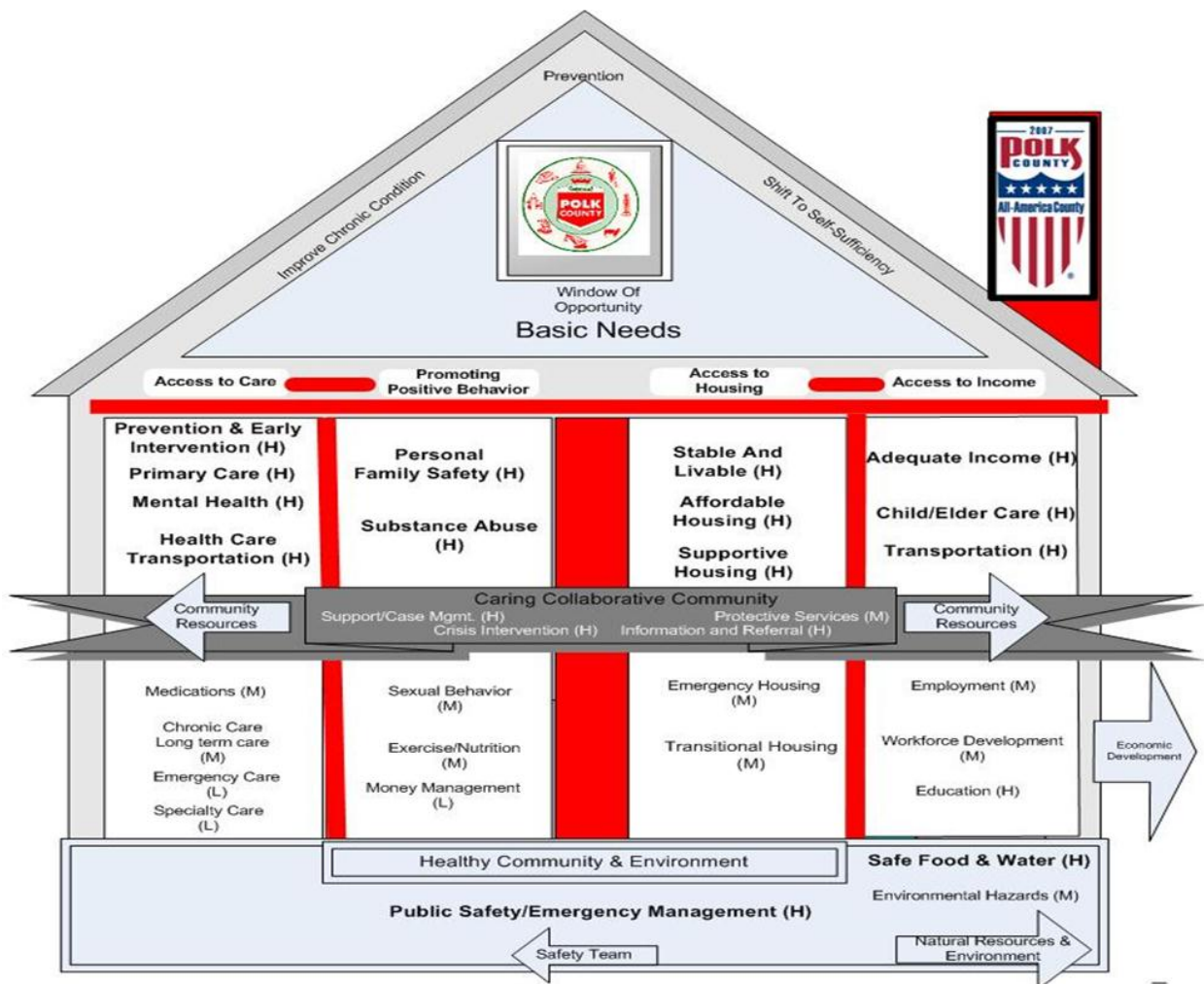


Basic Needs

“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 21/22			Plan FY 22/23		
		General Fund	Other Funds/ Sources	Total	General Fund	Other Funds/ Sources	Total
Health and Human Services							
Burials and Cremations - 1411	0.50	209,662	-	209,662	211,026	-	211,026
Contributions/Holiday Baskets - 1707	0.00	1,000	-	1,000	1,000	-	1,000
Criminal Justice Grant - 1706	0.00	-	525,000	525,000	-	-	-
Health and Human Services Administration - 136	6.00	530,743	-	530,743	544,786	-	544,786
Healthy Families Polk - 46	45.00	823,710	1,721,196	2,544,906	848,846	1,782,451	2,631,297
Indigent Health Care - 53	41.50	-	50,077,350	50,077,350	-	50,596,536	50,596,536
Indigent Health Care Mandates - 146	0.00	-	15,418,142	15,418,142	-	16,086,182	16,086,182
Indigent Healthcare Reserves - 1583	0.00	-	34,675,978	34,675,978	-	28,611,494	28,611,494
Jail Mental Health-Substance Abuse - 143	0.00	22,000	-	22,000	22,400	-	22,400
Rohr Home - 52	56.50	-	5,414,223	5,414,223	-	5,557,384	5,557,384
Rohr Home Reserves - 1584	0.00	-	197,555	197,555	-	178,744	178,744
Social Services-Emergency Food & Shelter Program - 147	0.00	-	-	-	-	-	-
Transit Services Support - 183	0.00	2,865,697	164,966	3,030,663	2,865,723	164,966	3,030,689
Veterans Services - 41	8.00	507,348	-	507,348	522,944	-	522,944
Subtotal	157.50	4,960,160	108,194,410	113,154,570	5,016,725	102,977,757	107,994,482
TOTAL BoCC	157.50	4,960,160	108,194,410	113,154,570	5,016,725	102,977,757	107,994,482

Programs highlighted in gray are not printed

Basic Needs

Appropriations	Actual FY 19/20	Budget FY 20/21	Adopted FY 21/22	Plan FY 22/23
Personal Services Expenses	7,811,146	8,867,576	8,928,626	9,191,592
Operating Expenses	26,625,957	30,726,621	32,486,801	32,546,410
