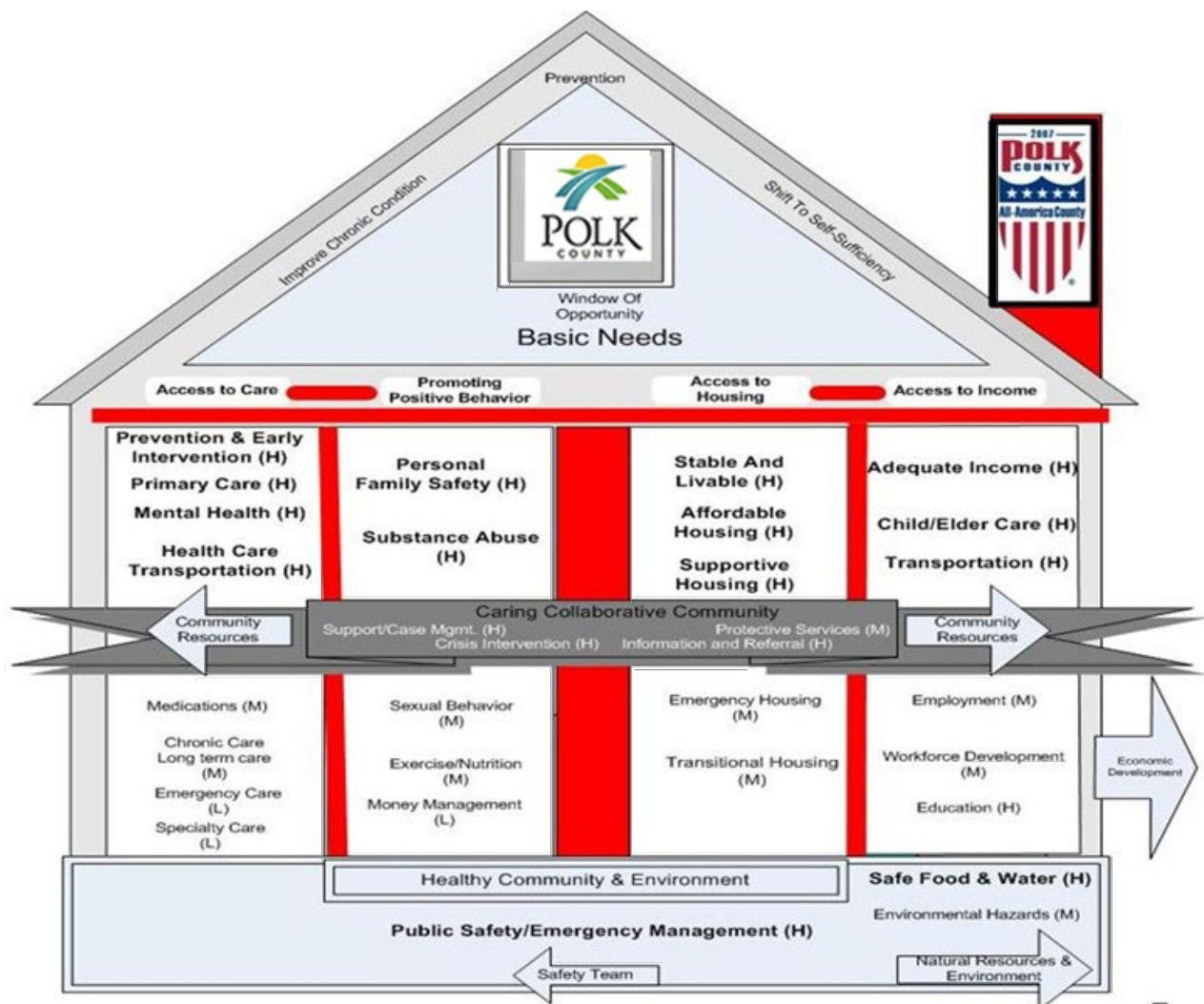


Basic Needs

“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 <i>(number listed is the program number)</i>	FTE	Adopted FY 23/24			Plan FY 24/25		
		General Fund	Other Funds/ Sources	Total	General Fund	Other Funds/ Sources	Total
Health and Human Services							
Burials and Cremations - 1411	0.50	214,353	-	214,353	216,084	-	216,084
Contributions/Holiday Baskets - 1707	0.00	3,000	-	3,000	3,000	-	3,000
Substance Abuse & Mental Health Grant - 1706	0.50	-	2,092,566	2,092,566	-	900,000	900,000
Polk County Florida Opioid Abatement - 1721	1.50	-	6,177,664	6,177,664	-	2,460,745	2,460,745
Health and Human Services Administration - 136	7.00	614,717	-	614,717	634,642	-	634,642
Healthy Families Polk - 46	44.00	1,093,138	2,181,118	3,274,256	1,132,794	2,269,933	3,402,727
Hospital Local Provider - 1718	0.00	-	37,485,000	37,485,000	-	30,235,000	30,235,000
Indigent Health Care - 53	41.50	-	88,770,926	88,770,926	-	89,362,180	89,362,180
Indigent Health Care Mandates - 146	0.00	-	18,744,230	18,744,230	-	20,425,771	20,425,771
Indigent Healthcare Reserves - 1583	0.00	-	55,110,082	55,110,082	-	32,595,037	32,595,037
Jail Mental Health-Substance Abuse - 143	0.00	22,400	-	22,400	22,400	-	22,400
Rohr Home - 52	23.00	-	1,795,749	1,795,749	-	-	-
Transit Services Support - 183	0.00	3,543,968	164,966	3,708,934	3,708,934	-	3,708,934
Veterans Services - 41	9.00	702,167	-	702,167	727,569	-	727,569
Subtotal	127.00	6,193,743	212,522,301	218,716,044	6,445,423	178,248,666	184,694,089
TOTAL BoCC	127.00	6,193,743	212,522,301	218,716,044	6,445,423	178,248,666	184,694,089

Programs highlighted in gray are not printed

Basic Needs

Appropriations	Actual FY 21/22	Budget FY 22/23	Adopted FY 23/24	Plan FY 24/25
Personal Services Expenses	7,482,328	9,195,969	8,495,713	7,925,715
Operating Expenses	22,468,744	37,563,857	34,855,115	33,870,234
Capital Expenses	13,746	5,000	0	0
Debt Service	18,728	0	0	0
Grants And Aids	29,552,641	84,160,125	118,596,337	109,195,321
Interfund Transfers	473,480	0	551,015	0
Indirect Expense	844,945	844,945	699,782	699,782
InKind Expense	60,000	400,000	400,000	400,000
Reserves	0	59,900,961	55,110,082	32,595,037
Refunds	0	8,000	8,000	8,000
Total Result Area	60,914,612	192,078,857	218,716,044	184,694,089

Revenue by Fund	Actual FY 21/22	Budget FY 22/23	Adopted FY 23/24	Plan FY 24/25
00100 General Fund	4,658,202	5,334,031	6,193,743	6,445,423
