



Florida HEALTH

Florida Department of Health in Palm Beach County
ANNUAL HEALTH PROFILE
2024

Message from the Director

Dr. Jyothi Gunta MD, MPH has been director of the Florida Department of Health in Palm Beach County (DOH-Palm Beach) since April 2023. She is board-certified in preventive medicine, and public health, as well as occupational and environmental medicine. Dr. Gunta has practiced in various clinical and non-clinical settings to include family medicine, evidence-based preventive care, occupational medicine, epidemiology, research, education, and policy.

Dr. Gunta received her medical degree from Saint Petersburg State Medical Academy (I.I. Mechnikov), in St. Petersburg, Russia, and earned her master's in public health from Nova Southeastern University. She completed her internship at Tripler Army Medical Center, in Honolulu, Hawaii, where she trained in pediatrics. Her passion and drive for public health is what originally brought her to DOH-Palm Beach, in 2016, to serve as the chief resident for the Preventive Medicine and Public Health Residency Program. Following her residency training, Dr. Gunta joined the City of Delray Beach as the medical director for employee health and wellness, serving as the primary care physician for city employees and their families.

Dr. Gunta has demonstrated leadership within multiple health care systems and outpatient practices, including the U.S. Veterans Health Administration and Centers for Disease Control and Prevention, and has published findings in the Lancet's Child and Adolescent Health Journal.

In her role as director of DOH-Palm Beach, Dr. Gunta serves with a deep and vested interest in public health as an essential component to our individual and community needs.

As an accredited health department by the Public Health Accreditation Board, we stand as a trusted source of information for our community leaders.

Our mission is to protect, promote, and improve the health of all people in Florida through integrated state, county, and community efforts. Our vision is to be the healthiest state in the nation.



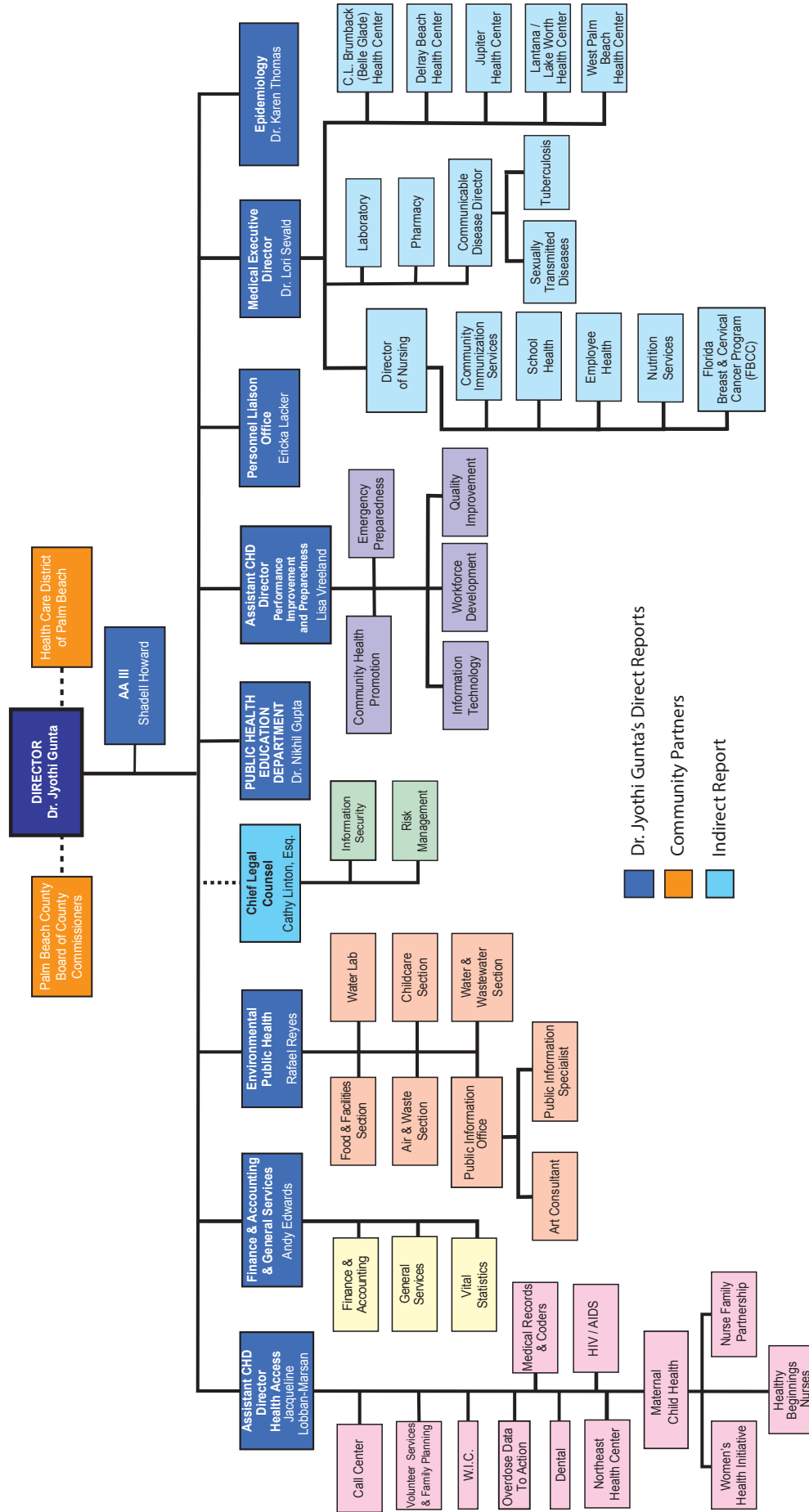
Dr. Jyothi Gunta MD, MPH
Director

*Florida Department of Health
in Palm Beach County*



DOH-PALM BEACH COUNTY

Functional Organizational Chart

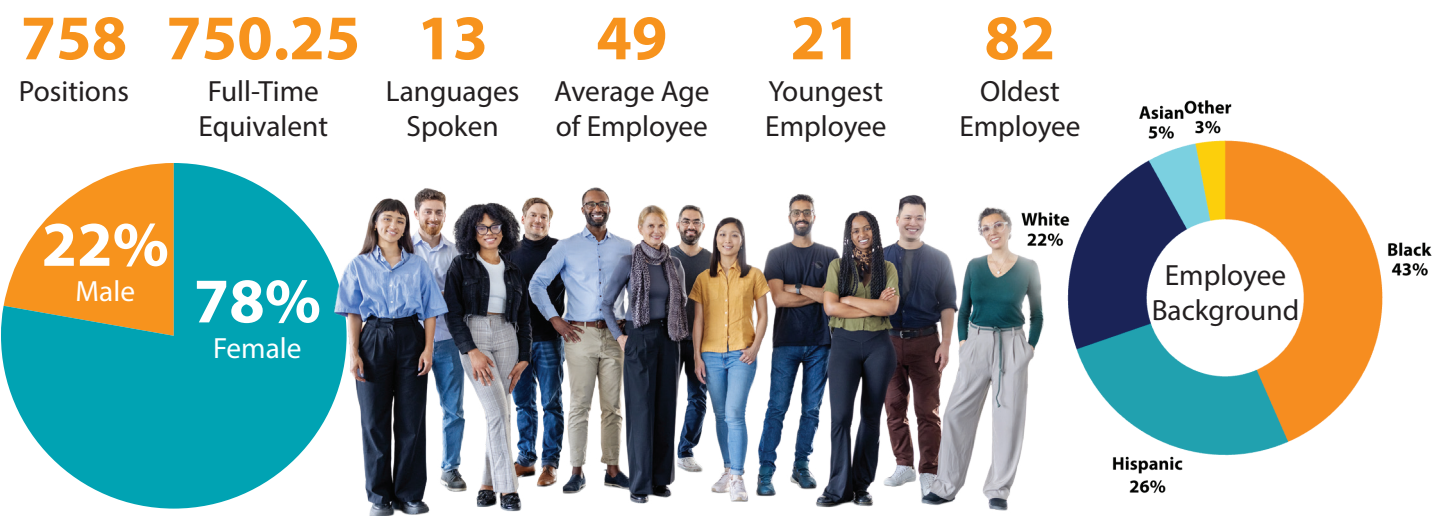


Personnel Liaison and Safety Loss Prevention Office

The Personnel Liaison and Safety Loss Prevention Office oversees personnel actions and related matters, along with supporting employees and supervisors. It ensures the effective implementation and operation of the Safety Loss Prevention Program.

The office manages over 3,000 personnel actions, including recruitment, classification, professional license compliance, and many more. Additionally, it ensures that safety committees are established and functioning properly, meeting periodically in accordance with policy. The office also oversees worker’s compensation and employee incidents, ensuring that issues are addressed appropriately and that preventive measures are implemented efficiently.

Workplace Profile



Finance and Accounting

DOH-Palm Beach benefits from a dynamic funding model, leveraging a variety of funding sources including fees, grants, local contributions, and strategic budget allocations from county, state, and federal funds to drive its mission.

Notable revenue changes from 2023 and 2024 are a \$476,510 increase in non-categorical general revenue and a \$533,795 increase in categorical general revenue. Federal funds increased \$1,411,566 from the U.S Department of Health and Human Services for the refugee health program.

In 2024, local contributions were \$2,762,666 higher, which includes \$1,949,688 of the Health Care District of Palm Beach County revenue during October 2023 through December 2023. This is because the state of Florida utilizes a cash accounting system, recognizing revenues upon receipt of cash, rather than when realized and earned. Additionally, \$386,816 of school health revenue was posted to other revenue, which is included in the local contribution category.

Over the past five years, DOH-Palm Beach received funding from the Health Care District of Palm Beach County, and anticipates this moving forward.

