

**PALM BEACH COUNTY  
PUBLIC SAFETY DEPARTMENT**



**2023**

---



**ANNUAL  
REPORT**



# MESSAGE FROM THE DIRECTOR



**Stephanie Sejnoha**

Department Director

561-712-6400

SSejnoha@pbcgov.org

Welcome to the 2023 Public Safety Department Annual Report. I am entering my 9th year as your Public Safety Director and want to thank all of our staff for their dedication and service to our community. Your commitment to the safety and well-being of our community is evident every day. I am proud of what our department accomplished in 2023 and excited to what our future holds for the people we serve. This report will provide an overview of the amazing work being done on behalf of our community by our dedicated staff and volunteers. Keeping our community safe is an ever-changing responsibility that requires an understanding of our federal, state, and local impacts. In this report, you will see examples of commitments by our team of continuing to build strong relationships with partnering agencies in concert with developing innovative alternative approaches to addressing our community's needs. During 2023, we met several challenges with the hiring of staff, but our staff continued to work diligently. We are fortunate to have highly trained and committed staff along with a supportive community that works with our department to ensure public safety. We are also fortunate to have the support of our Board of County Commissioners and County Administrator.

I hope this report helps you see that our staff is determined and has worked diligently throughout the year to accomplish our goals. I am so proud of the commitment and excellence that our staff displays. Like any organization, there are times we fall short, but with this staff, we take responsibility, think smarter, transform and move forward. I am proud to be part of such a talented and motivated team that is dedicated to making an impact in our community.



**Palm Beach County  
Board of County  
Commissioners**

Maria Sachs, Mayor  
Maria G. Marino, Vice Mayor  
Gregg K. Weiss  
Michael A. Barnett  
Marci Woodward  
Sara Baxter  
Mack Bernard

**County Administrator**  
Verdenia C. Baker

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(Front row, left to right) Vice Mayor Maria G. Marino, Mayor Maria Sachs, Gregg K. Weiss (Back row, left to right) Michael A. Barnett, Marci Woodward, Sara Baxter, Mack Bernard, County Administrator, Verdenia C. Baker





# HISTORY OF THE DEPARTMENT OF PUBLIC SAFETY



**1951**

Palm Beach County **Division of Emergency Management** began as Palm Beach County Civil Defense.

**1969**

**Animal Care and Control** was established.

**1972**

The **Division of Consumer Affairs** was established with Alice Skaggs as first Director who helped craft the ordinance that created this Division.

**1973**

**Department of Public Safety** was established with Richard E. Lopez as the Director.

**2015**

All children and youth programming services from the Community Services Department, the Public Safety Department, and the Criminal Justice Commission were combined to establish the Youth Services Department to administer programs and initiatives of the Board of County Commissioners to ensure the healthy growth, development, education, and transition of children and youth to young adulthood and the workforce.

**2014**

The BCC approved the Countdown 2 Zero Initiative to end euthanasia of adoptable animals by 2024.

**2008**

Vincent Bonvento was appointed to Director of the Department of Public Safety while continuing to serve as the Assistant County Administrator.

**2004**

**Justice Services Division** was formed to operate programs that the County found to provide a valuable service to the judiciary and the public, but were not core elements of the court system. In 1988, Floridians voted to approve a constitutional amendment (Article V, Revision 7) which shifted funding of the court system from the County to the State in order to provide more uniform services throughout Florida.

**2016**

Vince Bonvento retires from Palm Beach County after 41 years of services. Stephanie Sejnoha was appointed to Director of the Department of Public Safety.

**2017**

The Ex Offender Reentry Services was transferred from the Criminal Justice Commission to the Department of Public Safety, Division of Justice Services. The Family Violence Intervention Program (FVIP) was transferred from Public Safety's Justice Services Division to the Youth Services Department. FVIP program was developed as a diversion program to focus on the unique problems of each family whose child has committed domestic violence.





**1974**

Animal Care and Control became a Division of the Public Safety Department. Programs and services were expanded to keep pace with the growing human and animal population. In 1980, the Division became fully accredited by the Humane Society of the United States. Animal Care and Control was the first agency in the southeast and the second in the entire nation to achieve this distinction.

**1975**

**Victim Services Division** was established with 24-hour crisis response for victims of sexual assault. Responses from crime victims and the social and criminal justice systems were so positive, additional programs were developed to assist victims of filed felony and juvenile crimes.

**1979**

In the late 70's, Civil Defense became Emergency Management and the emphasis changed from nuclear civil protection to dealing with many hazards that affect the citizens of Palm Beach County.

**1998**

Emergency Management moved from the cold-war era Emergency Operations Center, or EOC, to a new state of the art facility.

**1989**

The Board of County Commissioners designated the Director of Emergency Management as the Coordinator of Assistance in natural disasters.

**1987**

Paul Milelli was appointed to Director of Public Safety Department.

**1981**

**911 Program Services** began under the Emergency Medical Services Office in Public Safety Department and the Palm Beach County Sheriff's Office and Palm Beach County Fire Rescue began using Enhanced 911 (E911). At that time, Palm Beach County was one of the first areas in the country to use E911.

**2018**

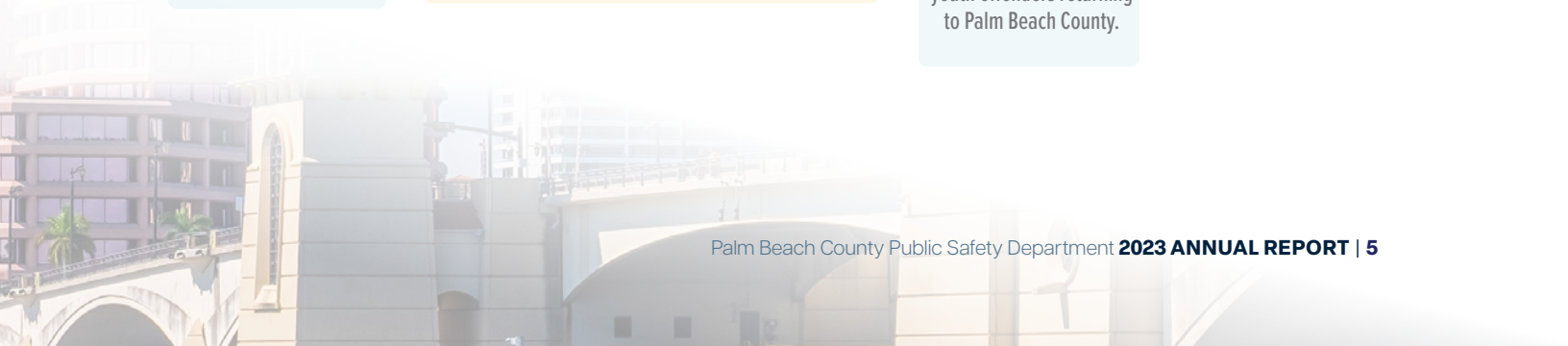
The Guardian Ad Litem (GAL) Program was transferred from Public Safety's Justice Services Division to the Youth Services Department.

**2020**

The Adult and Family Drug Court program was transferred from the Public Safety Department to Court Administration for efficiencies and smoother operations. The Adult and Family Drug Court is a County Court program overseen by the Drug Court Manager in Court Administration.

**2022**

In July 2022, the Board of County Commissioners supported Justice Services Division decision to in-source case management services for youth offenders returning to Palm Beach County.





# PUBLIC SAFETY DEPARTMENT MISSION, VISION, VALUES



## MISSION

Enhance the safety and well-being of our community

## VISION

A safe, informed, and resilient community

## CORE VALUES

Compassion, Integrity, Responsive, Advocacy, Collaborative, Innovative



# DEPARTMENT OVERVIEW

The Department of Public Safety consists of seven distinct Divisions providing services from 11 office locations throughout the County: 911 Program Services, Animal Care and Control, Consumer Affairs, Emergency Management, Finance and Administration, Justice Services, and Victim Services. These Divisions are responsible for providing critical services such as the deployment and maintenance of technical infrastructure for 911 call and text routing; administration and enforcement of ordinances and laws for consumer protection, animals and the public; minimizing the impact of disasters by coordinating information and resources through education, planning, and response; managing financial and administrative needs; professional support to the citizens and the justice system through a variety of programs; and advocacy and therapy services to victims of violent crime. All Divisions provide outreach and education services specific to their area of expertise.