10100 County Transportation Trust Fund	164,966	164,966	164,966	0
10150 Special Revenue Grants	2,530,843	3,095,292	4,273,684	3,169,933
14460 Local Provider Participation (Ord. No. 22-029)	0	40,000,000	37,485,000	30,235,000
14480 Polk County Florida Opioid Abatement Trust Fund	0	1,000,000	6,177,664	2,460,745
14490 Indigent Health Care Funds	49,358,596	137,636,603	162,625,238	142,382,988
43111 Rohr Home Fund	4,202,005	4,847,965	1,795,749	0
Total Result Area	60,914,612	192,078,857	218,716,044	184,694,089

Personnel

Full Time Equivalent	159	160	127	104
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TRENDS AND ISSUES

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

Healthy Families Polk

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

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

During FY 22/23, Healthy Families Polk provided services to 450 families, which included 1,035 children in Polk County, using State and local match contribution funding.

Positive Outcomes:

- 98% of families served were free from maltreatment during services and after one year of completion of program services
- 99% of children were connected to a primary health care provider
- 100% of enrolled primary participants were connected to a primary health care provider
- 94% of the program's target children were up to date with their well-child checks by age two
- 82% of the primary participants that closed on Level 3, Level 4, or completed the program improved or maintained self-sufficiency while enrolled in the program

The Indigent Health Care Fund (IHC)

The Indigent Health Care Fund (IHC) fund provides access to health care services for low-income eligible County residents through the Polk HealthCare Plan (PHP) 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 21/22, IHC provided services to over 19,644 low-income residents and funded the County share of Medicaid cost for 246,243 Medicaid-eligible residents.

The FY 23/24 budget for the IHC is \$163.2 million, an increase of \$25.5 million from the prior year adopted budget of \$137.7 million.

Revenue includes \$76.9 million coming in from the half-cent sales tax (\$29.5 million or 57% increase from 2020), \$2.5 million coming from interest, \$874,278 in recoupments of claims from the Polk HealthCare Plan claims, \$691,018 in pharmacy rebates and royalties, and \$82.2 million carried forward from current year reserves and unspent funds.

