

Human Services

Delivering accessible human services that holistically address the whole person collaboratively and compassionately help Broward County achieve its goal of a HEALTHY COMMUNITY.

Consistently delivering responsive, efficient, inclusive, and equitable quality services to the public and internal customers while providing a safe community to live, work and visit help Broward County achieve its goal of ACCOUNTABLE GOVERNMENT.

Top Achievements in FY2025

Family Success Administration Division

- Provided case management services across four programs and expended more than \$12 million in payments and stabilized more than 12,400 households preventing residents from experiencing loss in utilities, housing, homelessness, foreclosure, tuition, transportation, nutrition, childcare, financial stability, and unemployment.
- Through the Family Success Centers, 655 payments were processed to assist households through case management services and expended more than \$2.1 million to help stabilize families.
- Through the Financial Capability Program matched savings 20 payments were processed for financial coaching services expending more than \$265,000 to help residents improve their financial well-being.
- Through the Low Income Home Energy Assistance program 11,224 payments were processed, resulting in \$9.8 million in expenditures.
- Through the Community Services Block Grant program, 502 households received case management services resulting in more than \$420,000 expenditures to help offset the cost of basic needs for struggling households.
- In conjunction with Florida Commerce, implemented a new electronic record system for the Community Action Agency programs (LIHEAP and CSBG).
- Successfully piloted a Financial Capability Program's group coaching option to reach more customers and assist them with match savings goals for major home repairs and first-time home purchases.
- Organized and participated in more than 90 outreach events, while also providing one-on-one financial coaching and group workshops both virtually and in-person.
- Offer online orientation in English, Spanish, Creole, and French.

Broward Addiction Recovery Center (BARC)

- Served 2,044 clients, provided 211 Sublocade Shots (once-monthly injectable for the treatment of moderate to severe opioid use disorder), and successfully discharged 1,943 clients (75.8%).
- Continue to collaborate with South Florida Wellness Network providing clients with an additional level of support from peers and community-based efforts in advocacy, education, and empowerment.
- Received training in evidence-based practices, including Wellness Recovery Action Planning and Whole Health Action Management
- Continue to meet the needs of residents in need of substance use services and increase awareness of the opioid epidemic through education and outreach including attending Community Courts and resource fairs and several school presentations. Since the development of the Outreach team, more than 100 clients have been brought in for detoxification.
- As a part of Recovery Month, organized an Annual Client Retreat, an all-day event, focusing on the client.
- Joined the First Baptist Church of Pompano on the first Saturday of each month for their community engagement initiative.

Elderly and Veterans Services Division

- Provides support services allowing seniors and Veterans to remain self-sufficient in their own homes through the provision of case management, case aide, medication management, mental health screening/counseling, caregiver training and support groups (both in-person and virtual), acquisition of federal VA entitlements and benefits, monthly rental subsidies, emergency financial assistance, community outreach, and information and referrals.
- Provide home- and community-based services, including behavioral health and medication management services, to more than 3,000 seniors, enabling 99.7% seniors to remain safe and healthy in their own homes. The average annual care plan cost for these home- and community-based services is \$11,000 per senior, compared to \$68,000 for nursing home care.
- Maintained designation of Community Care for the Elderly Lead Agency by the Areawide Council on Aging of Broward County, Inc. for the 41st year.
- Provided \$684,920 each year to the Areawide Council on Aging of Broward County, Inc. to assist in raising their mandatory 10% match for state and federal grant funding totaling \$6,164,280. The Council in turn allocates the matching funds

provided by the County to its network of providers, including EVSD, for the provision of direct services to clients.

- Provides \$750,000 annually to the Area Agency on Aging of Broward County, Inc. to provide temporary, emergency home-delivered meals to low-income seniors.
- Through the County-funded Elder Housing First Initiative, served 96 clients. The average monthly rental subsidy provided by the County was \$1,292 and the average total monthly rent was \$1,662. 100% of the seniors served remained in their homes, 10 of the 96 seniors served successfully transitioned to a permanent supporting housing program.
- Veterans Services Officers participated in more than 12,000 telephone conversations with veterans and/or their families, completing and submitting 1,722 federal benefits claims with 100% completed during only one visit. Approved claims have an annualized value of \$12,313,363, which is a direct infusion into the economy. In addition, they received an average score of 4.97/5.00 on their customer satisfaction surveys.
- Successfully advocated for the competitive rate increases for the services provided through the various grant-funded programs.
- Conducted vendor recruitment for in-home and adult day care services, resulting in agreements with nine new local service providers and thus offering clients a greater array of providers from which to choose.
- Managed \$11.1 million in state-funded grants designated to serve seniors in need who reside in Broward County.