**Stephanie Sejnoha**  
Director,  
Public Safety Department



**Marianela Diaz**  
Director,  
Finance & Administrative  
Services



**Janet Steele**  
Director,  
Animal Care & Control



**Rob Shelt**  
Director,  
Consumer Affairs



**Mary Blakeney**  
Director,  
Emergency Management

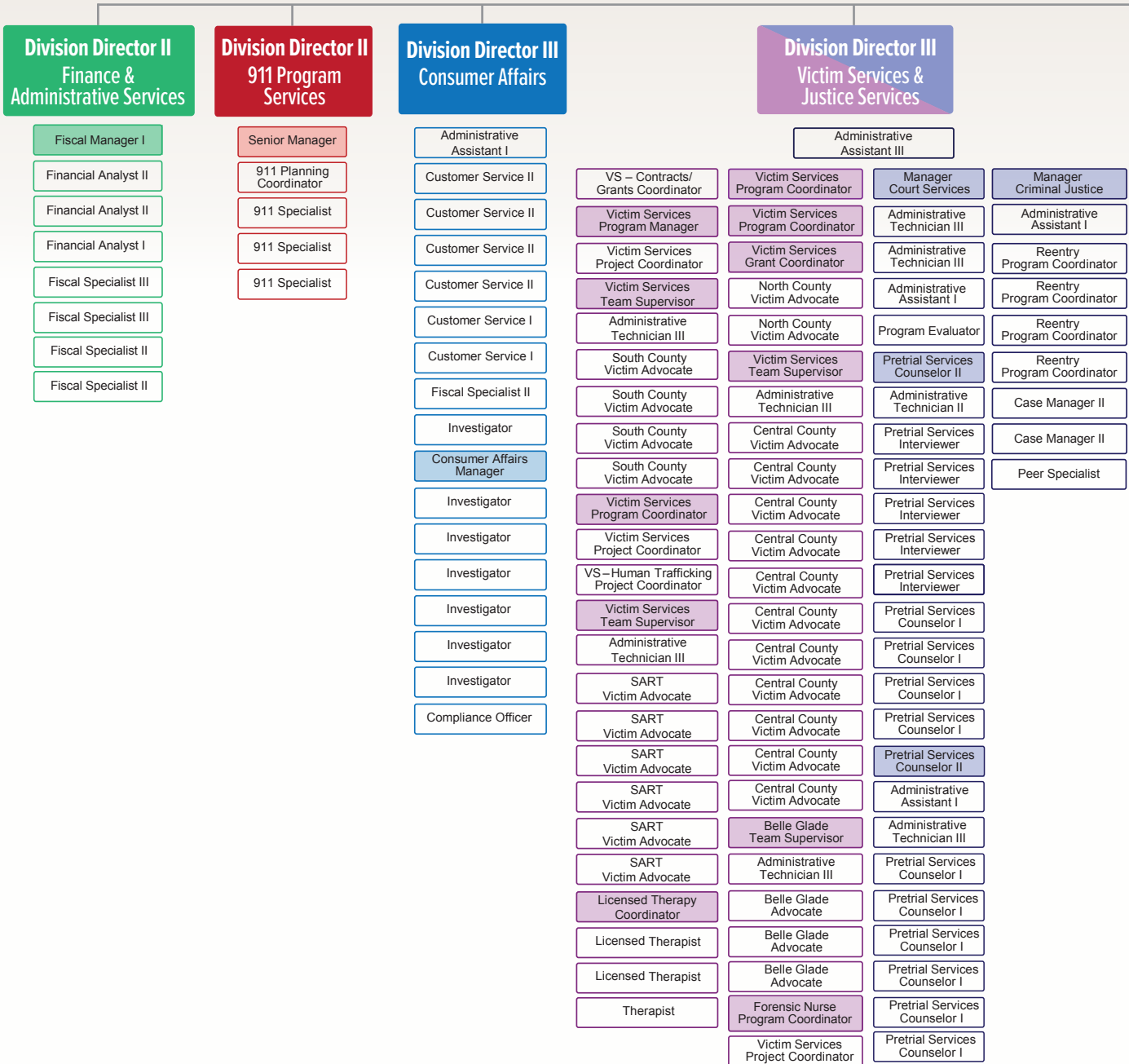


**Nicole Bishop**  
Director,  
Justice Services and  
Victim Services





# PALM BEACH COUNTY PUBLIC SAFETY DEPARTMENT ORGANIZATIONAL CHART







# PUBLIC SAFETY OFFICE LOCATIONS & MAP

1

## 9-1-1 Program Services

20 South Military Trail  
West Palm Beach, FL 33415  
561-712-6400

2

## Animal Care & Control

7100 Belvedere Road  
West Palm Beach, FL 33411  
561-233-1200

3

## Consumer Affairs

50 South Military Trail, Suite 201  
West Palm Beach, FL 33415  
561-712-6600

4

## Emergency Management

20 South Military Trail  
West Palm Beach, FL 33415  
561-712-6400

5

## Finance & Administrative Services

20 South Military Trail  
West Palm Beach, FL 33415  
561-712-6400

6

## Justice Services

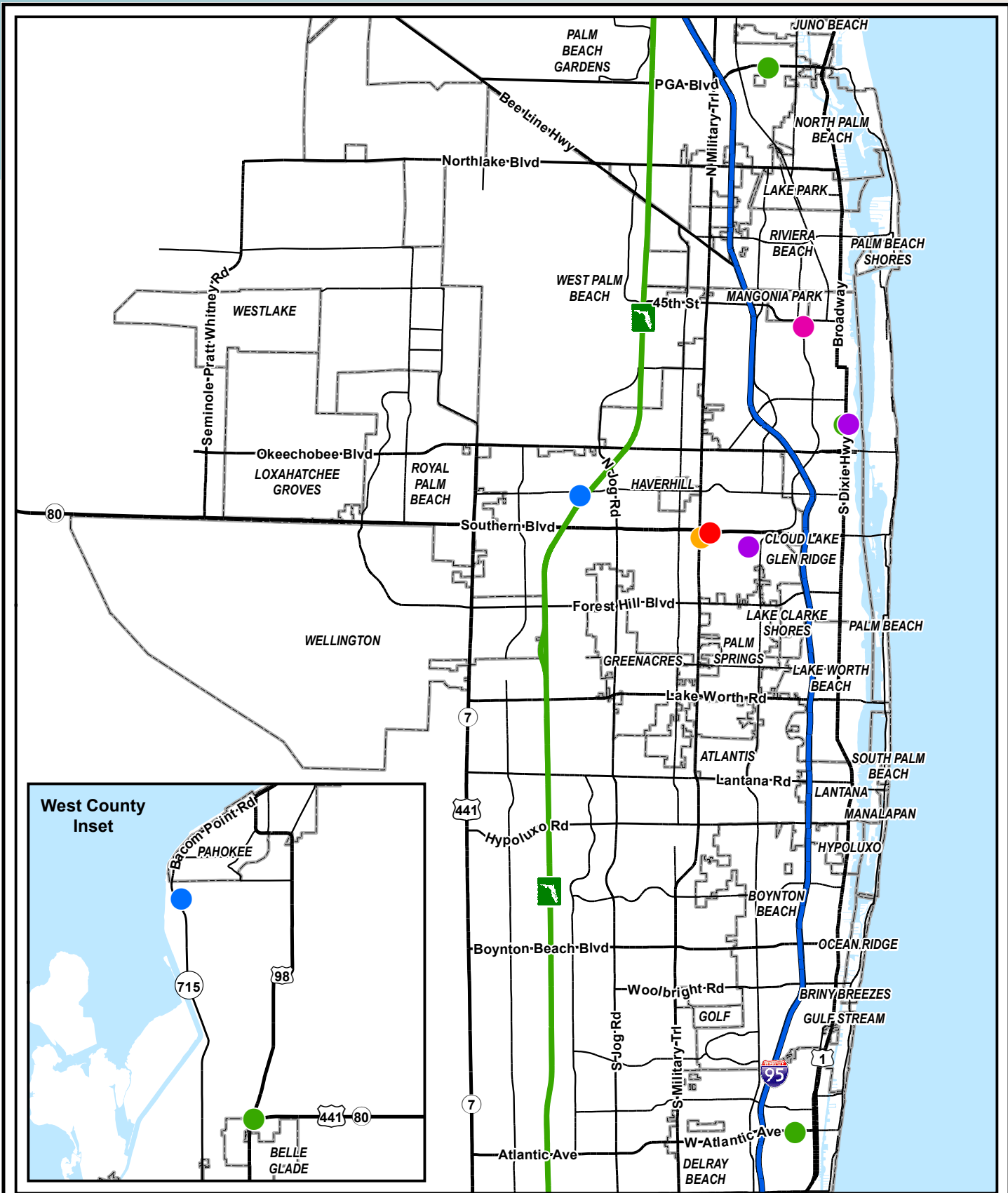
205 North Dixie Highway, Suite 5.1100  
West Palm Beach, FL 33401  
561-355-2418

7

## Victim Services

205 North Dixie Highway, Suite 5.1100  
West Palm Beach, FL 33401  
561-355-2418





### Public Safety Department Office Locations

- Administration, Finance, 911 Program Services, Emergency Management
- Animal Care & Control
- Consumer Affairs
- Justice Services
- Victim Services
- Justice Services, Victim Services

0 1 2 Miles

**Disclaimer:**  
 "Legal: Palm Beach County is providing this data "as is," and Palm Beach County disclaims any and all warranties, whether expressed or implied, including (without limitation) any implied warranties of merchantability or fitness for a particular purpose. In no event will Palm Beach County be liable to you or any third party for any direct, indirect, incidental, consequential, special, or exemplary damages or lost profits resulting from any use or misuse of this data."



**Palm Beach County**  
 GIS Service Bureau      October 15, 2021



## 911 PROGRAM SERVICES

20 S. Military Trail  
West Palm Beach, FL 33415

**Phone:** 561-712-6400



## DIVISION OVERVIEW

Palm Beach County's 9-1-1 Program Services (PBC911) provides and maintains a Next Generation 9-1-1 (NG911) System within the county. PBC911 serves as the 911 Authority for Palm Beach County, ensuring all persons in need of assistance that dial 9-1-1 will have their call answered by the appropriate response agency. This is accomplished with the cooperation of sixteen (16) Public Safety Answering Points (PSAP). The PSAPs are located at Palm Beach County Sheriff's Office, Palm Beach County Fire-Rescue and several municipal or state operated police departments.

### Our Vision

To maintain the integrity of the 9-1-1 system and ensure that calls are processed within national standards. To think strategically and creatively, increasing public access for requesting emergency services to allow for a quick, safe response from law enforcement, fire-rescue or EMS.

