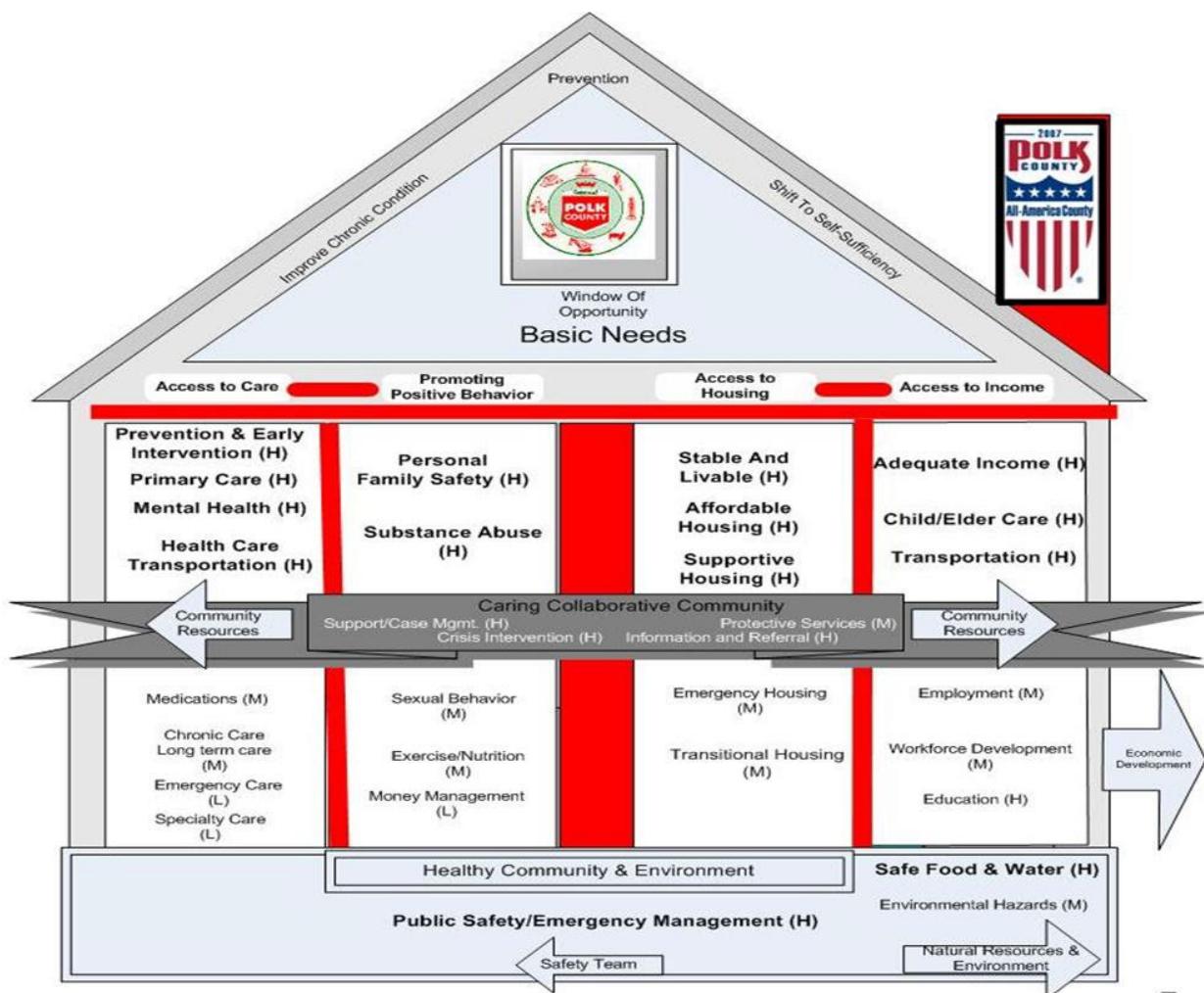


Basic Needs

“All Polk County residents who are at risk because of health or economic status will have their basic needs met and become as self-sufficient as possible.”

Primary Factors for Achieving the Result

As shown below on the Basic Needs causal map, the primary factors affecting the Polk County Board of County Commissioners’ (BoCC) ability to meet the residents’ expectations are (1) a caring, collaborative community, (2) a healthy community and environment, (3) access to care, (4) access to housing, (5) access to income, and (6) the promotion of positive behavior.



Strategies for Achieving the Result

The Divisions with programs within the Basic Needs Result Area submitted those programs to help the County achieve desired results utilizing one or more of the following strategies:

1. Provide a caring, collaborative community of services that meet basic needs
2. Ensure care for vulnerable members of the community
3. Promote healthy behaviors
4. Assist in obtaining access to housing
5. Assist in providing access to income

BASIC NEEDS
DIVISION PROGRAM SUMMARY

Program (number listed is the program number)	FTE	Adopted FY 22/23			Plan FY 23/24		
		General Fund	Other Funds/ Sources	Total	General Fund	Other Funds/ Sources	Total
Health and Human Services							
Burials and Cremations - 1411	0.50	212,362	-	212,362	213,729	-	213,729
Contributions/Holiday Baskets - 1707	0.00	1,200	-	1,200	1,200	-	1,200
Criminal Justice Grant - 1706	0.50	-	1,125,000	1,125,000	-	1,100,000	1,100,000
Health and Human Services Administration - 136	6.00	567,961	1,000,000	1,567,961	579,089	1,000,000	1,579,089
Healthy Families Polk - 46	44.00	904,604	1,835,771	2,740,375	932,449	1,905,366	2,837,815
Hospital Local Provider - 1718	0.00	-	40,000,000	40,000,000	-	40,000,000	40,000,000
Indigent Health Care - 53	44.00	-	61,649,460	61,649,460	-	62,911,057	62,911,057
Indigent Health Care Mandates - 146	0.00	-	16,086,182	16,086,182	-	17,858,988	17,858,988
Indigent Healthcare Reserves - 1583	0.00	-	59,900,961	59,900,961	-	55,253,273	55,253,273
Jail Mental Health-Substance Abuse - 143	0.00	22,400	-	22,400	22,400	-	22,400
Rohr Home - 52	55.50	-	4,982,486	4,982,486	-	5,103,389	5,103,389
Transit Services Support - 183	0.00	3,010,635	164,966	3,175,601	2,968,622	164,966	3,133,588
Veterans Services - 41	8.00	614,869	-	614,869	630,891	-	630,891
Subtotal	158.50	5,334,031	186,744,826	192,078,857	5,348,380	185,297,039	190,645,419
TOTAL BoCC	158.50	5,334,031	186,744,826	192,078,857	5,348,380	185,297,039	190,645,419

