

GOAL

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

DESCRIPTION

Human Services is a Division within the Community Services Department that assists eligible individuals and families to end or prevent homelessness through Case Management services and provision of Support Services. These services are planned and coordinated through an Individual Service Plan, which lists goals, objectives, services and time frames.

HOMELESS SERVICES

PROGRAM INTENT

Provides assistance to homeless individuals and families through a Continuum of Care that provides Outreach, Assessment, Placement, Case Management and Ongoing Supportive Services. The individual must meet HUD's definition of homeless.

Services provided:

- Outreach across the County
- Emergency Housing
- Linkage to Permanent Housing
- Rapid Rehousing
- Housing Stability
- Indigent Cremation Program
- Veteran Services

AREA OFFICES

ADMINISTRATIVE OFFICE

810 Datura Street, West Palm Beach
(561) 355-4766

NORTH OFFICE

North side of Forest Hill Blvd to Martin County Line
1440 MLK Boulevard, Riviera Beach
(561) 694-7450

SOUTH OFFICE

South side of Forest Hill Blvd to Broward County Line
225 South Congress Avenue, Delray Beach
(561) 274-1130

WEST OFFICE

Covering Belle Glade/Pahokee/South Bay
38754 State Road 80, Belle Glade
(561) 996-1630

HOMELESS SERVICES

1250 Southwinds Drive, Lantana
(561) 274-1186

REQUEST FOR HOMELESS SERVICES APPOINTMENT

Homeless Hotline: (561) 904-7900

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www.pbcgov.com/communityservices



Palm Beach County
Board of County Commissioners



Palm Beach County
COMMUNITY SERVICES

Helping People Build Better Communities

PALM BEACH COUNTY HUMAN SERVICES

HOMELESS & HOMELESS PREVENTION SERVICES

ADMINISTRATIVE OFFICE

810 Datura Street
West Palm Beach, FL 33401
Phone: (561) 355-4766

www.pbcgov.com/communityservices

HOUSING STABILITY

Services are provided to individuals and families who need assistance to enable them to maximize their ability to gain, regain, and/or maintain self-sufficiency.

Purpose: To assist individuals who are homeless in Palm Beach County through outreach, assessment, and housing. Services are prioritized to the most vulnerable homeless persons. Palm Beach County is transitioning services towards a Housing First philosophy in its practices.

The Homeless Prevention offices (Riviera Beach, Delray Beach and Belle Glade) serve those who are at risk of homelessness due to no fault of their own. Services offered include rental assistance, utility assistance and case management.

SERVICES PROVIDED

- Housing (current & past due rent)
- Utilities (current & past due)
- Food Vouchers
- Bus Passes
- A variety of additional services as needed to temporarily assist an individual or family to become self-sufficient



OUTREACH

One of the most effective ways of determining what programs and services are most needed by homeless people is to ask them. One-to-one chats are conducted by a group known as the **Homeless Outreach Team (HOT)**. Human Services has a team whose members go to places throughout the county where homeless people are known to congregate.

The Homeless Outreach Team (HOT) reaches out to homeless individuals on the street and parks in an effort to engage them where they are. The team focuses their engagement on those who have been on the street the longest and are the hardest to engage.

Homelessness is a very complex problem. There is seldom a single reason that a person, or a family, becomes homeless. A variety of problems increase a person's risk for homelessness including unemployment, poor physical health, mental illness, disability, substance abuse, domestic violence, or lack of affordable housing. The needs of the homeless vary to the extent that the cause of their homelessness varies.

RAPID REHOUSING

The **Rapid Re-Housing Program** was developed as a pilot program in late 2016 to provide a more cost-effective and permanent solution to ending homelessness than our Emergency Shelter program. This program provides limited financial assistance, housing location and case management to individuals.

BASIC ELIGIBILITY CONDITIONS

- Financial need at or below 150% of the Federal Poverty Level Guidelines (FPLG)
- Service need
- Palm Beach County address
- No prior Emergency Service provision by the Division in the previous twelve months