Capital Expenses	1,196	10,000	5,000	5,000
Grants And Aids	30,285,336	35,424,643	34,990,338	35,690,970
Interfund Transfers	653,415	80,000	40,000	0
Indirect Expense	1,091,942	1,383,073	1,762,272	1,762,272
InKind Expense	460,000	240,000	60,000	0
Reserves	0	21,716,468	34,873,533	28,790,238
Refunds	0	8,000	8,000	8,000
Total Result Area	66,928,992	98,456,381	113,154,570	107,994,482

Revenue by Fund	Actual FY 19/20	Budget FY 20/21	Adopted FY 21/22	Plan FY 22/23
00100 General Fund	4,248,321	4,266,763	4,960,160	5,016,725
10100 County Transportation Trust Fund	164,966	164,966	164,966	164,966
10150 Special Revenue Grants	3,063,289	2,499,296	2,246,196	1,782,451
14490 Indigent Health Care Funds	53,980,477	84,811,347	100,171,470	95,294,212
31900 Northeast Polk Roadway Fund	0	273,419	0	0
43111 Rohr Home Fund	5,471,939	6,440,590	5,611,778	5,736,128
Total Result Area	66,928,992	98,456,381	113,154,570	107,994,482

Personnel

Full Time Equivalents	157	158	158	158
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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.

The home visits are designed to offer vital support to parents, promote infant and child health, and foster educational development and school readiness while helping to prevent child abuse and neglect.

Due to the pandemic, in March 2020, home visits were conducted virtually. On July 1, 2021, Healthy Families resumed normal service delivery of in-person home visits. The health and safety for families and staff continue to be the central focus and therefore, the option of virtual services continues to be available to families. For families that transitioned to in-person visits, the program developed a plan to ensure that staff and families are adequately protected.