Programs highlighted in gray are not printed

Basic Needs

Appropriations	Actual FY 20/21	Budget FY 21/22	Adopted FY 22/23	Plan FY 23/24
Personal Services Expenses	7,533,314	8,928,626	9,195,969	9,541,641
Operating Expenses	25,062,831	32,486,801	37,563,857	38,731,484
Capital Expenses	0	5,000	5,000	5,000
Grants And Aids	30,373,997	34,990,338	84,160,125	85,861,076
Interfund Transfers	506,506	40,000	0	0
Indirect Expense	1,029,977	1,762,272	844,945	844,945
InKind Expense	240,000	60,000	400,000	400,000
Reserves	0	34,873,533	59,900,961	55,253,273
Refunds	0	8,000	8,000	8,000
Total Result Area	64,746,625	113,154,570	192,078,857	190,645,419

Revenue by Fund		Actual FY 20/21	Budget FY 21/22	Adopted FY 22/23	Plan FY 23/24
00100	General Fund	4,022,921	4,960,160	5,334,031	5,348,380
10100	County Transportation Trust Fund	164,966	164,966	164,966	164,966
10150	Special Revenue Grants	3,033,745	2,246,196	3,095,292	3,005,366
14460	Local Provider Participation (Ord. No. 22-029)	0	0	40,000,000	40,000,000
14480	Polk County Florida Opioid Abatement Trust Fund	0	0	1,000,000	1,000,000
14490	Indigent Health Care Funds	63,392,796	100,171,470	137,636,603	136,023,318
31900	Northeast Polk Roadway Fund	273,419	0	0	0
43111	Rohr Home Fund	4,533,595	5,611,778	4,847,965	5,103,389
Total Result Area		75,421,442	113,154,570	192,078,857	190,645,419

Personnel

Full Time Equivalents	158	158	159	159
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TRENDS AND ISSUES

The programs in this Result Area are from the Health and Human Services Division. Citizens have indicated that they expect Polk County residents who are at risk because of health or economic status to have their basic needs met and become as self-sufficient as possible. To address this expectation, these programs focus on (1) providing a caring, collaborative community providing services that meet basic needs, (2) ensuring care for vulnerable members of the community, (3) promoting healthy behaviors, (4) assisting in obtaining stable livable, affordable, and supportive housing, and (5) facilitating access to sources of income. The narrative below presents the trends and issues affecting the basic needs related divisions and programs.

Healthy Families Polk

Healthy Families Polk is a nationally accredited, home visiting program that provides services to families in Polk County.

Healthy Families empowers families to thrive through home visiting and parent support. The program focus on relationships and family-centered practice, building trusting bonds with families to help them set and achieve their goals. Expertly trained home visitors help families mitigate life challenges, address trauma, and become the best parents they can be. Healthy Families prevents abuse by empowering families to create safe, stable, nurturing homes where their children thrive.

For FY 22/23, Healthy Families Polk provided services to 452 families, which included 916 children in Polk County, using State and local match contribution funding.

Positive Outcomes:

- 98% of families served were free from maltreatment during services and one year after program completion of services
- 100% of children were connected to a primary health care provider
- 100% of enrolled primary participants were connected to a primary health care provider
- 99% of the program's target children were up to date with their well-child checks by age two
- 81% of the primary participants that close on Level 3, Level 4 or complete the program improved or maintained self-sufficiency while enrolled in the program.

The Indigent Health Care Fund (IHC)

The Indigent Health Care Fund (IHC) funds access to health care services for low-income eligible County residents through the Polk HealthCare Plan government assistance health care program and other collaborative efforts with public and private health care providers that are funded by a voter-approved half-cent sales tax. In FY 20/21, IHC provided services to over 16,945 low-income residents and funded the County share of Medicaid cost for 220,413 Medicaid-eligible residents.

The proposed FY 22/23 budget for the IHC is \$137.8 million, an increase of \$37.5 million from the prior year adopted budget of \$100.3 million.

Expenses includes a \$10.0 million increase for program enhancements/services, a \$1.5 million increase for the Polk HealthCare Plan Claims, a \$668.0 thousand increase for state to local mandates, a \$337.0 thousand for Grants and Aids, a decrease of \$280.0 thousand on personnel/operating/indirect; a \$3.9 million increase in required reserves, and \$21.4 million for long term strategic spending plan of reserves.

Revenue includes \$67.9 million coming in from the half-cent sales tax, \$2.6 million coming from investments, recovery of medical claims, pharmacy rebates, and \$67.2 million carried forward from current year reserves and unspent funds.

A challenge faced on prior years has been the use of the excess reserves. The reserves are much larger than typical because County officials strategically decided to accumulate funds to cushion the impact if voters had not extended the sales tax, which was first enacted in 2004. In November 2016, voters approved an extension of the half-cent sales tax for 25 years and based on guidance from the Citizen's Healthcare Oversight Committee, the County began strategically spending down the excess reserves based on the strategic spending plan.

In August 2017, the Citizens Healthcare Oversight Committee approved the drawdown of \$7.6 million in excess in reserves to increase funding for health care services:

- \$3.8 million over a three-year period for the planned Winter Haven Hospital Graduate Medical Education (GME) residency program
- \$749,913 annually for a behavioral health jail transition program. The program engages qualifying Polk inmates with behavioral health conditions to ensure continuation of medications (including psychotropic) upon release from jail, as well as connecting to health care services, housing assistance, and other needs. Additionally, this program is intended to streamline healthy transitioning back into the community. The program has recently expanded access with the use of grant

dollars, to also target qualifying community residents who have, or are at risk of having, repeated institutionalizations (not necessarily repeated arrests but to prevent an arrest), or referred through community partners, in an effort to focus on prevention and early intervention.

- \$5.6 million awarded to agencies selected through a request for proposals providing additional direct services to qualified Polk residents

In March 2019, the Citizens Healthcare Oversight Committee approved the drawdown of \$5.3 million in excess in reserves to increase the Polk HealthCare Plan enrollment cap from 4,500 to 5,500.