	2023	2024
State Funds	19,276,398	20,457,176
Federal Funds	18,844,783	20,256,349
Local Contribution	19,016,231	21,778,897
Clinic	4,741,803	4,136,418
Environmental	3,816,116	4,032,204
Vitals	1,729,039	1,856,969
	\$67,424,370	\$72,518,013
	2024	
Local Contribution	\$21,778,897	30.03%
Federal Funds	\$20,256,349	27.93%
State Funds	\$20,457,176	28.21%
Fees	\$10,025,591	13.82%

Fees include vital statistics, clinical and environmental

General Services

It was an eventful year in 2024. Through hurricanes, tornadoes, and broken waterlines, general services staff were able to perform daily work schedules, responsibilities, duties, and tasks assigned, allowing Florida Department of Health Palm Beach County to continue normal operations in serving our community.

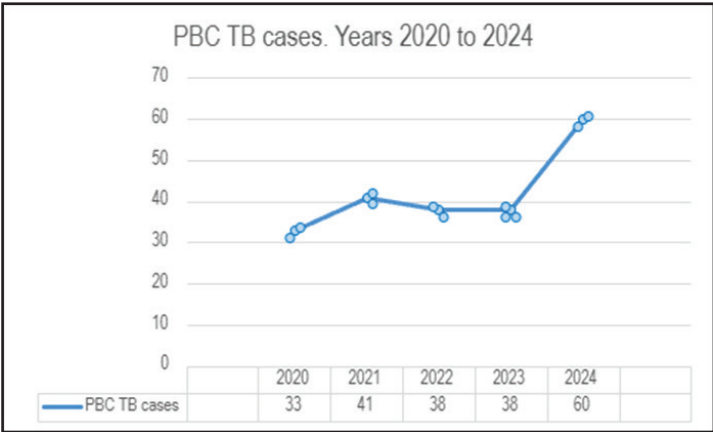
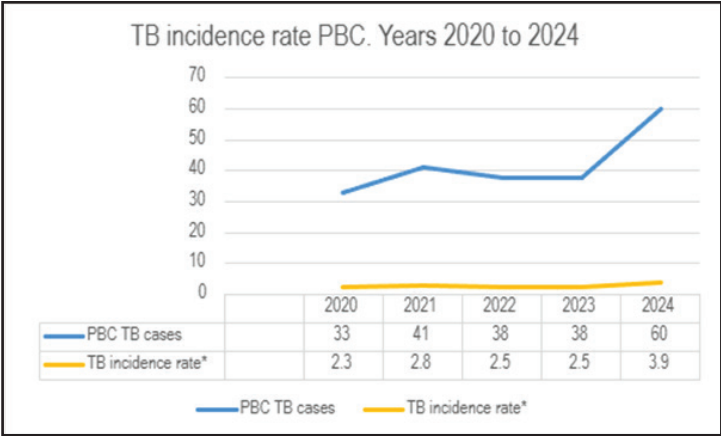
Responsibilities included regular services, routine maintenance, vendor monitoring, building repairs, HVAC repairs, equipment, and furniture relocation. General services also assisted state operations by supporting fellow counties that were impacted by hurricanes.

In 2023, a new radio frequency identification system was implemented allowing remote tracking of assets, and in 2024 it lived up to its expectations by dramatically increasing accuracy and expediting the inventory process by weeks.

Epidemiology

The Division of Epidemiology is responsible for monitoring, investigating, and reporting all communicable diseases that are required by Florida Law, under reportable diseases and conditions. This list identifies conditions or clusters that may be of public health concern.

Epidemiology complies with 64 D-3, Florida Administrative Code that outlines, “Any practitioner, licensed in Florida to practice medicine who diagnoses or suspects the existence of a disease of public health significance shall immediately report the fact to the Department of Health.” DOH-Palm Beach conducts surveillance for more than 90 reportable diseases, to rapidly identify outbreaks, educate the public, and mitigate further transmission.



Tuberculosis Control

Tuberculosis (TB) remains one of the world’s most prevalent diseases. Florida’s yearly TB occurrence has steadily declined to the most recent available incidence rate of approximately 2.8 cases, per 100,000 persons, in 2023. The TB Control Program in Palm Beach County engages in the overarching effort to achieve the national goal of TB elimination with less than one case for every million persons.

The Tuberculosis Control Program maintains a surveillance system and is responsible for the control and prevention of TB disease throughout the county. The Florida Department of Health is committed to ensuring every individual with active TB is treated and anyone exposed receives care, including clinical services for screenings and evaluations, identifying contacts to cases, and providing directly observed therapy for individuals receiving treatment.

At 60 new TB cases counted in 2024, Palm Beach County reported the fourth highest number of TB cases in Florida, with an estimated TB rate of 3.9 per 100,000 population.

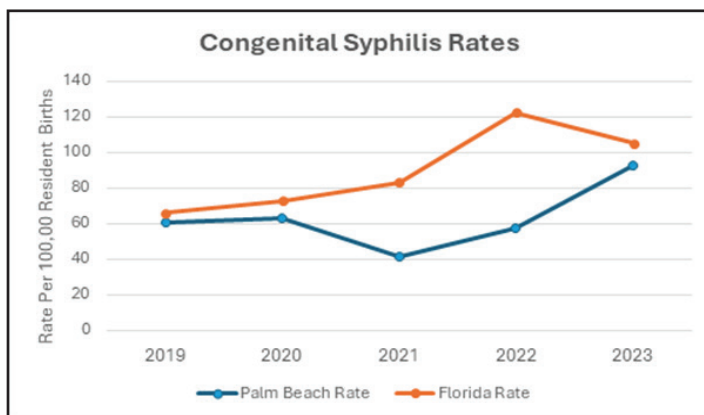
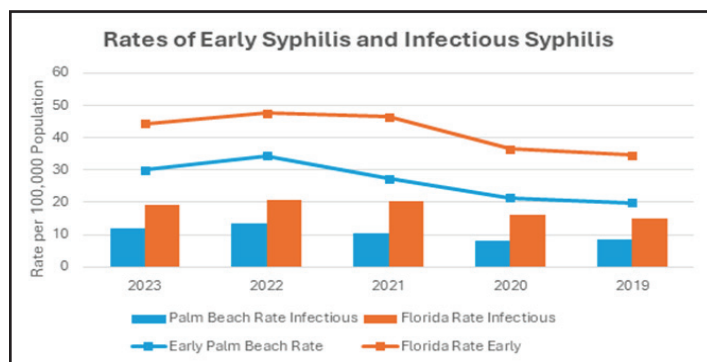
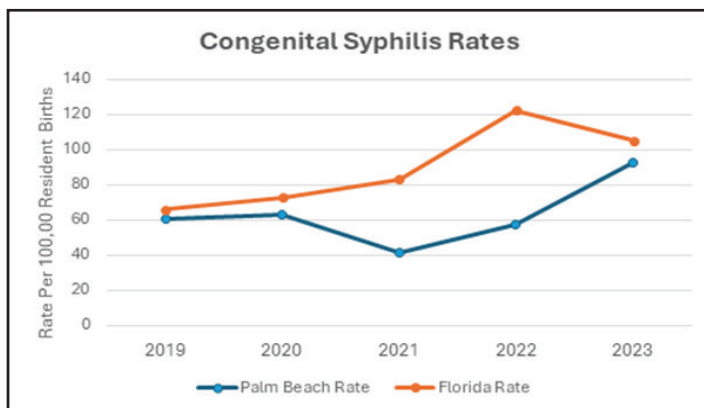
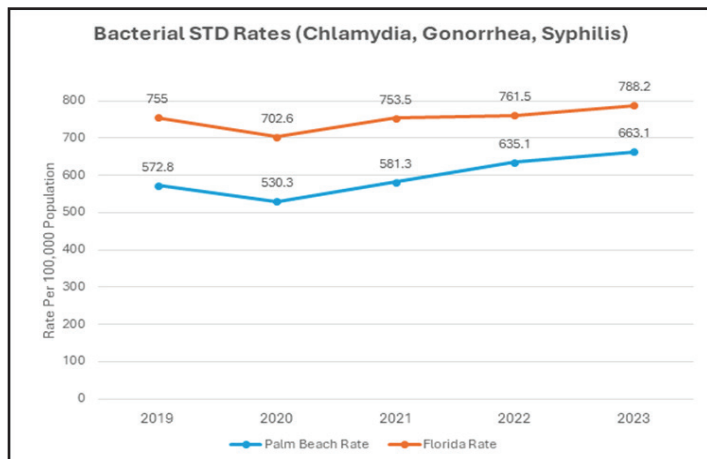
The total number of TB cases over the past five years was 210 and the five-year average per year was 42. This still represents a decrease from 92 TB cases in 2005 (when the program started to keep surveillance records) and a case rate of 7.2 per 100,000 population, to the current year 2024 results as depicted in the graphs below.

Sexually Transmitted Diseases

The rates of bacterial sexually transmitted infections (STIs), such as chlamydia, gonorrhea, and syphilis, continue to increase in Palm Beach County and statewide. As a result, there has been an increase in early syphilis and congenital syphilis cases in our county.

DOH-Palm Beach's Sexually Transmitted Disease Program works diligently to combat these increases with dedicated efforts in surveillance, case management, partner services, and research efforts to understand any epidemiological changes that can drive our effectiveness.

DOH-Palm Beach's disease intervention specialists are actively involved in providing partner services, case management, counseling, referrals, and field screenings for syphilis, HIV, and hepatitis to identify positive cases and individuals that are at risk of infection. Staff provides community outreach at addiction treatment centers and health fairs, to bring awareness to STI prevention, screenings, and partner services.



- Significant increase in congenital syphilis, from nine cases in 2022, to 14 cases in 2023. To address the issue, our surveillance team is in constant communication with prenatal care providers, and hospital infection preventionists to coordinate care and timeliness of disease reporting.
- Slight decrease in early syphilis cases from 523 in 2022 to 463 in 2023.

