

This program has helped individuals/families to gain marketable skills to become employed. Together we change lives to make people self-sufficient. Our successes include nurses, bookkeepers, teachers, medical assistants, and insurance billers.

The details of financial need determination are specified in Chapter 1 of the Division's Policies and Procedures Manual. Copies can be made available as needed.

Palm Beach County

Community Services Department



Division of Human Services

Emergency Services Program

Economic Stability Program

Self-Sufficiency Program



SELF-SUFFICIENCY PROGRAM

Division of Human Services Goal

To enter successful partnerships with individuals/families to access resources which result in increased self-esteem, greater economic stability and the highest level of self-sufficiency.

Description

Human Services is a Division within the Community Services Department that assists eligible individuals/families to attain Economic stability and Self-Sufficiency through Case Management services and provision of Support Services. The Support Services and Case Management services are planned and coordinated through an Individual Service Plan, which lists goals, objectives, services and expected time frames.

AREA OFFICES

North Area Office <i>North Side of Forest Hill Blvd to Martin County Line</i>	South Area Office <i>South Side of Forest Hill Blvd to Broward County Line</i>	West Area Office <i>20 Mile Bend west covering Belle Glade/Pahokee/South Bay</i>
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1440 Martin L King Blvd
Riviera Beach, FL 33404
Ph: (561) 845-4644

225 S. Congress Ave
Delray Beach, FL 33444
Ph: (561) 274-3130

38754 State Road 80
Belle Glade, FL 33430
Ph: (561) 996-1630

Referral Address for Assisted Living Facility Program	Referral Address for Assisted Living Facility Program
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1150 45th Street
West Palm Beach, FL 33407
Ph: (561) 514-5400

1250 Southwinds Drive
Lantana, FL 33462
Ph: (561) 547-6835

Request for Homeless Services

Homeless Hotline: 1-800-493-5902

Our Best Kept Secret

(When emergency Services aren't enough or aren't appropriate for a particular individual/family)

How we work (in partnership with individuals or families and/or other agencies) to change lives . . .

Self-Sufficiency

Services are provided to individuals/families who need assistance to enable them to maximize their ability to gain, regain, and/or maintain self-sufficiency. Using Case Management, Social Workers direct individuals/families to services and resources that remove and/or remediate barriers that prevent the achievement of economic self-sufficiency.

Services Provided

Specific services are provided to address the following areas:

- Housing: rent, mortgage assistance (current, not past due)
- Utilities (current, not past due)
- Hunger
- Lack of transportation to access services
- A variety of services as needed to temporarily assist an individual/family to become self-sufficient (e.g. licenses, car repairs, child care, classes, books, condo maintenance fees)

Eligibility Conditions

- Financial need: up to 150% of FPLG
- Service need
- Palm beach County residency and legal status
- Alcohol/drug screening results and agreement to enter treatment if results are positive
- Expressed desire for intervention and coordination of services for a minimum of 12 months
- Physical Exam
- Only current bills are considered

Common Misconception	
1	We just provide emergency services
2	Services are the same for everyone (I can get ongoing services the same as my friend or neighbor)

The Facts	
1	We have an expanded service delivery system
2	Services are provided on a case by case basis depending on identified service needs

Common Misconceptions / The Facts

1. **Misconception:** Housing - We locate housing or have placements available.
Fact: We provide delinquent rent / mortgage payments for eligible individuals/families.
2. **Misconception:** Commitment for services will be made on the day of application.
Fact: Services are not provided until eligibility determination is completed.
3. **Misconception:** Assistance for any/all services (except for indigent burial/cremation) is ongoing or subsidized.
Fact: We provide emergency services one time only every 12 months.
4. **Misconception:** If help is needed with rent/mortgage or utilities we will pay.
Fact: If an individual/family can't show how they will maintain, we don't get involved.
5. **Misconception:** Payment for any one service is unlimited.
Fact: Rent/mortgage payment is capped at 1 month at \$525; utility payment is \$200 combined.
6. **Misconception:** Medicaid eligible individuals are automatically eligible for services.
Fact: All services are based on income eligibility for the last 3 months.
7. **Misconception:** Social Security and/or Workers Compensation payments are not considered to be income.
Fact: All earned and unearned income is considered in determining eligibility.
8. **Misconception:** Anyone in economic distress is eligible.
Fact: The last 3 months of income and assets are considered in determining eligibility.