### Highlights and Accomplishments

In FY2023, PBC911 Program Services continues to be an industry leader in 9-1-1 Public Safety Communications. In partnership with our sixteen (16) PSAPs across the county, we have reached the following milestones:

- ▶ All PSAPs migrated to a new NG911 network
- ▶ 179,501 minutes of language interpretation services provided for non-English speaking callers
- ▶ 18 PSAP personnel completing National Emergency Number Association's Center Manager Certification Program
- ▶ 50 hours of continuing education provided for 9-1-1 Public Safety Telecommunicators

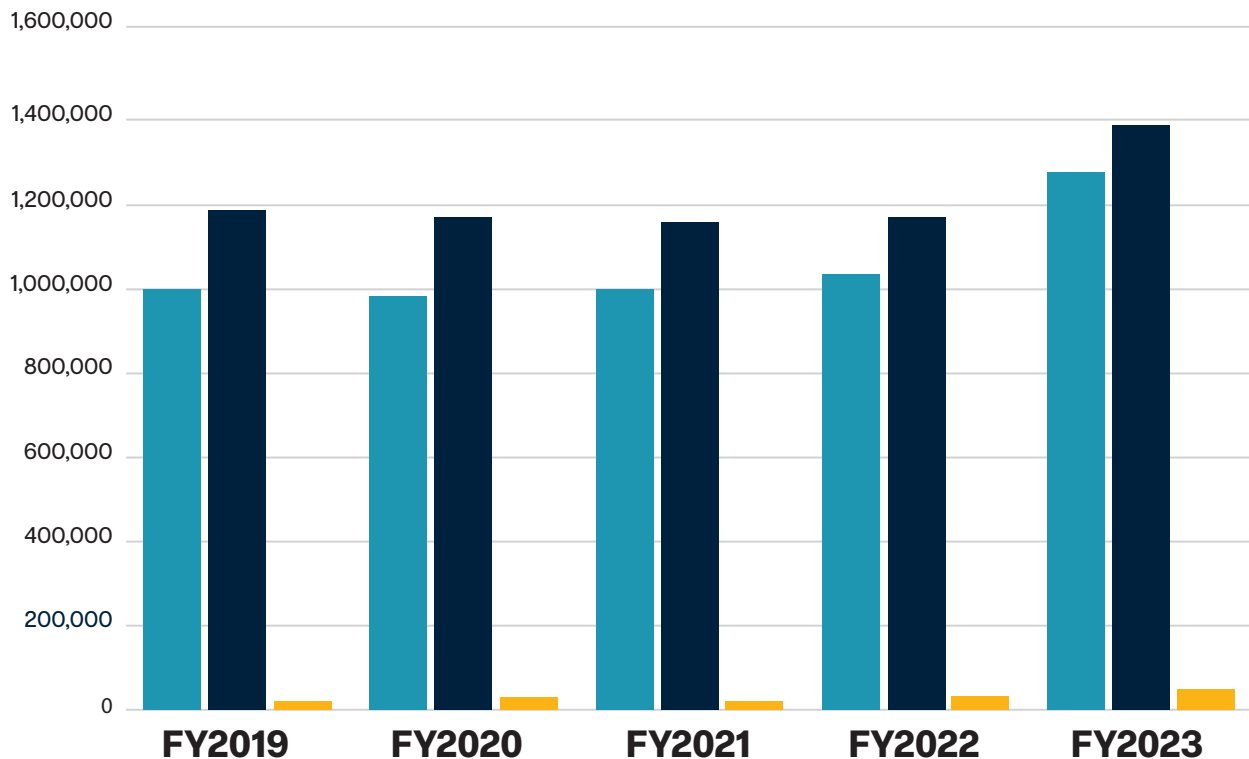
# ➤➤➤ PBC PSAP CALL VOLUME

The National Emergency Number Association (NENA) and the National Fire Protection Association’s (NFPA) call answering standards state that ninety (90%) of all 9-1-1 calls arriving at the Public Safety Answering Point (PSAP) shall be answered within (≤) fifteen (15) seconds. Ninety-five (95%) of all 9-1-1 calls should be answered within (≤) twenty (20) seconds.

*Our partner PSAPs exceeded these standards in FY23 while answering over **1.2 million** 911 calls!*

	FY2019	FY2020	FY2021	FY2022	FY2023
■ <b>911</b>	998,524	978,889	997,341	1,022,124	1,270,277
■ <b>Admin</b>	1,172,373	1,167,857	1,156,281	1,163,673	1,382,188
■ <b>Text</b>	1,859	1,670	2,194	4,330	5,624

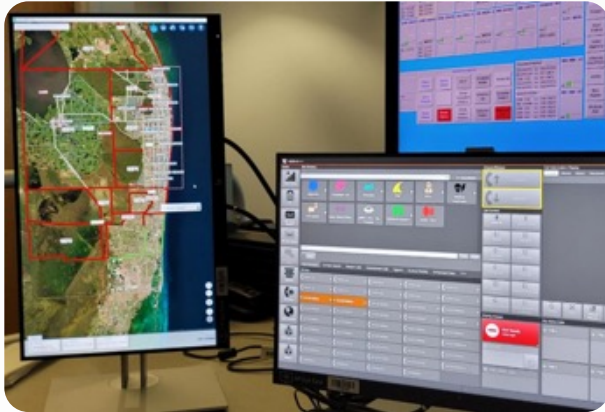
**PBC PSAP Call Volume**





## Florida Highway Patrol (FHP) Goes Live with 9-1-1!

On March 8, 2023, we turned up the FHP Lake Worth Regional Communications Center (LWRCC) on the PBC911 ESINet. This new technology provides the caller's location when dialing 9-1-1. This technology not only benefits Palm Beach County but all eleven counties served by FHP LWRCC.



On May 23, 2023, the LWRCC received what appeared to be an open 9-1-1 line. The call taker could not hear anyone talking and no one responded to verbal commands. Because the 9-1-1 system offers a Telecommunications Device for the Deaf (TDD), the call taker challenged the open line with the TDD but did not receive a response. The member gathered the location and phone number displayed on the screen and entered a call for service. Troopers were dispatched to the area and FDOT was notified. Within minutes, a Road Ranger was on scene with the caller, who was deaf and mute and having issues with their TDD.

On June 3, 2023, the LWRCC received a call for an in-progress road rage incident on Florida's Turnpike. The caller stated that another driver, who was following them, brandished a weapon. The caller was fearful for their life and the lives of their children in the car. They mentioned that there was a trooper on the shoulder of the roadway. Through 9-1-1, the dispatcher was able to pinpoint the caller's exact location and cross-reference this information with the AVL. They quickly alerted the trooper, who was able to stop and arrest the suspect. Without the quick and fluid information that comes from 9-1-1 there could have been a significant delay in this call and there could have potentially been a change in the outcome.

## Enhanced Location Information on Wireless 9-1-1 Calls

Palm Beach County has integrated supplemental location and caller information into their call handling equipment. This allows better location verification from your cellular phone, along with user provided call information.



*The photo above shows location source plotting on the call taker's map.*

The additional location verification allows the 9-1-1 call taker to more quickly confirm a caller's location and move on in their questioning to create a proper response to the incident. Remember, 9-1-1 will always verbally confirm your location with you.

## Using Data to Quicken Alarm Response

PBC911 has introduced data streams for alarm activations into our call answering systems. Several alarm companies are now sending digital information into our PSAPs. The data stream provides all the pertinent information to begin a law enforcement response to the alarm location. This has been shown to improve the "on scene" times for law enforcement agencies.

## Redundancy and Resiliency

PBC911 continues to leverage our NG911 network and equipment to ensure we can continue access to 9-1-1 during times of emergencies or heightened activities. Our network has several measures to ensure resiliency including back up power, diverse network infrastructure, geo-diverse location of equipment, and equipment for remote call answering options.





## ANIMAL CARE AND CONTROL

7100 Belvedere Road  
West Palm Beach, FL 33411

**Phone:** 561-233-1200



*Horacio Ochoa, one of our hundreds of dedicated volunteers, giving a little love to a long-term resident of the shelter*

## DIVISION OVERVIEW

Animal Care and Control is the only open admission animal welfare organization in Palm Beach County, serving residents, pets and pet owners since 1969. We shelter over 10,000 animals each year, including livestock in addition to cats, dogs, pet birds and reptiles, while providing over 5,000 additional pets and pet owners in the county a variety of services.



Adopt A Shelter Dog Month Proclamation at Board of County Commissioner meeting 4 October 2022 Public Safety Department Director Stephanie Sejnoha; Tri-County Animal Rescue Executive Director Suzi Goldsmith; Commissioner Maria Sachs; Animal Care and Control Division Director Jan Steele; Animal Care and Control Chief of Veterinary Services Dr. Kathleen Woodie; volunteer dog handler Heather Smith and shelter dog Scotty.

## Our Mission

We are dedicated to promoting the safety, well-being, and responsible management of animals within our community by ensuring education, enforcement and compassionate care.

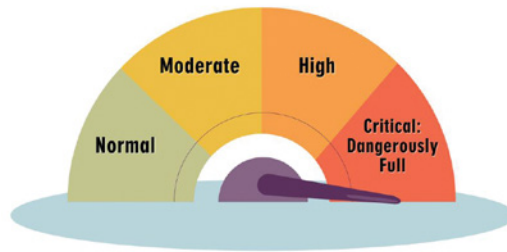
## Our Vision

All animals in Palm Beach County live a safe and supported life.

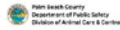
# It Really Does Take A Village

FY23 was shaped by increasing human and animal populations, many of which were stressed by economic pressures that made it difficult for residents to provide adequate care for their animal family members. Animal Care and Control was faced with increasing intakes, often of animals with medical concerns, and increased lengths of stay that pushed the shelter over capacity for the entire year. We couldn't do this alone, so along with an ever increasing volunteer base and wonderful support of our Board of County Commissioners, we reached out to the community to form partnerships that help us save animals.

