm Beach County</b>			
<b>Strategy: Increase partner participation on coalitions involved in addressing human trafficking in Palm Beach County.</b>			
<b>Objective:</b> Join State efforts to increase the number of victims identified in Florida by 5% from 1,887 in 2019 to 1,981 in 2027.		<b>National/state priorities alignment:</b> <b>Florida SHIP:</b> ISV3.1, ISV3.2 <b>Healthy People 2030:</b> IVP-D05; IVP-18; IVP-17	
<b>Objective:</b> Join State efforts to reduce the number of sex trafficking cases in Florida from 896 in 2019 to 800 in 2027.			
<b>Activities</b>	<b>Key Action Steps</b>	<b>Measures</b>	<b>Key Partners</b>
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	<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 Human Trafficking Taskforce</li> </ul>
<b>Strategy: Increase partner engagement coalitions involved in addressing domestic and intimate partner violence in Palm Beach County.</b>			
<b>Objective:</b> By 2027, reduce the rate of domestic violence offenses from 296.5 per 100,000 population in 2020 to 270 per 100,000 population.		<b>National/state priorities alignment:</b> <b>Florida SHIP:</b> ISV 3.5 <b>Healthy People 2030:</b> IVP-D05; IVP-18; IVP-17	
<b>Activities</b>	<b>Key Action Steps</b>	<b>Measures</b>	<b>Key Partners</b>
Increase awareness of services available to all persons affected by domestic and family violence	Promote the availability of community-based services available to all residents affected by domestic violence  Promote the National Domestic Violence Hotline  Increase partner participation on Annual Domestic Violence Days of Action	# reached with promotional efforts  # partners participating	<ul style="list-style-type: none"> <li>Florida Department of Health in Palm Beach County</li> <li>Palm Beach County Victim Services</li> <li>Domestic Violence Council of Palm Beach County</li> <li>Palm Beach County Sherriff's Office</li> </ul>
Increase the provision of social support available to survivors	Promote the Domestic Violence Council of Palm Beach County Weekly Sexual Assault Support Groups	# reached with promotional efforts # participants	

### **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>20</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>21</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>20</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>21</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>22</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>23</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>24</sup>

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<sup>22</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>23</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>24</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>



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

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

Addressing the social determinants of 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>25</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>26</sup> Thus, increasing health insurance coverage, transportation options, and access to health and human services plays a pivotal role in reducing health disparities.<sup>27</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>28</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>29</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>30</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>25</sup> US Department of Health and Human Services (2022). Healthy People 2030. Retrieved from <https://www.cdc.gov/socialdeterminants/about.html>

<sup>26</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>27</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>28</sup> U.S. Census Bureau, American Community Survey, 2019

<sup>29</sup> Florida Health CHARTS, 2019

<sup>30</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>



Figure 24: Access and Linkage to Health and Human Services Priority Area Goals, Strategies, Objectives, and Activities

<b>Priority Area: Access and Linkage to Health and Human Services</b>			
<b>Goal 1: Improve access to services, including the supporting of the social determinants of health.</b>			
<b>Strategy: Increase awareness of available resources and services through social marketing and awareness campaigns.</b>			
<b>Objective:</b> 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.			<b>National/state priorities alignment:</b> <b>Florida SHIP:</b> SEC3.1 <b>Healthy People 2030:</b> 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> <b>Florida SHIP:</b> SEC 4.2 <b>Healthy People 2030:</b> 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> <b>Florida SHIP:</b> SEC 4.3 <b>Healthy People 2030:</b> SDOH-02
<b>Activities</b>	<b>Key action steps</b>	<b>Measures</b>	<b>Key partners</b>
561 Plan	Promote the 561 Plan	# goals met within the 561 Plan	<ul style="list-style-type: none"> <li>• Palm Beach Transportation Planning Agency</li> <li>• Palm Tran</li> <li>• Career Source Palm Beach County</li> <li>• Federally Qualified Health Centers</li> <li>• Healthier Jupiter</li> <li>• Palm Health Foundation</li> <li>• 211 PBC and Treasure Coast</li> <li>• Florida Department of Health in Palm Beach County</li> </ul>
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	
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: Promote early maternal and child health initiatives, such as the Children’s Services Council Healthy Beginnings System of Care.</b>			
<b>Strategy: 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%; among Hispanic residents: 60.4% in 2020 to 65% 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>	
Activities	Key action steps	Measures	Key partners
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>• Florida Department of Health in Palm Beach County</li> <li>• Children’s Services Council</li> <li>• Center for Child Counseling</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, such as health equity workshops and Race Equity Institutional 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> </ul>
<b>Goal 3: Support health care system navigation.</b>			
<b>Strategy: 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.</b>			
<b>Objective:</b> Reduce the proportion of residents who are uninsured from 13.48% in 2020 to 10% in 2027 (among Black residents: 9.9% in 2020 to 7% in 2027; Hispanic or Latino: 17.7% in 2020 to 14% in 2027).			<b>National/state priorities alignment:</b> <b>Florida SHIP: SEC2</b> <b>Healthy People 2030: AHS-01</b>