For FY 20/21, Healthy Families Polk provided services to 582 families, which included 1,092 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
- 98% of children were connected to a primary health care provider
- 98% of the enrolled primary participants were connected to a primary health care provider
- 92% of the program's target children were up to date with their four-year well-child checks by age five
- 75% 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) provides 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 19/20, IHC provided services to over 24,471 low-income residents and funded the County's share of Medicaid cost for 187,463 Medicaid-eligible residents.

The proposed FY 21/22 budget for the IHC is \$100.3 million, an increase of \$15.4 million from the prior year's adopted budget of \$84.9 million. The increase includes \$1.7 million for the Polk HealthCare Plan to add behavioral health services as a benefit, plus claims cost inflation and \$13.7 million in reserves.

Revenue includes \$55.0 million coming in from the half-cent sales tax, \$1.5 million coming from investments, recovery of medical claims, prescription claims and rebates, and \$43.8 million carried forward from current year reserves and unspent funds.

A challenge faced in prior years has been the use of excess on the 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.

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

- \$3.75 million over three years for the Winter Haven Hospital Graduate Medical Education (GME) residency program
- \$749,913 annually for a jail transition mental health program. The program provides Polk inmates with behavioral health issues being released from the Polk County Jail, the continuation of medications (including psychotropic), and mental health services, they received in jail. Additionally, this program is intended to streamline healthy transitioning back into the community
- \$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 to increase 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 and to increase 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, a 16% decrease in specialty care services, an 18% increase in dental services, and a 4% increase 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.

The current and long-term challenge is the continuation of increased funding for health care services once the excess in reserves is exhausted. Other challenges are the impact of the increase in the minimum wage in Florida, the impact of the increase in Medicaid-eligible citizens in Polk County, and the evolving health care landscape 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

Polk County Veterans Services assists 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 faced with the growing population of Polk County is the ability to engage the veteran community and inform them of the services the County provides. To address this issue Veterans Services continues participating in outreach events around the County such as (OEF/OIF) Warrior Walk, Lakeland Veterans Day Parade, Stand Down events, and events hosted by various Polk County service organizations. Unfortunately, due to COVID, many of these events have been limited or had smaller community participation.

However, Veterans Services was able to continue to serve the veteran community during the pandemic by implementing a new state-of-the-art software program that enables staff to assist the veteran community remotely and in person. This software is connected to the Department of Veteran Affairs Administration and allows direct submission of veteran benefits claims. Although Veteran Services has returned to normal office operations, the software still enabled faster claims submissions and allowed the department to assist veterans onsite at outreach events and those struggling to travel during the pandemic. In conjunction with Polk County Communications division, Veteran Services has resumed a newsletter that provides vital updates to clients and the veteran community. The division is currently looking at engaging social media platforms to alert the public to the services provided to veterans and their dependents.

Polk County Veterans Services continues to collaborate with the community to bring services to the more rural corners of the County; the program continues to offer services

at three locations: Davenport, Lakeland, and Eloise. Veteran Services has also expanded its area of coverage by reopening its Lake Wales location. Due to appointment requests, Veteran Services is looking at expanding its services to the Davenport community by having a service officer on-site for an additional day of the week.

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), the Rohr Home 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).

The facility continues to experience a significant decrease in the census because of the ongoing COVID pandemic and healthcare workers shortage. To increase the census at the facility, the Rohr Home will continue to look for opportunities to expand its acceptance of Medicaid Managed Care and Medicare Advantage payor sources, focus on outreach and networking efforts, and address the healthcare worker shortage by potentially raising wages for direct care staff and partnering with local Technical/Vocational Institutions to implement a Workforce Development Program to attract quality healthcare workers by offering access to the education needed to earn licensure as a healthcare worker.

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 19/20, the program paid for 323 cremations with the cost not exceeding \$575 each.