## How Full is the Shelter?

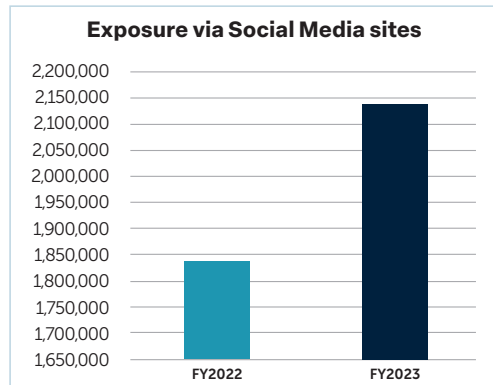


We need **YOUR** help!

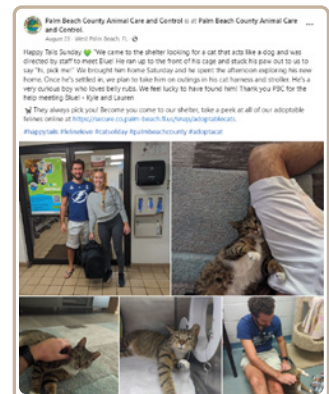


PBCGOV.COM/ANIMAL

## Accomplishments:



A whopping 26% increase in our connections to the community via social media

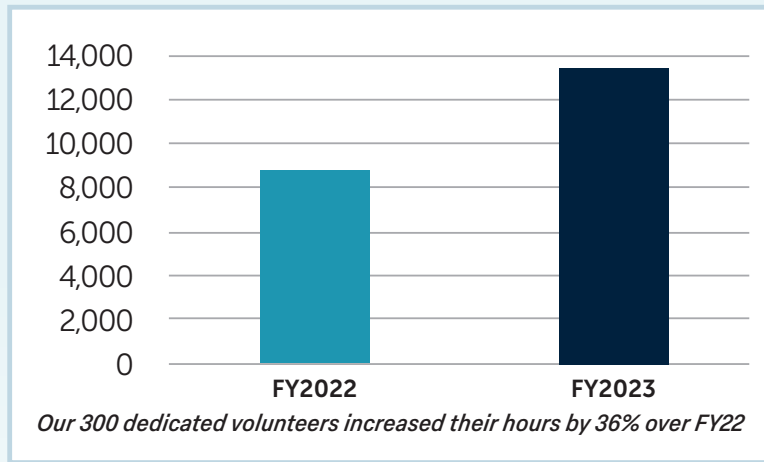


Example social media posts that showcase our successes!





## And what did this increased community involvement result in?



*Playgroup volunteers with ACC staff in the Kennel 1 Play Yard and at C2Z event operating the adoption table*

## Launched our Community-Supported Sheltering by the addition of four new Foster programs

Become a...  
**FOSTER!**  
BECOMING A FOSTER SAVES LIVES

- Foster2Rescue**  
Foster a select dog for 2-6 weeks so they can be rescued by Peggy Adams Animal Rescue League.
- Foster2Adopt**  
Looking to adopt but want to make sure the pet is a good fit for your family? Foster before you adopt!
- Foster2Petals**  
Help the animals in our community get healthy and enter our adoption program (Petals) by providing nourishment and love for a short time.
- Foster2Family**  
Become an extension of our shelter! Foster a pet of your choosing and help him/her find their family.

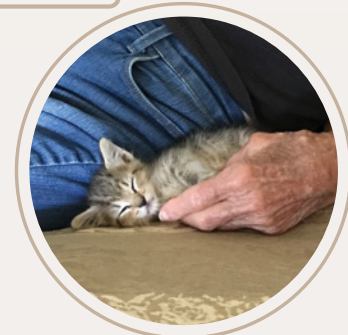
May I borrow your bathroom?

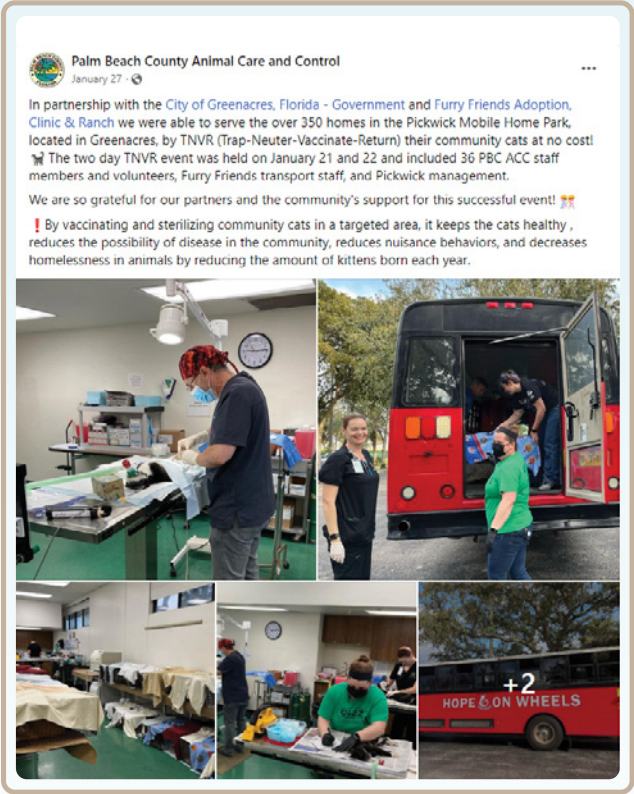
It's just for a few weeks until I'm old enough to get adopted.

To you, it's a few weeks.  
To her, it's a lifetime.

Become a foster parent and help save lives.

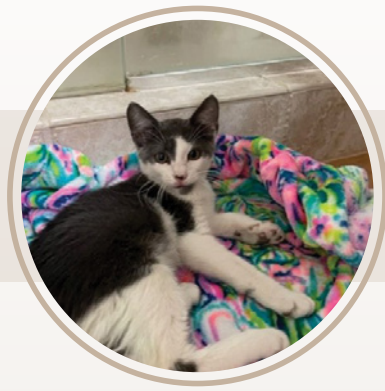
*Fostering Saves Lives!*





Greenacres event: our first targeted TNVR

Staff and volunteers working together to trap cats in neighborhoods for TNVR



Improving cat's emotional health by providing volunteer made blankets to cuddle on

Volunteers Fabienne and Siobhan taking two lucky pups out to the park for the day





**➤➤➤ And all the animal's physical health by the donation and/or implementation of:**

*Corsi-Rosenthal Box helping to scrub air in cattery to reduce the risk of cats getting upper respiratory infections*



*Training new employees on humane end of life care*



*Cold Laser treatments reduce inflammation without drugs or invasive surgeries as seen here with Kennel Tech Emily Maple and Dr. Kathy Woodie treating a dog with a swollen ear*

**Upgraded laboratory equipment along with training for staff**



*Vet team training with representatives from Boehringer Ingelheim and Vet Assistant Roci Ayala with new centrifuge*

But our outreach to the community doesn't stop with the Shelter. Field Staff have collaborations to: Deal with multiple hoarding situations, including cats on a derelict sailboat that involved Palm Beach County Sherriff's Office and Parks and Recreation, in addition to over a dozen ACC officers

ACOs entering sailboat overloaded with debris and cats hiding everywhere



ACO staff unloading trapped cats from Parks and Rec boat to ACC vehicle for transport to shelter

Rescuing kittens with Palm Beach County Fire Department





*ACO Alec Arguelles and Captain Damon Nunn unloading dogs*



*Picking up community lost dogs from large to small*

*Lt. Michele Fox with a chicken*





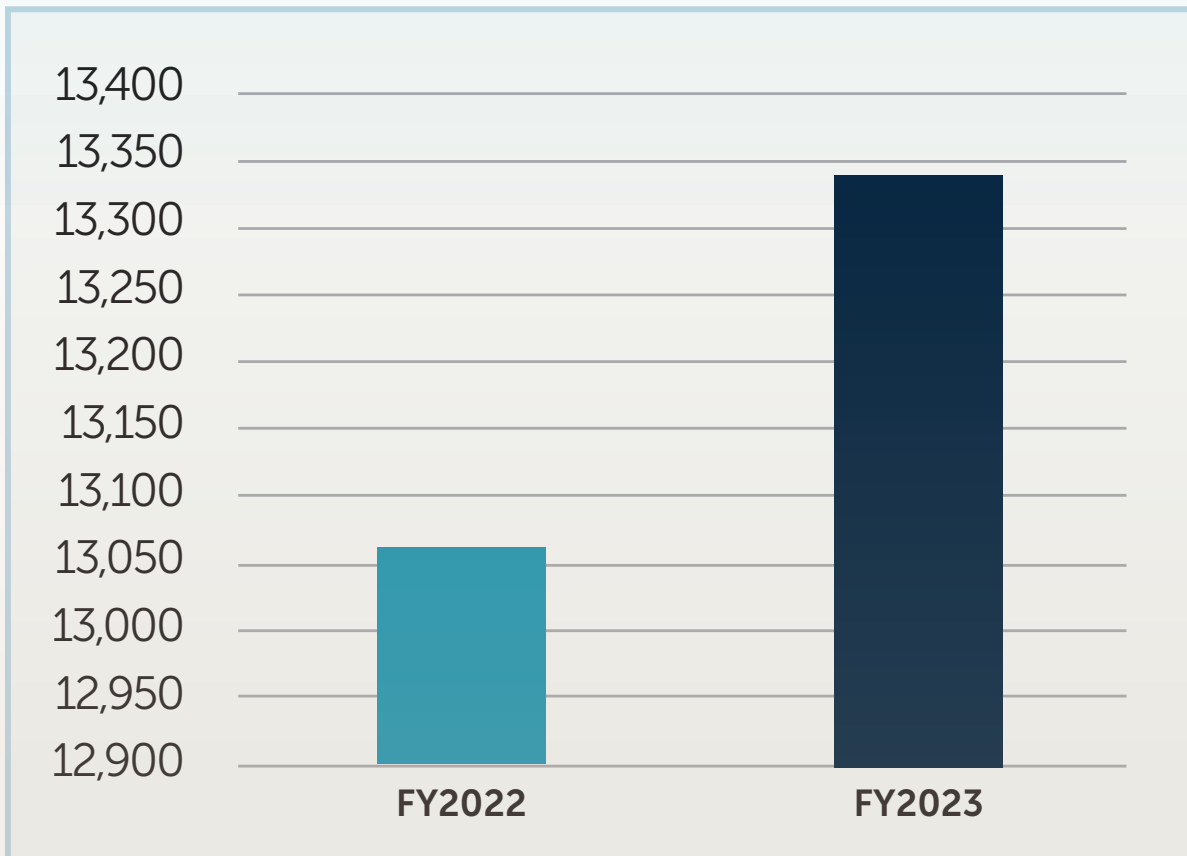
Beauty is truly in the eye of the beholder for adoptions



And chickens, rabbits, guinea pigs and pigs not from Guinea...