In September 2021, the Citizens Healthcare Oversight Committee approved the drawdown of \$1.4 million to add outpatient behavioral health services as a benefit of the Polk HealthCare Plan. Also, increase to the income limit from 138% of the Federal Poverty Level (FPL) to 162% effective October 1, 2021.

As a result of the COVID pandemic in 2021, IHC reported a 5% decrease in primary care visits, 16% decrease in specialty care services, an increase of 18% in dental services, and an increase of 4% in behavioral health services. IHC proactively developed a web portal to allow the eligibility process to be completed in its entirety online, as well as permit telehealth services to help reduce barriers to residents obtaining services. The expansion and the offering of new telehealth services that were not previously covered enabled providers to care for their patients during this crisis.

In March 2022, the Citizens Healthcare Oversight Committee approved the recommendation to increase funding to the Grants and Aids programs in the amount of \$327,159 for primary care through free clinics, specialty care coordination, and dental services.

The current and long-term challenge is the strategic spending of the excess in reserves. Previously, the County strategically planned for annual funding to exceed annual revenues; however, COVID resulted in an overall reduction in services which led to a reduction in spending. Now, the County is working with community partners through outreach efforts to support residents accessing available health care services funded through this program; ultimately, resulting in increased use of funds and reestablishing the strategic spending plan.

Also impacting the program is the increase in the minimum wage in Florida, the possible increase in County local funding contribution as result of the increase in individuals eligible for Medicaid in Polk County, and how the health care landscape continues to evolve with changes in the Affordable Care Act and its Marketplace subsidies.

Administrative staff will revisit budgeting, programming, and health services impacts with the Citizens Health Care Oversight Committee in the coming months and year(s) to effectively respond to the ever-changing socio-economic needs of the community.

Polk County Veterans Services

The primary mission of Polk County Veterans Services is to aid veterans and their families. This is done by addressing the basic needs while assisting in obtaining veteran benefits, privileges, and services. With over 65,000 veterans, Polk County has a large, highly decorated veteran population.

One of the challenges the department faces with the growing population of Polk County is the ability engage with the veteran community and informing them of the services we provide. To address this issue Veterans Services continues to participate in outreach events around the County such as the Lakeland Veterans Day Parade, Stand Down events, and events hosted by various Polk County service organizations. To further our engagement with outside organizations, we have held meetings with various departments within the VA administration, assisted living facilities, and hospices. Due to COVID, many of these events have been limited or had smaller community participation.

Veteran Services department has expanded with the creation of a new position called Assistant Veteran Service Officer (AVSO). This position is beneficial to the community by streamlining the veteran's appointments and allowing for triage, and therefore reducing appointment wait times. The growth of the department has seen a reduction in average appointment wait times go from 8 weeks down to 2 weeks. With the expansion to 6 VSO's and an AVSO it has allowed the veteran community to receive the best results with the utmost attention to detail.

Polk County Veterans Services has continued to collaborate with the community to bring services to the more rural corners of the County; the program has continued to offer services at two locations in Davenport, Lake Wales. Unfortunately, Veteran Services has had to discontinue service in our previous Lakeland location due to availability of office space. The Veteran's Office has worked diligently with various individuals about locating suitable space. We have re-engaged discussions with Lakeland Vet Center with hopes of being able to reopen at their facility soon.

The Rohr Home

The Rohr Home is a 60-bed skilled nursing facility dedicated to providing the highest quality healthcare services and care to elderly and disabled residents of Polk County. Licensed by Florida's Agency for Health Care Administration (AHCA) and ranked as one of Florida's Best Providers by the American Health Care Association, the Rohr Home is listed as one of the top nursing homes in Florida with a five-star rating by Medicare.gov. The facility provides long-term nursing care, short term-nursing care, and rehabilitative care following hospitalization to residents. Reimbursement rates are based on The Centers for Medicare and Medicaid Services (CMS), and the Patient Driven Payment Model (PDPM).

Continued strain on the Rohr Home and skilled nursing industry due to the inability to recruit and retain staff, a decreasing talent pool, minimum wage salary mandates and decreased resident census has resulted in a decision by the Board of County Commissioners to sell the facility. On August 24, 2022, a bid for the sale of the Rohr Home was opened. On September 1, 2022, a Notice of Recommended Award to Topaz Fiscal Services was posted.

For FY 22/23, the Rohr Home will operate at levels based on the facility's ability to meet mandated staffing requirements while ensuring that current residents receive quality care and are safe as the Rohr Home transitions to the new owner.

Burials and Cremations

Program Number:	1411
Result Area:	Basic Needs
Division:	Health and Human Services
Section:	Indigent Health Care

I. Program Offer Description:

The burial program is State mandated by Florida Statute 406.52 which requires counties to bury or cremate indigent and unclaimed individuals who pass away in the county. This program preserves the human dignity by providing a respectful and dignified burial or cremation for the indigent and unclaimed deceased having no funds for a proper burial. The burial program clearly demonstrates the caring, collaborative community by providing a respectful and dignified burial or cremation for the indigent and unclaimed deceased.

II. Contribution to Result:

This budget is for County burials or cremations of indigent or unclaimed Polk County residents who are required to be buried or cremated at public expense as mandated by Florida Statute 406.52. In FY 20/21, the program paid for 308 cremations with the cost not exceeding \$575 each.

This Program is: Not Mandated () **Mandated:** Federal () State () Local ()

III. Performance Objectives:

- 1 Arrange burials
- 2 Arrange cremations
- 3 County cemetery maintenance

IV. Measures:

	Key Obj.	Actual FY 20/21	Budget FY 21/22	Proposed FY 22/23	Plan FY 23/24
Workload Indicators:					
# of private burials requested	1	0	0	0	0
# of cremations requested	2	326	360	330	330
# of vaults requested	3	0	0	0	0
# of head stones requested	3	0	0	0	0
Effectiveness Indicators:					
# of private burials approved (up to \$575 each)	1	0	0	0	0
# of cremations approved (up to \$575 each)	2	308	300	300	300
# of vaults approved (County cemetery, up to \$500 each)	3	0	0	0	0
# of head stones approved (up to \$300 each)	3	0	0	0	0

Significant Changes

There are no significant changes for this program.