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

III. Performance Objectives:

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

IV. Measures:

	Key Obj.	Actual FY 19/20	Budget FY 20/21	Proposed FY 21/22	Plan FY 22/23
Workload Indicators:					
# of private burials requested	1	0	0	0	0
# of cremations requested	2	358	347	360	360
# 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	323	292	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

The only change is taking the FTE from 0.25 to 0.50

Personnel:	Actual FY 19/20	Budget FY 20/21	Adopted FY 21/22	Plan FY 22/23
Full Time Equivalents	0.25	0.25	0.50	0.50
Funding Sources:	Actual FY 19/20	Budget FY 20/21	Adopted FY 21/22	Plan FY 22/23
General Fund Subsidy	182,992	179,605	209,662	211,026
Total Program	182,992	179,605	209,662	211,026
Revenue by Fund:	Actual FY 19/20	Budget FY 20/21	Adopted FY 21/22	Plan FY 22/23
General Fund	182,992	179,605	209,662	211,026
Total Program	182,992	179,605	209,662	211,026
Appropriations:	Actual FY 19/20	Budget FY 20/21	Adopted FY 21/22	Plan FY 22/23
Personal Services Expenses	4,513	11,705	37,162	38,526
Grants And Aids	178,479	167,900	172,500	172,500
Total Program	182,992	179,605	209,662	211,026

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 (DCF extended Roots contract end to 2/28/22).

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 provides a team of staff focused on providing case management services. DCF extended the FICM contract to end 4/30/20. IHC will provide funding to bridge the two FICM case manager positions until alternative funding can be secured. The Roots Program zeros in on those leaving jail who are homeless or lack stable housing and who have particular challenges with self-sustaining in the community. Roots contracts with Tri-County Human Services to provide Housing and Benefits specialists (two positions) and assist with housing needs. Program management of both programs is the responsibility of Polk County. A goal of both programs is to successfully divert the clients engaged in the programs 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 19/20	Budget FY 20/21	Proposed FY 21/22	Plan FY 22/23
Workload Indicators:					
Number of people served	1	52	50	38	0
Number of services provided	1	5314	850	3,300	0
Effectiveness Indicators:					
Number of people completing program	1	28	75%	75%	0%
Number of people dropped from program	1	33	0%	0%	0%

Significant Changes

The grant for Roots was scheduled to end August 31, 2021, but the division requested an extension through February 28, 2022.

Criminal Justice Grant				
Personnel:	Actual FY 19/20	Budget FY 20/21	Adopted FY 21/22	Plan FY 22/23
Full Time Equivalents	0.00	0.00	0.00	0.00
Funding Sources:	Actual FY 19/20	Budget FY 20/21	Adopted FY 21/22	Plan FY 22/23
Special Revenue Grants	12	0	0	0
Interfund Transfer	62,000	80,000	40,000	0
Intergovernmental	595,805	400,000	425,000	0
Others (Centrl I/D Inkind/Othr)	460,000	240,000	60,000	0
Total Program	1,117,817	720,000	525,000	0
Revenue by Fund:	Actual FY 19/20	Budget FY 20/21	Adopted FY 21/22	Plan FY 22/23
Special Revenue Grants	1,117,817	720,000	525,000	0
Total Program	1,117,817	720,000	525,000	0
Appropriations:	Actual FY 19/20	Budget FY 20/21	Adopted FY 21/22	Plan FY 22/23
Personal Services Expenses	55,538	11,480	60,000	0
Operating Expenses	575,651	424,349	401,000	0
Grants And Aids	26,628	44,171	4,000	0
InKind Expense	460,000	240,000	60,000	0
Total Program	1,117,817	720,000	525,000	0

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 19/20	Budget FY 20/21	Proposed FY 21/22	Proposed FY 22/23
Workload Indicators:					
# of children linked to a medical provider	2	273	230	230	230
# participants completing program who improve education level, receive job or training, or obtain employment	3	19	45	45	45
# of families reporting satisfaction with program services	4	128	125	125	125
# of reports of verified child maltreatment	5	0	0	0	0
Effectiveness Indicators:					
% of children linked to a medical provider	2	100%	90%	90%	90%
% of participants completing program who improve education level, receive job or training, or obtain employment	3	68%	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	100%	100%	100%	100%
Efficiency Indicators:					
Annual cost for a family enrolled in the program	1	\$2,100	\$2,200	\$2,300	\$2,400
Cost savings for children enrolled in program vs. taxpayer cost to care for abused children	2	\$105,131	\$107,960	\$110,105	\$112,308

Significant Changes

Effective July 1, 2021, participants are given the opportunity to choose either virtual or in-home visits. For families that have since transitioned to in-home visits, the program has developed a plan that ensures both staff and family members are adequately protected at the time of the in-person visit.

