PALM BEACH COUNTY COMMUNITY HEALTH IMPROVEMENT PLAN

JUNE 2017- December 2021

Revised June 2018
Revised June 2019

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EXECUTIVE SUMMARY

The Palm Beach County Advisory Council was established in October 2016 with the goal of improving the quality of life and health status of Palm Beach County residents. From October through December 2016, the diverse group of stakeholders met to extensively review and discuss data and information to help guide and inform future planning efforts. The Palm Beach County Community Health Assessment (CHA) report was developed and detailed this portion of the process.

In February 2017, the Advisory Council reconvened to better understand the current and emerging needs of residents and to outline a plan to address those needs. Through a series of meetings facilitated by the Health Council of Southeast Florida (HCSEF), the stakeholders assessed, prioritized and developed a plan to address the needs in the community. This report, the Palm Beach County Community Health Improvement Plan (CHIP), is the product.

ACKNOWLEDGEMENTS

The Health Council of Southeast Florida would like to thank the Florida Department of Health in Palm Beach County and the Health Care District in Palm Beach County for the assistance, guidance and funding support for this Community Health Improvement Plan. We'd like to give a special thank you to the Quantum Foundation, Inc. for the use of their venue. Furthermore, we would like to extend our sincere appreciation and gratitude to the diverse community members who participated and contributed to this comprehensive body of work, as well as their compassion and dedication to improve the health and wellbeing of Palm Beach County residents.

Community collaboration and partnership are essential to both the Community Health Assessment and the Community Health Improvement Plan. Participation from a broad spectrum of community members is paramount when identifying health priorities and developing a comprehensive, community-wide plan to address them. Proactive and diverse community engagement improves results through the shared commitment to improve the health and quality of life of Palm Beach County residents.

Participating Organizations: Palm Beach County Advisory Council

211 Palm Beach/Treasure Coast
Area Agency on Aging
CareerSource Palm Beach County
Caridad
Children's Home Society
Children's Services Council of Palm Beach County
Community Partners
Families First
Farris Foundation
Florida Community Health Centers, Inc.
Florida Department of Health in Palm Beach County
FoundCare
Genesis Community Health
Glades Initiative
Health Care District of Palm Beach County
Homeless Coalition of Palm Beach County
Jerome Golden Center for Behavioral Health
Judy Goodman, P.A.
Jupiter Medical Center
Lakeside Health Advisory Board Members
Palm Beach County
Palm Beach County Food Bank
Palm Beach County League of Cities, Inc.
Palm Beach County Medical Society
Palm Healthcare Foundation
Palm Tran
School District of Palm Beach County
Southeast Florida Behavioral Health Network
St. Mary's Medical Center
Tabernacle Missionary Baptist Church
United Way Palm Beach County
University of Florida/ IFAS Extension
YMCA of South Palm Beach County

INTRODUCTION

In 2016, the Health Care District of Palm Beach County and the Florida Department of Health in Palm Beach County enlisted the Health Council of Southeast Florida to assist in the facilitation of a county-wide collaborative Community Health Assessment. During this process, data was collected, analyzed and reviewed to aid in the identification of health priorities in the community.

The information was used to develop the Community Health Improvement Plan, which focuses on improving the health and quality of life of the residents in Palm Beach County by identifying and utilizing community resources efficiently. The following CHIP report identifies goals, objectives, strategies, and actions for each of the priority areas identified by the CHIP Advisory Council:

- Mental and Behavioral Health
- Active Living and Health Lifestyles
- Access to Care and Services

It is important to note that there were several other areas that emerged, and though they are not addressed in the CHIP, they are nonetheless important and, if possible, should be considered during future health planning activities in the community. The Advisory Council stressed the importance of identifying and reaching underserved populations to address health disparities. Engaging the community on their level, in a meaningful way, was also emphasized.

The CHIP is a result of collaborative planning by dedicated stakeholders. It provides a detailed, executable plan to address the health priorities and to monitor and evaluate progress towards goals to improve the health and quality of life of Palm Beach County residents.

Palm Beach County Snapshot

Demographic and Socioeconomic Profile

- In 2014, there were 1,359,074 individuals residing in Palm Beach County, representing 7.0% of Florida's total population.
- In 2014, over a quarter (25.6%) of Palm Beach County residents were 62 years and over.
- In 2014, 20% of the population in the county identified as Hispanic or Latino.
- In 2014, 29.4% of Palm Beach County residents reported speaking a language other than English at home; 43.9% of those individuals were reported to speak English less than "very well."
- In 2014, 14.6% of individuals residing in Palm Beach County lived below the poverty level.
- During the 2014-2015 academic school year, Palm Beach County School District reported 3,750 students as homeless, an increase of 25.4% from the previous school year.
- During the 2014-2015 academic school year, Palm Beach County had a high school graduation rate of 79.4%, slightly higher than the state's rate of 77.9%
- In 2014, Palm Beach County had an unemployment rate of 10.8%.

Health Status Profile

- In 2015, Palm Beach County had a rate of 76.3 births to mothers with 1st trimester prenatal care, 3.0 lower than Florida.
- Almost a quarter (22.9%) of all births in 2015 received Inadequate or Intermediate Prenatal Care per the Kotelchuck Index.
- In 2015, 44.7% of the births were to overweight or obese mothers at the time pregnancy occurred.
- In 2015, Palm Beach County had a birth rate of 10.8, lower than the rate of Florida.
- The infant death rate and fetal death rate in Palm Beach County shows health inequities and disparities between different races and ethnicities.
- In 2012, in Palm Beach County 38.0% of high school students reported having used alcohol in the past 30 days, 4.1% higher than Florida.
- In 2015, the age-adjusted suicide death rate in Palm Beach County was 15.7, slightly higher than the rate in Florida (14.6).
- During 2014, in Palm Beach County, the rate of hospitalizations from congestive heart failure was 75.5, higher than the rate in Florida by 13.
- The age-adjusted cancer incidence in Palm Beach County in 2013 was considerable higher in individuals identifying as Black and Other than in individuals identifying as White, 623.2 versus 241.3 respectively.
- In 2013, 40.2% of adults in Palm Beach County reported being overweight.
- In 2015, the age-adjusted death rate was 586.7 in Palm Beach County
- During 2015, Palm Beach County had a higher rate of deaths from unintentional injuries than the state with rates of 51.6 and 46.2 respectively.

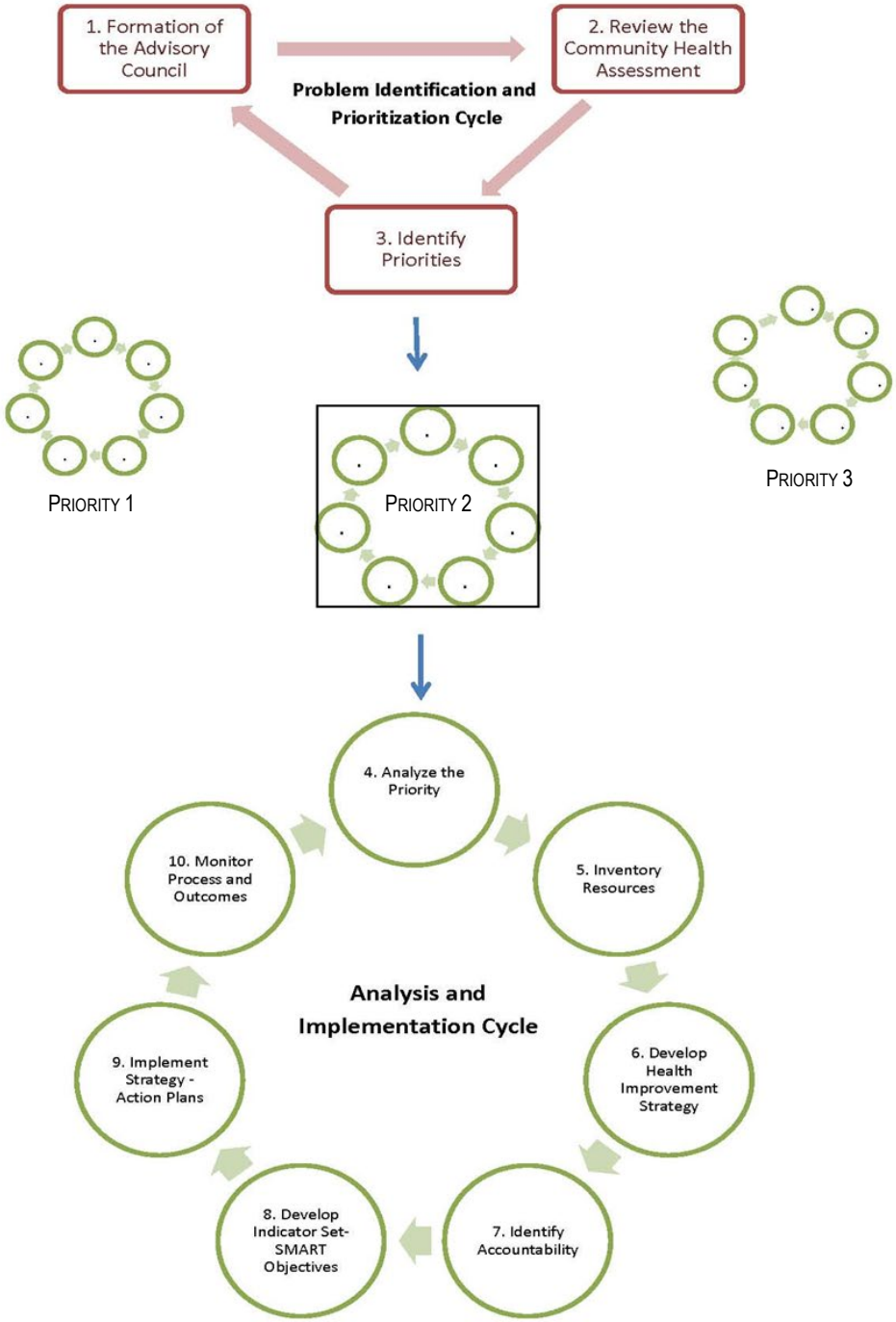
Health Resources Availability and Access

- In 2015-2016, the rate of total licensed Florida physicians in Palm Beach County was 303.6 per 100,000, which was higher than the rate for the entire state (249.0 per 100,000).