Common Misconceptions / The Facts

9. **Misconception:** All individuals/families with income of 110% or less of FPLG are eligible
Fact: If there is evidence that adequate income/resources to meet current obligations were otherwise expended, the individual/family may not be eligible.
10. **Misconception:** We just pay bills.
Fact: All individuals/families are case managed for 3 months or more; if needed, individuals/families are transitioned to other program components.
11. **Misconception:** Emergency shelter/housing is available.
Fact: Emergency shelter is no longer available. For individuals who agree to program requirements, we can provide up to 30 days of emergency placement.
12. **Misconception:** Anyone is eligible for emergency placement regardless of physical or mental condition.
Fact: Individuals in emergency placement must be capable of self care and be able to work.
13. **Misconception:** We provide emergency ALF placement.
Fact: An eligibility process must be completed first.
14. **Misconception:** The County will pay the difference if there is an insurance policy or if the family has provided funds for the cost of burial/cremation services.
Fact: If there are any insurance policies or money has been exchanged between the family and the funeral home, the County will not assist.

Economic Stability Program

Objective: To use Case Management and Support Services to stabilize individuals/families.

Program Intent: To transition individuals/families from the Emergency Services Program (or comparable program) to economic stability. Exception: ALF clients go directly into Economic Stability.

Services Provided

Specific services are provided to address the following areas:

- Housing: rent, mortgage assistance
- Utilities
- Hunger
- Lack of transportation to access services
- Summer Lunch for youth 18 years old or younger
- Assisted Living Facility (ALF) placement

Basic Eligibility Conditions

Specific eligibility requirements include the following:

- Financial need (see income guidelines below)
- Service need
- Palm Beach County residency and legal status
- Alcohol/drug screening results and agreements to enter treatment if results are positive
- Expressed desire for intervention and coordination of services for a minimum of 12 months (except ALF)
- Physical Exam
- For ALF service: Health Assessment for ACLF Care Form #1823

Emergency Services Program

Objective: To use Case Management and Support Services to prevent homelessness (or continued homelessness), to keep families together, to assist individuals/families to meet basic needs, and to maintain sanitary living conditions.

Program Intent: To address the presenting emergency, while, at the same time, identify and assess the circumstance that provokes the need for Emergency Services. Case Management services assess the best way to solve the presenting emergency in order to provide services leading to the achievement of the Division Goal.

Services Provided

Specific services are provided to address the following areas:

- Housing: rent, mortgage assistance
- Utilities
- Homelessness
- Hunger
- Lack of transportation to access services
- Indigent Burial/Cremation

Basic Eligibility Conditions

Specific eligibility requirements include the following:

- Financial need (see income guidelines below)
- Service need
- Palm Beach County residency and legal status
- Drug free or agreement to enter treatment for services beyond 30 days
- No prior Emergency Service provision by the Division in the previous twelve months
- Expressed desire for intervention and coordination of services for a minimum of twelve (12) months

The details of financial need determination are specified in Chapter 1 of the Division's Policies and Procedures Manual. Copies can be made available as needed.

Hours of Operation

Although our offices are open from 8 AM to 5 PM, applications for services are taken from 8 AM to 4 PM only. Clients are not accepted until 8:00 AM. Referrals scattered throughout the day would allow clients to be seen with less waiting time.

Common Misconception

1 We just provide emergency services

The Fact

1 All individuals/families are provided comprehensive assessment and case management to address identified needs

Additional services and support can be provided to continue the stabilization of individuals/families. The details of financial need determination are specified in Chapter 1 of the Division's Policies and Procedures Manual. Copies can be made available as needed.