Housing Options, Solutions and Supports Division (HOSS-D)

- Housed 688 families in need.
- Launched several new programs and initiatives:
 - Expanded the Medical Respite program in conjunction with Broward Health and Broward Partnership for the Homeless, providing individualized care for clients including nursing and recuperative care for individuals experiencing homelessness who are too ill or frail to recover from a physical illness or injury and cannot return to the streets after hospital discharge. Ten beds will be earmarked at the Central Housing Assistance Center (CHAC) in Fort Lauderdale and Broward Health will fund and provide the nursing care on site.
 - Family Safe Parking Program –issued an RFP for the launch of the new initiative aimed at providing a safe place for families to park overnight and to engage them in services aimed at finding suitable housing.

- Rapid Rehousing Innovation Program (February-June) - this innovative pilot program, in partnership with AIDS Health Foundation (AHF), housed 18 individuals (15 families) in AHF's motel converted to affordable housing for a total of \$76,250, as compared to the costs to shelter for the same period at \$124,228. Families were provided \$750 rent per month per unit along with Publix gift cards at \$100/month; move in costs of \$1,250 each unit; and case management services.
 - Shared Housing Program – initiative designed to provide affordable, permanent housing for individuals who can sustain a monthly rent. Eligible people with income to support the rent, receive assistance with first and last month's rent and the security deposit. Worked with several local programs offering housing at an average of \$800 per month for individuals. Housed 24 individuals with 17 of the 24 over the age of 55.
- In a partnership funded by Broward County's Aviation Department, along with Task Force for Ending Homelessness and Care Resource, conducted specialized outreach for those experiencing homelessness and are using the airport as a shelter ensuring they are placed in programs to meet their needs. Broward County Aviation Department transferred \$350,000 to HOSS-D to fund the Homeless Outreach Airport Project and will increase to \$500,000 in FY2026.
- In a collaborative effort with Broward County Transit (BCT), Broward Addiction Recovery Center, and TaskForce for Ending Homelessness, created the Broward County Transit Homeless Outreach Pilot program, offering services to those using the bus terminals and bus stops as shelter. BCT transferred \$540,000 to HOSS-D for this program.
- Florida Department of Children and Families (DCF) funding for Challenge Grant increased by \$574,955 from \$119,000 to \$693,955.
- The Human Rights Section successfully conciliated 15 complaints of housing discrimination and obtained monetary relief totaling \$43,571 for complainants.
- Worked with the Homeless Continuum of Care (HCoC) and the City of Hollywood to host the first Homeless Symposium in Hollywood with more than 40 community partners offering a wide range of homelessness services. In addition, the County's Learning and Organizational Development team conducted interviews with people experiencing homelessness to collect information.
- During several cold weather events, gave inclement weather supplies to community providers for distribution to those unhoused. Staff worked at shelters to assist in distributing supplies, managing families and providing triage.

Crisis Intervention & Support Division:

Nancy J. Cotterman Center (NJCC)

- Conducted 435 forensic medical exams of children and adults who experienced sexual violence; 990 Child Protection Team physical abuse/medical neglect specific pediatric exams; 95 Medical record review consultation reports; 4,955 individual counseling sessions; 826 helpline calls, 14,026 abuse reviews; and 1,768 specialized interviews.
- Successfully recommended for re-accreditation by the National Children's Alliance as Broward County's only Accredited Children's Advocacy Center.
- Concluded the four years of the "Improving Criminal Justice Response to Sexual Violence" grant, increasing participation of law enforcement agencies in our Sexual Assault Response Team to provide a County-wide approach of trauma-informed response to survivors. This grant also allowed for the first and only complete data set on sex crimes reported in Broward County law enforcement agencies in a single year.
- Successfully underwent a positive quality assurance review by the Department of Health.
- One of our Nurse Practitioners passed the Florida Certification Board specialized competence in Child Abuse Pediatrics becoming Broward County's only child abuse certified nurse practitioner.
- Welcomed the addition of a Department of Children and Families (DCF) liaison serving as a bridge between CPT and DCF, improving communication as it relates to the referral of child abuse cases for assessments, reporting immediate concerns to DCF to ensure child safety, and the coordination of services to ensure that the crucial, collaborative multi-disciplinary response to child abuse remains strong.
- Through the Improving Criminal Justice Responses grant, the funded Assistant State Attorney conducted 14 training courses with 620 participants to improve the response to sexual violence in our community.
- Participated in a two-day training on Sand Tray and Play therapy techniques increasing the capacity to provide trauma-focused therapy services to survivors, providing these training courses to local hospitals including the Broward Health and the Memorial Health Systems.
- Presented in healthcare grand rounds at Cleveland Clinic, Broward Health, and HCA Nova University, extending training up to Tampa virtually, educating on assessment and diagnosis of child abuse and neglect.