	Actual FY 20/21	Budget FY 21/22	Adopted FY 22/23	Plan FY 23/24
Full Time Equivalents	0.50	0.50	0.50	0.50
Funding Sources:	Actual FY 20/21	Budget FY 21/22	Adopted FY 22/23	Plan FY 23/24
General Fund Subsidy	179,321	209,662	212,362	213,729
Miscellaneous	575	0	0	0
Total Program	179,896	209,662	212,362	213,729
Revenue by Fund:	Actual FY 20/21	Budget FY 21/22	Adopted FY 22/23	Plan FY 23/24
General Fund	179,896	209,662	212,362	213,729
Total Program	179,896	209,662	212,362	213,729
Appropriations:	Actual FY 20/21	Budget FY 21/22	Adopted FY 22/23	Plan FY 23/24
Personal Services Expenses	10,596	37,162	39,862	41,229
Grants And Aids	169,300	172,500	172,500	172,500
Total Program	179,896	209,662	212,362	213,729

Criminal Justice Mental Health/Substance Abuse Reinvestment Grant

Program Number:	1706
Result Area:	Basic Needs
Division:	Health and Human Services
Section:	

I. Program Offer Description:

The Criminal Justice Mental Health/Substance Abuse (CJMHS) reinvestment grant funds, target a forensic population with the purpose of breaking the cycle of recidivism for those with mental illness and/or substance abuse disorders. Polk County was awarded two CJMHS Reinvestment grants that had overlapping timeframes and ran concurrently for a period of 19 months. The grants funded two separate programs, Forensic Intensive Case Management (FICM contract ended 4/30/20) and Roots Housing and Benefits Program (Roots contract end 2/28/22). Polk County was awarded a third CJMHS Reinvestment grant, Helping Achieve Targeted Comprehensive HealthCare (HATCH) that started on 3/1/22.

II. Contribution to Result:

The CJMHS reinvestment grant establishes the framework needed to target individuals identified as a high risk for arrest, rearrest, or civil commitment and divert them from jail and/or the State hospital into community treatment and services. The FICM Program provided a team of staff focused on providing case management services, the FICM contract ended 4/30/20. The Roots Program zeroed in on those leaving jail who are homeless or lack stable housing and who have particular challenges with self-sustaining in the community. Roots contracted with Tri-County Human Services to provide Housing and Benefits specialists (two positions) and assist with housing needs. HATCH contracts with Tri- County to provide a Housing Specialist and a case manager and with Peace River Center to provide a Mobile Crisis Support Counselor position. Program management of the program is the responsibility of Polk County. The goal of this program is to successfully divert the clients engaged in the program from jail or the State hospital, thus generating a cost savings to the County while improving public safety and individual outcomes.

This Program is: **Not Mandated (X)** **Mandated:** **Federal ()** **State ()** **Local ()**

III. Performance Objectives:

1 Provide Forensic Intensive Case Management

	Key Obj.	Actual FY 20/21	Budget FY 21/22	Proposed FY 22/23	Plan FY 23/24
Workload Indicators:					
Number of people served	1	65	38	70	70
Number of services provided	1	7434	3,300	8,000	8,000
Effectiveness Indicators:					
Number of people completing program	1	17	75%	75%	75%
Number of people dropped from program	1	17	0%	0%	0%

Significant Changes

There are no significant changes for this program.

Criminal Justice Grant				
	Actual FY 20/21	Budget FY 21/22	Adopted FY 22/23	Plan FY 23/24
Personnel:				
Full Time Equivalents	0.50	0.00	0.50	0.50
Funding Sources:				
Special Revenue Grants	10	0	0	0
Interest	355	0	0	0
Interfund Transfer	80,000	40,000	0	0
Intergovernmental	423,236	425,000	725,000	700,000
Others (Centrl I/D Inkind/Othr)	240,000	60,000	400,000	400,000
Total Program	743,601	525,000	1,125,000	1,100,000
Revenue by Fund:				
Special Revenue Grants	743,601	525,000	1,125,000	1,100,000
Total Program	743,601	525,000	1,125,000	1,100,000
Appropriations:				
Personal Services Expenses	48,997	60,000	63,717	65,869
Operating Expenses	431,638	401,000	661,283	634,131
Grants And Aids	22,966	4,000	0	0
InKind Expense	240,000	60,000	400,000	400,000
Total Program	743,601	525,000	1,125,000	1,100,000

Healthy Families Polk

Program Number:	46
Result Area:	Basic Needs
Division:	Health and Human Services
Section:	Healthy Families

I. Program Offer Description:

Healthy Families Polk is a nationally-accredited home visiting program for expectant parents and parents of newborns experiencing stressful life situations. The program improves childhood outcomes and increases family self-sufficiency by empowering parents through education and community support. Parents voluntarily participate in Healthy Families so they can learn how to recognize and respond to their babies' changing developmental needs, use positive discipline techniques, cope with the day-to-day stress of parenting in healthy ways, and set and achieve short- and long-term goals.

II. Contribution to Result:

Expectant families and families with newborns that are less than three months old who reside in Polk County are offered services by a trained professional to determine if there is a need for home visiting services. Services are designed to weigh risk factors associated with poor childhood outcomes that can be addressed by Healthy Families services. Eligible families who accept services are assigned to a trained worker to work with them in their homes.

Home visits are designed to enhance parents' ability to create stable and nurturing home environments and help develop positive parent-child relationships by:

1. working with parents to build on their existing strengths and minimize potentially harmful behavior
2. conducting home safety assessments
3. modeling positive interaction with the participant's child
4. helping parents understand their child's capabilities at each developmental stage
5. providing parents with greater knowledge of alternative forms of discipline
6. helping parents develop skills to increase their sensitivity and responsiveness toward their child's needs and cues
7. helping parents cope with the everyday stress of raising a child by listening to their concerns and providing information on stress management
8. helping families build natural support systems by connecting them to peer support groups, faith-based organizations, and neighborhood groups
9. developing family support plans to help families set and achieve goals that lead to greater self-sufficiency
10. helping parents better manage their lives through life skills

In addition, home visits promote child health and development and help ensure that the families' social and medical needs are met by:

1. linking the parents and children to a medical home
2. motivating parents to access prenatal care, timely well-baby care, and to get their child's immunizations according to schedule
3. helping mom understand the importance of taking care of her own physical, emotional, and social needs
4. helping mom and dad prepare for the birth of their baby
5. linking families to other services in the community they may need beyond home visiting services such as mental health, substance abuse, and domestic violence services
6. educating parents on the benefits of spacing between pregnancies
7. providing developmental screenings to help detect potential delays and making referrals to appropriate services to address suspected delays

This Program is: **Not Mandated (X)** **Mandated: Federal () State () Local ()**

III. Performance Objectives:

- 1 Enroll families into program
- 2 At six months of age, 90% of the target children will be linked to a medical provider
- 3 Employment, job training, or improved education will be acquired by 80% of the participants completing the program (Polk Vision: V. Quality of Life; E. Social Services: #1)
- 4 Overall satisfaction of home visiting services will be reported by 95% of the families
- 5 Less than four incidences of verified maltreatment will be reported among participants (Polk Vision: V. Quality of Life; E. Social Services #6)

Healthy Families Polk

IV. Measures:

	Key Obj.	Actual FY 20/21	Budget FY 21/22	Adopted FY 22/23	Plan FY 23/24
Workload Indicators:					
# of children linked to a medical provider	2	263	230	230	230
# participants completing program who improve education level, receive job or training, or obtain employment	3	18	45	37	37
# of families reporting satisfaction with program services	4	110	125	125	125
# of reports of verified child maltreatment	5	1	0	0	0
Effectiveness Indicators:					
% of children linked to a medical provider	2	99%	90%	90%	90%
% of participants completing program who improve education level, receive job or training, or obtain employment	3	86%	80%	80%	80%
% of families satisfied with program services	4	100.0%	100%	100%	100%
% of families free of verified child maltreatment 12 months after completion	5	97%	100%	100%	100%
Efficiency Indicators:					
Annual cost for a family enrolled in the program	1	\$2,300	\$2,300	\$2,507	\$2,921
Cost savings for children enrolled in program vs. taxpayer cost to care for abused children	2	\$110,105	\$110,105	\$117,812	\$139,833

Significant Changes

The program eliminated one family assessment worker position and reclassified the remaining family assessment worker positions. Due to increased educational and experience requirements from the state, the remaining four workers were reclassified from a pay grade 8 to a pay grade 10 and given the title of Family Engagement Specialists.

	Actual FY 20/21	Budget FY 21/22	Adopted FY 22/23	Plan FY 23/24
Full Time Equivalents	45.00	45.00	44.00	44.00
Funding Sources:				
	Actual FY 20/21	Budget FY 21/22	Adopted FY 22/23	Plan FY 23/24
General Fund Subsidy	707,980	821,210	902,104	929,949
Special Revenue Grants	15	0	0	0
Cash/Fund Balance Forward	0	39,937	67,406	269,206
Charges For Services	760	0	0	0
Interfund Transfer	446,147	327,250	327,250	327,160
Intergovernmental	1,088,237	1,354,009	1,441,115	1,309,000
Miscellaneous	123	2,500	2,500	2,500
Others (Centrl I/D Inkind/Othr)	355,134	0	0	0
Total Program	2,598,396	2,544,906	2,740,375	2,837,815
Revenue by Fund:				
	Actual FY 20/21	Budget FY 21/22	Adopted FY 22/23	Plan FY 23/24
General Fund	708,863	823,710	904,604	932,449
Special Revenue Grants	1,889,533	1,721,196	1,835,771	1,905,366
Total Program	2,598,396	2,544,906	2,740,375	2,837,815
Appropriations:				
	Actual FY 20/21	Budget FY 21/22	Adopted FY 22/23	Plan FY 23/24
Personal Services Expenses	1,890,490	2,249,515	2,442,822	2,541,291
Operating Expenses	281,400	295,391	297,553	296,524
Interfund Transfers	426,506	0	0	0
Total Program	2,598,396	2,544,906	2,740,375	2,837,815

Indigent Health Care

Program Number:	53
Result Area:	Basic Needs
Division:	Health and Human Services
Section:	Indigent Health Care

I. Program Offer Description:

The Polk County's Indigent Health Care (IHC) is a program administered by the Health and Human Services Division pursuant to Polk County Ordinance No. 03-89, adopted by the Board of County Commissioners on December 3, 2003. On November 2016, Polk County voters approved a 25-year extension effective 2019. IHC functions as a health care safety net program that provides access to health care services for low-income uninsured County residents who qualify for services. The division manages two health care delivery systems:

1. The Polk HealthCare Plan (PHP):

A comprehensive local health care program that serves County residents with incomes up to 168% of poverty through a network of contracted providers. Residents qualifying for the Polk HealthCare Plan have access to primary care, specialty care, hospital services, medications, and diagnostics.

2. Grants and Aid contracts that are designated to serve those that either may not qualify for the Polk HealthCare Plan and don't exceed 200% of the Federal Poverty Level, or the services needed are not a covered service under the Polk HealthCare Plan. Services could include teen pregnancy prevention, prescription assistance programs, residential treatment, volunteer clinics/Specialists, and more.

Additionally, the IHC fund pays for County-mandated health services that include the County's share of Medicaid cost, Health Care Responsibility Act (HCRA), Mental Health Substance Abuse (MHSA), and Florida Department of Health (FDOH) core public health services. For more detail about mandates see program number 146.

II. Contribution to Result:

Based on the 2020 US Census Bureau of Statistics, approximately 11.5% of the Polk County population is uninsured. Low-income residents continue to face socio-economic challenges resulting in limited access to health insurance. Through the IHC, Half Cent Sales Surtax, in 2021 the Polk County's health care safety net program served 19,600 low-income uninsured adult residents at or below 200% of the Federal Poverty Level. Additionally, the IHC program funded the County share of Medicaid cost for approximately 220,413 Medicaid-eligible residents in Polk County. Indigent HealthCare contracts with approximately 149 primary care providers, 727 specialty providers, five hospitals, two urgent care groups, and 22 community partners. The community partners represent the public-private and not-for-profit partnership that assists with primary and specialty care, prescription assistance, dental care, teen pregnancy education, mental health, and substance abuse.