Expense includes an increase of \$28.9 million in Grants and Aids which includes \$24.4 million for a strategic spending plan to increase community access to health care; \$2.7 million increase for state to local mandates; \$617,351 increase for personnel, operating and indirect expense; \$1.9 million decrease in claims projection for the Polk HealthCare Plan; and \$4.8 million decrease in reserves.

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

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

- \$3.75 million over a three-year period for the planned Winter Haven Hospital Graduate Medical Education (GME) residency program
- \$5.6 million awarded to agencies selected through a request for proposals providing additional direct services to qualified Polk residents

- \$749,913 annually for a behavioral health jail transition program. The program engages qualifying Polk inmates with behavioral health conditions to ensure continuation of medications (including psychotropic) upon release from jail, as well as connecting them to health care services, housing assistance, and other needs. Additionally, this program is intended to streamline healthy transitioning back into the community. The program has expanded access with the use of grant dollars, to also target qualifying community residents who have, or are at risk of having, repeated institutionalizations (not necessarily repeat arrests but to prevent an arrest), or are referred through community partners, to focus on prevention and early intervention.

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

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

As a result of the COVID pandemic, IHC reported a 5% decrease in primary care visits, a 16% decrease in specialty care services, an increase of 18% in dental services, and an increase of 4% in behavioral health services in 2021. 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 really enabled providers to care for their patients in the midst of this crisis.

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

In June 2022, the Citizens Healthcare Oversight Committee approved a five-year \$50 million strategic spending plan to draw down reserves and increase community access to health care through a multi-level collaboration initiative intended to remove barriers, reduce fragmentation, and leverage partnerships. The FY 22/23 strategic spending plan included a \$10 million pilot collaboration with United Way of Central Florida to manage and administer competitive solicitation from programs for behavioral health and prevention and early intervention services, a \$6 million benefit enhancement to the Polk HealthCare Plan, and a \$2 million for behavioral health Low Income Pool (LIP).

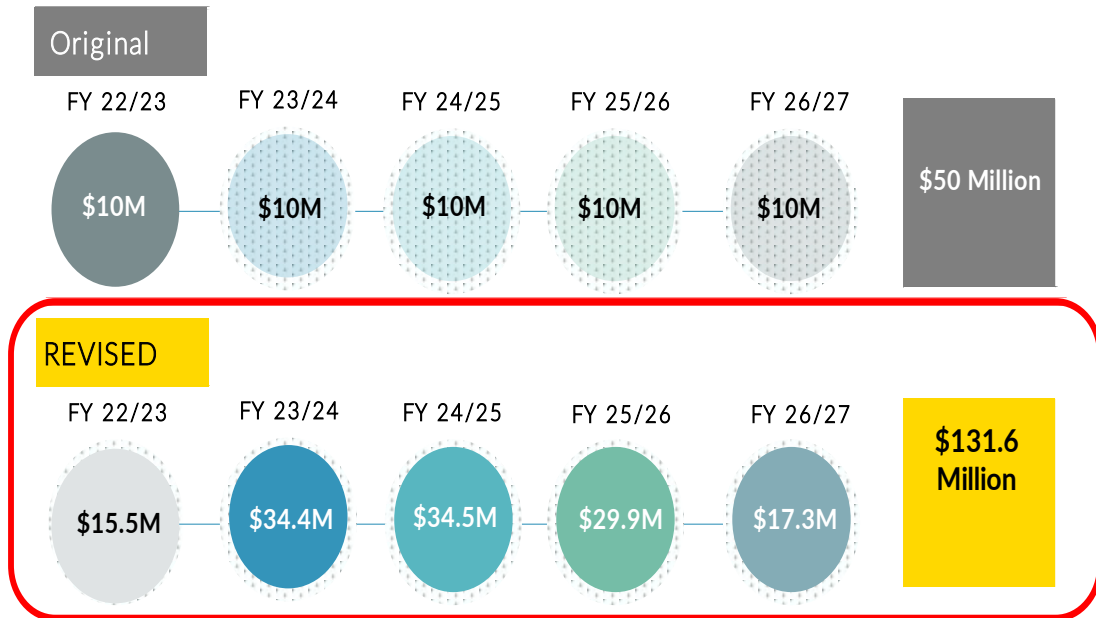
In September 2022, the Citizens Healthcare Oversight Committee approved increasing the Polk HealthCare Plan income limit from 162% of the FPL to 168% effective October 1, 2022.