HIV Prevention and Treatment

DOH-Palm Beach's HIV Program is working alongside state and federal partners to reduce new HIV infections by 75% by 2025, and by 90% by 2030. Through collaboration with community partners, the HIV Program focuses on the four pillars established for ending the HIV epidemic:

1. Diagnose all people with HIV as early as possible after infection.
2. Treat people with HIV rapidly and effectively to achieve sustained viral suppression.
3. Prevent new HIV transmission by using proven interventions, including pre-exposure prophylaxis (PrEP) and syringe services programs.
4. Respond quickly to potential HIV outbreaks to get needed prevention and treatment services to people.

Dental Health

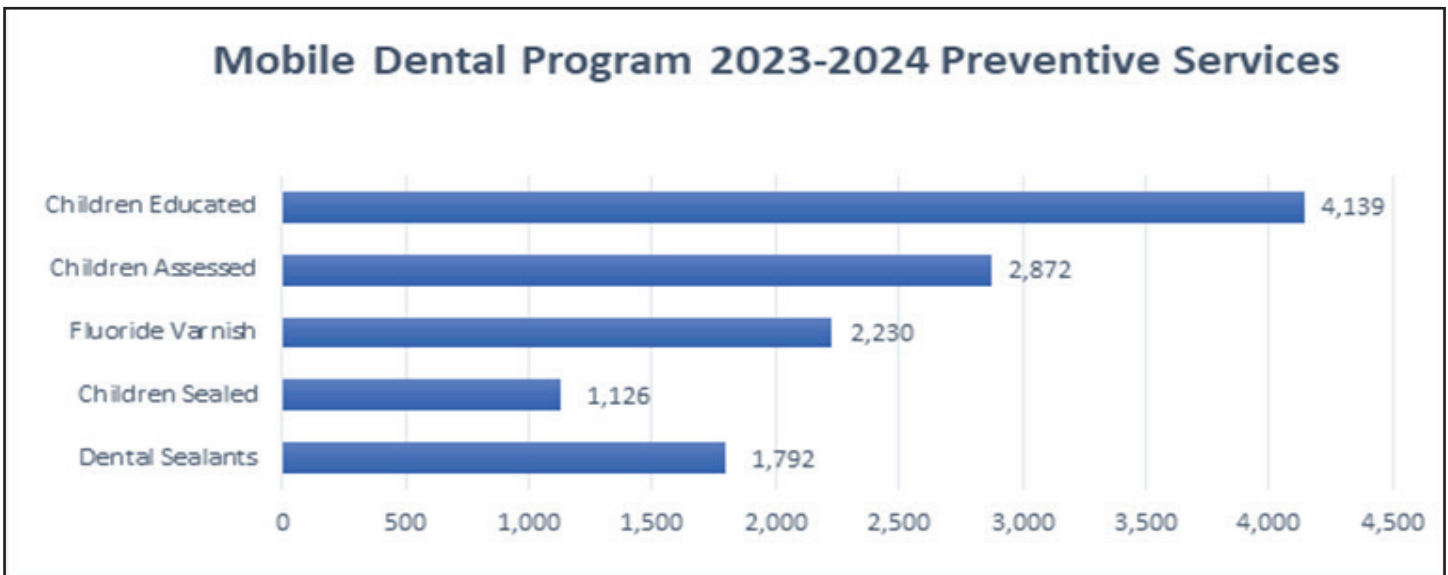
The Dental Program at DOH-Palm Beach strives to reduce oral disease in underserved school-aged children. In addition, our HIV Oral Health Care Program provides comprehensive dental care, including preventive, diagnostic, restorative, and surgical services for uninsured adults living with HIV.

The Marjorie S. Fisher Tooth Fairy Mobile Dental and School Oral Health Preventive programs provide school-based preventive services and referrals for urgent needs.

During the 2023-24 academic year, the mobile program worked in 41 Title 1 schools (those with high percentages of low-income families), offering dental sealants, fluoride varnishes, oral health assessments, and oral health education to children in second and fifth grades. We provided oral health education in classrooms to ensure that students know the importance of daily care and how it impacts their overall health.

Dental Services Provided in 2024:

- Nearly 150 students with urgent dental needs were referred for emergency care.
- Our mobile unit provided 773 dental assessments and 751 fluoride varnish treatments for children enrolled in Head Start and other community programs. Since its inception in 1997, the mobile program has screened nearly 42,813 students and provided more than 108,106 sealants.
- For adults living with HIV, 6,093 dental services were provided to 350 individuals during 1,634 scheduled visits.



Community Health Promotion

The Florida Department of Health in Palm Beach County's Division of Community Health Promotion facilitates activities and education designed to reduce the incidence of chronic diseases. The division is centered on the premise for communities making healthy choices to protect, promote, and improve their health with a focus on addressing a wide variety of health-related issues that impact Palm Beach County.

The programs include:

- Child Abuse Death Review
- Florida Healthy Babies
- Healthiest Communities
- Diabetes Prevention
- Fetal Infant Mortality
- Tobacco Cessation

The division serves on many of our county local boards and state advisory boards and collaborates with a wide array of organizations. Some boards and organizations we work with include:

- Children Services Council
- Health Care District of Palm Beach
- Palm Beach County School District
- Division of Parks and Recreation
- Palm Tran
- Division of Public Safety
- Health and Human Services
- Hunger relief
- American Heart Association
- Diabetes Prevention Coalition
- Higher education (colleges and universities)

Child Abuse Death Review

DOH-Palm Beach works closely with the Health Office to administer the local Child Abuse Death Review (CADR) committee to conduct comprehensive evaluations of the circumstances surrounding child fatalities with reported suspicions of abuse or neglect.

Age in Yrs	Sex	Review Year	Death investigation conducted	Autopsy	Manner	Cause of Death	Sleep related Death	Case Type	Resident
1	F	2024	Yes	Yes	Accident	External-Poison	No	Death	Yes
7	M	2024	Yes	Yes	Homicide	External-Bodily	No response	Death Force or Weapon	Yes
0	F	2024	Yes	Yes	Accident	External-Asphyxia	Yes	Death	Yes
0	F	2024	Yes	Yes	Undetermined	Undetermined if medical or external injury	Yes	Death	Yes
0	M	2024	Yes	Yes	Accident	External-Asphyxia	Yes	Death	Yes
1	F	2024	Yes	Yes	Undetermined	Undetermined if medical or external injury	Unknown	Death	Yes
5	M	2024	Yes	Yes	Accident	External-Drown	No response	Death	Yes
0	M	2024	Yes	Yes	Accident	External-Asphyxia	Yes	Death	Yes
0	F	2024	Yes	Yes	Accident	External-Asphyxia	Yes	Death	Yes
0	M	2024	Yes	Yes	Accident	External-Asphyxia	Yes	Death	Yes
0	M	2024	Yes	Yes	Undetermined	Undetermined if medical or external injury	Yes	Death	Yes
1	F	2024	Yes	Yes	Accident	External-Drown	No	Death	Yes
5	M	2024	Yes	Yes	Accident	External-Drown	No response	Death	Yes
0	F	2024	Yes	Yes	Accident	Undetermined if medical or external injury	Yes	Death	Yes
3	F	2024	Yes	Yes	Accident	External-Drown	No	Death	Yes
1	M	2024	Yes	Yes	Natural	MedCond-Other Infection	No	Death	Yes
4	M	2024	Yes	Yes	Accident	External-Drown	No	Death	Yes
0	F	2024	Yes	Yes	Natural	MedCond-Other medical	Yes	Death	Yes
6	F	2024	Yes	Yes	Accident	External-Drown	No response	Death	Yes
0	M	2024	Yes	Yes	Accident	External-Asphyxia	Yes	Death	Yes
0	F	2024	Yes	Yes	Natural	MedCond-Other medical	No	Death	Yes
2	M	2024	Yes	Yes	Accident	External-Drown	No	Death	Yes
13	M	2024	Yes	Yes	Accident	External-Motor Vehicle	No response	Death	Yes
12	M	2024	Yes	Yes	Suicide	External-Bodily Force or Weapon	No response	Death	Yes
12	F	2024	Yes	No	Natural	MedCond-Other medical	No response	Death	Yes

Healthiest Communities

The Nutrition Assessment and Physical Activity for Child Care (NAPSACC) program is an evidence-based initiative aimed at enhancing the nutritional environment and physical activity opportunities within childcare settings. The program focuses on improving the overall health and well-being of young children by working closely with childcare providers to implement best practices in nutrition and physical activity. In 2024, 25 preschools across Palm Beach County enrolled in the NAPSACC program.

Diabetes Prevention

DOH-Palm Beach’s Diabetes Prevention Program (DPP) was started in 2020. Six staff members in our division are certified lifestyle coaches that facilitate a 12-session training over the course of a year that teach participants strategies to avoid prediabetes that increases the risk of developing type 2 diabetes, heart disease, and stroke and diabetes. The program is available to individuals at-risk who have two or more risk factors.

Participants Ages		
Age	Count	Percent
0-44	29	43%
44-49	4	6%
50-54	13	19%
55-59	10	15%
60-64	5	7%
65-69	3	4%
70-74	3	4%
75-79	1	1%

Fetal Infant Mortality Program

The Fetal Infant Mortality goal is to reduce fetal and infant mortality, reduce gaps in service delivery, improve birth outcomes, support families, and connect them with resources. The program is comprised of the Case Review Team (CRT) and the Community Action Group (CAG). The CRT reviews death cases of fetuses and infants before their first birthdays, identifying gaps in healthcare and making recommendations. Thirty-six cases are reviewed per year, as stipulated by the contract by the Children Services Council Coalition. CAG reviews, supports, and aligns recommendations made by the CRT and creates activities to support its recommendations.