This Program is:	Not Mandated ()	Mandated: Federal () State () Local (X)
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III. Performance Objectives:

1	Provide a comprehensive Polk Healthcare Plan to indigent residents of Polk County with incomes at or below 162% of the Federal Poverty Level
2	Provide an alternative, convenient, and cost-effective method of health care to indigent residents of Polk County with incomes at or below 200% of Federal Poverty Level
3	Provide funding for mandated health services as required by Florida Statute
4	Provide access to the County's Health and Human Services electronic information system (FamCare) to community partners and other agencies for eligibility determination and client data reporting

IV. Measures:

	Key Obj.	Actual FY 20/21	Budget FY 21/22	Adopted FY 22/23	Plan FY 23/24
Workload Indicators:					
# of Polk HealthCare Plan enrollment applications received	1	9,925	12,000	12,000	12,000
# of incoming calls (Switchboard)	1	24,453	25,000	25,000	25,000
# of communication activities (speaking engagement, press release)	1, 2	123	45	100	100
# of invoices reconciled and processed for payment	1, 2	655	800	650	650
# of total contracts processed (New or Amendments)	1, 2	22	100	20	20
# of contracts monitoring completed	2	23	250	40	40
# of FamCare technical support/troubleshooting tickets	4	3,038	3,600	3,000	3,000
# of FamCare trainings provided (Internal/External Users)	4	96	75	75	75
# of Partner agencies utilizing FamCare eligibility system	4	21	22	22	22
Effectiveness Indicators:					
% of Polk HealthCare Plan enrollment applications completed	1	83%	97%	97%	97%
Polk HealthCare Plan monthly enrollment average	1	4,355	5,500	5,500	5,500
# of total unique clients served	1,2,3	16,945	27,000	21,000	21,000
# of health care visits	2	108,815	125,000	125,000	125,000
# of other services	3	1,585,394	670,000	1,500,000	1,500,000
Efficiency Indicators:					
Polk HealthCare Plan per member per month cost (pppm)	1	\$382	\$361	395	413
Indigent Health Care Total Return of Investment	1,2	\$3.6	\$4.0	\$4.0	\$4.0

Indigent Health Care
Significant Changes

There are no significant changes for this program.

	Actual FY 20/21	Budget FY 21/22	Adopted FY 22/23	Plan FY 23/24
Personnel:				
Full Time Equivalents	41.00	41.50	44.00	44.00
Funding Sources:				
General Fund Subsidy	575	0	0	0
Indigent Health Care Funds	0	48,592,614	59,075,799	60,015,827
Charges For Services	1,275,028	823,941	870,590	907,833
Interest	93,582	104,019	958,195	1,208,663
Miscellaneous	795,879	556,776	744,876	778,734
Taxes	61,228,307	0	0	0
Total Program	63,393,371	50,077,350	61,649,460	62,911,057
Revenue by Fund:				
General Fund	575	0	0	0
Indigent Health Care Funds	63,392,796	50,077,350	61,649,460	62,911,057
Total Program	63,393,371	50,077,350	61,649,460	62,911,057
Appropriations:				
Personal Services Expenses	2,039,108	2,801,490	2,885,114	2,993,253
Operating Expenses	22,034,850	29,529,250	33,193,365	34,376,678
Grants And Aids	12,296,215	16,365,434	24,726,036	24,696,181
Interfund Transfers	80,000	40,000	0	0
Indirect Expense	1,029,977	1,341,176	844,945	844,945
Total Program	37,480,150	50,077,350	61,649,460	62,911,057

Indigent Health Care Mandates

Program Number:	146
Result Area:	Basic Needs
Division:	Health and Human Services
Section:	Indigent Health Care

I. Program Offer Description:

The Health and Human Services Division administers the County's Indigent Health Care program (IHC) funded by a half-cent sales surtax. IHC functions as a health care safety net program that provides access to health care services for low-income uninsured County residents who qualify for services. The division manages two health care delivery systems:

1. The Polk HealthCare Plan (PHP):

A comprehensive local health care program that serves County residents with incomes up to 162% of poverty through a network of contracted providers. Residents qualifying for the Polk HealthCare Plan have access to primary care, specialty care, hospital services, medications, and diagnostics.

2. Community Partner Programs: Public-private and non for profit partnerships with outside funded agencies offer a variety of health care programs that serve County residents with incomes of up to 200% of the poverty level that do not qualify for Medicaid or are unable to afford coverage through the healthcare marketplace. Additionally, the IHC fund pays for the following County mandated health services: County share of Medicaid cost, Health Care Responsibility Act (HCRA), Mental Health Substance Abuse (MHSA), and Florida Department of Health (FDOH) core public health services. The Polk County's IHC program is administered pursuant to Polk County Ordinance No. 03 89, adopted by the BoCC on December 3, 2003. On November 2016, Polk County voters approved a 25-year extension effective 2019.

II. Contribution to Result:

Polk County's mandated health services are: 1) Medicaid is a jointly-funded health program for eligible low-income individuals. Chapter 409.915 of the Florida Statutes requires each county to match funds provided by the Medicaid program. 2) The Health Care Responsibility Act (HCRA) for indigent patients places the ultimate financial obligation for an indigent patient's out-of-county emergency care on the county in which the indigent patient resides. Chapter 154, Sections .301 - .331, Florida Statutes, and Rule Chapter 59H-1.001-.015, Florida Administrative Code. 3) Alcohol, drug abuse, and mental health services provided in Polk County by Tri-County Human Services (TCHS) and Peace River Center (PRC). Chapter 394.76 of the Florida Statutes requires local match participation on a 75-to-25 state-to-local ratio for contracted community alcohol and mental health services and programs, in accordance with the Tenth Judicial Circuit of Florida. 4) The County Health Department (FDOH) was created to promote public health, control and eradication of preventable diseases, and provision of primary health care for low-income population. Pursuant to Chapter 154 of the Florida Statutes to "promote, protect, maintain, and improve the health and safety of all citizens and visitors of the state through a system of coordinated county health department services."