In June 2023, the Citizens Healthcare Oversight Committee approved a revision to the five-year strategic spending plan to draw down reserves by increasing funding from \$50 million to \$131.6 million over five years. The revision included an increase from \$10 million to \$15.5 million for FY 22/23. This includes an additional \$4 million for competitive solicitation through United Way of Central Florida. The second approval of the Citizens Healthcare Oversight Committee included a budget increase in FY 23/24 of \$24.4 million for the strategic spending plan.

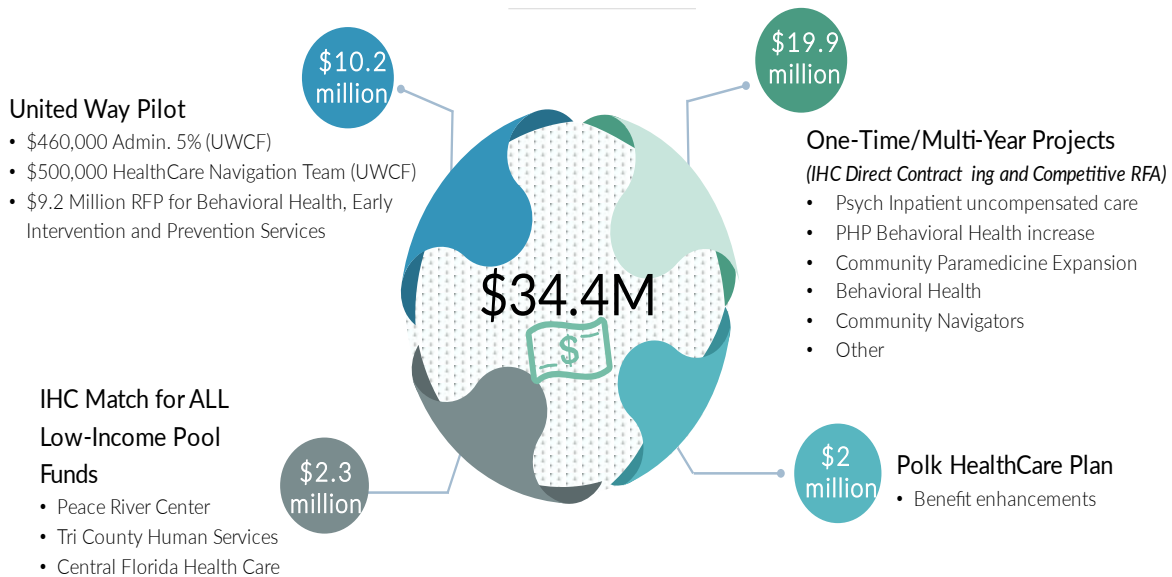
In September 2023, the Citizens Healthcare Oversight Committee approved increasing the Polk HealthCare Plan income limit from 168% of the FPL to 200% effective October 1, 2023.

IHC Strategic Spending Plan

Over 5 Years



Strategic Spending Plan FY 23/24



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

Also impacting the program is the increase in the minimum wage in Florida, the possible increase in County local funding contribution to Medicaid as a result of the increase in Medicaid eligibility in Polk County, continued evolution of the health care landscape with changes to 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 years to effectively respond to the ever-changing socioeconomic needs of the community.

Polk County Veterans Services

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

One of the challenges the program faces with the growing County population is the ability to engage with the veteran community and inform them of the services the County provides. To address this issue, Veterans Services continues to participate in outreach events around the County, such as the Lakeland Veterans Day Parade, Stand Down events, and events hosted by various Polk County service organizations. To further the engagement with outside organizations, staff have held meetings with various departments within the Veterans Affairs (VA) administration, assisted living facilities, and hospices.

Polk County Veterans Services has continued to collaborate with the community to bring services to the more rural corners of the County. The program offers services at three locations in Davenport, Lake Wales, and Lake Alfred. Unfortunately, Veteran Services had to discontinue service in the former Lakeland location due to availability of office space. Veterans Services has worked diligently with various individuals to locate suitable space and has worked closely with state elected officials to discuss a partnership with the VA in the new outpatient clinic. This clinic is under construction in Lakeland with a tentative opening date in late 2024.

The Rohr Home

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

Continued strain on the Rohr Home and skilled nursing industry due to the inability to recruit and retain staff, a decreasing talent pool, minimum wage salary mandates, and decreased resident census has resulted in a decision by the Board of County Commissioners to sell the facility.