Personnel:	Actual FY 19/20	Budget FY 20/21	Adopted FY 21/22	Plan FY 22/23
Full Time Equivalents	45.00	45.00	45.00	45.00
Funding Sources:	Actual FY 19/20	Budget FY 20/21	Adopted FY 21/22	Plan FY 22/23
General Fund Subsidy	607,859	857,946	821,210	846,346
Special Revenue Grants	15	0	0	0
Cash/Fund Balance Forward	0	40,957	39,937	155,201
Charges For Services	725	0	0	0
Interfund Transfer	685,420	327,340	327,250	327,250
Intergovernmental	1,169,980	1,308,999	1,354,009	1,300,000
Miscellaneous	100	2,500	2,500	2,500
Others (Centrl I/D Inkind/Othr)	36,994	0	0	0
Total Program	2,501,093	2,537,742	2,544,906	2,631,297
Revenue by Fund:	Actual FY 19/20	Budget FY 20/21	Adopted FY 21/22	Plan FY 22/23
General Fund	608,684	860,446	823,710	848,846
Special Revenue Grants	1,892,409	1,677,296	1,721,196	1,782,451
Total Program	2,501,093	2,537,742	2,544,906	2,631,297
Appropriations:	Actual FY 19/20	Budget FY 20/21	Adopted FY 21/22	Plan FY 22/23
Personal Services Expenses	1,774,729	2,210,507	2,249,515	2,333,858
Operating Expenses	296,287	327,235	295,391	297,439
Interfund Transfers	430,077	0	0	0
Total Program	2,501,093	2,537,742	2,544,906	2,631,297

Indigent Health Care

Program Number:	53
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 138% 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 not-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 poverty level that do not qualify for Medicaid or are unable to afford coverage through the healthcare marketplace. 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. 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:

Based on the 2019 US Census Bureau of Statistics, approximately 14% 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 Indigent Health Care Surtax, Polk County's health care safety net program served 24,471 low-income residents during FY 19/20, which is 54% of the uninsured adults at or below 200% of the Federal Poverty Level. Additionally, the IHC program funded the County share of Medicaid cost for approximately 203,846 Medicaid-eligible residents in Polk County. The division contracts with approximately 178 primary care providers, 604 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)**

III. Performance Objectives:

- 1 Provide a comprehensive Polk Healthcare Plan to indigent residents of Polk County with incomes at or below 100% of the Federal Poverty Levels
- 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 Levels
- 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 19/20	Budget FY 20/21	Proposed FY 21/22	Plan FY 22/23
Workload Indicators:					
# of Polk HealthCare Plan enrollment applications received	1	8,602	12,000	12,000	12,000
# of incoming calls per day (PolkHealthCare Plan Switchboard)	1	94	150	150	150
# Polk HealthCare Plan claims processed	1,2	2,270	3,900	3,900	3,900
# of FamCare technical support/troubleshooting tickets	4	2,244	3,600	3,600	3,600
# of FamCare trainings provided (Internal/External Users)	4	70	75	75	75
# of total contracts processed (New or Amendments)	1, 2	67	100	100	100
# of contracts monitoring completed	1, 2	16	250	250	250
# of invoices reconciled and processed for payment	1, 2	1,019	800	800	800
# of communication activities (speaking engagement, press release)	1, 3	154	45	45	45
Effectiveness Indicators:					
# of total unique clients served	1,2,3	24,471	27,000	27,000	27,000
# of health care visits	1,2,3	123,997	125,000	125,000	125,000
# of other services	1,2,3	663,272	670,000	670,000	670,000
% of Polk HealthCare Plan enrollment applications completed	1	82%	97%	97%	97%
Polk HealthCare Plan monthly enrollment	1	5,217	5,500	5,500	5,500
Efficiency Indicators:					
Polk HealthCare Plan per member per month cost (pmpm)	1	\$343	\$372	\$361	\$368
Indigent Health Care Total Return of Investment	2	\$3.63	\$6.00	\$4.00	\$4.00