- In Palm Beach County, there are a total of twelve primary care health professional shortage areas, seven dental care health professional shortage areas and four mental health care health professional shortage areas.
- Palm Beach County has eight populations designated as medically underserved populations.
- 19.2% of individuals residing in Palm Beach County were uninsured in 2014.
- Palm Beach County has 14 hospitals and 1 Veterans Administration Medical Center.

COMMUNITY PERSPECTIVE

- A Local Public Health System Assessment was conducted in 2016 in Palm Beach County.
- 14 focus groups were conducted in various areas throughout the county. The following sub-groups of the population were recruited: individuals residing in the Glades communities, residents over the age of 65 years, youth, the homeless, individuals with disabilities, and residents that speak a language other than English primarily (Haitian-Creole and Spanish.)
- A total of 21 interviews were conducted with key informants.



Adapted from Institute of Medicine's Community Health Improvement Process

THE FRAMEWORK: A COMMUNITY HEALTH IMPROVEMENT MODEL

Beginning in August 2016, 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 to lead and facilitate the CHA and CHIP processes.

Problem Identification and Prioritization

Step 1: With the help of the Florida Department of Health in Palm Beach County and the Health Care District of Palm Beach County, the Health Council of Southeast Florida identified community members that would be invited to participate on the Palm Beach County Advisory Council. In order to ensure broad representation on the Council, a matrix was used during the identification process.

In August 2016, HCSEF facilitated a series of two meetings utilizing the Local Public Health System Assessment (LPHSA), an instrument developed by the Centers for Disease Control (CDC). The first meeting was the internal LPHSA, which was attended by only Health Department and Health Care District staff members. At the next meeting, various community leaders and stakeholders convened to complete the second and final portion of the assessment tool.

Step 2: The Advisory Council met for a total of four meetings during the months of October, November and December 2016. During these meetings, meeting participants extensively reviewed both quantitative data and qualitative data specific to Palm Beach County. The quantitative data, or secondary data, was composed of indicators related to the demographic and socioeconomic characteristics of residents, as well as the health status and health resource availability. The primary data, or qualitative data, was information compiled from the LPHSA, the focus groups and the key informant interviews. In December of 2016, the Community Health Assessment was finalized.

Analysis and Implementation

Step 3: In February 2017, the Advisory Council reconvened for a series of six meetings to develop the CHIP. Members were asked to discuss what Palm Beach County would look like if it were 'healthy' and to define what 'healthy' meant to them. After thoroughly reviewing data that had been presented during the CHA process, Council members participated in a series of exercises to identify and select priorities that would become the focus of the CHIP.

The Council identified and discussed a number of possibilities, but elected to move forward with three CHIP priorities: Mental and Behavioral Health, Active Living and Healthy Lifestyles, and Access to Care and Services.

Steps 4-8: Once the priorities were defined by the Advisory Council, a Root Cause Analysis exercise was conducted. Advisory Council members were asked to explore each priority's underlying causes. The information that was collected from this exercise aided in the development of goals, objectives and strategies. With the help of the Health Department, HCSEF worked to refine the objectives and goals to ensure they were S.M.A.R.T.

Steps 9-10: The remaining two steps, the Implementation and Monitoring of the CHIP process and outcomes with be ongoing throughout the term of the CHIP (2017-2021).

COMMUNITY HEALTH IMPROVEMENT PLAN TIMELINE

August 2016	The internal and external Local Public Health System Assessment was completed
September 2016	Invitations sent to potential Palm Beach County Advisory Council members
September-November 2016	Collection of the community's perspective through facilitation of 14 focus groups and 21 key informant interviews were conducted
October 18, 2016	First meeting of the Palm Beach County Advisory Council and review of Part I of the quantitative data
November 4, 2016	Second meeting of the Palm Beach County Advisory Council and review of Part II of the quantitative data
November 18, 2016	Third meeting of the Palm Beach County Advisory Council and review of Part III of the quantitative data
December 15, 2016	Fourth meeting of the Palm Beach County Advisory Council and review of the qualitative data
December 2016	Development of the Palm Beach County Community Health Needs Assessment report
January 2017	Invitations were sent to re-engage of Advisory Council Members
February 21, 2017	Fifth meeting of the Palm Beach County Advisory Council and 'Trigger Report' review of data from the CHA
March 13, 2017	Sixth meeting of the Palm Beach County Advisory Council and identification of priority areas
March 29, 2017	Seventh meeting of the Palm Beach County Advisory Council and refinement of priority areas
April 11, 2017	Eighth meeting of the Palm Beach County Advisory Council and root cause analysis of priority areas
April 24, 2017	Ninth meeting of the Palm Beach County Advisory Council and begin developing activities developing goals and objectives
May 8, 2017	Tenth meeting of the Palm Beach County Advisory Council and review and refine plan
June 2017	Internal discussion with HCSEF and Health Department to further refine CHIP
June 2017	Development of the Palm Beach County Community Health Improvement Plan Report
November 29, 2017	Eleventh meeting of the Palm Beach County Advisory Council and annual review
May 29, 2018	Twelfth meeting of Palm Beach County Advisory Council and review and plan update

December 4, 2018	Thirteenth meeting of the Palm Beach County Advisory Council to review the plan and provide updates
May 29, 2019	Fourteenth meeting of the Palm Beach County Advisory Council to review the plan and provide updates

Community Health Improvement Plan Implementation

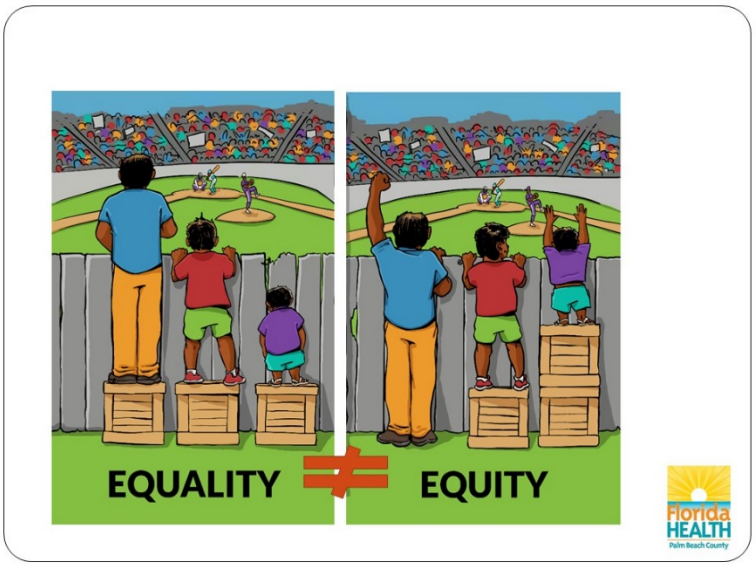
The Palm Beach County Community Health Improvement Plan is a five-year systematic plan to address health priorities that were identified during the Community Health Assessment. The plan focuses on the top three priorities identified by the Advisory Council and defines specific goals, strategies, objectives, activities and measures related to the areas.

The intervention strategies in the CHIP attempt to:

- Address the underlying causes of the identified priorities
- Utilize data to identify priorities and measure the impact and progress of interventions
- Outline approaches that are realistic in the community given the time and resources
- Develop an action plan that can have wide-reaching community-wide impact
- Detail measurable objectives to evaluate progress
- Engage community members
- Support ongoing initiatives and efforts underway in the community
- Implement evidence-supported models for community health improvement
- Focus on improving health factors and outcomes in Palm Beach County
- Address health disparities to create a health system with a focus on health equity

Health Equity

According to the Centers for Disease Control and Prevention (CDC), health equity is achieved when everyone in the community has the opportunity to attain full health potential regardless of social position or other socially-determined circumstances that might otherwise impede optimal health outcomes; such as length and quality of life, rates of disease, disability, death, severity of disease, and access to treatment.[1] The Health Advisory Council aims to utilize a health lens in the activities being carried out to reduce health disparities in the community (i.e. adverse health outcomes), especially among marginalized groups of people.



