

# ABOUT CSD

Community Services Department works to assist Palm Beach County residents in the areas of health and human services.

## Our Programs & Services



## DIRECT SERVICES

### Community Action Program (CAP)

CAP is a federally-funded program that is a part of a national movement to fight poverty on the local level. CAP serves the Palm Beach County community through a variety of services, including:

- Small business startup
- Employment skills training
- Case management & referrals
- VITA tax assistance
- Low-Income Home Energy Assistance Program (LIHEAP) (utility assistance)
- Assistance with rent & transportation

P. 561-355-4792  
\*Online Self-Service Portal

### Division of Senior Services (DOSS)

DOSS provides accessible services to help older adults attain independence and promote quality of life for older adults and their caregivers. Programs include:

- Emergency Home Energy Assistance Program (EHEAP)
- Senior centers
- Adult day care centers
- Volunteer programs (stipend & volunteer-based)
- Adult Protective Services
- Nutrition programs (congregate meal sites & home-delivered meals)
- Case Management (in-home services)
- Caregiver support
- Information, referral & outreach

P. 561-355-4746

**Without community service,**  
we would not have a strong quality of life.  
It's important to the person who serves as  
well as the recipient. It's the way in which  
we ourselves grow and develop.

—DOROTHY HEIGHT



### Division of Human Veteran Services (DHVS)

DHVS's mission is to provide, serve and educate eligible residents of PBC, as well as provide assistance to former and current members of the Armed Forces who reside in PBC and qualifying dependent survivors. Services include:

- Homeless Services (rapid re-housing & Homeless Outreach Team)
- Indigent Cremation
- Housing Stability Services (rental assistance, utility assistance & case management)
- Veteran Services

P. 561-355-4775  
P. 561-904-7900 (Coordinated Entry)

### Farmworker Career Development Program (FCDP)

FCDP offers migrant and seasonal farm workers the opportunity to strengthen their ability to achieve economic self-sufficiency through educational, skill training and supportive services, such as:

- Career counseling & evaluation
- On-the-job & vocational training
- Transportation
- Pre-apprenticeship programs
- Job placement & retention follow-up

P. 561-992-7405

\*Online Self-Service Portal: <https://pbcgov.org/OSCARSS>

## Financially Assisted Agencies (FAA)

The Financially Assisted Agencies (FAA) is a program within the Administrative section of CSD that provides financial assistance to community-based organizations, funding more than 50 programs on the following categories:

- Economic Stability & Mobility
- Behavioral Health & Substance Use Disorders
- Housing & Homelessness
- Strategic Partnership

Each category includes set aside funding with a focus on special/vulnerable populations, such as special needs, seniors, and domestic violence. These funding categories directly align with the priorities identified by the Board of County Commissioners, augmenting the strategic partnership with organizations to support infrastructure and other critical services, addressing the availability of health and human services necessary to protect the health, safety and welfare of its residents



## Behavioral Health & Substance Use Disorder (BHSUD)

The Office of BHSUD supervises the planning, administration, coordination and contracting of substance use disorder services in Palm Beach County. The office develops policies and manages various initiatives, programs, and funding strategies. It is also responsible for implementing Palm Beach County's Opioid Response Plan which was the result of a comprehensive evaluation of the County's efforts related to the opioid epidemic.



## Ryan White Program (RWP)

The Ryan White Part A Program provides 16 categories of core medical and essential support services for low-income persons living with HIV in Palm Beach County through a coordinated service network of community-based and governmental entities.



Palm Beach County  
Board of County Commissioners

Last updated: 01/08/2020

## OUR MISSION

To promote independence and enhance the quality of life in Palm Beach County by providing effective and essential services to residents in need.

## OUR VISION

A community where all residents of Palm Beach County have the resources and opportunities to achieve their full potential.

## OUR VALUES

- Respect
- Equity
- Compassion
- Integrity
- Professionalism
- Empowerment



Palm Beach County  
**COMMUNITY SERVICES**

Helping People Build Better Communities

*Raising the Standard & Building a Culture of Excellence*

### Administrative Office

810 Datura Street  
West Palm Beach, FL 33401  
(561) 355-4700

[www.pbcgov.com/communityservices](http://www.pbcgov.com/communityservices)

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