This Program is: **Not Mandated ()** **Mandated:** **Federal ()** **State (X)** **Local ()**

III. Performance Objectives:

- 1 Provide County local contribution for Medicaid
- 2 Pay for indigent patients' out-of-County emergency care per HCRA
- 3 Provide County local contribution for patient access to alcohol, drug abuse, and mental health services
- 4 Provide contribution to County Health Department mandated to promote public health, control and eradication of preventable diseases, and provision of primary health care for the low-income population

IV. Measures:

	Key Obj.	Actual FY 20/21	Budget FY 21/22	Adopted FY 22/23	Plan FY 23/24
Workload Indicators:					
# of Medicaid eligible in Polk County	1	220,413	210,532	240,000	245,000
# of HCRA applications received	2	770	730	775	775
# of HCRA applications paid	2	86	50	95	100
# of people served by Tri-County Human Services	3	320	300	320	320
# of people served by Peace River Center	3	23,519	1,300	23,519	23,519
# of people served by FL Department of Health	4	124,330	115,000	124,330	214,330
Effectiveness Indicators:					
# of HCRA applications completed (Approved/Denied)	2	332	225	388	388
# of services by Tri-County Human Services	3	2,926	2,500	2,926	2,926
# of services by Peace River Center	3	23,519	65,000	23,519	23,519
# of visits/services by FL Department of Health	4	1,068,295	1,300,000	1,068,295	1,068,295
Efficiency Indicators:					
% effectiveness ratio for TCHS detox program (Graduates vs Arrested)	3	70%	80%	80%	80%
County ROI for PRC	3	\$9.2	\$11.7	\$11.7	\$11.7
County ROI for TCHS	3	\$1.1	\$1.5	\$1.5	\$1.5
County ROI for FDOH	3	\$82.3	\$45.5	\$45.5	\$45.5

Indigent Health Care Mandates

Significant Changes

There are no significant changes for this program.

	Actual FY 20/21	Budget FY 21/22	Adopted FY 22/23	Plan FY 23/24
Personnel:				
Full Time Equivalents	0.00	0.00	0.00	0.00
Funding Sources:				
Indigent Health Care Funds	15,238,404	15,418,142	16,086,182	17,858,988
Total Program	15,238,404	15,418,142	16,086,182	17,858,988
Revenue by Fund:				
Indigent Health Care Funds	15,238,404	15,418,142	16,086,182	17,858,988
Total Program	15,238,404	15,418,142	16,086,182	17,858,988
Appropriations:				
Grants And Aids	15,238,404	15,418,142	16,086,182	17,858,988
Total Program	15,238,404	15,418,142	16,086,182	17,858,988

Rohr Home

Program Number:	52
Result Area:	Basic Needs
Division:	Health and Human Services
Section:	Elderly Service

I. Program Offer Description:

The Rohr Home provides high-quality twenty-four hour skilled nursing services to the residents of Polk County. Consistently ranked among Florida's best providers by the American Health Care Association, the Rohr Home has been committed to excellence for more than forty years. Licensed therapists provide physical, occupational, and speech therapy, helping residents to achieve maximum functional capacity and return home in the shortest possible time. As a locally-operated facility, the Rohr Home not only delivers healthcare to the aging and convalescing but also generates jobs and income for the residents of Polk County. Additionally, the facility serves as an opportunity for the elderly and convalescing to remain connected to the community through numerous volunteer and clinical training programs for local area schools and colleges.

II. Contribution to Result:

Built in 1962 as a retirement home, the Rohr Home has been maintained and upgraded into a Skilled Nursing Facility (SNF). Through improvements to the structure and programs, as well as the dedicated staff of the facility, it serves as an example of modern, high-quality, and humanistic long-term care by currently being a five-star rated facility and holder of the American Health Care Association Bronze and Silver National Quality Awards. The Rohr Home is operated profitably from Medicare, Medicaid, private insurance, and private pay funding streams. As a skilled nursing facility receiving public funds, the Rohr Home is regulated by the Agency for Healthcare Administration (AHCA), Centers for Medicare and Medicaid Services (CMS), as well as the Florida Department of Health and Polk County Board of County Commissioners (Board). Other monitoring bodies include Florida Long Term Care Ombudsman Program, a division of the Florida State Department of Elder Affairs, and Polk County's Clerk of Court, auditor to the Board.

Services made available to both long- and short-term residents and their families, when applicable, include:

24-hour continuous care by licensed nursing staff

Residential needs, including dietary, housekeeping, and laundry services

Scheduled/onsite physical therapy, occupational therapy, speech therapy rehabilitative services, and optometrist visits

Scheduled/onsite dental and podiatrist visits

Scheduled/onsite registered dietician visits

Scheduled/onsite pharmaceutical services

Scheduled/onsite laboratory and radiology services

Scheduled/onsite mental health and social worker services

Scheduled/onsite and offsite social events

Scheduled/onsite salon services for men and women residents by a professional hairdresser

Wound care

Daily activities to maximize cognitive functioning

Weekly spiritual services for multiple religious denominations

Maintenance of resident personal spending accounts for personal items and services

Application services for financial assistance programs

Home Health programs

This Program is:	Not Mandated (X)	Mandated: Federal () State () Local ()
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III. Performance Objectives:

- 1 Provide the finest resident-centric long-term and rehabilitative care, enabling each resident to realize their highest levels of physical, mental, and psycho-social well-being
- 2 Serve as a model of modern, quality long-term and rehabilitative care, thereby attracting residents and families in need of services, plus volunteers and students who seek practical experience in long term and rehabilitative care
- 3 Operate in a fiscally-responsible manner to ensure long-term viability as a service to the residents of Polk County
- 4 Comply with all federal, state, and local regulatory/oversight agencies in a manner that meets or exceeds mandated expectations for positive outcomes, including safety, quality of life, and financial stability

Rohr Home

IV. Measures:

	Key Obj.	Actual FY 20/21	Budget FY 21/22	Adopted FY 22/23	Plan FY 23/24
Workload Indicators:					
average daily occupancy %	1,2,3	65%	95.0%	58.0%	58.0%
annual hours of activities and volunteers provided	1,2,4	120	1,800	1,500	1,500
# of disaster drills performed annually	1,2,4	4	4	4	4
# of clinical staff hours annually	1,2,4	59,058	86,640	60,320	60,320
# of support staff hours annually	1,2,4	30,964	37,024	21,632	21,632
Effectiveness Indicators:					
# of regulatory or third party quality inspections (audits) annually	4	4	4	4	4
# of regular or quality inspections (audits) with negative findings	2,4	1	0	0	0
# of internal quality improvement audits annually	2,3	12	12	12	12
% of satisfaction - annual resident satisfaction surveys	1,2	100%	98%	98%	98%
clinical staff education hours per employee annually	2,4	34	12	12	12
Efficiency Indicators:					
# of complaint investigations by AHCA annually	1,2,3	0	0	0	0
# of employees retained longer than a year	1,2,3	35	56	42	42

Significant Changes

Continued strain on the Rohr Home and skilled nursing industry due to the inability to recruit and retain staff, a decreasing talent pool, minimum wage salary mandates, and decreased resident census has resulted in a decision by the Board of County Commissioners to sell the facility. On August 24, 2022, a bid for the sale of the Rohr Home was opened. On September 1, 2022, a Notice of Recommended Award to Topaz Fiscal Services was posted. As this was after the budget process had been completed, there is still an operating budget in place for FY 22/23 and for the plan year 23/24.