In FY 23/24, the Rohr Home will operate at levels based on the facility's ability to meet mandated staffing requirements while ensuring that current residents are safe and receive quality care as the Rohr Home transitions to the new owner. It is anticipated that this transition will take place by March 2024.

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 21/22, the program paid for 276 cremations with the cost not exceeding \$575 each.

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

III. Performance Objectives:

1	Arrange cremations
2	Fund Maintenance of County Cemetary

IV. Measures:

	Key Obj.	Actual FY 22/23	Budget FY 23/24	Proposed FY 24/25	Plan FY 25/26
Workload Indicators:					
# of cremations requested	1	343	330	345	345
# of cremations approved	1	324	330	325	325
Effectiveness Indicators:					
# of cremations paid (up to \$575 each)	1	276	300	300	300

Significant Changes

There are no significant changes to this program.

	Actual FY 21/22	Budget FY 22/23	Adopted FY 23/24	Plan FY 24/25
Personnel:				
Full Time Equivalents	0.50	0.50	0.50	0.50
Funding Sources:				
General Fund Subsidy	201,525	212,362	214,353	216,084
Miscellaneous	874	0	0	0
Total Program	202,399	212,362	214,353	216,084
Revenue by Fund:				
General Fund	202,399	212,362	214,353	216,084
Total Program	202,399	212,362	214,353	216,084
Appropriations:				
Personal Services Expenses	42,602	39,862	41,853	43,584
Grants And Aids	159,797	172,500	172,500	172,500
Total Program	202,399	212,362	214,353	216,084

Substance Abuse & Mental Health Grants

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

I. Program Offer Description:

The Criminal Justice Mental Health/Substance Abuse (CJMDSA) 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 CJMDSA reinvestment grants that had overlapping timeframes and ran concurrently for a period of 19 months. The grants funded two separate programs, Forensic Intensive Case Management (FICM contract ended 4/30/20) and Roots Housing and Benefits Program (Roots contract ended 2/28/22). Polk County was awarded a third CJMDSA Reinvestment grant, Helping Achieve Targeted Comprehensive HealthCare (HATCH) that started on 3/1/22. Polk County was also awarded the Second Chance Grant and started services in 2023 to provide medication assisted treatment to eligible inmates in the Polk County jail.

II. Contribution to Result:

The CJMDSA reinvestment grant establishes the framework needed to target individuals identified as a high risk for arrest, rearrest, or civil commitment and divert them from jail and/or the State hospital into community treatment and services. The FICM Program provided a team of staff focused on providing case management services, the FICM contract ended 4/30/20. The Roots Program zeroed in on those leaving jail who are homeless or lack stable housing and who have particular challenges with self-sustaining in the community. Roots contracted with Tri-County Human Services to provide Housing and Benefits specialists (two positions) to assist with housing needs. HATCH contracts with Tri-County Human Services to provide a Housing Specialist position and a Case Manager position as well as with Peace River Center to provide a Mobile Crisis Support Counselor position. Management of the program is the responsibility of Polk County. The goal of the HATCH program is to successfully divert the clients engaged in the program from jail or the State hospital, thus generating cost savings to the County while improving public safety and individual outcomes. The Second Chance grant contracts with Cove Behavioral to provide Medication Assisted Treatment (MAT) and counseling to those inmates that have an opioid use or alcohol use disorder while in jail. Once released, the participants are referred to treatment in the community and given wraparound support services from the Helping HANDS team.

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

III. Performance Objectives:

1 Provide forensic intensive case management

	Key Obj.	Actual FY 21/22	Budget FY 22/23	Proposed FY 23/24	Plan FY 24/25
<i>Workload Indicators:</i>					
Number of people served	1	81	100	145	145
Number of services provided	1	6,181	16,000	16,000	16,000
<i>Effectiveness Indicators:</i>					
Percentage of people completing program	1	55%	75%	75%	75%
Percentage of people dropped from program	1	45%	25%	25%	25%

Significant Changes

The County has been awarded a total of \$900,000 in federal funds from the Department of Justice (DOJ). This will allow the County to provide MAT (Medication Assisted Treatment) within the Polk County jail over a three-year period