**While still managing to reduce backlog from 456 field calls to 89 while dealing with over 13,340 new calls**



**In the end, Animal Care and Control has saved the lives of 85.6% of all the animals that have come through our door, and we're pushing for 90% in FY24!**



## DIVISION OF CONSUMER AFFAIRS

50 S. Military Trail, Suite #201  
West Palm Beach, FL 33415

**Phone:** 561-712-6600

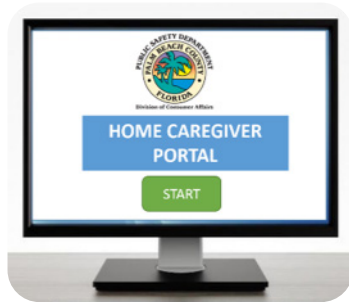
## DIVISION OVERVIEW

The Division of Consumer Affairs (DCA) is a consumer protection organization. Protections are extended to Palm Beach County residents through the regulation of specified industries and through an informal dispute resolution program. Team DCA is comprised of seventeen (17) full-time positions that make up three sections: Licensing, Investigations/ Compliance, and Administration. Staff are assigned duties in the field and in the Consumer Affairs office, which is centrally located in West Palm Beach in the Four Points Complex- 50 South Military Trail, Suite 201. During FY23, the DCA team generated **112,667** consumer protection activities.



## Home Caregiver

In an effort to curtail abuse and financial exploitation to seniors perpetrated by caregivers, the County implemented an ID badge requirement in 2015. This ID badging requirement applies to persons who receive compensation for providing assistance of daily living or instrumental activities to a vulnerable adult. A Level 2 criminal background screening eligibility or verification is performed on each home caregiver applicant to ensure no disqualifying offenses have occurred. In total, more than 30,000 persons have applied for an ID badge since the launch of the program, with **4,660** issued during FY23.



Utilization of the Home Caregiver Portal realized significant gains in FY23 with 28% more applications submitted in FY23 than FY22.

The portal allows home caregivers applicants to apply, pay, and schedule an appointment online. In FY23, the National Association of Counties recognized the Home Caregiver application portal with an achievement award. The efficiencies gained through the use of this portal allow

DCA to meet demand while not increasing staff costs. Since the launch of the portal in February 2021, more than 12,112 persons have applied online. The web-based portal reduces in-person wait times, offering a better customer experience. With the use of the portal, DCA processed more ID badges in FY23 than ever before.



## Adult Entertainer

Originally approved in 1999, the Adult Entertainer Work ID requirements were established to ensure that persons performing in adult entertainment establishments were at least 18 years of age. As concerns over human trafficking increased, DCA instituted awareness messaging on the ID badge and as part of the application process. As a result, **1,447** adult entertainer applicants were made aware of human trafficking resources and ways to report during FY23.





## Vehicle for Hire (VFH)

The VFH Ordinance establishes requirements to protect the riding public. Taxis, limousines, sedans, non-emergency medical transportation vehicles and their drivers must conform to these safety regulations. Minimum insurance limits, driver requirements, calibration of taxi meters, vehicle safety, and operational condition are among the core components to promote safety. Team DCA extended the following protections in FY23:

- ▶ **972** criminal and driver history records evaluated
- ▶ **1,443** vehicles met minimum commercial insurance and mechanical and safety standards to operate
- ▶ **358** VFH companies permitted



The Board of County Commissioners approved an agreement with the Port of Palm Beach that streamlines the permitting process for VFH businesses by allowing DCA to offer Port of Palm Beach permits as part of licensing functions and reduces duplicative administrative work for regulators and industry. This collaborative approach resembles the relationship DCA has with the Department of Airports to provide licensing services for vehicle for hire businesses at Palm Beach International Airport (PBI). Now VFH businesses can obtain necessary permits for operations within the County, at PBI, and the Port of Palm Beach at a centralized location.



## Moving

Moving can be an exciting time, but it can also be stressful. Choosing the right mover can go a long way at making the transition to the new area smooth. All companies in the County performing local household moves are required to secure an operating permit. The Moving Ordinance requires written estimates, evidence of cargo legal liability and motor vehicle insurance coverage, inventory documentation, contract for service/bill of lading, disclosures, and prohibitions against charges in excess of estimates. In FY23, Team DCA issued **67** moving company permits and **327** moving vehicle decals.

# Towing and Immobilization



There were more than 20,000 non-consent and countless consent tows occurring in the County over the past year. Whether a tow company is assisting at an accident scene, or removing illegally parked vehicles, or helping stranded motorists, residents are extended protections through requirements established in the Tow Truck ordinance. In FY23, Team DCA extended the following protections:

- ▶ **498** drivers screened for disqualifying criminal or driving offenses
- ▶ **631** vehicles and storage yards inspected for safety and protection of property
- ▶ **579** tow vehicles monitored to ensure insurance minimums are maintained



Pursuant to the Towing and Immobilization Services Ordinance, staff adjusted the towing and immobilization maximum non-consent rates. These adjustments protect consumers from unreasonable charges while ensuring that tow truck operators receive adequate compensation to provide vital services to clean up vehicle crash scenes, remove vehicles from unauthorized parking spaces, or enforce parking rules. The rate adjustment applies to private property impound and police directed tows, storage, and immobilization/booting fees. Current approved rates can be found in the Towing and Immobilization tab of the DCA website at [pbcgov.com/consumer](http://pbcgov.com/consumer).





# Disputes/Complaints Resolution

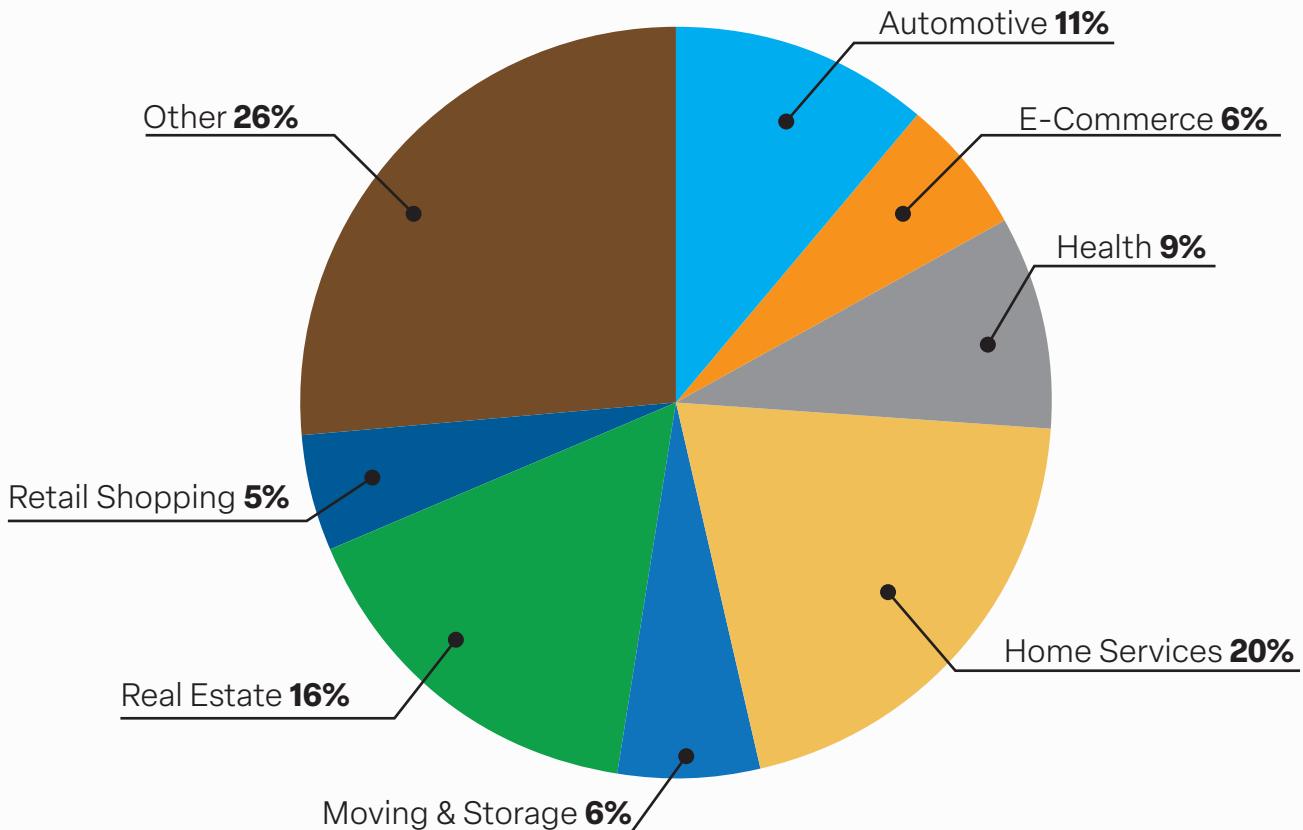
When a consumer has a dispute against a business or landlord located in the County, DCA Investigators stand ready to help resolve a situation. DCA staff investigate disputes by analyzing invoices, contracts, and relevant supporting documentation. Using an informal mediation process, Investigators correspond with all parties involved, including other government agencies, with the goal of seeking a resolution.