Jan 2024-Dec 2024 – INFANT Deaths	20
<i>Cause of Death</i>	
Sleep Related	10
Complications to Prematurity.....	7
Other (Acute Renal Failure, Hypoplasia, Heart Anomalies	3
Jan 2024-Dec 2024 – FETAL Deaths.....	16
<i>Cause of Death</i>	
Abruptio Placenta	8
Chorioamnionitis, Incompetent Cervix	2
Maternal Diabetes, Hypertension	3
Other (IUFD, MVA, Clotting Abnormalities)	3

Tobacco Free Florida

Accomplishments in Palm Beach County

William T. Dwyer High School emerged as a trailblazer in youth tobacco prevention by taking a bold stand against the growing epidemic of vaping and e-cigarette use among teens. The school is setting a powerful example in youth prevention and paving the way for a stronger, tobacco-free future through community engagement and impactful partnerships. This initiative demonstrated the school’s unwavering commitment to safeguarding the health and well-being of its students, staff, and visitors.

Riviera Beach Preparatory Academy’s Students Working Against Tobacco program (SWAT) has taken ownership of tobacco environmental concerns by hosting numerous beach cleanups. They also partnered with Palm Beach County Parks and Recreation to have their data collection results officially recorded into county records.

Royal Palm Beach High School’s SWAT program hosted a school-wide forum on youth tobacco and vaping usage. The panel included both youngsters and adults coming together to discuss ways to address the national youth tobacco epidemic.

John I Leonard High School’s SWAT program sponsored a monthly community beach cleanup at the beginning of the school year (August 2024).

Student Preceptorship

From June to August 2024, a student from University of Florida was precepted into the Division of Community Health. The student logged 150 hours of applied practice experience, managed projects including the Fetal Infant Mortality Survey, at the West Palm Beach Clinic, and provided education and resources to clients on safe sleep.

Community Health Events and Outreach

The Division of Community Health Division had 24 events throughout 2024, covering topics that include:

- Fetal and infant mortality leadership trainings/workshops
- Suicide prevention
- Infant safe sleep presentations
- Palm Beach Atlantic University (PBAU) Annual Health Fair
- Prematurity workshop
- Back to School Wellness Fair
- Food distribution
- Healthy Families, Healthy Communities Resource Fair

School Health

The School Health Program at DOH-Palm Beach is a collaborative partnership with the Palm Beach County School District and the Health Care District of Palm Beach County. The Florida Department of Health in Palm Beach County is responsible for administrative oversight of the program. The goal of the program is to promote student health through prevention, education, early intervention, and referral for acute or chronic health problems.

For the 2024 school year:

- 141 nurses in the School Health Program
- 190,933 students in Pre-K through 12th grade
- More than 350,000 health room visits, with 14,132 of those students requiring medication administration or medical procedures

School health services, including health screenings, are available to all students attending public schools, in Palm Beach County. The school nurses are dedicated to promoting the well-being, academic success, and lifelong achievement and health of students, as well as training other staff to administer medications. They care for students that have chronic health conditions, injuries, illnesses, or communicable diseases. They provide health counseling, referrals, and follow-ups of suspected or confirmed health problems.

To avoid delays in school registration and education interruption, staff at DOH-Palm Beach obtained immunization records from the state registry and updated the health data in the student information system for students to remain in compliance for school attendance. A review of 33,767 health records, from K-12 students, found 91.49% meeting state health requirements.

Overdose Data to Action

A grant-funded initiative from the U.S. Centers for Disease Control and Prevention (CDC), Overdose Data to Action (OD2A) supports prevention activities and the collection of accurate, comprehensive, and timely data on nonfatal and fatal overdoses. OD2A focuses on understanding and tracking the complex and changing nature of the drug overdose crisis by seamlessly integrating data and prevention strategies.

The CDC launched the first multiyear OD2A cooperative agreement in 2019 with 66 recipients comprising state, territorial, county, and city health departments. This cooperative agreement lasted four years. In August 2023, CDC awarded a new five-year cooperative agreement under two distinct OD2A programs; one designed for states, and the other designed specifically for localities and territories. This latter program, called OD2A LOCAL, funds the Florida Department of Health Palm Beach County for the next five years.

DOH-Palm Beach contracted with the Health Council of Southeast Florida (HCSEF) to conduct prevention, education, outreach, and coordination of community-based partner efforts, including:

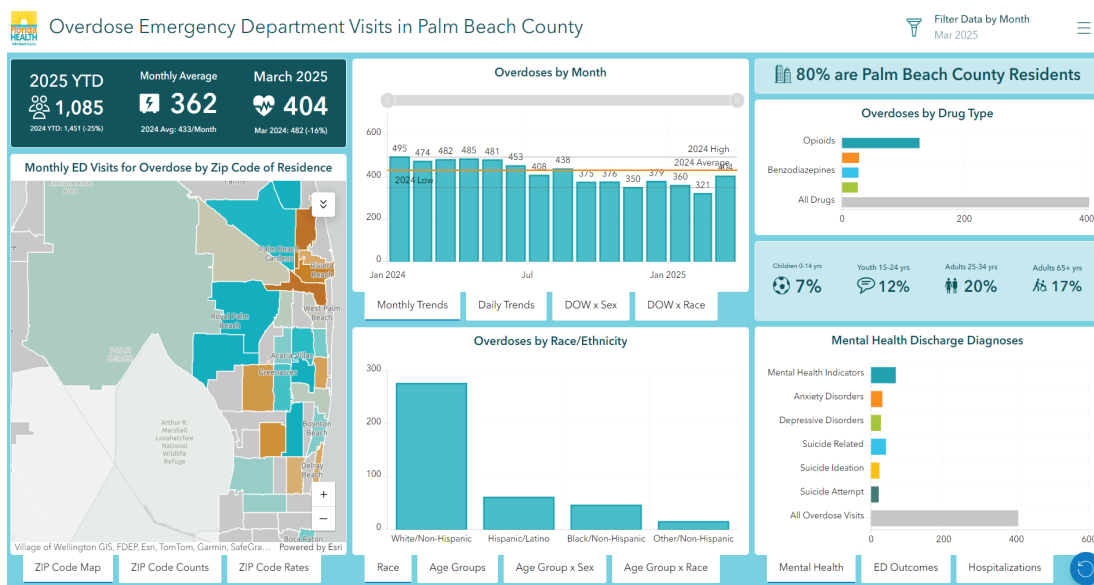
- Living Skill in the Schools
- Palm Beach County Behavioral Health Coalition
- Health Care District Palm Beach County
- Lake Okeechobee Rural Health Network
- Palm Beach County Fire Rescue
- Palm Beach County Medical Society
- BeWell Palm Beach
- Rebel Recovery
- T. Leroy Jefferson Medical Society
- Trinity Counseling Center

Through these partnerships with HCSEF and our community-based prevention work, OD2A accomplishments include:

- Reached more than 10,000 individuals through combined outreach conducted in unique venues such as, convenience stores, apartment complexes, public libraries, college campuses, homeless shelters, and more.
- Conducted prevention and education activities on mental health services, overdose prevention education, in the community and in faith-based settings.
- Distributed Narcan and fentanyl test strips.
- Educated more than 300 medical professionals on opioid use disorder and substance use disorder; provided stigma and harm reduction strategies.
- Distributed over 10,000 educational materials to the community, about opioids, how to recognize signs of an overdose, where to find Narcan, linkages to care information, and information on overdose prevention.
- Engaged 913 individuals through care coordinators with the Health Care District of Palm Beach and peer support through Rebel Recovery.
- Linked clients to services including recovery and homelessness resources, shower trucks, meal distribution sites, and medication for opioid use disorder.
- Hosted Narcan training and harm reduction training.

Overdose Surveillance

Surveillance data is collected on non-fatal and fatal overdoses, that provides information on trends, hotspots, risk factors, and focuses on factors that impact a person's health and health-related outcomes. The OD2A surveillance staff integrates data from seven sources, including hospital emergency department records, emergency medical services, medical examiner's office/vital statistics, and poison control, to gain a better understanding of the situations that may contribute to an overdose. It assists in discovering causes, strategies to prevent, treat, and support harm reduction



and aid recovery, gaps in services, and policies that should be implemented. During 2024, the OD2A Surveillance staff launched an overdose surveillance dashboard designed to provide critical insights into emergency room overdose data.

Visit the webpage [OVERCOME OVERDOSE | Florida Department of Health in Palm Beach](#) for additional information and resources.

Immunizations

DOH-Palm Beach provides immunization services, including:

- Immunization records translation
- Immunization record transfers
- Issuance of Florida's Certificate of Immunization to meet daycare and school entry requirements
- Issuance of religious exemptions
- Perinatal hepatitis B case management to HBsAg positive pregnant woman

Productivity:

- Number of immunizations provided: 15,262
- Number of clients served: 11,711
- Number of outreach events: 202

Our immunization portal, established in November 2023, continues to provide clients a secure informational exchange when requesting record transfers, certificates of immunization, religious exemptions, college forms, and immunizations received. This process eliminates the need for unnecessary appointments.

Nutrition

The Comprehensive Nutrition Program provides a variety of nutritional services to our community. Our primary role is to provide consultations to clients referred from various clinics of the Florida Department of Health Palm Beach County, as well as from private practices within the community. We offer other services, including the Ryan White Therapeutic Nutrition Treatment food pantry, preceptorship of dietetic interns, staff wellness activities, and community presentations. Our program is staffed by licensed/registered dietitian nutritionists (LDN/RDN).

RDNs provide consultations using the Medical Nutrition Therapy Care Plan that consists of four steps: nutrition assessment, nutrition diagnosis, nutrition intervention, and nutrition evaluation and monitoring. The goal of plan is to prevent or manage medical conditions using nutritional interventions. Clients are diagnosed by medical providers, who refer them to RDNs for treatment.