Indigent Health Care

Significant Changes

Through strategic planning initiatives with the Citizen's Healthcare Oversight Committee, some programs have expanded services and locations, and new programs have been added to the healthcare safety net over the past few years. New programs include: (1) a new Graduate Medical Education program at Winter Haven Hospital to address the local physician shortage and increase access to health care, (2) a multi-agency collaboration on a Jail Transition program to prevent individuals suffering with behavioral health issues from continuing to cycle through the criminal justice systems, (3) Telehealth access for behavioral health services, (4) Transportation to medical appointments, and (5) Mobile medical clinic access. Through these collaborative efforts, the Board of County Commissioners has increased access to health care for the uninsured. Polk County has successfully demonstrated that the safety net model is an effective approach in addressing healthcare disparities among uninsured residents. Polk County will continue to track and monitor local community health needs, as well as state and federal programs for policy changes to reevaluate opportunities for community health planning efforts.

Personnel:	Actual FY 19/20	Budget FY 20/21	Adopted FY 21/22	Plan FY 22/23
Full Time Equivalents	41.50	41.50	41.50	41.50
Funding Sources:	Actual FY 19/20	Budget FY 20/21	Adopted FY 21/22	Plan FY 22/23
Indigent Health Care Funds	0	46,373,901	48,592,614	49,101,885
Charges For Services	687,887	568,353	823,941	838,424
Interest	1,197,841	234,278	104,019	89,419
Interfund Transfer	7,917	0	0	0
Miscellaneous	515,825	704,435	556,776	566,808
Taxes	51,535,503	0	0	0
Total Program	53,944,973	47,880,967	50,077,350	50,596,536
Revenue by Fund:	Actual FY 19/20	Budget FY 20/21	Adopted FY 21/22	Plan FY 22/23
Indigent Health Care Funds	53,944,973	47,880,967	50,077,350	50,596,536
Total Program	53,944,973	47,880,967	50,077,350	50,596,536
Appropriations:	Actual FY 19/20	Budget FY 20/21	Adopted FY 21/22	Plan FY 22/23
Personal Services Expenses	2,070,230	2,625,798	2,801,490	2,906,822
Operating Expenses	23,345,688	27,488,751	29,529,250	29,946,512
Capital Expenses	1,196	0	0	0
Grants And Aids	12,590,439	16,656,441	16,365,434	16,402,026
Interfund Transfers	60,000	80,000	40,000	0
Indirect Expense	745,879	1,029,977	1,341,176	1,341,176
Total Program	38,813,432	47,880,967	50,077,350	50,596,536

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 138% 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 poverty 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 19/20	Budget FY 20/21	Proposed FY 21/22	Plan FY 22/23
Workload Indicators:					
# of Medicaid eligible in Polk County	1	187,463	165,500	210,532	217,437
# of HCRA applications received	2	731	500	730	730
# of HCRA applications paid	2	50	75	50	50
# of people served by Tri-County Human Services	3	339	300	300	300
# of people served by Peace River Center	3	1,145	1,300	1,300	1,300
# of people served by FL Department of Health	4	91,974	115,000	115,000	115,000
Effectiveness Indicators:					
# of HCRA applications completed (Approved/Denied)	2	293	225	225	225
# of services by Tri-County Human Services	3	4,718	2,500	2,500	2,500
# of services by Peace River Center	3	100,205	65,000	65,000	65,000
# of visits/services by FL Department of Health	4	810,787	1,300,000	1,300,000	1,300,000
Efficiency Indicators:					
% effectiveness ratio for TCHS detox program (Graduates vs	3	81%	80%	80%	80%
County ROI for PRC	3	\$11.7	\$11.7	\$11.7	\$11.7
County ROI for TCHS	3	\$1.2	\$1.5	\$1.5	\$1.5
County ROI for FDOH	3	\$43.4	\$45.5	\$45.5	\$45.5