Substance Abuse & Mental Health Grants

Personnel:	Actual FY 21/22	Budget FY 22/23	Adopted FY 23/24	Plan FY 24/25
Full Time Equivalents	0.50	0.50	0.50	0.50
Funding Sources:	Actual FY 21/22	Budget FY 22/23	Adopted FY 23/24	Plan FY 24/25
Special Revenue Grants	7	0	0	0
Cash/Fund Balance Forward	0	0	800,000	0
Interest	(355)	0	0	0
Interfund Transfer	48,963	0	0	0
Intergovernmental	428,996	725,000	892,566	500,000
Others (Centrl I/D Inkind/Othr)	60,000	400,000	400,000	400,000
Total Program	537,611	1,125,000	2,092,566	900,000
Revenue by Fund:	Actual FY 21/22	Budget FY 22/23	Adopted FY 23/24	Plan FY 24/25
Special Revenue Grants	537,611	1,125,000	2,092,566	900,000
Total Program	537,611	1,125,000	2,092,566	900,000
Appropriations:	Actual FY 21/22	Budget FY 22/23	Adopted FY 23/24	Plan FY 24/25
Personal Services Expenses	49,702	63,717	68,161	70,977
Operating Expenses	406,717	661,283	1,624,405	429,023
Grants And Aids	12,229	0	0	0
Interfund Transfers	8,963	0	0	0
InKind Expense	60,000	400,000	400,000	400,000
Total Program	537,611	1,125,000	2,092,566	900,000

Healthy Families Polk

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

I. Program Offer Description:

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

II. Contribution to Result:

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

Home visits are designed to enhance parents' ability to create stable and nurturing home environments plus 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 participants' children
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 plus 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, receive timely well-baby care, and immunize children according to schedule
3. helping mothers understand the importance of taking care of their own physical, emotional, and social needs
4. helping parents 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. Link 90% of the children at six months of age to a medical provider
3. Acquire employment, job training, or improved education by 80% of the participants completing the program (Polk Vision: V. Quality of Life; E. Social Services: #1)
4. Reporting of 95% of the families overall satisfaction with the home visiting services
5. Reporting of less than four incidences of verified maltreatment among participants (Polk Vision: V. Quality of Life: E. Social Services #6)

Healthy Families Polk

IV. Measures:

	Key Obj.	Actual FY 22/23	Budget FY 23/24	Adopted FY 24/25	Plan FY 25/26
Workload Indicators:					
# of children linked to a medical provider	2	213	230	233	235
# participants completing program who improve education level, receive job or training, or obtain employment	3	22	35	37	38
# of families reporting satisfaction with program services	4	111	125	115	115
# of reports of verified child maltreatment	5	0	1	1	1
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	81%	80%	85%	85%
% of families satisfied with program services	4	99.1%	100%	95%	95%
% of families free of verified child maltreatment 12 months after completion	5	100%	100%	98%	98%
Efficiency Indicators:					
Annual cost for a family enrolled in the program	1	\$2,300	\$2,507	\$2,758	\$2,923
Cost savings for children enrolled in program vs. taxpayer cost to care for abused children	2	\$105,131	\$117,812	\$129,593	\$137,368

Significant Changes

Statewide changes were made to lower the required number of families to serve but not the funding. Polk County's Healthy Families number of families to serve reduced from 602 to 384 families.

Personnel:	Actual FY 21/22	Budget FY 22/23	Adopted FY 23/24	Plan FY 24/25
Full Time Equivalents	45.00	44.00	44.00	44.00
Funding Sources:				
	Actual FY 21/22	Budget FY 22/23	Adopted FY 23/24	Plan FY 24/25
General Fund Subsidy	653,018	902,104	1,090,638	1,130,294
Special Revenue Grants	13	0	0	0
Cash/Fund Balance Forward	0	67,406	181,118	269,933
Charges For Services	735	0	0	0
Interfund Transfer	1,006,773	327,250	400,000	400,000
Intergovernmental	1,166,938	1,441,115	1,600,000	1,600,000
Miscellaneous	0	2,500	2,500	2,500
Others (Centrl I/D Inkind/Othr)	(377,983)	0	0	0
Total Program	2,449,494	2,740,375	3,274,256	3,402,727
Revenue by Fund:				
	Actual FY 21/22	Budget FY 22/23	Adopted FY 23/24	Plan FY 24/25
General Fund	653,753	904,604	1,093,138	1,132,794
Special Revenue Grants	1,795,741	1,835,771	2,181,118	2,269,933
Total Program	2,449,494	2,740,375	3,274,256	3,402,727
Appropriations:				
	Actual FY 21/22	Budget FY 22/23	Adopted FY 23/24	Plan FY 24/25
Personal Services Expenses	1,731,849	2,442,822	2,926,802	3,050,983
Operating Expenses	286,462	297,553	347,454	351,744
Debt Service	6,666	0	0	0
Interfund Transfers	424,517	0	0	0
Total Program	2,449,494	2,740,375	3,274,256	3,402,727

Indigent Health Care

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

I. Program Offer Description:

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

1. The Polk HealthCare Plan (PHP):

A comprehensive local health care program that serves County residents with incomes up to 200% of poverty through a network of contracted providers. Residents qualifying for the Polk HealthCare Plan have access to primary care, specialty care, hospital services, medications, and diagnostics.