[1] https://www.cdc.gov/chronicdisease/healthequity/index.htm

STRATEGIC PRIORITIES AND ACTION PLANS

MENTAL AND BEHAVIORAL HEALTH – WHY ADDRESS IT?

The overall well-being of a community is at risk when support services are not in place to adequately address the mental and behavioral health needs of its residents. The impact of mental and substance use disorders negatively effects all aspects of a community, including human suffering, vulnerability to abuse, lower quality of life, comorbidities, decreased life expectancy, increased poverty levels, safety concerns and more.

The Palm Beach County Advisory Council recognizes that mental and behavioral health are important parts of a healthy community. Having a strong mental and behavioral public health system promotes individuals to reach their full potential and be fully contributing members of society. According to the Substance Abuse and Mental Health Services Administration, SAMHSA, "Studies show that most people with mental health problems get better, and many recover completely."[2] With the right support, access to care and rehabilitation, many people who suffer from mental and behavioral issues will progress to a healthy condition.

A strong mental and behavioral public health system provides effective strategies and preventative measures to positively influence members of a community. Specific actions can be taken to increase the number of Palm Beach County residents who are helped. Residents directly benefit from expanding the number of peer support services. Additionally, mental health first aid trainings have been proven effective at decreasing stigmatization of mental and behavioral health illnesses, increasing referrals to mental health services, and benefiting both the attendees and the people they help. Educating a community about mental and behavioral health through marketing, social media and public service announcements offers additional approaches to decreasing the stigma associated with mental and behavioral illnesses.

According to the Florida Behavioral Health Association, Palm Beach County had 4,855 overdoses between January and October 2016 with over $41 million in public payer, opioid related, hospital charges.[3] With such a high number of residents suffering with mental health illnesses, including substance use disorders, action is needed. In a determined effort to improve the health of residents of Palm Beach County, the Advisory Council has established Mental and Behavioral Health as a priority.

[2] https://www.mentalhealth.gov/talk/community-conversation/Information%20Brief%20remediated%20(2)-1.pdf
[3] http://www.fadaa.org/links/Opioid%20Media%20Kit_FINAL.pdf

TABLE 1: MENTAL AND BEHAVIORAL HEALTH

Goal 1: Improve mental and behavioral health through prevention and by ensuring access to appropriate, quality services.			
Objective 1.1: Decrease the percentage of adults who had poor mental health on 14 or more days in the last 30 days from 11.7% (2016) to 9.9% by December 31, 2021.			
Strategy 1.1.1: Increase community education to promote early identification of mental and behavioral health needs.			
Activities	**Lead Community Partner(s)**	**Process Measures**	**Data Sources**
Increase the number of evidence-based mental health centered trainings offered to the community (target specific professions, populations) i.e. Mental Health First Aid, Trauma-Informed Care, etc.	Jewish Family and Children Services	Number of trainings provided	Jewish Family and Children Services (JFSC)
Develop a community campaign to reduce the stigma surrounding mental and behavioral health	Palm Health Foundation	Number of participants	Palm Health Foundation
	Mental Health Association of Palm Beach County 211 Palm Beach/Treasure Coast Healthier Together	Number of events	Mental Health Association of Palm Beach County 211 Palm Beach/Treasure Coast Healthier Delray Beach Healthier Neighbors Healthier Lake Worth Healthier Glades
	Healthier Together	Website and social media analytics	Healthier Delray Beach Healthier Neighbors Healthier Lake Worth Healthier Glades
Develop more messaging (slogans, marketing strategy, social media, etc.) in the community pertaining to mental and behavioral health	Mental Health Association of Palm Beach County 211 Palm Beach/Treasure Coast Healthier Together	Number of messaging	Mental Health Association of Palm Beach County 211 Palm Beach/Treasure Coast Healthier Delray Beach Healthier Neighbors

			Healthier Lake Worth Healthier Glades
Increase the number of screenings offered in the community	Mental Health Association of Palm Beach County	Number of screenings	Mental Health Association of Palm Beach County

Objective 1.2: Decrease the age-adjusted suicide death rate from 15.2 (2016) to 12.9 by December 31, 2021.			
Strategy 1.2.1: Increase support services and interventions for suicide prevention.			
Activities	**Lead Community Partner(s)**	**Process Measures**	**Data Sources**
Activities that align with current county-wide initiatives, i.e. Suicide Prevention Plan, Zero Suicide Initiative, Birth to 22 Youth Master Plan, etc.	Palm Beach County Youth Services Department	Number of trainings and participants Number of events	Palm Beach County Youth Services Department
Increase awareness and promotion of 211 Crisis Hotline and other suicide prevention services.	211 Palm Beach/Treasure Coast	Total Contacts (calls, texts, emails) related to Mental Health/Addictions; including suicide related contacts Total Mental/Addictions related referrals	211 Palm Beach/Treasure Coast (Data specifically from Palm Beach County, unless otherwise noted)
Increase awareness of suicide prevention services at schools	School District of Palm Beach County 211 Palm Beach/Treasure Coast	Number of events Number of participants	School District of Palm Beach County 211 Palm Beach/Treasure Coast

Objective 1.3: Decrease the percentage of adults who engage in heavy or binge drinking from 17.8% (2016) to 16.8% by December 31, 2021.			
Objective 1.4: Decrease the percentage of high school students who reported binge drinking from 9.8% (2016) to 8.6% (HP2020 goal) by December 31, 2021			
Strategy 1.3.1 & 1.4.1: Promote and implement evidence-based community-wide initiative to reduce alcohol abuse and substance use in the county.			
Activities	**Lead Community Partner(s)**	**Process Measures**	**Data Sources**
Increase capacity for case management and aftercare case management utilizing Recovery Oriented System of Care and Wraparound	Southeast Florida Behavioral Health Network	Number of providers trained in Wraparound Number of providers utilizing Wraparound Number of providers trained in Recovery Oriented System of Care Number of providers utilizing Recovery Oriented System of Care	Southeast Florida Behavioral Health Network
Collaborate with the Palm Beach County Substance Abuse Awareness Coalition	Palm Beach County Substance Awareness Coalition	Engage Coalition in the Palm Beach County CHIP Align goals, strategies as appropriate; Community Partners joining coalition, attending events, joining a task force, etc.	Palm Beach County Substance Awareness Coalition
Strategy 1.3.2 & 1.4.2: Increase awareness and utilization of mental and behavioral health services available in Palm Beach County.			
Expand opportunities for Peer Mentors and Community Health Workers to be trained and funded	Southeast Florida Behavioral Health Network Mental Health Association of Palm Beach County National Alliance on Mental Illness Palm Beach County	Number of peer support services	Southeast Florida Behavioral Health Network Mental Health Association of Palm Beach County National Alliance on Mental Illness Palm Beach County
Develop a Support Group Directory so that families know where to seek help and support	211 Palm Beach/Treasure Coast	Development of directory	211 Palm Beach/Treasure Coast

Objective 1.5: Reduce the number of drug overdose deaths from 768 (2017) to 625 by December 31, 2021.			
Strategy 1.5.1: TBD			
Activities	**Lead Community Partner(s)**	**Process Measures**	**Data Sources**
TBD	TBD	TBD	University of Florida, College of Medicine, Florida Drug-Related Outcomes Surveillance and Tracking system (FROST)

BEST PRACTICES AND EVIDENCE-SUPPORTED INITIATIVES

Crisis Intervention Training

The Crisis Intervention Team (CIT) Program is a collaboration of professionals committed to assisting persons with behavioral health disorders (mental illness, developmental disabilities, Alzheimer's disease and addictive disease). This collaboration includes local members of the National Alliance on Mental Illness (NAMI), mental health service providers, family members, and law enforcement officers. The most important aspect of the CIT Program is the training provided to law enforcement officers[4].

Mental Health First Aid

Mental Health First Aid is an adult public education program designed to improve participants' knowledge and modify their attitudes and perceptions about mental health and related issues, including how to respond to individuals who are experiencing one or more acute mental health crises (i.e., suicidal thoughts and/or behavior, acute stress reaction, panic attacks, and/or acute psychotic behavior) or are in the early stages of one or more chronic mental health problems (i.e., depressive, anxiety, and/or psychotic disorders, which may occur with substance abuse).[5]

Trauma-Informed Care

A trauma-informed approach reflects adherence to six key principles rather than a prescribed set of practices or procedures. These principles may be generalizable across multiple types of settings, although terminology and application may be setting- or sector-specific:

1. Safety
2. Trustworthiness and Transparency
3. Peer support
4. Collaboration and mutuality
5. Empowerment, voice and choice
6. Cultural, Historical, and Gender Issues[6]

Trauma-Informed Schools

In a trauma-informed school, the adults in the school community are prepared to recognize and respond to those who have been impacted by traumatic stress. Those adults include administrators, teachers, staff, parents, and law enforcement. In addition, students are provided with clear expectations and communication strategies to guide them through stressful situations. The goal is to not only provide tools to cope with extreme situations but to create an underlying culture of respect and support[7].