Indigent Health Care Mandates

Significant Changes

On May 1, 2013, the Senate included a conforming bill that replaced the Medicaid County billing methodology to a new cost sharing system that increased the County share of cost for Medicaid. Every year the Social Services Estimating Conference determines the total amount of counties' contribution based on the percentage change of the two most recent completed state fiscal years multiplied by the total weight of enrollment for each county. For State FY 21/22, Polk County's contribution for Medicaid is decreasing \$273,412 or 2% which results in a new total contribution of \$12.8 million. Polk County's expenditure for this mandate is expected to steadily increase each year going forward. This mandate would be paid from the General Fund if the half-cent sales tax did not exist. The Indigent Health Care half cent sales tax also provides funding for other mandated health care programs including alcohol, drug abuse, and mental health services and programs pursuant to Section 394.76 of the Florida Statutes and the Florida Department of Health in Polk County (FDOH) to promote public health, control and eradicate preventable diseases, and provide primary care for special populations of residents pursuant to Section 154.01(2). The program anticipates an increase in funding to FDOH for control eradication of preventable diseases in the future.

Personnel:		Actual FY 19/20	Budget FY 20/21	Adopted FY 21/22	Plan FY 22/23
Full Time Equivalents		0.00	0.00	0.00	0.00
Funding Sources:		Actual FY 19/20	Budget FY 20/21	Adopted FY 21/22	Plan FY 22/23
Indigent Health Care Funds		15,167,045	15,956,035	15,418,142	16,086,182
Total Program		15,167,045	15,956,035	15,418,142	16,086,182
Revenue by Fund:		Actual FY 19/20	Budget FY 20/21	Adopted FY 21/22	Plan FY 22/23
Indigent Health Care Funds		15,167,045	15,956,035	15,418,142	16,086,182
Total Program		15,167,045	15,956,035	15,418,142	16,086,182
Appropriations:		Actual FY 19/20	Budget FY 20/21	Adopted FY 21/22	Plan FY 22/23
Grants And Aids		15,167,045	15,956,035	15,418,142	16,086,182
Total Program		15,167,045	15,956,035	15,418,142	16,086,182

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 19/20	Budget FY 20/21	Adopted FY 21/22	Plan FY 22/23
Workload Indicators:					
average daily occupancy %	1,2,3	78%	95.0%	95.0%	95.0%
annual hours of activities and volunteers provided	1,2,4	281	1,800	1,800	1,800
# of disaster drills performed annually	1,2,4	6	4	4	4
# of clinical staff hours annually	1,2,4	70,262	86,640	86,640	90,222
# of support staff hours annually	1,2,4	34,140	37,024	37,024	37,000
Effectiveness Indicators:					
# of regulatory or third party quality inspections (audits) annually	4	5	4	4	4
# of regular or quality inspections (audits) with negative findings	2,4	2	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	9	12	12	12
Efficiency Indicators:					
# of complaint investigations by AHCA annually	1,2,3	1	0	0	0
# of employees retained longer than a year	1,2,3	41	56	56	56

Significant Changes

The Rohr Home has experienced a decline in the census at the facility due to COVID, restrictions on admissions, and a staffing shortage. Ongoing Infection Control Education to ensure the well-being and safety of residents and staff, increased outreach efforts by the newly hired Admission Coordinator, and expansion of acceptance of individuals with Medicaid Managed Care and Medicare Advantage payor sources will be implemented to increase the census at the facility. Management is also in the process of coordinating a partnership with Ridge and Travis Technical Colleges for recruitment of Certified Nursing Assistants (CNAs) through a tuition reimbursement program to address the staffing shortage issue. It should be noted that in comparison to other skilled nursing facilities in the area, during the nationwide COVID pandemic, the Rohr Home did not encounter a case of COVID among the residents or staff until August 2020.