Home Services, Moving & Storage, Real Estate/Landlord Tenant, and Retail Shopping are the top five complaints handled by Consumer Affairs.

In FY23 Team DCA investigated and closed **704** complaints and recovered **\$395,352** for consumers.

## Top 7 Complaints by Business Type



# Compliance/Enforcement

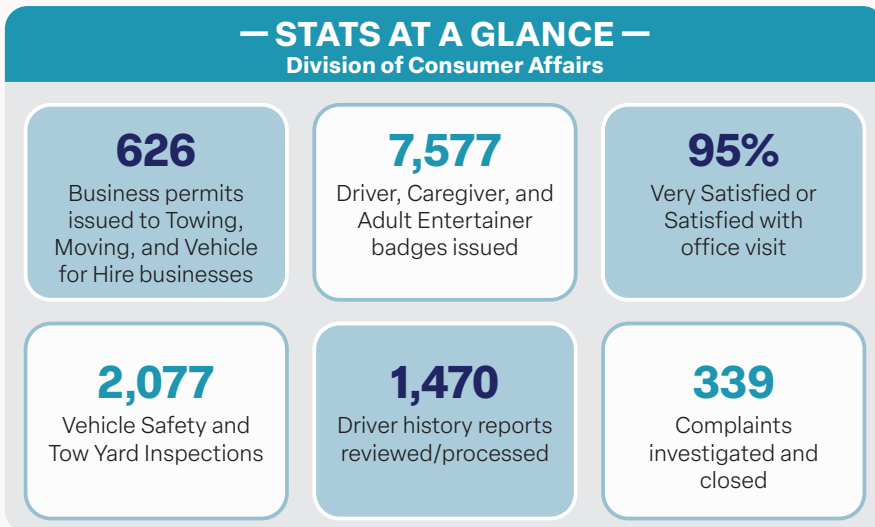
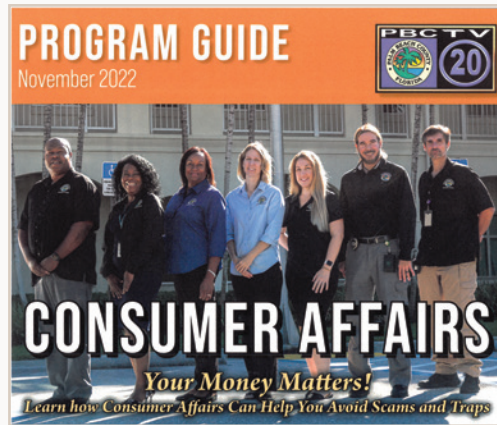
Key to the success of a licensing program is active compliance / enforcement efforts. DCA regulates 7 industries including moving, towing, immobilization, home caregivers, water taxi, adult entertainers, and vehicle for hire (taxis, limousines, sedans, non-emergency medical transportation). Investigators completed **3,184** Compliance/Enforcement activities: **1,376** Notices of Violation (NOVs), **224** citations, **78** on-site investigations, **67** stings, and **1,448** field monitoring activities in FY23.



The chief goal of enforcement efforts is to achieve compliance. There are a variety of methods used to achieve compliance ranging from education to progressive sanctions to cease and desist orders. It's always

a welcomed occurrence when an unpermitted business responds to compliance actions. In a recent example, these efforts came to fruition.

When conducting field monitoring activities, a DCA Investigator identified signage in a bank parking lot belonging to an unlicensed tow company. After researching the business to determine ownership, a phone meeting was held. The company's owner received an education on the County's Towing and Immobilizations Services Ordinance and received a NOV to cease and desist operating until licensed. Upon receiving the NOV, the tow driver/company owner came into DCA with vehicle registration, required insurance, needed documentation, and a complete application. The application was approved and the tow business is now operating legally in the County. The tow truck owner expressed appreciation for the assistance he received and proudly accepted his operating permit.





## DIVISION OF EMERGENCY MANAGEMENT

20 S. Military Trail  
West Palm Beach, FL 33415

**Phone:** 561-712-6400



## DIVISION OVERVIEW

The Palm Beach County Division of Emergency Management (DEM) develop and coordinate plans and programs to protect the public from large- scale natural and technological hazards. We serve all of Palm Beach County (PBC) and coordinate closely with the State of Florida Division of Emergency Management, local municipal emergency management programs, non-profit organizations, and many public service disciplines within the County and Southeast Florida. Some of our specific responsibilities include:

- ▶ Monitor severe and tropical weather
- ▶ Provide “on-location” support and assistance to local first response agencies
- ▶ Develop local emergency response plans, procedures and guidelines
- ▶ Provide technical assistance to municipal emergency management programs
- ▶ Provide or coordinate mutual aid with the State of Florida and surrounding counties
- ▶ Review emergency plans for health care facilities
- ▶ Implement local hurricane shelter and evacuation development standards
- ▶ Collect and distribute emergency related information
- ▶ Conduct and coordinate public outreach seminars and workshops
- ▶ Conduct local emergency management briefings, workshops and training courses
- ▶ Coordinate countywide federal Public Assistance applicants and reimbursement

## Our Mission

To minimize the impact of emergencies and disasters to our community through education, planning, and response by coordinating information and resources.



## Hurricane Ian Deployments and Recovery:

On October 12, 2022, the DEM deployed an EOC Support Team to the Lee County EOC in response to a mutual aid request. The team consisting of Mary Blakeney, Armen Gregorian, Ronnie Heen, Michael Jankowski, Michael Teets, and Keith Wall filled positions within Command, Logistics, Operations, and Planning at the Lee County EOC. In December 2022, DEM staff established a Disaster Recovery Center (DRC) in response to a to the EF-02 tornado as a result of Hurricane Ian in the Kings Point area of Delray Beach which destroyed close to 60 units and damaged others. The DRC was supported by members of the PBC Long Term Recovery Coalition consisting of staff from PBC Community Services Department, PBC DEM, Catholic Charities, FEMA, Legal Aid, SBA, and United Way. The DRC was located at the Hagan Ranch Road Library and provided assistance to over 100 cases.



*DEM staff outside of the Lee County EOC with Lee County Emergency Manager, Sandra Tapfumaneyi* ▲

## Hurricane Nicole Response:

Hurricane Nicole was a late season Category 1 hurricane which was on a similar path as Hurricane Dorian three years earlier. The County issued a Local State of Emergency on November 7th and the Emergency Operations Center (EOC) activated to a Level 2 (partial activation) on November 8th at 2pm. In anticipation of potential storm surge flooding and high winds nine (9) shelters were opened at 7am on November 9th. The President declared that an emergency existed in the State of Florida and ordered federal assistance for Emergency Protective Measures (Category B) from FEMA.



## Training & Exercise:

The DEM hosted Hurricane Wendy which simulated a Category 5 hurricane impacting southern Palm Beach County. This was a limited participation exercise which focused on post hurricane impacts and potential resource issues in the county. The primary focus was on post landfall resource allocation, tracking, and recovery operations, encompassing lessons learned from the 2022 Hurricane Ian impacts in Florida.

The DEM also participated in several exercises for Community Emergency Response Team (CERT), Cybersecurity, Healthcare Emergency

Response Coalition (HERC) Florida Power and Light, Pet Friendly Shelter Operations, St. Lucie Nuclear Power Plant, Palm Beach International Airport, PBC School District, PBC Water Utilities, Solid Waste Authority.

In addition to exercises, DEM hosted 51 training sessions focusing on Administration/ Finance, CERT, Cybersecurity, Healthcare Plans, Intermediate EOC Functions, Local Volunteer and Donations Management, Logistics, Mitigation, Rapid Needs Assessment, and Shelter Operations.



*EOC staff members listen to a briefing during the Hurricane Wendy exercise*

## Emergency Medical Service (EMS):

In December of 2022, the Board of County Commission (BCC) approved 11 primary provider Certification of Public Convenience and Necessity (COPCN)'s for a period of six years. In May of 2023, the BCC presented a Proclamation for EMS Week to the EMS Advisory Council.