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 # informational materials distributed	<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	# providers 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> </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> </ul>

## 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>31</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>32</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>33</sup>

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<sup>31</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>32</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>33</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>

## **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 determinants of health. Screening for and addressing the social determinants of health has the potential to greatly reduce health disparities. An effective way to instill an upstream approach to care, this tool can be implemented within health care settings to assess and improve lived conditions and, ultimately, improve health outcomes.<sup>34</sup>

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<sup>34</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/>

## COMMUNITY RESOURCES

Partner/Agency	Relevant Services
<p><b>211 Palm Beach Treasure Coast</b></p>	<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>
<p><b>Allegany Franciscan Ministries</b></p>	<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>
<p><b>Alpert Jewish Family Services</b></p>	<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>
<p><b>Alzheimer’s Community Care</b></p>	<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>
<p><b>American Association of Caregiving Youth – Caregiving Youth Project</b></p>	<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>
<p><b>American Heart Association (Palm Beach County)</b></p>	<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/en/affiliates/florida/palm-beach-county">https://www.heart.org/en/affiliates/florida/palm-beach-county</a></p>

<p><b>Area Agency on Aging of Palm Beach/Treasure Coast</b></p>	<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>
<p><b>BeWellPBC</b></p>	<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>
<p><b>Birth to 22 Provider Network</b></p>	<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>
<p><b>Boca Raton’s Promise</b></p>	<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>
<p><b>BRIDGES at Belle Glade</b></p>	<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>
<p><b>CareerSource Palm Beach County</b></p>	<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>
<p><b>Caridad Center</b></p>	<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>
<p><b>Catholic Charities of the Diocese of Palm Beach</b></p>	<p>Catholic Charities of the Diocese of Palm Beach offers social service programs and resources, including counseling services, disaster</p>



	<p>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>
<b>Children’s Services Council of Palm Beach County</b>	<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>
<b>Citizens for Improved Transit</b>	<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>
<b>City of West Palm Beach</b>	<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>
<b>Community Partners of South Florida</b>	<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>

<p><b>Healthier Together</b></p>	<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>
<p><b>Healthiest Weight Florida</b></p>	<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>
<p><b>Hispanic Chamber of Commerce of Palm Beach County</b></p>	<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>
<p><b>Homeless Coalition of Palm Beach County</b></p>	<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>
<p><b>Jupiter Medical Center</b></p>	<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.jupitermed.com/">https://www.jupitermed.com/</a></p>
<p><b>L.O.T. Health Services</b></p>	<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>
<p><b>Lake Okeechobee Rural Health Network</b></p>	<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>

<p><b>Lakeside Medical Center</b></p>	<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>
<p><b>Legal Aid Society of Palm Beach County, Inc.</b></p>	<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, grassroot 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.pbchafi.org/">http://www.pbchafi.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://ralesjfs.org/#">https://ralesjfs.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>
<p><b>St. Edward Catholic Church</b></p>	<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>
<p><b>St. Mary’s Medical Center</b></p>	<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>

<p><b>Sunshine Health</b></p>	<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>
<p><b>Supplemental Nutrition Assistance Program (SNAP)</b></p>	<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>
<p><b>T. Leroy Jefferson Medical Society</b></p>	<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>
<p><b>Tabernacle Ministry Baptist Church</b></p>	<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>
<p><b>The Glades Initiative, Inc.</b></p>	<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>
<p><b>The Guatemalan-Maya Center</b></p>	<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>
<p><b>The Lord's Place</b></p>	<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>
<p><b>YWCA of Palm Beach County</b></p>	<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>

## 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. 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 equity in the distribution of information.