Personnel:	Actual FY 19/20	Budget FY 20/21	Adopted FY 21/22	Plan FY 22/23
Full Time Equivalents	56.50	56.50	56.50	56.50
Funding Sources:	Actual FY 19/20	Budget FY 20/21	Adopted FY 21/22	Plan FY 22/23
Special Revenue Grants	1	0	0	0
Rohr Home Fund	379,243	284,722	280,935	288,921
Enterprise Funds	5,070,392	5,406,044	5,130,950	5,265,869
Interest	23,024	7,701	1,198	1,169
Interfund Transfer	13,264	0	0	0
Intergovernmental	33,170	87,000	0	0
Miscellaneous	(13,984)	0	1,140	1,425
Total Program	5,505,110	5,785,467	5,414,223	5,557,384
Revenue by Fund:	Actual FY 19/20	Budget FY 20/21	Adopted FY 21/22	Plan FY 22/23
Special Revenue Grants	33,171	87,000	0	0
Rohr Home Fund	5,471,939	5,698,467	5,414,223	5,557,384
Total Program	5,505,110	5,785,467	5,414,223	5,557,384
Appropriations:	Actual FY 19/20	Budget FY 20/21	Adopted FY 21/22	Plan FY 22/23
Personal Services Expenses	2,953,419	3,229,746	3,025,973	3,130,672
Operating Expenses	2,044,290	2,192,625	1,962,154	2,000,616
Capital Expenses	0	10,000	5,000	5,000
Interfund Transfers	161,338	0	0	0
Indirect Expense	346,063	353,096	421,096	421,096
Total Program	5,505,110	5,785,467	5,414,223	5,557,384

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 Statue 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 (X)** **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 locatons, 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 19/20	Budget FY 20/21	Proposed FY 21/22	Plan FY 22/23
Workload Indicators:					
# of clients assisted for Veteran Benefits	1,2,3	5,790	6,325	7,300	8,300
Lead time for scheduling appointments (days)	1,2,3	14	35	12	12
Effectiveness Indicators:					
Annual VA expenditures for Polk County Veterans Benefits	1,2,3,4	503,039	\$387,276	\$500,000	\$550,000
comment cards % of positive feedback	1,2,3,4	98%	99%	99%	99%
Efficiency Indicators:					
caseload processed per service office	1,2	1,120	1,558	1,825	2,075

Significant Changes

The program has started using new a software program (VetPro) that directly links to the VA, reducing paper and mail postage costs. This software also allows the program to assist veterans during the on going pandemic who are unable to make it in to the physical office. Between the new software and six trained staff, appointment wait times are currently just under two weeks. The program has also been working on reclassifications and paygrade increases to be more competitive in the field and bring stability to the program.

Veterans Services

Personnel:		Actual FY 19/20	Budget FY 20/21	Adopted FY 21/22	Plan FY 22/23
Full Time Equivalents		7.00	8.00	8.00	8.00
Funding Sources:		Actual FY 19/20	Budget FY 20/21	Adopted FY 21/22	Plan FY 22/23
General Fund Subsidy		385,123	496,713	507,348	522,944
Cash/Fund Balance Forward		0	4,050	0	0
Total Program		385,123	500,763	507,348	522,944
Revenue by Fund:		Actual FY 19/20	Budget FY 20/21	Adopted FY 21/22	Plan FY 22/23
General Fund		385,123	500,763	507,348	522,944
Total Program		385,123	500,763	507,348	522,944
Appropriations:		Actual FY 19/20	Budget FY 20/21	Adopted FY 21/22	Plan FY 22/23
Personal Services Expenses		294,406	403,578	411,409	426,186
Operating Expenses		90,717	89,185	87,939	88,758
Refunds		0	8,000	8,000	8,000
Total Program		385,123	500,763	507,348	522,944