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[4] https://namipbc.org/crisis-intervention-training/
[5] http://www.mentalhealthfirstaid.org
[6] https://www.samhsa.gov/nctic/trauma-interventions
[7] https://traumaawareschools.org/traumaInSchools

COMMUNITY RESOURCES AND INITIATIVES

Birth to 22

- Birth to 22 United for Brighter Futures is also concerned with how programs and services supporting Palm Beach County's children and youth support broader community and family outcomes that we are critical to their success. These community context outcomes are (a) Improve healthy, safe, permanent and nurturing environments and (b) ensuring effective parenting.

Healthier Together Initiative

- Healthier Together is a community-driven, placed-based approach that emphasizes the partnership between the communities and Palm Healthcare Foundation to work hand in hand to building organizational and individual capacities, infrastructure, programming and services in Palm Beach County. Three priority areas guide the initiative's work: diabetes prevention and management, behavioral health and family caregiving[8].

Mental Health Association of Palm Beach County

- Works to improve mental wellness and eliminate stigma in our community through education, advocacy, and by improving access to integrated behavioral health services.

National Alliance on Mental Illness of Palm Beach County

- The National Alliance on Mental Illness of Palm Beach County is an organization dedicated to providing support, education and advocacy with the goal to empower persons with mental illness and their families.

Southeast Florida Behavioral Health Network

- Network system of care that oversees funding designated by the state of Florida to help individuals in need of behavioral health care

211 Palm Beach/Treasure Coast

- 211 is the Crisis Hotline and Community Helpline for residents of Palm Beach and Treasure Coast counties. Calls are answered 24/7 and provided suicide prevention and crisis intervention to those in need and refer individuals to community resources as needed. Other services include: telephone counseling, advocacy programs, community resource database, community outreach, and online/text communication.

[8] http://healthiertogetherpbc.org/about/#background

Active Living and Healthy Lifestyles – Why Address it?

Communities, such as Palm Beach County, are heavily burdened with the effect chronic diseases and conditions have on their population. The cost, both measurable and immeasurable, is tremendous. Unhealthy lifestyle behaviors are the underlying cause of many chronic diseases and conditions, which could be lessened or prevented by increasing healthy behaviors. To influence a change, it is appropriate and important for the public health sector to encourage all members of the population to increase healthy behaviors while decreasing high-risk behaviors. Healthy behaviors, such as being active and exercising, as well as eating a healthy diet, are proven to increase life expectancy, decrease chronic conditions, and prevent disease.

The Palm Beach County Advisory Council has identified various conditions and deficiencies in their population that could be improved through the promotion of active living and healthy lifestyles. The Council recognizes the importance of addressing issues effecting a majority of the population, such as a high body mass index. For example, 60.1% of the adult residents of Palm Beach County are overweight or obese. Obesity is a preventable condition that is linked to health conditions such as heart disease, stroke, diabetes, gallbladder disease, osteoarthritis, gout and some cancers. Encouraging the community to adopt more healthy behaviors and a healthy lifestyle can go a long way in preventing many of these diseases and conditions.

Helping all members of a community is challenging and requires attention to cultural differences and overcoming language barriers. In addition, efforts to address the needs of different subpopulations need specific targeted engagement and support. Subpopulations such as pregnant women and infants could benefit from campaigns to promote health and decrease infant mortality. Other hazards could be addressed by promoting measures and activities that decrease exposure and infection rates. Concentrating efforts on educating and supporting these subpopulations is an important component of the overall goal to increase the health of the entire community.

The benefits to an active and healthy lifestyle are well documented. Healthy lifestyle choices combat disease, prevent unhealthy weight gain, improve mood and boost energy. Palm Beach County has an opportunity to improve the health of their community by supporting campaigns to educate, promote and encourage healthy lifestyle behaviors. The advantages are clear and the Palm Beach County Advisory Council has identified active living and healthy lifestyles as a priority for their community.

TABLE 2: ACTIVE LIVING AND HEALTHY LIFESTYLES

Goal 2: Promote health and reduce disease risk through healthy lifestyles.			
Objective 2.1: Decrease the percentage of adult residents in Palm Beach County who are overweight or obese from 52.9% to 50.0% by December 31, 2021.			
Objective 2.2: Decrease the percentage of middle and high school students who are overweight or obese from 26.6% (2016) to 22.6% by December 31, 2021.			
Strategy 2.1.1 & 2.2.1: Develop and promote consistent information and campaigns/initiatives to residents on healthy choices through education and outreach.			
Activities	**Lead Community Partner(s)**	**Process Measures**	**Data Sources**
Expand the number of municipalities recognized as Healthy Weight Communities	DOH-Palm Beach County	Number of FDOH Healthy Weight Community Challenge awardees (increase from 3 to 10 by December 2021)	DOH-Palm Beach County
Expand existing community campaigns promoting activity and exercise using programs such as Let's Move, Healthy Eating Physical Activity (HEPA) and P.E.T.	DOH-Palm Beach County	Number of hits on 5210 website (5210letsgo.com)	DOH-Palm Beach County
	Palm Health Foundation - Let's Move!	Total teams and minutes logged for Let's Move annually	Palm Health Foundation
	Diabetes Coalition of Palm Beach County Caridad Center UF/IFAS Family Nutrition Program	Number of participants	Diabetes Coalition of Palm Beach County Caridad Center UF/IFAS Family Nutrition Program
Strategy 2.1. & 2.2.2: Implement programs that provide residents with opportunities to live a healthy lifestyle.			
Increase access to affordable, healthy fruits and vegetables by decreasing food deserts	United Way of Palm Beach County, Hunger Relief Plan	Promote garden to encourage use, healthy lifestyle, and education.	United Way of Palm Beach County
Increase access to physical activities	Healthier Together (Healthier Jupiter)	Total number of residents engaged in monthly Walk and Talks and Zumba in the Park Steps/miles walked by participants	Healthier Jupiter
	YMCA of South Palm Beach County	Total number of children participating in afterschool programs annually	YMCA of South Palm Beach County

Objective 2.3: Maintain the percentage of mothers who initiate breastfeeding at Healthy People 2020 goal of 81.9% through December 31, 2021.			
Strategy 2.3.1: Implement a program that will increase education of mothers on the importance of breastfeeding.			
Activities	**Lead Community Partner(s)**	**Process Measures**	**Data Sources**
Develop and distribute materials to educate mothers on the importance of breastfeeding	DOH- Palm Beach County WIC Children's Services Council	Number of educational materials distributed	DOH- Palm Beach County WIC Children's Services Council
Establish partnerships with community hospitals and health care providers	DOH - Palm Beach County WIC	Number of partnerships Database of community partners	DOH-Palm Beach WIC Children's Services Council
Provide cultural adolescent and adult competency training for health care professionals (esp. prenatal care and pregnancy prevention)	Children's Services Council	Number of trainings held Number of participants	Children's Services Council

Objective 2.4: Maintain the number of mosquito-borne illnesses below 20 per year through December 31, 2021.			
Strategy 2.4.1: Promote initiatives and campaigns to control and prevent Zika virus through education and communication.			
Activities	**Lead Community Partner(s)**	**Process Measures**	**Data Sources**
Expand distribution of materials to educate the public about Zika virus prevention methods	DOH-Palm Beach County Public Information Officer	Number of distributed educational materials	DOH - Palm Beach County
Develop a Zika virus prevention model that could be implemented in Palm Beach County municipalities	Zika Task Force - Palm Beach Civic Association	Identification of target population Identification of educational opportunity Partner with League of Cities	Zika Task Force - Palm Beach Civic Association

Objective 2.5: By December 31, 2021, reduce the rate of Black infant mortality from 6.0 per 1,000 live births (2017) to 5.0 per 1,000 live births.			
Strategy 2.5.1: Promote initiatives and campaigns to decrease the rate of infant mortality through education and outreach in the community.			
Activities	**Lead Community Partner(s)**	**Process Measures**	**Data Sources**
Identify specific subpopulations for campaigns*	DOH-Palm Beach County *Sharon Greene*	Analysis of sub-county data Identify sub-population and/or geographic focus area	FL Department of Health, Bureau of Vital Statistics
Promote and facilitate the Protective Factors Process with women of childbearing age living in the census tract with the highest infant mortality rate*	DOH-Palm Beach County *Sharon Greene*	Demonstrate an increase in the Protective Factor score after participation in the program	DOH - Palm Beach WIC
Develop and promote a Safe Sleep Awareness and Education campaign to reduce infant deaths related to asphyxia, positional asphyxia, co-sleeping, and sudden unexpected infant death (SUID).	DOH-Palm Beach County	Develop an education awareness campaign Implement campaign using identified strategies Implement Cribs for Kids Safe Sleep Ambassador Outreach Program in specific zip codes	DOH-Palm Beach County
Promote and implement the Safe Sleep Hospital Certification Program	DOH-Palm Beach County	To be determined	DOH-Palm Beach County
Identify pregnant women who are eligible to receive prenatal services	Children's Services Council (CSC) of Palm Beach County	Screenings provided Women/infants identified as eligible to receive prenatal services	Children's Services Council