## DIVISION OF FINANCE & ADMINISTRATIVE SERVICES

20 S. Military Trail  
West Palm Beach, FL 33415

**Phone:** 561-712-6400



## DIVISION OVERVIEW

The Finance and Administrative Services Division is committed to supporting Public Safety's divisions by coordinating, developing, and monitoring the budget, providing accurate and timely financial reporting activities, and managing administrative services. Functions include:

- ▶ Receiving and posting accounts payable and accounts receivable
- ▶ Managing promissory notes
- ▶ Recording revenue collected
- ▶ Managing change funds and petty cash
- ▶ Managing procurement
- ▶ Managing grants (federal/state/other)
- ▶ Tracking and monitoring fixed assets
- ▶ Reviewing fiscal impact of agenda items
- ▶ Preparing and monitoring operating budgets
- ▶ Preparing financial forecasts
- ▶ Conducting internal operational and financial system reviews
- ▶ Assisting with performance measures development and reporting
- ▶ Developing, implementing, and monitoring financial controls to ensure integrity of all financial systems



# ➤➤➤ OUTPUT MEASURES



4,189  
Cash Receipts



86  
Receivables



3,586  
Purchase  
Orders



241  
Budget  
Documents

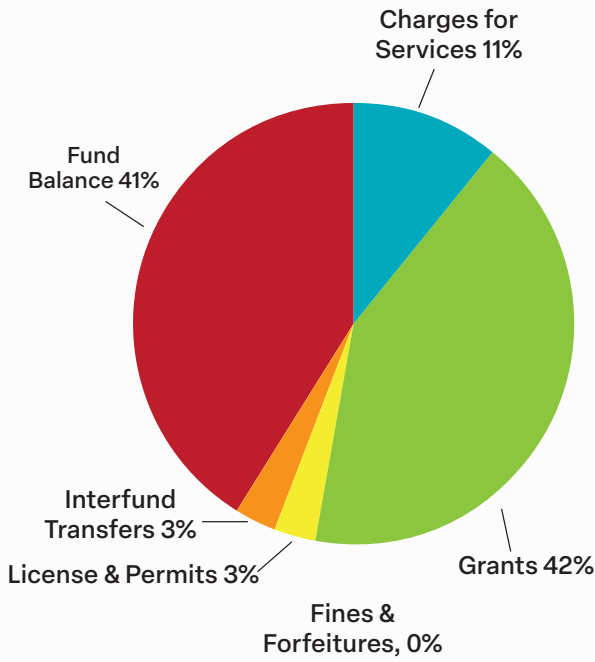


88  
Agenda Items



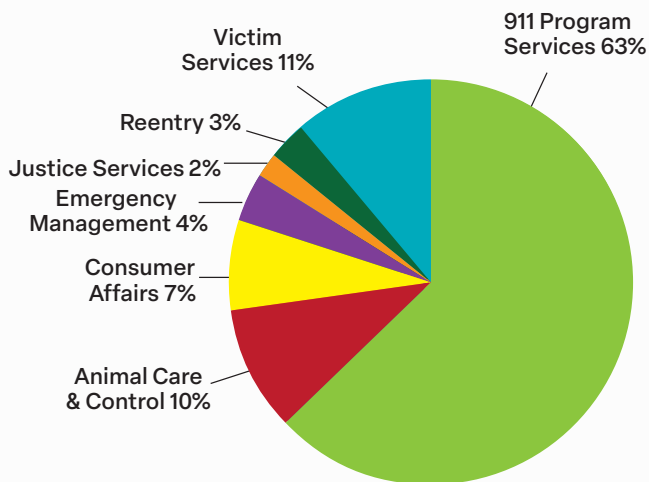
44  
Open Grants

## FY23 Adopted Revenue Budget by Funding Source



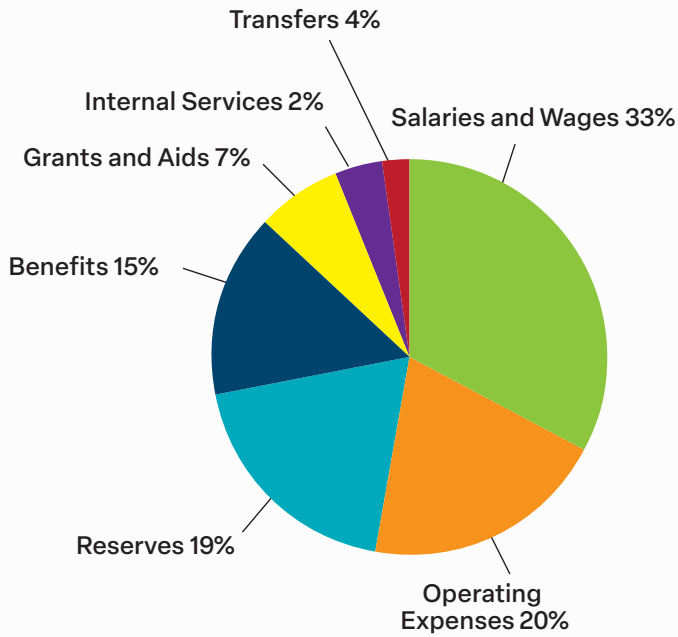
<b>Charges for Services</b>	\$2,958,000
<b>Fines &amp; Forfeitures</b>	\$4,000
<b>Grants</b>	\$11,203,305
<b>Licenses &amp; Permits</b>	\$748,500
<b>Interfund Transfers</b>	\$824,836
<b>Fund Balance</b>	\$10,995,884
<b>Other</b>	-\$192,275
<b>TOTAL</b>	<b>\$26,542,250</b>
<b>Ad Valorem</b>	<b>\$24,587,152</b>

## FY23 Adopted Revenue Budget by Division



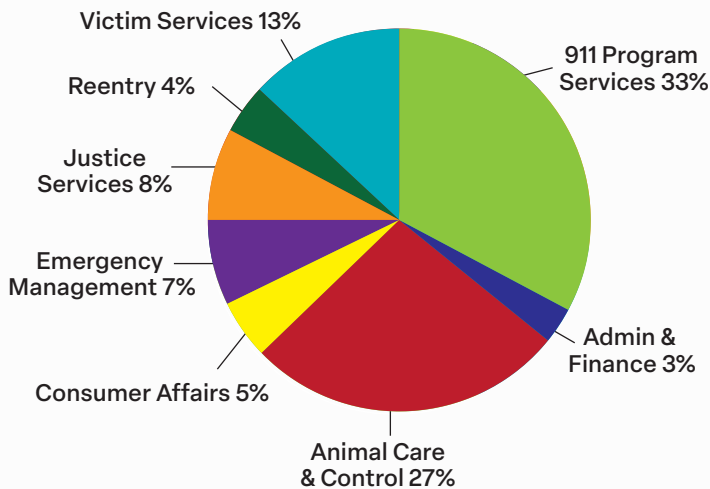
<b>911 Program Services</b>	\$16,654,515
<b>Animal Care &amp; Control</b>	\$2,715,050
<b>Consumer Affairs</b>	\$1,832,284
<b>Emergency Management</b>	\$1,010,623
<b>Justice Services</b>	\$601,601
<b>Reentry</b>	\$753,235
<b>Victim Services</b>	\$2,974,942
<b>TOTAL</b>	<b>\$26,542,250</b>

## FY23 Adopted Expense Budget by Category



<b>Salaries and Wages</b>	\$17,091,203
<b>Benefits</b>	\$7,471,595
<b>Operating Expenses</b>	\$10,470,519
<b>Internal Services</b>	\$993,501
<b>Capital Outlay</b>	\$229,000
<b>Grants and Aids</b>	\$3,400,586
<b>Transfers</b>	\$2,001,611
<b>Reserves</b>	\$9,471,387
<b>TOTAL</b>	<b>\$51,129,402</b>

## FY23 Adopted Expense Budget by Division



<b>911 Program Services</b>	\$16,654,515
<b>Admin &amp; Finance</b>	\$1,517,633
<b>Animal Care &amp; Control</b>	\$13,959,209
<b>Consumer Affairs</b>	\$2,664,366
<b>Emergency Management</b>	\$3,676,969
<b>Justice Services</b>	\$4,096,480
<b>Reentry</b>	1,904,494
<b>Victim Services</b>	\$6,655,736
<b>TOTAL</b>	<b>\$51,129,402</b>





## JUSTICE SERVICES

205 N. Dixie Highway, Suite 5.1100  
West Palm Beach, FL 33401

**Phone:** 561-355-2148



## DIVISION OVERVIEW

The Division of Justice Services provides a variety of age and issue specific programs. Each of these programs have their own specific mission, but are tied together with the common theme of assisting the Justice System and enhancing public safety. The primary services provided under the division are as follows: Reentry provides services for high risk adult and juvenile offenders; Pretrial Services provides information to the Court so informed decisions can be made regarding pre-trial release, they also supervise and monitor individuals who are referred by the Court upon release from jail; Court Psychology provides forensic psychological assessments and evaluations for the Court. Justice Services also provides fiscal management of the Court's three drug Courts who serve adults, juveniles and those involved in the child welfare system.

Justice Services has thirty-two full-time employees at locations throughout the County which include the four Courthouse locations, the Criminal Justice Complex and the Governmental Center.

# ➤➤➤ YOUTH AND ADULT REENTRY

## Highlights and Accomplishments

In October 2022, Justice Services in sourced Case Management Services for Youth returning to Palm Beach County. Youth Reentry prioritized the use of existing County resources to meet needs while providing cost savings and providing more services to County youth. Palm Beach County connected with community partners to build a continuum of care to meet the needs of youth and families. These partners include behavioral health agencies to build pathways to therapeutic interventions, mentoring agencies to pair youth with positive and supportive adults in their community, community services to support housing stabilization and utility assistance, prosocial activity providers in the community to build positive associations with peers and recreational time, and with employers to build pathways to internships, career exploration, and employment for youth and their caregivers.

One of the most critical components of building a streamlined continuum of

reentry care is to ensure that youth are accessible by their community. Local juvenile justice, reentry, and criminal justice leaders have prioritized the objective of engaging with Juvenile Justice Leadership to work on implementing a pilot reform that seeks to keep youth committed closer to home. This would allow for reentry case managers and programming to be implemented pre-release, building effective reentry case plans that support successful reintegration into the community and positive outcomes after release. Palm Beach County has connected with Rite of Passage, Inc. the private provider running our local Palm Beach Youth Academy high-risk residential program and partnered to build strong community connections to support the youth at their facility, with the ultimate goal of successful reentry.

In the first year, these efforts have yielded significant increases in pre-release engagement (62% to 94%) and program enrollment (62% to 100%).