In 2024, individuals with conditions referred to the DOH-Palm Beach dietitians by medical providers included: type 1 and type 2 diabetes, prediabetes, gestational diabetes, HIV, obesity, underweight, cardiovascular diseases, anemia, high cholesterol, Crohn's disease, IBS, and chronic kidney disease. RDNs work with clients to manage their conditions using the appropriate diet treatment.

Our registered dietitians are credentialed by Medicare, Blue Cross Blue Shield, Ambetter, and Clear Health. We obtain revenue from various sources, including insurance reimbursements and clients who self-pay. We also have contracts and grants, including the Health Care District in Palm Beach, Family Planning Title X, and the Ryan White HIV grant. This year we were awarded an American Heart Association mini grant to promote healthy eating among individuals living with HIV/AIDS in Palm Beach County.

Our staff in 2024 consisted of three RDN/LDN senior public health nutritionists and one supervisor. To support the increasing need, our nutritionist team collaborated with physicians and advanced practice registered nurses, volunteer services, and nursing and administrative staff to provide clinical services. Telehealth enabled the nutritionist team to serve multiple sites. Most of our clients are referred to us from prenatal care providers, our HIV/AIDS program, and community partners.

Despite staffing challenges, in 2024, the number of consults provided by nutritionists increased by 29%, compared to those in 2023. We also provided nutrition education classes for the HIV program and continued to provide nutrition education for the community, as well as employee wellness activities.

Services	2023	2024
Nutrition Assessments and Counseling Sessions	2,222	3,111
Individual Clients	1,714	1,646
Nutrition Education Classes (AHA-Mini Grant -HIV)		9
#attendees		29
Community and/or employee wellness presentations	6	8

Nutrition Services collaborates with the DOH-Palm Beach WIC program to provide nutrition consultation to low-risk maternity clients, along with pregnant women that have acute or chronic medical conditions.

2023	2024
1,129	945

Community Wellness

In addition to providing consults, nutritionists performed other activities, including serving as preceptors to two Pasco County dietetic interns and two coordinated program dietetic interns, as well as providing nutrition education to the staff and the public.

Below is a list of activities we participated in to enhance the nutrition of our community:

- Provided dietary guidance to attendees at the South Florida Fair
- Staff mentored for Big Brothers Big Sisters
- Facilitated various community presentations, distribution of healthy eating recipes, and participation in community meetings and health fairs

Ryan White Therapeutic Nutrition Treatment

The Therapeutic Nutrition Treatment food pantry addresses chronic problems of food insecurity and hunger that is estimated to affect over 173,000 in the county. Part B of the Federal Ryan White HIV/AIDS program funds the distribution of groceries, valued at up to \$90 per month, for each participant. The grocery package includes coupons for fruits and vegetables at local supermarkets, as well as nutrition education, storage guidelines, and recipes. The number of clients who received nutrition consultations increased 47% and food pantry services increased 38%, from the previous year.

Services	2023	2024
HIV Nutrition Assessment and Counseling	733	1,394
Food Provided	837	1,346
Nutritional supplements provided	446	671

Environmental Public Health

The Air and Waste Section processes and issues permits for air pollution sources within Palm Beach County to ensure compliance with state and federal regulations.

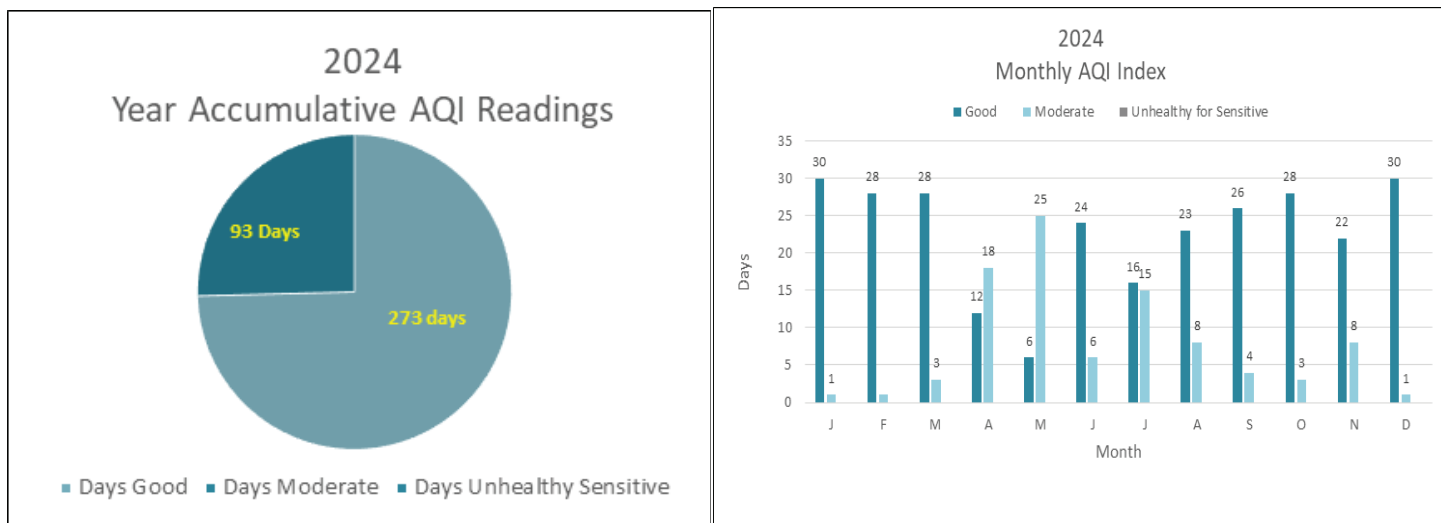
DOH-Palm Beach regulates 168 facilities (149 minor and 19 major). In 2024, staff conducted 236 facility inspections, 42 air pollutant tests and 73 visible emissions tests, and 205 compliance reports, including continuous monitoring reports, semi-annual monitoring reports, annual operating reports, and statement of compliance reports. The program issued 16 air pollution permits, including construction, operation, and Title V operation permits.

- Activities include: 204 regulated demolition/renovation asbestos projects monitored and conducted 63 compliance inspections on these projects
- 70 air pollution-related complaints were investigated
- 6 open burning sites, associated with residential and non-residential land clearing, were inspected
- \$16,775 in fines was collected from seven enforcement actions

Air Monitoring

DOH-Palm Beach's Air Monitoring Program operates four stations to monitor for concentrations of fine particle matter and ozone in ambient air. Monitoring stations are located in Lantana, Royal Palm Beach, Delray Beach, and Belle Glade.

The air quality results for Palm Beach County were in the "Good" range 75% of the year and "Moderate" 25% of the year. Air quality data is collected hourly and reported to the U.S. Environmental Protection Agency for posting on AirNOW.gov.



Solid Waste

DOH-Palm Beach regulates construction and demolition debris recycling facilities, yard trash processing facilities, landfills, and waste tire processing facilities. Groundwater is sampled and analyzed at some regulated facilities to evaluate any impact on groundwater quality. In 2024, the program monitored 60 regulated facilities. Staff conducted 55 facility inspections and responded to four solid waste-related complaints. The department issued seven solid waste permits.

Disaster Debris Management

Disaster Debris Management Sites function as an intermediate staging area between the initial removal and the disposal or recycling of the debris (e.g., vegetative debris, construction and demolition debris, white goods, and vehicles and vessels) during storms. In 2024, 51 preauthorization disaster debris management sites were reviewed.

Biomedical Waste

The Biomedical Waste Program minimizes the risk posed by potentially infectious medical waste to health care workers, environmental services and treatment personnel, transporters, and the public. This section regulates the biomedical waste program's appropriate segregation, packaging, storage, transport, and treatment at permitted facilities. In 2024, staff conducted 3,389 routine inspections. Staff processed 578 applications, including 420 for new facilities, and responded to six complaints.

Hazardous Waste

The Hazardous Waste Program oversees the generation and management of hazardous waste in the county. Commercial facilities, such as automotive body and repair shops, dry cleaners, laboratories, and hospitals generating hazardous waste are inspected for compliance and permitted through county ordinance 97-58. The number of routine inspections conducted on permitted facilities was 719 and 90 applications were processed.

Body Art

The Body Art Program regulates body piercing and tattooing businesses to protect the public from infectious diseases. The regulation of these establishments and education and licensure of practitioners can reduce not only the occurrence of procedure site infections, but also transmission of blood-borne pathogens, such as hepatitis B, hepatitis C and other communicable diseases. In 2024, 392 routine inspections were conducted on new and permitted tattoo and body piercing establishments; 114 new tattoo establishment applications were processed; 847 tattoo practitioner applications were processed, including 249 for new practitioners; and staff investigated four body art complaints.

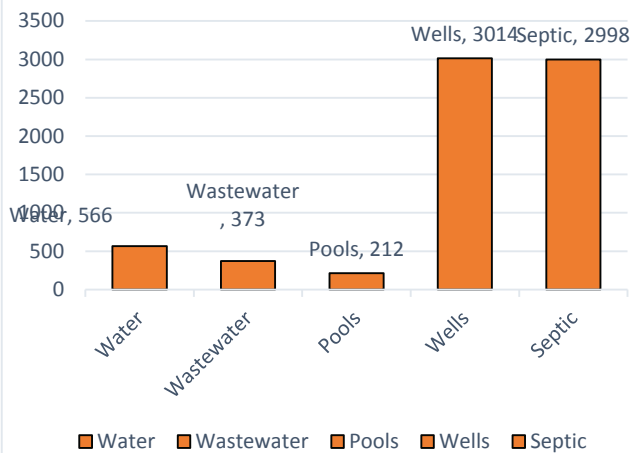
Tanning Facilities Program

The Tanning Facilities Program establishes comprehensive and uniform procedures to ensure that new and existing tanning facilities are operated in accordance with applicable rules and regulations. These facilities are regulated, not only to reduce the threat of over exposure to non-ionizing (ultraviolet) radiation, but also to prevent communicable diseases associated with unsanitary conditions. Routine inspections that were conducted at all permitted facilities (55) and seven applications were processed.