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

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

II. Contribution to Result:

Based on the 2020 US Census Bureau of Statistics, approximately 11.5% of the Polk County population is uninsured. Low-income residents continue to face socio-economic challenges resulting in limited access to health insurance. Through the IHC half cent sales surtax, the Polk County's health care safety net program served 19,600 low-income uninsured adult residents at or below 200% of the Federal Poverty Level in 2022. Additionally, the IHC program funded the County share of Medicaid cost for approximately 246,243 Medicaid-eligible residents in Polk County. IHC contracts with approximately 149 primary care providers, 727 specialty providers, five hospitals, two urgent care groups, and 22 community partners. The community partners represent the public-private and not-for-profit partnership that assists with primary and specialty care, prescription assistance, dental care, teen pregnancy education, mental health, and substance abuse.

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

III. Performance Objectives:

1	Provide a comprehensive Polk Healthcare Plan to indigent residents of Polk County with incomes at or below 200% of the Federal Poverty Level
2	Provide an alternative, convenient, and cost-effective method of health care to indigent residents of Polk County with incomes at or below 200% of Federal Poverty Level
3	Provide funding for mandated health services as required by Florida Statutes
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 21/22	Budget FY 22/23	Adopted FY 23/24	Plan FY 24/25
Workload Indicators:					
# of Polk HealthCare Plan enrollment applications received	1	12,179	12,000	12,200	12,200
# of incoming calls (Switchboard)	1	19,670	25,000	20,000	20,000
# of communication activities (speaking engagement, press release)	1, 2	237	100	100	100
# of invoices reconciled and processed for payment	1, 2	597	650	650	650
# of total contracts processed (New or Amendments)	1, 2	-	20	20	20
# of contracts monitoring completed	2	-	40	40	40
# of FamCare technical support/troubleshooting tickets	4	675	3,000	675	675
# of FamCare trainings provided (Internal/External Users)	4	-	75	-	-
# of partner agencies utilizing FamCare eligibility system	4	18	22	22	22
Effectiveness Indicators:					
% of Polk HealthCare Plan enrollment applications completed	1	98%	97%	97%	97%
Polk HealthCare Plan monthly enrollment average	1	4,392	5,500	5,500	5,500
# of total unique clients served	1,2,3	19,634	21,000	21,000	21,000
# of health care visits	2	108,867	125,000	150,000	150,000
# of other services	3	1,585,394	1,500,000	2,000,000	2,000,000
Efficiency Indicators:					
Polk HealthCare Plan per member per month cost (PMPM)	1	\$381.66	\$395	\$366.48	\$383.00
Indigent Health Care total Return of Investment	1,2	\$7.3	\$4.0	\$7.0	\$7.0

Indigent Health Care

Significant Changes

IHC's budget includes a strategic spending plan pilot of \$34.4 million in FY 23/24 and \$34.5 million in FY 24/25.

Personnel:	Actual	Budget	Adopted	Plan
	FY 21/22	FY 22/23	FY 23/24	FY 24/25
Full Time Equivalents	41.50	41.00	41.50	41.50
Funding Sources:				
	Actual	Budget	Adopted	Plan
	FY 21/22	FY 22/23	FY 23/24	FY 24/25
Indigent Health Care Funds	36,928,916	59,075,799	84,668,966	85,757,106
Charges For Services	1,172,579	870,590	874,278	908,460
Interest	(5,137,136)	958,195	2,536,664	1,974,310
Miscellaneous	699,992	744,876	691,018	722,304
Others (Centrl I/D Inkind/Othr)	13,746	0	0	0
Total Program	33,678,097	61,649,460	88,770,926	89,362,180
Revenue by Fund:				
	Actual	Budget	Adopted	Plan
	FY 21/22	FY 22/23	FY 23/24	FY 24/25
Indigent Health Care Funds	33,678,097	61,649,460	88,770,926	89,362,180
Total Program	33,678,097	61,649,460	88,770,926	89,362,180
Appropriations:				
	Actual	Budget	Adopted	Plan
	FY 21/22	FY 22/23	FY 23/24	FY 24/25
Personal Services Expenses	2,364,189	2,885,114	3,341,343	3,480,603
Operating Expenses	19,733,410	33,193,365	31,614,106	32,722,097
Capital Expenses	13,746	0	0	0
Debt Service	10,913	0	0	0
Grants And Aids	10,670,319	24,726,036	52,564,680	52,459,698
Interfund Transfers	40,000	0	551,015	0
Indirect Expense	844,945	844,945	699,782	699,782
Total Program	33,677,522	61,649,460	88,770,926	89,362,180