	Actual FY 20/21	Budget FY 21/22	Adopted FY 22/23	Plan FY 23/24
Personnel:				
Full Time Equivalents	56.50	56.50	55.50	55.50
Funding Sources:				
Special Revenue Grants	3	0	0	0
Rohr Home Fund	288,817	280,935	269,549	0
Cash/Fund Balance Forward	0	0	134,521	0
Enterprise Funds	4,244,882	5,130,950	4,186,026	4,311,608
Interest	1,767	1,198	4,043	0
Interfund Transfer	0	0	387,347	790,781
Intergovernmental	400,608	0	0	0
Miscellaneous	(1,871)	1,140	1,000	1,000
Total Program	4,934,206	5,414,223	4,982,486	5,103,389
Revenue by Fund:				
Special Revenue Grants	400,611	0	134,521	0
Rohr Home Fund	4,533,595	5,414,223	4,847,965	5,103,389
Total Program	4,934,206	5,414,223	4,982,486	5,103,389
Appropriations:				
Personal Services Expenses	2,830,347	3,025,973	2,893,103	2,999,994
Operating Expenses	2,099,662	1,962,154	2,084,383	2,098,395
Capital Expenses	0	5,000	5,000	5,000
Grants And Aids	4,197	0	0	0
Indirect Expense	0	421,096	0	0
Total Program	4,934,206	5,414,223	4,982,486	5,103,389

Veterans Services

Program Number:	41
Result Area:	Basic Needs
Division:	Health and Human Services
Section:	Veterans Services

I. Program Offer Description:

Provides assistance to veterans and their families by addressing a specific gap in the basic needs area and assisting in obtaining veteran monetary benefits, privileges, and services. Veterans Services facilitates programs such as compensation, pension, vocational rehabilitation, education, dependency, insurance, burial, home loan guaranty, hospitalization benefits, and transitional benefits such as job assistance and housing with partnership agencies. It is administered through partnerships with the U. S. Department of Veterans Affairs and the Florida Department of Veterans Affairs, under Florida Statute Chapter 292.11. Veteran programs provide a source of sustainable basic needs income along with medical care at a minimum, variable cost.

II. Contribution to Result:

This program addresses the basic service needs of veterans and their families within the community. In addition, homeless veterans are provided crisis intervention, stabilization, transitional assistance, transportation, and access to medical care, thereby enhancing quality of life. More specifically, the program assists by:

- Securing federal benefit money to low-income veterans and their families by providing pension benefits
- Securing federal monetary compensation to veterans for illness and injuries sustained by military service
- Securing federal medical and hospitalization benefits to eligible low-income veterans
- Advocating for veterans' access and qualification to multiple Federal and State veteran benefits programs
- Providing access to crisis intervention services for "medically at risk" indigent and homeless veterans
- Securing federal and state benefit entitlements to education, vocational rehabilitation, and employment
- Assisting with appeals through completion of disagreements with federal veterans decisions denying veterans of benefit entitlements
- Offering military members access to Federal, State, and County grant-funded programs

This Program is: Not Mandated () **Mandated:** Federal () State () Local ()

III. Performance Objectives:

- 1 Performs case management to secure monetary benefits, privileges, and entitlements from the U.S. Department of Veterans Affairs
- 2 Performs benefit outreach briefings to the County population to familiarize them with benefits available to eligible veterans and their families through partnerships with federal, state, and local veterans' agencies
- 3 Performs services at three satellite locations, including outreach briefing, counseling, intervention, and stabilization and facilitates needed transitional services to veterans identified as "at risk" (low income, inmate population, indigent, or homeless)

IV. Measures:

	Key Obj.	Actual FY 20/21	Budget FY 21/22	Adopted FY 22/23	Plan FY 23/24
Workload Indicators:					
# of clients assisted for Veteran Benefits	1,2,3	8,342	7,300	7,800	7,800
Lead time for scheduling appointments (days)	1,2,3	14	12	14	14
Effectiveness Indicators:					
Annual VA expenditures for Polk County Veterans Benefits	1,2,3	551,000,000	\$500,000,000	\$550,000,000	\$550,000,000
comment cards % of positive feedback	1,2,3	99%	99%	99%	99%
Efficiency Indicators:					
caseload processed per service office	1,2	844	1,825	1,300	1,300

Significant Changes

A position reclass was approved from Healthy Families, adding an Assistant Veteran Services Officer. This position will complete preliminary paperwork prior to veterans appointments with the VSOs, thereby streamlining office functions and reducing backlog in appointment wait time.

Veterans Services

	Actual FY 20/21	Budget FY 21/22	Adopted FY 22/23	Plan FY 23/24
Full Time Equivalents	8.00	8.00	8.00	8.00
Funding Sources:	Actual FY 20/21	Budget FY 21/22	Adopted FY 22/23	Plan FY 23/24
General Fund Subsidy	461,543	507,348	614,869	630,891
	Total Program	461,543	507,348	614,869
Revenue by Fund:	Actual FY 20/21	Budget FY 21/22	Adopted FY 22/23	Plan FY 23/24
General Fund	461,543	507,348	614,869	630,891
	Total Program	461,543	507,348	614,869
Appropriations:	Actual FY 20/21	Budget FY 21/22	Adopted FY 22/23	Plan FY 23/24
Personal Services Expenses	373,979	411,409	507,167	523,718
Operating Expenses	87,564	87,939	99,702	99,173
Refunds	0	8,000	8,000	8,000
	Total Program	461,543	507,348	614,869
				630,891

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