*****_Both of these activities were completed by DOH-Palm Beach County. More specifically, the Protective Factors Process was implemented for the Florida Healthy Babies Initiative Phase II from January 1, 2017 through September 30, 2017._

Objective 2.6: Reduce the disparity of hospitalizations from or with diabetes between Blacks-Whites (3902.4 per 100,000 and 1450.4 per 100.000) (2016) by less than two times higher by December 31, 2021.			
Strategy 2.6.1: Promote prevention and self-maintenance of diabetes through education and outreach in the community.			
Activities	**Lead Community Partner(s)**	**Process Measures**	**Data Sources**
Increase identification of residents who are at-risk for developing diabetes	Diabetes Coalition of Palm Beach County	Number of diabetes screenings completed Number of adults who are identified as at-risk for developing diabetes	Diabetes Coalition of Palm Beach County
Refer screening patients who are identified as at-risk to diabetes programs for education	Diabetes Coalition of Palm Beach County	Number of referrals made	Diabetes Coalition of Palm Beach County
Increase participants who complete formal diabetes education	Caridad Center Diabetes Coalition of Palm Beach County Lake Okeechobee Rural Health Network	Number of participants who complete diabetes education courses	Caridad Center Diabetes Coalition of Palm Beach County Lake Okeechobee Rural Health Network

Best Practices and Evidence-Supported Initiatives

5-2-1-0, Let's Go!

Let's Go! is a nationally recognized childhood obesity prevention program. Our goal is to increase physical activity and healthy eating for children from birth to 18 through policy and environmental change. *Let's Go!* works in six settings to reach families where they live, learn, work and play to reinforce the importance of healthy eating and physical activity. The 5-2-1-0 message is used consistently across all settings. This consistent message is an important part of our strategy in helping people make healthy eating and physical activity choices[9].

Healthy Eating and Physical Activity

Healthy Eating and Physical Activity (HEPA) teaches children how to make healthy food choices and to enjoy physical activity, contributing to their social and physical development. The HEPA standards are based, in part, on years of research done in collaboration with the Harvard School of Public Health, the University of Massachusetts at Boston, the Healthy Out-of-School Time Coalition (HOST) and the National Institute on Out-of-School Time (NIOST). Built on a foundation of these external resources and the experience of YMCAs across the nation, the standards represent the most effective way to create healthy environments in out-of-school-time settings[10].

Diabetes Prevention Program

The Diabetes Prevention Program is a year-long, group based program set in a small classroom and teaches participants how healthy eating, physical activity and behavior changes, reducing stress, problem solving, can benefit your health. This program is based on the Centers for Disease Control and Prevention's National Diabetes Prevention Program curriculum.

Community Resources and Initiatives

Birth to 22

- Birth to 22 United for Brighter Futures is concerned with how programs and services supporting Palm Beach County's children and youth support broader community and family outcomes that are critical to their success. These community context outcomes are (a) Improve healthy, safe, permanent and nurturing environments and (b) ensuring effective parenting.

Breastfeeding Coalition of Palm Beach County

- The Coalition includes individuals representing maternal/child health agencies, hospitals, childbirth educators, lactation consultants, non-profit organizations, businesses, health care professionals, and breastfeeding mothers. The Coalition has successfully completed many projects in our continuing effort to raise public awareness of the many benefits of breastfeeding.

[9] http://www.floridahealth.gov/%5C/programs-and-services/prevention/healthy-weight/index.html
[10] http://www.ymca.net/hepa/

Diabetes Coalition Palm Beach County

- The Diabetes Coalition of Palm Beach County is a voluntary nonprofit alliance of healthcare organizations and community partners working together to prevent diabetes and improve the lives of people living with the disease and those who are touched by it through: education, awareness, quality services management, and advocacy.

Healthiest Weight Florida Initiative

- In 2013 the Department of Health launched the Healthiest Weight Florida initiative in early 2013. Healthiest Weight Florida brings together state agencies, not for profit organizations, businesses, and entire communities to help Florida's children and adults make consistent, informed choices about healthy eating and active living[11].

Hunger Relief Plan

- A partnership between the United Way of Palm Beach County and the administrative leadership at Palm Beach County to address food insecurity in the county. Development of the plan was a collaborative effort involving over 60 agencies in the community[12].

Prevention, Education, and Treatment Program

- The Caridad Center's P.E.T. Program takes a comprehensive approach to the prevention, education, and treatment of chronic diseases. It delivers family-centered, culturally competent care, and provides early detection, treatment, and health education to low-income residents who have, or are at-risk for chronic diseases, such as: diabetes, high cholesterol, high blood pressure, and obesity.

Silver Sneakers

- Silver Sneakers is a free fitness program for seniors that includes unlimited access to every participating gym and fitness center in the network.

Wellness Promotion Task Force of The School District of Palm Beach County, Florida

- The mission of the Wellness Task Force is to create an educational forum that allows the Palm Beach County School District and community partners to successfully collaborate in the promotion of healthier lives. With the District's ultimate goal of improving student performance, the direction of the Wellness Promotion Task Force is to encourage a proactive approach to holistically address the health, wellness, and safety of all school children, staff, parents, and the community.

Women, Infants, and Children

[11] http://www.letsgo.org/
[12] http://www.unitedwaypbc.org/hunger

- 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.

ACCESS TO CARE AND SERVICES – WHY ADDRESS IT?

Residents of Palm Beach County have wide-ranging and comprehensive health services available. Unfortunately, a large number of residents are unaware of what services are accessible, if they are eligible to use them, and how to take advantage of these much needed services. There are thousands of residents, who if only given the proper information and guidance, could avail themselves of the opportunity to access and properly utilize this broad range of community services. Many barriers prevent access to services, but the most problematic could be the lack of awareness of the general population to even consider community services as an option. Some residents believe that services are only available for a select subpopulation, or for a very restricted set of problems. A suicidal teenager, a grieving widower, an unemployed parent, a caregiver of a sick relative, a victim of abuse, a recently diagnosed patient or a visually impaired person might not realize there are services available to help them, and so they do not reach out. When residents are aware of the services available in their community and educated on how to access the services, their health and quality of life will benefit.

Healthy People 2020 identified access to services as an important component to promoting and maintaining health, preventing and managing disease, reducing unnecessary disability and premature death, and achieving health equity.[13] The Palm Beach County Advisory Council appreciates this difficult situation and determined that improving access to comprehensive, quality care and services is a high priority. In order to reach a large-scale audience, outreach efforts must be wide-spread, varied and customized to the various subpopulations. Materials in multiple formats, settings and languages must be developed. In addition, the ethnic, socioeconomic, cultural, and social make-up of the community must be taken into consideration when addressing gaps and knocking down barriers.

Finding the right information at the right time is challenging and residents benefit when appropriate and accurate information is made easily available. Currently, some community services are underutilized and an opportunity exists for community based organizations to develop partnerships and promote awareness amongst themselves to guide the populations they serve. Improving access to information by developing a community resource inventory, will allow providers, employees, patients and clients from one location to be better informed about services available through another organization. Information-based community referral resources, like 211, need to be supported in their efforts to promote their resources and to reach a larger audience. When partnerships form, referrals increase, outreach efforts expand, and more residents are helped. A community that is well informed about the resources available will benefit greatly and become a healthier community overall.

[13] https://www.healthypeople.gov/2020/topics-objectives/topic/Access-to-Health-Services

TABLE 3: ACCESS TO CARE AND SERVICES

Goal 3: Improve access to comprehensive, quality care and services.			
Objective 3.1: Decrease rate of preventable hospitalizations under 65 from all conditions in Palm Beach County from 1139.7 per 100,000 to 1128.3 per 100,000 by December 2021.			
Strategy 3.1.1: Promote appropriate utilization of existing services			
Activities	**Lead Community Partner(s)**	**Process Measures**	**Data Sources**
Promote 211 in the community	211 Palm Beach/Treasure Coast	211 Calls 211 Website Utilization 211 Outreach Events	211 Palm Beach/Treasure Coast
Promote community resource inventories	211 Palm Beach/Treasure Coast Children's Services Council	211 Referrals EveryParent app downloads	211 Palm Beach/Treasure Coast
Promote the awareness of primary care services, including oral health services, in the community that provide safety-net services.	Quantum Foundation	Disseminate a Community Health Center Guide	Quantum Foundation
Strategy 3.1.2: Implement strategies that reduce barriers to care			
Assess transportation routes to identify gaps and barriers.	Palm Beach Transportation Planning Agency	Transportation assessment	Palm Beach Transportation Planning Agency
Implement health literacy workshops throughout Palm Beach County, with a specific focus in the Glades region	Lake Okeechobee Rural Health Network (LORHN) Health Council of Southeast Florida (HCSEF)	Number of workshops held Number of participants that completed the workshop series	Lake Okeechobee Rural Health Network (LORHN) Health Council of Southeast Florida (HCSEF)

Objective 3.2: To increase the number of seniors who are able to remain in a non-institutionalized setting by receiving in-home community-based services from 5,049 (2018) to 5,807 by December 31, 2021.			
Strategy 3.2.1: TBD			
Activities	**Lead Community Partner(s)**	**Process Measures**	**Data Sources**
Expand the Congregate Meal and Home-Delivered Meals programs	Your Aging and Disability Resource Center United Way	Number of Home-delivered Meals	Your Aging and Disability Resource Center

BEST PRACTICES AND EVIDENCE-SUPPORTED INITIATIVES

Health Communication Campaigns

Health communication campaigns apply integrated strategies to deliver messages designed, directly or indirectly, to influence health behaviors of target audiences. Messages are communicated through various channels that can be categorized as:

Mass media (e.g., television, radio, billboards)

Small media (e.g., brochures, posters)

Social media (e.g., Facebook©, Twitter©, web logs)

Interpersonal communication (e.g., one-on-one or group education).