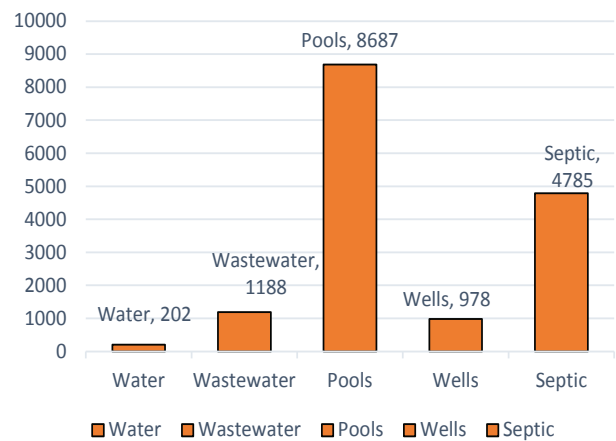
Water and Wastewater Section

The Water and Wastewater Section protects public health by ensuring compliance with federal, state, and local regulations during the construction and operation of water and wastewater treatment facilities, private wells, septic tank systems, public swimming pools, and bathing places. We do this by monitoring beach water quality and advising the public on the status and risks of sewage spills, poor beach water quality, and harmful algal blooms (HABs), and through the prompt and thorough investigation of public complaints.

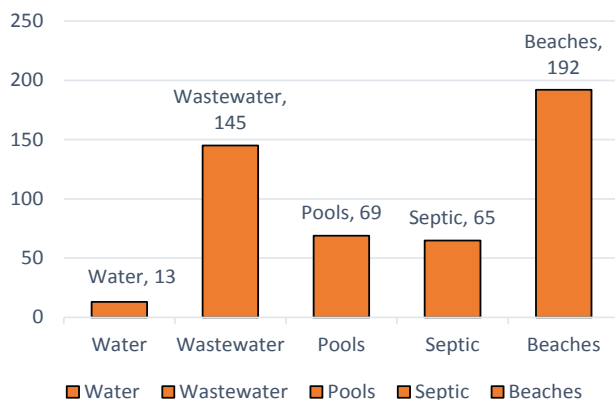
7,163 Plan Reviews



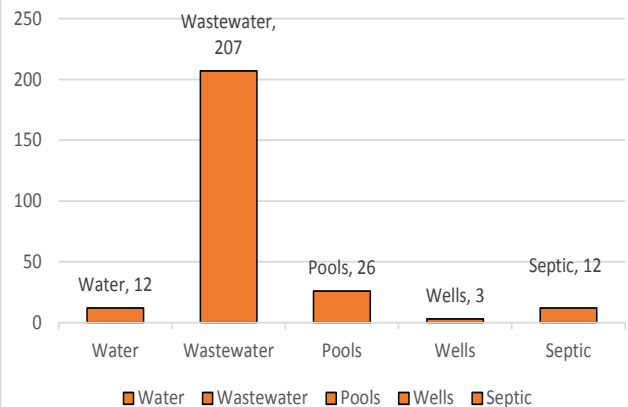
15,840 Inspections Performed



484 Complaints Investigated



248 Enforcement Actions Taken

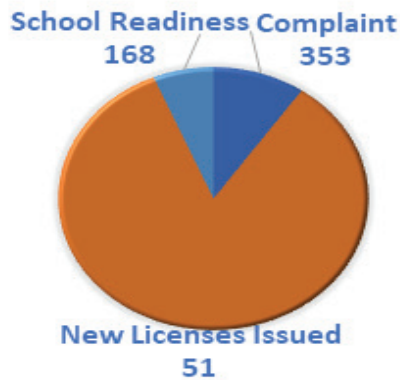


Child Care

Under Chapter 2010-249, Laws of Florida, the Environmental Public Health Division administers the Child Care Licensing Program for the Palm Beach County Board of County Commissioners (sitting as the Child Care Facilities Board). The purpose of the program is to protect the health, safety, and welfare of children in Palm Beach County and promote their emotional and intellectual development. This makes childcare licensing an important public health function.

The division licenses and inspects 612 childcare facilities and 180 family childcare homes. It also inspects 168 license-exempt sites that offer voluntary pre-kindergarten or afterschool programs for compliance with School Readiness Health and Safety Standards.

2024 CHILD CARE INSPECTIONS



The division's program of regulation, monitoring, and enforcement activities helps to protect the health, safety, and welfare of children in the following ways:

- Reduces risks related to communicable disease outbreaks and injuries due to unsafe physical environment
- Protects children from various forms of harm in out-of-home settings due to unfit or unqualified caregivers
- Prevents inadequate supervision, child abuse and neglect, and other general inappropriate and harmful treatment of children

The program includes the fundamental activities of licensing and inspecting childcare arrangements.

Highlights of these activities include:

- Inspections, licensing, monitoring, and enforcement activities in childcare facilities and family childcare homes
- Provides staffing to the Child Care Advisory Council
- Conducting plan reviews and licensing consultations
- Investigation of reports of complaints
- Providing public information and support

In 2024, the program:

- Performed 2,364 licensing inspections in childcare facilities and family childcare homes
- Conducted 168 school readiness inspections in license-exempt sites
- Investigated 353 complaints
- Presented 51 programs to the Childcare Advisory Council
- Facilitated monthly Child Care Advisory Council Meetings

Food and Facilities

The Food and Facilities Program includes the fundamental activities of community environmental health. Highlights of these activities include:

- Inspections, licensing, monitoring, and enforcement activities in food service operations in schools and colleges, assisted living facilities, adult day care, group homes, residential treatment facilities, civic/fraternal organizations, bars, and detention facilities
- Investigation of reports of food borne illnesses in restaurants, grocery stores, assisted living facilities, schools, and other food service establishments
- Inspections and monitoring of sanitation and safety at schools and colleges, adult family care homes, assisted living facilities, group homes, and other residential facilities
- Inspections, licensing, and monitoring of sanitation and safety at mobile home parks, recreational vehicle parks, residential migrant labor housing, and migrant labor camps
- Investigations of complaints from the public regarding allegations of sanitary nuisances and other health related issues across the county
- In 2024, program staff performed 3,317 routine inspections in 1,625 facilities
- In 2024, staff investigated 111 foodborne illness complaints

Zoonotic Disease

The Zoonotic Disease Program coordinator is responsible for monitoring, tracking, and reporting zoonotic diseases (e.g., rabies and mosquito-borne diseases) and coordinating with local government partners (Palm Beach County Mosquito Control and the Palm Beach County Animal Care & Control) to control their spread. This includes the use of sentinel chickens that are strategically located throughout Palm Beach County to monitor the presence of mosquito-borne diseases, known as arboviruses”

In 2024 this program:

- Tracked 171 cases of suspected vector-borne diseases in humans (dengue, Oropouche, chikungunya, and West Nile viruses in addition to malaria) and referred them to mosquito control authorities
 - Sampled and analyzed the blood serum of 64 chickens on a biweekly basis for the detection of arboviruses
 - Generated and disseminated 50 weekly sentinel chicken arbovirus reports
 - Worked with local animal control for rabies testing by providing 187 tissue specimens from 86 dogs, 48 cats, 42 raccoons, eight bats, one horse, one fox and one squirrel for rabies testing
 - Created and disseminated 13 zoonotic diseases reports of 175 abstracted articles
-

Environmental Water Lab

The Florida Department of Health’s Environmental Laboratory in West Palm Beach began operations in April of 2022. The laboratory is certified to perform microbiological testing on water. Our trained staff analyzes water samples for bacteriological contamination in both drinking water and coastal water.

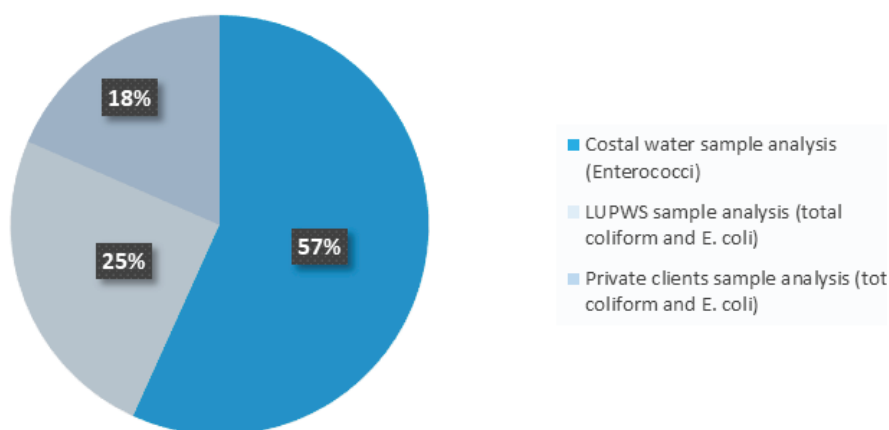
The FDOH in Palm Beach County routinely monitors beach water for Enterococci bacteria, which is an indicator of fecal pollution. If these bacteria are present in high concentration in coastal water, and are ingested while swimming, or enter the skin through a cut or sore, they may cause human disease, infections and/or rashes.

The DOH-Palm Beach also monitors drinking water for fecal contamination analyzing for total coliform and E. coli bacteria. Although the ground water is generally clean and generally free of contaminants, contaminants from microbes and chemicals can occur. Illnesses caused by contaminated water may vary in severity and can be potentially fatal for those with a weakened immune system, such as the very young, or the elderly. The Florida Department of Health recommends private well owners test their water at least once a year to ensure its healthy for consumption.