Youth Reentry Case Manager Bridget Rodriguez planned a tour of Palm Beach State College's degree and trade programs for youth reentry program participants. 4 young men were able to speak with trades' professionals, venture across campus, and share a meal with PBC Reentry Staff commiserating about education and employment opportunities and getting to know one another in a prosocial setting.

In November of 2022, Palm Beach County Adult Reentry was awarded the FY22 Improving Adult and Juvenile Crisis Stabilization and Community Reentry Program grant from the Department of Justice, Bureau of Justice Assistance for \$750,000 over three years. These funds will allow the PBC Reentry to focus behavioral health efforts in the Glades community (Pahokee, South Bay and Belle Glade) by providing clinical and recovery support services that establish treatment, suicide prevention, and continuity of recovery in the community for people with mental health, substance use, or co-occurring disorders upon their release from the County jail.

FY 2023 was the year of changes. Adult Reentry expanded its community partnerships to address gaps in reentry services for mental health, housing, and transitional jobs. In addition, services were revamped at our partnering Florida Department of Corrections' facility, Sago Palm Reentry Center.

PBC Reentry has been working collaboratively with Animal Care and Control (ACC) as well as Palm Tran in an effort to develop a process for reentry participants to apply for vacant positions within their departments. Staff from ACC attended a reentry resource fair at Sago Palm Reentry Center to interview qualified individuals who would be released in the upcoming months.

During FY23 PBC Reentry served 673 adults, with 315 of the individuals being newly enrolled.

April was observed as Second Chance month and PBC Reentry collaborated with multiple community partners to coordinate over 15 events throughout the month.



*On August 31st, the Reentry Task Force, joined by members of the community and Palm Beach County Reentry staff joined together to develop FY 24's Strategic Plan.*



## Pretrial Services

Pretrial Services continues to work with the Criminal Justice Commission and other justice partners in Palm Beach County to address reducing defendant length of stay in the County jail, systemic gaps, and racial equity in the criminal justice system. Pretrial continues to provide treatment and service linkage to offenders to reduce recidivism. Of the 3,558 defendants released on Supervised O.R. in FY 2023, we had a 96% success rate of defendants attending all of their scheduled court appearances. We also had a 96% success rate of defendants not committing a new criminal activity while out of custody Pretrial.



## Highlights and Accomplishments

Palm Beach County and PBSO collaborated to increase efficiency of the interview process by operationalizing the use of tablets for conducting pretrial interviews inside the county jail, saving staff time and increasing availability of interview data. With 700 defendants being supervised out of custody as of 9/30/23 at a cost of \$6.05 per individual per day (vs) the reported jail housing cost of \$133 per individual per day, Justice Services continues to provide a cost-efficient means of releasing defendants from PBSO custody pre-trial without compromising public safety.

The MacArthur Safety and Justice Challenge continued funding for a Counselor I position in the supervision office, allowing for monitoring of the defendant's court ordered conditions of supervision, curfew checks, in-patient client supervision and termination of cases in a timely manner.

Court Psychology continues to work with the 15th Judicial Circuit's Mental Health Court to provide priority appointments as needed to those housed at the Palm Beach County jail. The Court Psychology office has inquired about collaborating with the Palm Beach County School District to provide training to youth in Palm Beach County.

The Adult, Delinquency, and Family Drug Courts serve justice-involved individuals who suffer from substance use disorder. The Adult, Delinquency, and Family Drug Courts implemented the Client Recovery App. This tool helps drug court programs better engage, monitor, and motivate drug court participants. The Adult Drug Court Program celebrated its 21st Anniversary in May with a



record of 2,028 drug court graduates. The Delinquency and Family Drug Courts continue to provide specialized dockets targeted at juvenile offenders and parents with pending child welfare cases.



## DIVISION OF VICTIM SERVICES

205 N. Dixie Highway, Suite 5.1100  
West Palm Beach, FL 33401

**Phone:** 561-355-2418

### **Violent Crimes Helpline**

561-833-RAPE (7273)

1-866-891-7273



## DIVISION OVERVIEW

The Division of Victim Services assists victims of sexual assault, intimate partner violence, homicide and other violent crimes through crisis response, advocacy, therapy and community awareness. Victim Services is the only Certified Rape Crisis Center in Palm Beach County. Fifty-two employees make up the staff roster. Office locations are throughout the County in each of the County Courthouses. There is a stand-alone Sexual Assault Response Team Center on Australian Avenue, and a forensic rape exam facility (Butterfly House) at Wellington Regional Medical Center.

In addition to the ongoing advocacy and therapy services to crime victims, Victim Services also leads the Sexual Assault Response Team (SART), the Impaired Driving Death Enhance Assistance Taskforce (IDEA), chairs the Victim's Rights Coalition, and co-chairs the Coordinated Community Response to Intimate Partner Violence Team (CCR) and the Human Trafficking Task Force.



## Highlights and Accomplishments

Victim Services provides comprehensive services to primary and secondary victims of sexual violence, domestic violence, homicide, human trafficking and other violent crime. Each year services are provided to about 5,000 primary and secondary victims. Services include prevention, outreach, advocacy, therapy, coordination of the Sexual Assault Response Team (SART), the Impaired Driving Enhanced Assistance (IDEA) Task Force and the Community Coordinated Response to Intimate Partner Violence Team (CCR).

The Division of Victim Services was allocated \$300,000 from the Criminal Justice Commission's Domestic Violence Trust Fund to contract with the Battered Women's Justice Project, Inc. on a three-year project. The goal of the project is to continue to advance the consistency and quality of responses by law enforcement and the criminal justice system to victims of domestic violence.

## Vicarious Trauma-Informed Organization

Palm Beach County Victim Services is making remarkable strides in its transformation into a trauma-informed agency, meticulously adhering to The Office of Victims of Crime's "Blueprint for a Vicarious Trauma-Informed Organization." This holistic blueprint underscores a multitude of pivotal facets, including enhancing their comprehension of vicarious trauma, cultivating a culture of continuous Training and Skill Building, championing the importance of Promoting Self-care, enacting Supportive Policies for both clients and employees, and instituting a vigilant system of ongoing Monitoring and Evaluation.

By diligently integrating these specific elements derived from The Office of Victims of Crime's meticulous blueprint, Palm Beach County Victim Services is embracing a proactive and comprehensive approach in its journey toward becoming a trauma-informed agency. This steadfast commitment ensures not only a heightened capacity to serve survivors with empathy and efficacy but also an unwavering dedication to safeguarding the well-being of their devoted staff members.

## Outreach

Victim Services works hard to reach deep into the community to provide awareness and training. This past year, 221 events were held. These efforts resulted in 28,894 individuals being reached. Notable events included Glades Initiative Food Drives, Palm Beach Pride, law enforcement roll call trainings, Facebook live events, college campus events, Back to School Bash and specific outreach to underserved communities. For the month of April, during sexual assault Awareness month, Victim Services SART hosted their 5th annual "Field of Hope" event on the Day of Action to honor survivors and supporters of sexual assault. 565 flags were planted to honor the number of men, women and children who were victims of sexual assault in 2022. Events were held throughout the month including partnership with PBC Library system recognizing April as Sexual Assault Awareness month to raise public awareness about sexual violence and educate communities on prevention.





## Advocacy

This year Victim Advocates provided 34,533 services corresponding to 6,690 crimes. Advocates are on call 24 hours per day 7 day per week to assist victims immediately following their victimization. They work with clients throughout the pendency of any criminal proceedings or until the client no longer needs our assistance. Victim Services also advocates on a community level to improve system response to crime victims.



## Therapy

Trauma therapy is essential to recovery from violent crimes. This year Victim Services therapists provided 766 individual therapy sessions. Sessions are conducted both in-person and via HIPPA compliant Zoom. Several different types of support groups also occur on a monthly basis to meet the demand for services. The dedicated Victim Services therapists remain committed to continuously enhancing their clinical expertise, exemplified by their completion of training and practice in Dialectical Behavior Therapy (DBT). Dialectical Behavior Therapy is a specialized adaptation of Cognitive Behavioral Therapy (CBT), distinguished by its core objectives. This therapeutic approach strives to empower individuals to cultivate mindfulness, establish resilient stress management strategies, regulate their emotional responses, and foster harmonious interpersonal connections – all of which are particularly relevant to addressing the unique challenges faced by victims of crime.

Furthermore, therapists have actively contributed to the field of mental health by presenting at the Florida Mental Health Counseling Association conference in Lake Mary, Florida, this year. Their presentation, titled “The Intersectionality of Sexual Assault and Domestic Violence,” not only enriched the knowledge base of fellow clinicians but also earned them recognition in the form of Continuing Education Units (CEUs). By sharing their insights on this critical topic, our therapists exemplify their dedication to advancing both their own skills and the broader mental health community’s understanding of issues pertinent to victims of crime.









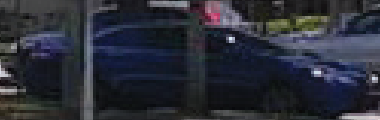


**PALM BEACH COUNTY**


**ANIMAL CARE AND  
CONTROL DIVISION**

**DEPARTMENT OF PUBLIC SAFETY**

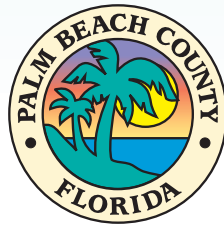
**7100**





A photograph of a large, light-colored industrial-style building. The building has a sign that reads "EMERGENCY OPERATIONS CENTER". There are several palm trees in front of the building. A tall silver pole stands in the foreground. The sky is blue with some clouds.

**EMERGENCY  
OPERATIONS  
CENTER**



**Palm Beach County  
Board of County Commissioners**