A review of 22 published scientific studies found that "a health communication campaign that uses messages to increase awareness of, demand for, and appropriate use of the product. The messages must be delivered through multiple channels, one of which must be mass media, to provide multiple opportunities for exposure."[14]

'No Wrong Door'

People in need of health services through city, county, or local agencies may also be in need of additional social and health services. Health and human services providers want to ensure that intake and referral for health services is streamlined across multiple agencies and departments. The idea being that no matter where people enter the system, they can easily gain access to health and human services they need. This is part of the intention behind the "No Wrong Door" policy that's included in the Patient Protection and Affordable Care Act (ACA).[15]

COMMUNITY RESOURCES AND INITIATIVES

211 Palm Beach/Treasure Coast

- 211 is a community helpline and crisis hotline that provides suicide prevention, crisis intervention, information, assessment, and referral to community services for people of all ages. Staff provide information on available social services, community services and resources that include food assistance, medical clinics, foreclosure prevention, parenting info on developmental concerns (Help Me Grow) & special needs, senior services that include free "Sunshine" daily calls, services for teens and more.

Community Health NETwork

- The intent of the Community Health NETwork is to achieve an integrated, highly effective primary care system that will improve the health and well-being of the Palm Beach County population through providing a forum for exchange of ideas, collaborations, programs development and assessment. This partnership between organizations and community leaders began as a countywide safety-net medical provider network with the goal of maximizing and leveraging health care safety-net resources in order to increase access to health care.

[14] www.thecommunityguide.org/healthcommunication/campaigns.html.
[15] www.socialinterest.org/pdfs/ACAs_No_Wrong_Door_Policy_Horizontal_Integration.pdf

Special Needs Advisory Coalition (SNAC) of Palm Beach County

- Over 140 participants representing more than 60 private, public, and civic organizations, as well as parents, have come together to discuss their experiences, concerns, ideas and solutions related to special needs and disability.

Glades Initiative

- A local source selected to identify and coordinate the health and human service needs of the community, as well as develop and encourage collaborative relationships to collectively address the community's needs.

Federally Qualified Healthcare Centers, Inc.

- For nearly 50 years, Florida's community health centers have been shaping the future of healthcare by providing community-focused, team-based, comprehensive primary care to those who need it most. Florida's Community Health Centers provide primary care, preventative care, and wrap-around services.

Palm Tran

- Palm Tran is the public transit bus system run by the Palm Beach County Government. Route guides and updates are available to view on the website

Oral Health Florida Coalition

- The Oral Health Florida coalition is comprised of a broad-based group of agencies, institutions, organizations, communities, stakeholders, policymakers, leaders, and other individuals whose mission is to promote and advocate for optimal oral health and well-being of all persons in Florida. This mission is accomplished through the implementation of the State Oral Health Improvement Plan.

Citizens for Improved Transit

- Nonprofit organization that seeks to improve the quality of life through advancements in transportation options. The mission is to encourage the development of communities that support pedestrian, bike, and quality public transportation systems.

Palm Beach Pediatric Society

- Non-profit organization of pediatricians, pediatric nurse practitioners, pediatric dentists and pediatric sub-specialists in Palm Beach, Martin, St. Lucie, Indian River and Okeechobee counties in South Florida. Our society's mission is to provide a forum for these professions to be able to come together in three meetings annually to share experiences, network and learn about the best medical practices in pediatric care with the primary interest being the health and advocacy of children.

Palm Beach Medical Society's Project Access

- Project Access is a coordinated system of volunteer physician care, hospital care, diagnostic services, and medication assistance for the low-income uninsured residents of Palm Beach County. The program also provides free preventive, personalized care and focuses on wellness through prevention and early detection of Diabetes, Hypertension and Heart diseases. In addition, the program recently provides Mental Health screening and services for the uninsured residents of Palm Beach County.

Department of Children and Families' Community ACCESS Network

- Florida Department of Children and Families Automated Community Connection to Economic Self Sufficiency (ACCESS). The ACCESS Florida system allows customers to connect with their public assistance information 24/7, through the online application and MyACCESS Account. The Economic Self-Sufficiency Program helps to promote strong and economically self-sufficient communities by determining eligibility for food, cash and medical assistance for individuals and families on the road to economic recovery.

Palm Beach County Community Service Department

- The Department of Community Services is comprised of three divisions and several independent programs. It provides staff and administrative support for various health and human service boards and community initiatives. The Board of County Commissioners awards some local match and operating funds to support local non-profit agencies providing health and human services. The Department monitors the use of these funds and provides technical assistance to the agencies. Program areas assisted by the Department include: community action, farmworker, human and veteran services, Ryan White, and senior services.

Lake Okeechobee Rural Health Network (LORHN)

- Lake Okeechobee Rural Health Network (LORHN) is one of nine Rural Health Networks in Florida, with the common goal of ensuring that all rural residents have access to a continuum of affordable health care, and to champion the efficient and effective delivery of health care services in rural areas, via the integration of public and private resources, and the coordination of health care providers.

Your Aging & Disability Resource Center Palm Beach/Treasure Coast, Inc.

- The Helpline at Your Aging and Disability Resource Center provides access to services, information and resources for seniors, adults with disabilities and their caregivers in the five county area. The Helpline is the entry point for the Medicaid Long Term Care program and other public funding for home and community based services. These services include: home delivered meals, Adult Day Care, Alzheimer's resources, homemaker services, shopping assistance and more. Our Benefit Enrollment Center can assist seniors with education and applications for Medicare/ Medicaid benefits and Food Stamps.

CHIP Implementation Focus Groups

Through the engagement of the Florida Department of Health in Palm Beach County and the Health Care District, the Health Council of Southeast Florida (HCSEF) conducted four focus groups between April 2018 through June 2018. The purpose of these focus groups was to present the 2016 Palm Beach County Community Health Improvement Plan (CHIP) to residents and collect their thoughts and feedback on the plan.

Methodology

HCSEF partnered with local community organizations in specific geographic locations to schedule focus groups and recruit participants. Individuals from various sub-populations participated and provided feedback summarized in this report, sub-populations included: the aging population (over 65 years of age), mothers and women of child-bearing age, residents of the Glades communities, and low-income individuals. Using a 'health equity' lens and being inclusive to all residents of Palm Beach County, discussions were facilitated in English, Spanish, and Haitian Creole. HCSEF staff recited the same script at the beginning of each focus group to explain the purpose of gathering individuals, the process of collecting and summarizing their feedback, and what the Community Health Improvement Plan. This is important because not all residents of the county are aware of the CHIP or the process required to create the document and plan. Another tool was developed specifically for these focus groups, listing questions and probes specific to the Palm Beach County CHIP activities, and used as a guide for each group discussion.

All participants were asked to complete a demographic form, which allowed HCSEF to record the demographic profile of the population providing feedback. Each focus group lasted approximately 60 to 90 minutes; to incentivize participation, HCSEF offered refreshments and provided a twenty-dollar gift card to all participants. Participants were assured that no names or identifying information would be included in the summary and report of this primary data collection. Once all focus groups were complete, HSEF compiled and analyzed the data; only feedback and remarks made by participants across the four focus groups were included in the summary below. Therefore, not everything shared in the groups are documented in the results.