## 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

Organization	First Name	Last Name
211 Palm Beach & Treasure Coast	Kaley	Newby
211 Palm Beach & Treasure Coast	Patrice	Schroeder
Alpert Jewish Family & Children's Service	Cindy	Wides
Alzheimer's Community Care	Karen	Gilbert
Alzheimer's Community Care	Mary	Barnes
American Heart Association	Brittani	Coore
American Heart Association	Sheree	Wolliston
Area Agency on Aging of Palm Beach/Treasure Coast	Don	Hill
Area Agency on Aging of Palm Beach/Treasure Coast	Maureen	McCarthy
Area Agency on Aging of Palm Beach/Treasure Coast	Nancy	Yarnall
BeWellPBC	Lauren	Zuchman
CareerSource Palm Beach County	Julia	Dattolo
Caregiving Youth Project (American Association of Caregiving Youth)	Connie	Siskowski
Caridad Center	Alé	Barthe
Caridad Center	Laura	Kallus
Center for Child Counseling	Renee	Layman
Children's Services Council of Palm Beach County	Randy	Palo
Coral Shores Behavioral Health	Carla	Newman



Diabetes Coalition of Palm Beach County	Debby	Walters
Families First of Palm Beach County	Julie	Swindler
Florida Community Health Centers	Cecilia	Escorbore
Florida Department of Health Palm Beach County	Adam	Reback
Florida Department of Health Palm Beach County	Alma	Martinez
Florida Department of Health Palm Beach County	Dr. Alina	Alonso
Florida Department of Health Palm Beach County	Lisa	Vreeland
Florida Department of Health Palm Beach County	Natalie	Kenton
Genesis Community Health	DeAnna	Warren
Health Advocate	Judy	Goodman, Esq
Health Care District of Palm Beach County	Debbie	Robinson
Health Care District of Palm Beach County	Tom	Cleare
Health Council of Southeast Florida	Carolina	Alcala
Health Council of Southeast Florida	Edward	Rego
Health Council of Southeast Florida	Emily	Carmichael
Health Council of Southeast Florida	Kaitlin	Chamberlain
Health Council of Southeast Florida	Shelby	McKeever
Healthier Jupiter	Joanna	Peluso
Lake Okeechobee Rural Health Network	Andrea	Stephenson-Royster
Lakeside Health Advisory Board	Robert	Rease
Legal Aid Society of Palm Beach County	Jerry	Leahey

Lost Tree Foundation	Christine	Koehn, PhD
March of Dimes	Caroline	Valencia
MyClinic	Amy	Pepper
National Alliance on Mental Illness of Palm Beach County	Katherine	Murphy
National Alliance on Mental Illness of Palm Beach County	Marsha	Martino
Palm Beach County Behavioral Health Coalition	Alexa	Lee
Palm Beach County Behavioral Health Coalition	Ana	Martinez
Palm Beach County Behavioral Health Coalition	Marie	Charleus
Palm Beach County Medical Society	Karen	Harwood
Palm Beach County Victims Services	Winter	Jones
Palm Beach County Youth Services Department	Tammy	Fields
Palm Beach County Youth Services Department (Birth to 22)	Terry	Megiveron
Palm Beach County Youth Services Department (Birth to 22)	Valerie	Messineo
Palm Beach Transportation Planning Agency	Greg	Gabriel
Palm Beach Transportation Planning Agency	Kelsey	Peterson
Palm Beach Transportation Planning Agency	Matthew	Masa
Palm Beach Transportation Planning Agency	Valentina	Facuse
Palm Health Foundation	Abigail (Abby)	Goodwin
Palm Health Foundation	Patrick	McNamara
Palm Tran	Nicole	Fincham-Shehan
Ruth & Norman Rales Jewish Family Services	Beth	Levine

Ruth & Norman Rales Jewish Family Services	Danielle	Hartman
School District of Palm Beach County	Paula	Triana
Southeast Florida Behavioral Health Network (SEFBHN)	Lindsay	Slattery-Cerny
Tabernacle Missionary Baptist Church	Florenzia	Davis
The Glades Initiative	Karis	Engle
The Palm Beach County League of Cities, Inc.	Richard	Radcliffe
United Way of Palm Beach County	Julie	Kreafle
University of Florida/IFAS Extension Family Nutrition Program (FNP) in Palm Beach County	Heidi	Reever
YMCA of South Palm Beach County	Robin	Nierman