Throughout the course of 2024, a total of 1,261 samples were analyzed by the laboratory:

- 716 analyses were conducted on coastal water samples to test for enterococci levels
- 545 samples of drinking water were analyzed to detect the presence of total coliforms and E. coli bacteria.

Environmental Laboratory in West Palm Beach
Sample analysis 2024



This data comprised 312 samples sourced from limited use public water systems and an additional 233 samples from private customers. Among the private samples, 84 requests for specialized sample collection were accommodated.

Maternal Child Health

The Maternal Child Health Division provides no-cost, voluntary nurse home visiting programs for pregnant women and families with newborns in Palm Beach County. Programs are managed by DOH-Palm Beach and funded by the Healthy Start/Healthy Beginnings Coalition of Palm Beach County and the Children's Services Council of Palm Beach County.

Public health registered nurses provide health education, care coordination, case management, screenings and interventions, referrals, and linkages to needed services, anticipatory guidance, and ongoing support to participants who have risk factors associated with an increase in preterm delivery, low birth weight delivery, and infant mortality. Nurses help families identify and reduce the risk of maternal mortality and morbidity and conduct comprehensive nursing assessments to identify concerns that could lead to poor health outcomes.

The three nursing programs, Healthy Beginnings Nurses, Nurse-Family Partnership, and Women's Health Initiative, meet the individual needs of each family by actively engaging with them, listening to their needs, understanding their strengths, and advocating on their behalf.

The Data Team receives, processes, and enters countywide Florida Healthy Start Prenatal and Infant Risk screens that are signed and authorized to release information in various databases. The information entered is then retrieved by the Healthy Start Coalition and providers so that families can be linked to direct health and social services in Palm Beach County.

Our program goals are to:

- Improve pregnancy outcomes
- Improve child health, development, and safety
- Improve life-course development by promoting pregnancy planning, educational achievement, and employment
- Promote supportive relationships among family and friends

Healthy Beginnings Nurses



Healthy Beginnings Nurses offers a wide range of services to high-risk pregnant women at any gestational age, infants through one year of age, and women of childbearing age who have experienced a pregnancy loss.

Services include case management, nutrition and breastfeeding guidance, and referrals. Services support the family by addressing risk factors to improve birth outcomes, improve child development, child safety, and build healthy relationships.

Nurse-Family Partnership



Nurse-Family Partnership is designed for first-time mothers. Specially trained registered nurses provide home visits to expectant moms prior to 28 weeks in their pregnancy and serve families through the child's second birthday. Pregnant mothers receive care and the support they need to have a healthy pregnancy. This includes everything from safely caring for their child to how to provide a stable, secure future for their families.



Women's Health Initiative

Women's Health Initiative provides services to expectant mothers, infants through one year of age, and to mothers who have experienced pregnancy loss, and living in Zip codes 33401, 33403, 33404, 33407, 33426, and 33435. Services are provided by a case management team that includes a registered nurse, nutritionist, and mental health counselor.

2024 highlights in numbers:

- 1,416 - Total referrals received (prenatal and infant)
- 85% - Percentage of clients enrolled who completed services
- 26,344 - Total Florida Healthy Start Infant & Florida Prenatal Risk Screenings
- 14,545 - Florida Healthy Start Infant Risk Screenings
- 11,799 - Florida Prenatal Risk Screenings
- 12,424 - In-person visits
- 5,500 - Educational items distributed
- 60 - Community engagement and outreach activities A

Performance Improvement and Preparedness

The Office of Public Health Preparedness responds to hazards to safeguard the well-being of residents in our community. Through strategic planning, resource allocation, and collaboration with partners, and by using preventive measures, early detection, and rapid response, we mitigate the impact of public health emergencies and protect residents and visitors.

In 2024, in collaboration with Palm Beach County Sheriff's Office, Palm Beach County Fire Rescue, and other community partners, preparedness staff participated in PlumEX24, a FEMA-evaluated full-scale exercise meant to test our community's capabilities and vulnerabilities in the event of a radiological event.

As members of Florida's Emergency Support Function 8 (ESF-8), DOH-Palm Beach staffed the emergency operations center's health and medical unit to prepare for, and to respond to, Hurricane Milton. The Public Health Preparedness team serves as the point of contact for the special needs shelter and health care coordination during emergencies.

Lisa Vreeland was deployed to Pasco County serving the role as the operations section chief on one of the state's incident management teams. Bill Senyshyn was deployed throughout Florida for hurricanes Helene, Milton, and Debbie, and acted on behalf of ESF-8 to assist with recovery efforts.

In collaboration with the Healthcare Emergency Response Coalition, the preparedness team participated in a full-scale exercise replicating a cyber incident. This scenario began with a tabletop exercise in October to discuss how DOH-Palm Beach, in coordination with hospitals, would respond to a threat. This training event was followed by a full-scale exercise in November and followed with an evaluation to determine our readiness and response.

Workforce Development

In collaboration with community partners and the dedicated staff at DOH-Palm Beach, the Office of Workforce Development has spearheaded numerous initiatives aimed at promoting employee engagement and operational excellence. By leveraging diverse feedback mechanisms—including anonymous surveys, interdepartmental and interagency collaborations, questionnaires, and post-training evaluations—we have gathered invaluable insights into employee satisfaction and operational dynamics. These insights helped shape the following key initiatives designed to empower our workforce and align with our mission of cultivating a sustainable public health workforce:

- **CPR and Basic Life Support Training:** Conducted an American Heart Association certified CPR and basic life support training for all staff.
- **Certified Medical Interpreter Training:** Recognizing the need for improved communication with our communities, we trained 38 bilingual employees and enhanced their interpreting skills, enabling them to assist Spanish and Haitian Creole-speaking patients more effectively.
- **Community Healthcare Worker's Course:** Successfully equipped 11 students with the essential framework, tools, and skills needed to serve as effective care coordinators.



- Relias Learning Library: Bolstered patient outcomes and provided additional resources to nursing staff by introducing them to the Relias online learning library.
 - Leadership Development Training: In partnership with the Leadership Haven, we offered multiple sessions of leadership development training for managers at all levels to foster skill enhancement, peer learning, and guidance tools, that promotes a culture of continuous growth and leadership excellence.
- Through these transformative initiatives, our workforce development efforts continue to champion a solution-focused environment, ultimately enhancing employee engagement, and empowering our workforce to better serve the health needs of our community.

Community Health Improvement Plan

Following the completion of the Community Health Assessment (CHA), local partners, stakeholders, and residents collaborated to develop the 2022–27 Palm Beach County Community Health Improvement Plan (CHIP).

The CHA process included focus groups with residents, key informant interviews with local leaders and stakeholders, and a local public health system assessment. The final CHA report highlighted critical health issues, providing the advisory council with the data needed to determine the focus areas of the CHIP.

The CHIP was finalized in spring 2022, and implementation began in July 2022 with broad engagement from partners across Palm Beach County. Since then, community partners, stakeholders, and residents have worked together to improve health outcomes and quality of life.

The CHIP focuses on three key priority areas:

1. Chronic Disease Prevention and Self-Management
2. Mental and Behavioral Health
3. Access and Linkage to Health and Human Services

The Health Council of Southeast Florida (HCSEF), in partnership with the advisory council, plays a key role in engaging new partners, monitoring progress, and sharing updates on CHIP initiatives. The council convenes biannually to review outcomes, adjust strategies, and explore opportunities for expanded collaboration.

HCSEF continues to foster new partnerships while strengthening existing ones to ensure community-driven approaches grounded in experiences and expertise.

This report highlights the collaborative efforts made through the CHIP to improve the overall health and well-being of Palm Beach County residents, with a shared vision of making the county a healthier place to live, work, and thrive.

Quality Improvement

Throughout the year, the Office of Quality Improvement continued to promote a culture of organizational excellence across DOH-Palm Beach. A key initiative was the delivery of quarterly trainings titled, “Introduction to Quality Improvement” and “Basics of Process Management.” These sessions provided staff with foundational knowledge and tools to identify opportunities for improvement and apply quality improvement principles in their daily work. During these hands-on trainings, staff works collaboratively to identify potential projects within their departments and receive tools and coaching. In addition to quarterly trainings, the team has developed individual trainings for a more customizable approach.

The office also led the submission of two formal quality improvement projects. The first focused on the agency’s budget hearings process designed to improve efficiency. The second project centered on employee recognition, aiming to strengthen staff morale and promote a culture of appreciation.

To further elevate employee engagement, the office launched the “Let’s Talk!” employee comment box. This new platform encourages staff to share feedback, ideas, and suggestions to drive positive change from within. This new electronic system allows for anonymous participation and is available to all employees. Our team also enhanced our customer satisfaction survey collection and data analysis.

The quality improvement team played a critical role in updating DOH-Palm Beach’s core planning documents, including our strategic, quality improvement, and workforce development plans. These updates ensure the agency remains aligned with public health best practices, internal goals, and workforce needs.

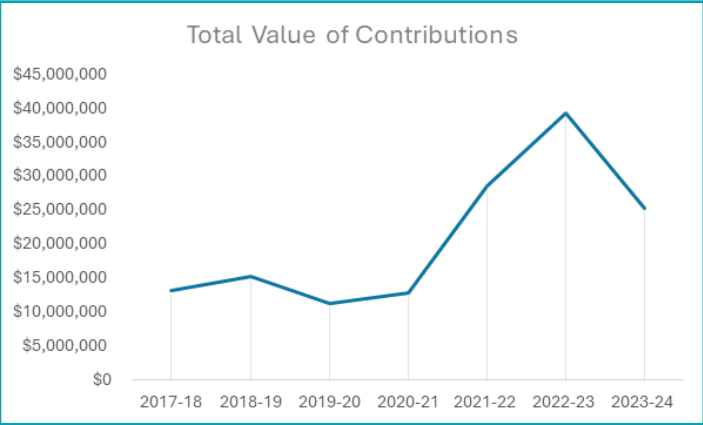
Volunteer Health Care

Created by the Access to Health Care Act in 1992, the Volunteer Health Care Provider Program improves access to health care for uninsured and underserved low-income residents. These professionals provide volunteer services primarily in community and faith-based medical clinics. The program also trains non-licensed volunteers to determine eligibility and refer individuals to providers for primary or specialty care.