Table 4: Site, Date, Time, Language Spoke and Number of Participants of Focus Groups

Site	Date	Time	Language	# of Participants
Bridges at Belle Glade	4/17/2018	5:00 PM	Haitian Creole	11
Bridges at Belle Glade	4/24/2018	5:00 PM	Spanish	12
Lord's Place – Halle Place	6/6/2018	5:30 PM	English	11
North County Senior Center	6/12/2018	12:30 PM	English	10
Total				**45**

Thoughts and Reactions to the Palm Beach County CHIP

- Acknowledgment of the stigma around mental and behavioral health, from the community as well as health providers
- Discussion around stress (personal and societal) being a root cause of many health issues
- Desire for an easier, less stressful application and enrollment process for safety net services i.e. health and human services
- Agreement that more residents need to be aware of community resources available
- The cost of health insurance, health care, and prescriptions is unaffordable for most and a barrier to healthy living

Feedback & Opportunities to Enhance the Implementation of the Palm Beach County CHIP

- Expand community outreach to increase awareness or resources and services available:
    - Who: general public, mothers, youth, seniors
    - What: mental and behavioral health services, health and nutrition education, support groups for diseases, incorporate a focus on community empowerment
    - How: continue engagement and conversations with the community, e.g. focus groups, community conversations, community advocates, community events, health fairs, etc.
    - Where: schools, parks, community centers, churches, senior centers were all suggestions given
    - Marketing: clear and easy-to-read signage on buildings and outreach materials; mail flyers, Spanish and Haitian Creole languages included, work with faith-based organizations, word-of-mouth
    - Incentive Suggestions: guest speakers focused on empowerment, necessities e.g. diapers, food, gift cards, etc.
- Share eligibility requirements for services i.e. Health Care District, Medicaid, Temporary Assistance for Needy Families (TANF), Supplemental Nutrition Assistance Program (SNAP), etc. in multiple easy to understand formats e.g. paper and electronic, in Spanish and Haitian Creole, attention to literacy level
- Simplify the application and enrollment process for services and employment opportunities to be more user-friendly, i.e. available in all languages, in-person assistance, paper applications available for individuals who do not own or use electronic devices (low-income, senior, foreign-born populations)
- Always include Spanish and Haitian Creole materials for general services, education, and outreach

Other Observations Noted:

- Residents of Belle Glade feel that there has been a decrease in breastfeeding resources
- Residents of the Glades region experience extreme working conditions, sometimes unhealthy ones
- The aging population would like to see more information shared and support services for Dementia, Alzheimer's, depression/isolation i.e. identifying warning signs, support groups, where to start for help
- Many residents shared expressed the care they receive throughout Palm Beach County could be of higher quality, specifically how they are treated i.e. cultural competency
- Participants shared a dire need for preventative and extensive dental care
- As whole, residents are eager to be engaged and want to be active participants in improving the health and wellbeing of themselves, their families, and their communities.

APPENDICES

Appendix A: Palm Beach County Advisory Council

First Name	Last Name	Organization
Dr. Alina	Alonso	Florida Department of Health Palm Beach County
Belma	Andric, MD	Health Care District of PBC
Evelyn	Baily	Sandy Hook Promise
Nancy	Banner	Health Care District Board Member
Laura	Barry	Community Partners
Ale	Barthe	Caridad Center
Helen	Dickey	Jerome Golden Center for Behavioral Health
Ann	Berner	Southeast Florida Behavioral Health Network
Dr. Seth	Bernstein	United Way of Palm Bech County
Thomas	Boiton	Citizens for Improved Transit
Yolette	Bonnet	FoundCare
Tiffany	Jones	Jupiter Medical Center
Liz	Cabral	United Way of Palm Beach County
Sally	Chester	Homeless Coalition
Don	Chester	St Mary's Medical Center
Jennice	Chewlin	Chewlin & Associates
Roxanna	Childs	Families First
Tom	Cleare	Health Care District of PBC
John D.	Couris	Jupiter Medical Center
Steve	Craig	CareerSource Palm Beach County
Norman	Cushon	CareerSource Palm Beach County
Julia	Dattolo	CareerSource Palm Beach County
Darcy	Davis	Health Care District of PBC
Florenzia	Davis	Tabernacle Missionary Baptist Church
Dr. Linda	DePiano	Jerome Golden Center for Behavioral Health
Karis	Engle	Glades Initiative
Jamie	Estremera-Fitzgerald	Area Agency on Aging
Jerry	Fedele	Boca Raton Regional Hospital
Molly	Ferguson	Florida Community Health Centers
Louis	Ferri	Palm Tran
Tammy K.	Fields	Palm Beach County Youth Services Department
Clinton B.	Forbes	Palm Tran
Graciela	Giraldo	WellCare Health Plans, Inc.
Judy	Goodman, Esq	Health Advocate
Abigail	Goodwin	Palm Health Foundation
Sue	Goulding	Jupiter Medical Center

Angeleta	Gray	Health Care District Board Member
Julia	Hale	Lakeside Health Advisory Board
Danielle	Hanson	United Way of Palm Bech County
Karen	Harris	Health Care District of PBC
Shannon	Hawkins	Quantum Foundation
Liliana	Herrera	Area Agency on Aging
Sonja	Holbrook	Palm Beach County
Chris	Irizarry	Health Care District of PBC
Barbara	Jacobowitz	Keiser University
Kevin	Jones	Tabernacle Missionary Baptist Church
Jeff	Kadel	Palm Beach County Substance Awareness Coalition
Laura	Kallus	Caridad Center
Jason	Hagensick	YMCA of South Palm Beach County
David	Kendle	C.L. Brumback Primary Care Clinics Board Member
Christine	Koehn	The Farris Foundation
Julie	Kreafle	United Way of Palm Beach County, Hunger Relief Plan
Jerry	Leakey	Legal Aid Society
Wilhelmina	Lewis	Florida Community Health Centers
Sharon	L'Herrou	211 Palm Beach Treasure Coast
Brian	Lohmann	Health Care District Board Member
Taruna	Malhotra	Palm Beach County Board of County Comissioners
Maria	Marmora	Delray Medical Center
Dr. Oneka B.	Marriott	FoundCare
David	Martin Rafaidus	PBC Department of Community Services
Patrick	McNamara	Palm Health Foundation
Valerie	Miyares	The School District of Palm Beach County
Jeremy	Morse	Mental Health Association
Katherine	Murphy	National Association of Mental Illness
Valerie	Neilson	Transportation Planning Agency
Robin	Nierman	YMCA of South Palm Beach County
Randy	Palo	Children's Services Council of PBC
Amy	Pepper	MyClinic
Richard	Radcliffe	The Palm Beach County League of Cities, Inc.
Robert	Rease	Lakeside Health Advisory Board
Adam	Reback	Florida Department of Health Palm Beach County
Heidi	Reever	University of Florida/IFAS Extension Family Nutrition Program (FNP) in Palm Beach County
Carol	Roberts	Health Care District Board Member
Donia	Roberts	Lakeside Health Advisory Board Member
Rick	Roche	Health Care District of PBC
Cady	Sandler	Children's Services Council of PBC
Jennifer	Schneider	Children's Home Society

Patrice	Schroeder	211 Palm Beach Treasure Coast
Lindsay	Slattery-Cerny	The FL LINC Project/ Florida Council for Community Mental Health/ SEFBHN
Andrea	Stephenson-Royster	Health Council of Southeast Florida
Lauren	Stoops	Palm Beach County Medical Society
Marjorie	Sullivan	Palm Health Foundation
Olivia	Tartakow	Alpert Jewish Family & Children's Service
Sheri	Testani	Delray Medical Center
Tanya	Tibby	Palm Beach County Youth Services Department
Paula	Triana	The School District of Palm Beach County
Lisa	Vreeland	Florida Department of Health Palm Beach County
Jon	Van Arnam	Palm Beach County
Geraldine	Diaz-Granados	Assistant to Philip Ward
Debby	Walters	Diabetes Coalition of Palm Beach County
DeAnna	Warren	Genesis Community Health
Nikasha	Wells	Palm Tran
Gus	Wessel	PBC Community Services - Youth Services
Cindy	Wides	Alpert Jewish Family & Children's Service
Tenna	Wiles	Palm Beach County Medical Society
Lisa	Williams-Taylor	Children's Services Council of PBC
Usleur	Cook	Florida Department of Health Palm Beach County

FOCUS GROUP DISCUSSION: GUIDELINES AND QUESTIONS

A. Introduction:

Hello and welcome to our focus group! A focus group is simply a gathering of people who have something in common. Each of you is here today as a resident of Palm Beach County; and have a unique perspective on the services that are provided in your communities.

My name is _____ and I represent The Health Council of Southeast Florida, Inc. and we are working with the Department of Health in Palm Beach County and the Healthcare District to implement the Palm Beach County Community Health Improvement Plan (CHIP). The CHIP was created after the Community Health Needs Assessment was completed in December 2016. Engaged community partners reviewed the data collected and had extensive conversations to determine the priority areas for the next three years.

Local policymakers and healthcare providers focus on the health care needs that were highlighted throughout the Community Health Needs Assessment. The three priority areas for the 2016-2021 Palm Beach County Community Health Improvement Plan are:

1. Mental and Behavioral Health
2. Active Living and Healthy Lifestyles
3. Access to Care and Services

We will be talking in general about the quality of life in your community and about the health needs that you and your families may have. The purpose is to understand what you think about the Community Health Improvement Plan, what you believe are the most pressing healthcare needs of your community, and the factors that influence an individual's health and health care. Your input is very important to us.