- NJCC's Anti- Human Trafficking Team and Medical Team partnered with the State Attorney Office participating on a panel to educate law enforcement on the impact to sexual assault survivors.

Justice Services

- Through the Juvenile Civil Citation Program, Broward County law enforcement agencies issued 525 juvenile civil citations. 98% of youth who successfully completed the program did not reoffend within the following 12 months. This helped Broward County taxpayers avoid approximately \$2,422,350 in arrest costs.
- Referred more than 60 adults to the Adult Civil Citation Program.
- Broward County judges ordered more than 130 juveniles to participate in the Juvenile Predisposition Program. Approximately 84% of the youth enrolled completed the program successfully.
- Continues to provide Transition to Independence Process (T.I.P.) Life Coaches to 55 youth and young adults who were at risk of incarceration or reentering the community from incarceration. This program addresses the needs of young people aged 14-25 who have emotional or behavioral health difficulties and are encouraged to explore their interests in employment, career, education, living situation, and community.
- Community Partnerships Division
- Hosted annual Provider Orientation and Training for all general funded services to 150+ attendees.

Community Engagement & Investment Section

- Designed to centralize and expand community investment efforts through the development and coordination of human services grants, external grant application activities, nonprofit capacity building, grants technical assistance, community engagement and student internships.
- Total Federal Grant awards received \$18,500,000
- Submitted 13 Federal grant applications for Human Services Department
- Provided grant application training best practices at six applicant workshops
- Provided grant-related trainings and capacity building workshops for more than 250 participants from community services providers.
- Coordinated grant submission and award requirements with procurement for five RFPs/Applications.

- Eleven student interns graduated (56 interns to date) from the University Student Practicum Program (USPP) from the fields of Social Work, Psychiatric Nurse Practitioners, Business Administration, and Public Administration. The program partners with 16 colleges and universities from around the country through an affiliate agreement to offer an internship placement with the Broward County Human Services Department.
- Offered 2nd annual "In Action" 1 Day Tour to 20 students enrolled in any higher education institution in the country and are interested in learning more about human services careers in government.
- Advertised seven RFPs/Applications for 38 services; processed 129 RFP applications, trained more than 70 staff and volunteers for RFP support roles, and hosted seven application workshops for nearly 100 community service providers.

Children's Services Section

- Successfully renegotiated the Driver's Education Agreement with the School Board, in compliance with the Dori Slosberg Drivers Education Safety Act, directing more than \$1,946,460 to support the program.
- Hosted a community workshop to increase stakeholders' knowledge of the Florida Department of Law Enforcement
- Hosted Service Delivery Model training sessions to providers in seven service areas
- Collaborated with Family Court judges to expand the Court Supervision Services to include all families attending court proceedings for domestic violence and/or family court matters to be eligible for childcare supervision while attending hearings at the Main Broward County Courthouse.
- Successfully executed the Baker Act Alternative Youth Transportation Pilot program to provide ambulance transportation services to youth experiencing crisis.
- Grants: SAMHA – One Community partnership 4 – Continuation Grant for early childhood mental health and FDLE – Byne JAG Grant Community
- Selected a Partner in Education with the School Board of Broward County

Health Care Services

- Successfully managed the Broward Heart Health Pilot program
- Awarded the 2025-2026 Ryan White Part A Health and Human Services HRSA funding grant and the 2025-2026 Ending the HIV Epidemic Health and Human Services (HRSA) funding grant.
- Established a proactive and most engaging Food Insecurity Coalition aimed at addressing the critical issue of food insecurity in Broward County.

- Launched a Faith-Based Coalition comprising key faith leaders throughout Broward County exploring the intersection of faith and health, leveraging the trust and influence of faith-based organizations to promote holistic well-being and healthier lifestyles among their congregations and communities.

Learn more at [Broward.org/HumanServices](https://www.broward.org/HumanServices).