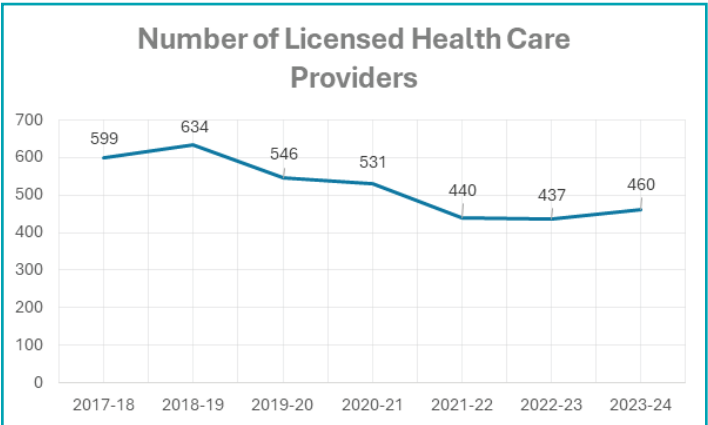
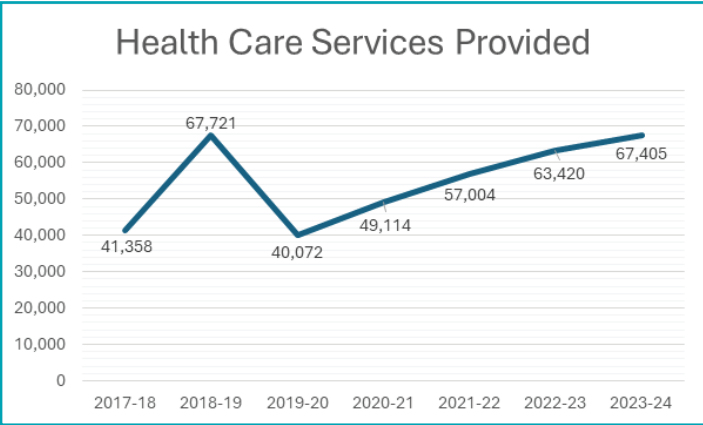
To be eligible for medical and dental services through the program, individuals must meet one of two financial criteria:

- Do not have health insurance that covers treatment and have a gross family income that is less than 200% of the federal poverty level
- Medicaid clients are eligible to receive services through a free clinic when there is no provider available in the area

DOH-Palm Beach contracts with licensed health care professionals who volunteer to provide medical and dental services through the program. During FY 2023–24, 460 licensed health care professionals and 73 eligibility and referral specialists volunteered in the program throughout Palm Beach County. These volunteers provided medical and dental services at 14 locations. The clinics and organizations reported 52,937 medical services and 14,506 dental services provided, totaling 67,443 health care services to eligible individuals. In addition, clinics and organizations reported receiving supplies, equipment, and monetary donations. The combined value of volunteered services and donations provided to Palm Beach County residents totaled more than \$25 million.



Palm Beach County contracted with licensed health care professionals who volunteer to provide medical and dental services through the Program. During FY 2023-24, the participating 460 licensed health care professionals provided 67,405 health care services to eligible individuals.



Breast and Cervical Cancer Early Detection

Florida’s Breast and Cervical Cancer Early Detection Program (FBCC) is also known as the Mary Brogan Breast and Cervical Cancer Early Detection Program, per section 381.93, Florida Statutes.

Funding is administered through the State Health Office and 18 lead county health department regional coordinators

manage service provision across the state to assure statewide access. Palm Beach became a stand-alone county in 2024 proudly representing the Breast and Cervical Cancer Early Detection Program. We were started with a goal of screening 300 women and within three months and due to the demand, our goal was raised to 600. To date we have strengthened our partnership with six breast screening and diagnostic sites, over five sites that provide cervical screening and over 15 sites that ensure women who qualify for our program receive preventive cancer screenings.


Current eligibility criteria for free breast and cervical cancer screenings include women ages 40-64. This includes women with catastrophic or no health insurance, who meet income guidelines (at or below 200% of the poverty level), and live in Palm Beach County.

Services include:

- Breast and cervical cancer screening exams (clinical breast exams, mammograms, and Pap tests) to approximately 5% of eligible individuals.
- Diagnostic funds are reserved for women screened through the program.
- Care coordination to all clients with abnormal exams.
- Women screened through the program and diagnosed with breast or cervical cancer are referred to Florida Medicaid for eligibility determination.

Clinical Services

The Division of Clinical Services includes seven clinic locations throughout Palm Beach County. Services and programs available through the clinics include family planning, gynecology, prenatal and postnatal care, HIV/AIDS testing and medical care, sexually transmitted disease screening and treatment, tuberculosis screening and treatment,

	FLORIDA DEPARTMENT OF HEALTH, PALM BEACH COUNTY HEALTH CENTERS						
	Belle Glade	Delray	Delray Annex	Jupiter	Lantana	Northeast	West Palm Beach
Civil Surgeon - Immigration Medical Exams		✓					
Dental (Infectious Disease)						✓	
Family Planning	✓	✓		✓	✓	✓	✓
Family Planning Waiver Program	✓	✓			✓		✓
Gynecology	✓	✓			✓		✓
Health Education	✓	✓		✓	✓		✓
HIV AIDS Medical Care	✓		✓				✓
HIV STD Screening and Prevention	✓	✓	✓		✓	✓	✓
Immunizations	✓	✓	✓	✓	✓	✓	✓
Laboratory Services	✓	✓	✓	✓	✓	✓	✓
Prenatal and Postnatal Care	✓	✓		✓	✓		✓
Maternity CenteringPregnancy®					✓		
Nutrition Services	✓	✓	✓	✓	✓		✓
Overseas Immunizations					✓		
PEPW (Presumptive Medicaid Eligibility for Pregnant Women)	✓	✓		✓	✓		✓
Refugee Program						✓	
Ryan White Referral Services	✓		✓				✓
Sterilization Referrals	✓	✓		✓	✓		✓
STD Screening and Treatment	✓	✓	✓	✓	✓	✓	✓
TB Treatment			✓			✓	
TB Screening and Testing	✓		✓		✓		✓
Volunteer Services							✓
Centralized Appointment Line	561-625-5180						
OTHER SERVICES							
Maternal Child Health	561-671-4140						
WIC (Women, Infants, and Children)	✓	✓		✓	✓		✓
	561-357-6007 or 877-693-6703						

immunizations for children and adults, nutrition services, dietary counseling, refugee health care, civil surgeon examinations, and on-site laboratory services.

Medical care is provided by highly skilled physicians, nurse practitioners, nurses, licensed dietitians, and technicians. Programs are designed to serve the entire community while also meeting the individual needs of each patient.

In 2024:

- 37,026 individuals served
- 129,141 total clinical visits

Women, Infant, and Children (WIC)

The supplemental nutrition Women, Infants, and Children (WIC) Program is a federal assistance initiative aimed at safeguarding the health of low-income pregnant women, new mothers, infants, and children. It provides vital nutritional support, education, and resources to foster healthy growth and development. In 2024, DOH-Palm Beach’s WIC made remarkable strides, achieving an impressive program review, increased participation, and enhanced accessibility. With innovative updates such as modernized digital platforms, expanded food packages, and the launch of a multilingual virtual assistant named Willow, WIC continues to lead efforts in improving maternal and child health.

Palm Beach WIC	2020	2024	Change
Enrollment	32,182	36,956	+4,774 (+14.8%)
Participation	30,157	33,671	+3,514 (+11.7%)
Unduplicated Count	44,499	51,130	+6,631 (+14.9%)
% of Eligible Served	76%	98.50%	+22.50% improvement

Monitoring and Successes

DOH-Palm Beach’s WIC staff excelled in its 2024 on-site monitoring review. The review team included a nutritionist and a quality assurance professional from the Florida WIC office. The team evaluated participant records, operational procedures, staff training, financial reports, and service delivery through interviews and observations. The overall results were positive, with minimum requested corrective actions which were promptly addressed by the local agency.

The numbers reveal significant progress, especially in the percentage of eligible individuals served, which climbed from 76% to 98.5%. Enrollment and participation increased steadily, indicating stronger outreach and eligibility alignment efforts. This data highlights substantial advancements in ensuring families receive support. In 2024, Florida WIC achieved notable advancements, embracing digital platforms for better accessibility and efficiency. Key improvements included:

- Transitioning from paper-based systems to mobile apps and online portals for streamlined benefit access and communication:
- WIC app features include an interactive map for locating authorized vendors including local grocers (Palm Beach has 147 vendors).
- Expanding the food package to include fresh and additional nutrition options to support community preferences.
- Strengthening outreach initiatives to increase enrollment in underserved communities

These changes ensured the program remains adaptable to participants’ evolving needs, solidifying its role in improving maternal and child health. To enhance participant support, Florida WIC introduced Willow, a virtual assistant available in English, Spanish, and Haitian Creole. Accessible on the website at FloridaHealth.gov/WIC, WIC mobile app, WhatsApp 833-703-4425, or by calling 800-342-3556.

- Willow offers services, including:
- Answering FAQs about eligibility and participation
 - Managing WIC accounts and appointments
 - Uploading verification documents

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