Our goal is to have everyone here feel comfortable and able to speak openly, share their thoughts, ideas and experiences honestly. There are no wrong answers. So please feel free to share your experiences and your point of view, even if it is different from what others have said.

Your comments will be summarized in a report, but nobody here will be identified by name. We will not be using your name when we report the results of the study. Because we are taking notes of this discussion so that we can write our report, it is important for everyone to speak up and that only one person talks at a time.

My role will be to ask questions and listen. It is important for us to hear from all of you because you all have different and valuable experiences. You will be receiving a Walmart card gift for participating in our discussion.

Does anyone have any questions before we begin? If there are no additional questions, we will begin.

FOCUS GROUP DEMOGRAPHIC FORM

Please complete this form. You do not need to answer any question that makes you uncomfortable. If you have any questions, please ask us!

1. What ZIP code do you live in? _____

2. What is your age? (Check only one)

[ ] 0 – 18 years
[ ] 19 – 24 years
[ ] 25 – 44 years
[ ] 45 – 64 years
[ ] 65 – 84 years
[ ] 85+ years

3. What is your gender? (Check only one)

[ ] Female
[ ] Male

4. What race do you identify with most? (Check only one)

[ ] Asian
[ ] Black or African American
[ ] Native Hawaiian or Other Pacific Islander
[ ] American Indian, Alaskan Native, or Indigenous
[ ] White /Caucasian

5. What ethnicity do you identify with most? (Check only one)

[ ] Hispanic or Latino
[ ] Non Hispanic or Non Latino

6. What is the highest grade or year in school you have completed? (Check only one)

[ ] 6th grade or less
[ ] Some middle school or some high school, no diploma (grades 7 -11)
[ ] High school graduate or GED (grade 12)
[ ] Some college, No degree
[ ] Associate's degree/Certificate from vocational, business, or trade school
[ ] 4-years of college or higher, with bachelor's degree or higher
[ ] Other: _____
[ ] No answer

7. Do you work now? (Check only one)

[ ] Work 35 or more hours per week
[ ] Work less than 35 hours per week
[ ] Unemployed
[ ] Other: _____
[ ] No answer

8. Do you and your family have any kind of health care coverage, private carrier, Medicaid, Medicare, Florida KidCare, or any other (please specify). (Check only one)

[ ] Yes, please specify: _____
[ ] No
[ ] Do not know
[ ] Prefer not to answer

9. What is your annual household income from all sources, including money from jobs, social security, unemployment benefits, public assistance, and retirement income? (Check only one)

[ ] $0 - $20,000
[ ] $20,001 - $40,000
[ ] $40,001 - $60,000
[ ] $60,001 - $80,000
[ ] $80,001 - $100,000
[ ] $100,101 or more
[ ] Prefer not to answer

Palm Beach County
Community Health Improvement Plan Implementation
Resident Focus Group Questionnaire

First Thoughts and Reactions

1. What are your initial thoughts and reaction to the three priority areas (Mental and Behavioral Health, Active Living and Healthy Lifestyles, and Access to Care and Services) identified?

   Probes:
   - Is there something missing
   - Do the goals, objectives, and strategies address community gaps and needs
   - What would you like to see added?

Health Issues and Challenges

2. What mental health support services and intervention programs are you aware of in Palm Beach County?

   Probes:
   - Hotlines to call
   - Providers (hospitals, centers, schools)
   - Community trainings/workshops
   - Screenings

3. Please share what programs you know of in Palm Beach County that provide education and resources to help individuals

   Probes (if listing an organization, please share what they do i.e. services provided):
   - Eat healthier
   - Exercise more
   - Initiate breastfeeding
   - Prevent mosquito-borne illnesses i.e. Zika
   - Seek and receive prenatal care
   - Prevent, manage, improve diabetes

4. If you do not know of any programs for these specific health issues/conditions, what would you like to see more of in the community related to these issues/conditions?

   Probes:
   - Education – what does that look like?
   - Outreach – where?
   - Services – for whom? Delivered where?

5. What do you think is causing the health issues and conditions we have discussed?

Probes:

- Individual behavior
  - Activities or behaviors of specific groups
  - Dietary behaviors
  - Attitudes and beliefs
  - Cultural or community norms or beliefs in the community around what it means to be "healthy"
  - Stress and anxiety
  - Physical activity, exercise
  - Education

Probes:

- Physical environment
  - Aspects of the built environment
  - Sidewalks
  - Transportation routes
  - Places to engage in activity
  - Lack of places to exercise
  - Access to healthy foods
  - Access to preventative services
  - Access to basic health care
  - Affordability/Health Insurance

Health Care Access and Barriers

6. What are the challenges or barriers you see in maintaining or improving your or your family's health?

   Probes:

   - What are the main problems you have faced getting health care services in your neighborhood /community?
   - Have you been able to overcome any of these problems? If so, how did you do it?

7. How can these challenges be addressed and solved in a way that will affect you?

   Probes:

   - Grassroots level change
   - In your neighborhood
   - In your workplace

Health System

8. What does the community have that helps people to improve or maintain health? What are some of the community's assets and strengths as related to the health of community residents?

Probes:

- Shifting social and community norms and beliefs
- Public health awareness
- Opportunities to exercise
- Access to fresh produce, healthier diet
- Areas for families to gather
- Sense of community safety
- Access to preventative services
- Access to basic health care
- Access to policy makers and local elected officials

Suggestions and Comments

9. What ideas or suggestions do you have to improve the health of the community?

10. Please share any other comments you have related to the Community Health Improvement Plan or overall health of Palm Beach County.

SUMMARY OF CHANGES

June 2019:

- The 13th and 14th Health Advisory Council meetings were added to the timeline.
- Objective 1.1 was modified from "Increase the number of Palm Beach county residents who have completed mental health training and understand the impact of mental and behavioral health by increasing the number of mental health trainings from 108 (2016) to 130 (20%) by December 31, 2021" to "Decrease the percentage of adults who had poor mental health from 11.7% (2016) to 9.9% by December 31, 2021."
- Add Objective 1.2 "Decrease the age-adjusted suicide death rate from 15.2 (2016) to 12.9 by December 31, 2021.
- Objective 1.2 was modified from "Decrease the percentage of adults who engage in heavy or binge drinking from 17.8% (2016) to 16.8% and the percentage of high school students who reported binge drinking from 9.8% (2016) to 8.6% by December 31, 2021" to "Decrease the percentage of adults who engage in heavy or binge drinking from 17.8% (2016) to 16.8% by December 31, 2021" and has become Objective 1.3.
- Add Objective 1.4: "Decrease the percentage of high school students who reported binge drinking from 9.8% (2016) to 8.6% by December 31, 2021"
- Add Objective 1.5 "Reduce the number of drug overdose deaths from 768 (2017) to 625 by December 31, 2021."
- Add Objective 2.2 "Decrease the percentage of middle and high school students who are overweight or obese from 26.6% to 22.6% by December 31, 2021."
- Objective 2.2 "Maintain the percentage of mothers who initiate breastfeeding at the Healthy People 2020 goal of 81.9% through December 31, 2021" has become Objective 2.3.
- Objective 2.3 has been modified from "Increase the education and awareness of Zika virus control and prevention in the community" to "Maintain the number of mosquito-borne illnesses below 20 per year through December 31, 2021" and has become Objective 2.4.
- Objective 2.4 "By December 31, 2021, reduce the rate of black infant mortality from 7.1 per 1,000 live births (2016) to 5 per 1,000 live births by December 31, 2021" has become Objective 2.5.
- Objective 2.5 "Reduce the disparity of hospitalizations from or with diabetes rates between blacks-whites (3902.4 per 100,000 and 1450.4 per 100,000) (2016) by less than three times higher by December 31, 2021" has become Objective 2.6.
- Add Objective 3.2 "To increase the number of seniors who are able to remain in a non-institutionalized setting by receiving in-home community-based services from 5,049 (2018) to 5,807 by December 31, 2021.
- Added Your Aging & Disability Resource Center Palm Beach/Treasure Coast, Inc. to Community Resources and Initiatives in the Access to Care priority section
- Added the results of the Community Health Improvement Plan Focus groups
- Added the list of Palm Beach County Advisory Council Members
- Added the Community Health Improvement Plan Focus groups tools

USING THE PLAN

Health improvement does not occur solely at the governmental or agency level, but must be expanded and practiced in our homes, our workplaces, our schools and our faith-based organizations. Below are some suggestions of ways to contribute to a healthier Palm Beach County.

- Spread the work about the Palm Beach County Community Health Improvement Plan and the health priorities
- Support local programs and initiatives aimed to address the health priorities
- Be an advocate in the community for health behaviors and for health improvement
- Lead by example and practice healthy behaviors in your community
- Share your resources whether it be expertise and information, time, support, and funding to further the health improvement efforts

GET INVOLVED

The Community Health Needs Assessment and Community Health Improvement Plan are community-driven processes. To that, all residents are encouraged 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:

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