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 200% 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-profit partnerships with outside funded agencies offer a variety of health care programs that serve County residents with incomes of up to 200% of the poverty level that do not qualify for Medicaid or are unable to afford coverage through the healthcare marketplace. Additionally, the IHC fund pays for the following County mandated health services: County'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:

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 21/22	Budget FY 22/23	Adopted FY 23/24	Plan FY 24/25
Workload Indicators:					
# of Medicaid eligible in Polk County	1	246,243	240,000	240,000	240,000
# of HCRA applications received	2	141	225	225	225
# of HCRA applications paid	2	30	95	95	95
# of people served by Tri-County Human Services (TCHS)	3	272	320	270	270
# of people served by Peace River Center (PRC)	3	853	1,000	850	850
# of people served by FL Department of Health (FDOH)	4	120,309	124,330	120,000	120,000
Effectiveness Indicators:					
# of HCRA applications completed (Approved/Denied)	2	116	188	188	188
# of services by Tri-County Human Services	3	2,582	2,926	2,926	2,926
# of services by Peace River Center	3	23,686	23,519	23,600	23,600
# of visits/services by FL Department of Health	4	1,402,732	1,068,295	1,400,000	1,400,000
Efficiency Indicators:					
% effectiveness ratio for TCHS detox program (Graduates vs Arrested)	3	71%	80%	80%	80%
County Return of Investment (ROI) for PRC	3	\$4.4	\$11.7	\$5.0	\$5.0
County ROI for TCHS	3	\$1.0	\$1.5	\$1.5	\$1.5
County ROI for FDOH	3	\$79.2	\$45.5	\$45.5	\$45.5

Indigent Health Care Mandates

Significant Changes

IHC's Mandate budget has \$1.7 million increase in Medicaid County share, \$13,988 increase for H.C.R.A, and \$962,537 increase for mandated local match behavioral health programs.

Personnel:	Actual FY 21/22	Budget FY 22/23	Adopted FY 23/24	Plan FY 24/25
Full Time Equivalents	0.00	0.00	0.00	0.00
Funding Sources:	Actual FY 21/22	Budget FY 22/23	Adopted FY 23/24	Plan FY 24/25
Indigent Health Care Funds	15,680,499	16,086,182	18,744,230	20,425,771
Total Program	15,680,499	16,086,182	18,744,230	20,425,771
Revenue by Fund:	Actual FY 21/22	Budget FY 22/23	Adopted FY 23/24	Plan FY 24/25
Indigent Health Care Funds	15,680,499	16,086,182	18,744,230	20,425,771
Total Program	15,680,499	16,086,182	18,744,230	20,425,771
Appropriations:	Actual FY 21/22	Budget FY 22/23	Adopted FY 23/24	Plan FY 24/25
Grants And Aids	15,680,499	16,086,182	18,744,230	20,425,771
Total Program	15,680,499	16,086,182	18,744,230	20,425,771

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 as well as 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 health care 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 Health Care 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:

1. 24-hour continuous care by licensed nursing staff
2. Residential needs, including dietary, housekeeping, and laundry services
3. Scheduled/onsite physical therapy, occupational therapy, speech therapy rehabilitative services, and optometrist visits
4. Scheduled/onsite dental and podiatrist visits
5. Scheduled/onsite registered dietician visits
6. Scheduled/onsite pharmaceutical services
7. Scheduled/onsite laboratory and radiology services
8. Scheduled/onsite mental health and social worker services
9. Scheduled/onsite and offsite social events
10. Scheduled/onsite salon services for men and women residents by a professional hairdresser
11. Wound care
12. Daily activities to maximize cognitive functioning
13. Weekly spiritual services for multiple religious denominations
14. Maintenance of resident personal spending accounts for personal items and services
15. Application services for financial assistance programs
16. Home Health programs

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

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 psychosocial 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 21/22	Budget FY 22/23	Adopted FY 23/24	Plan FY 24/25
Workload Indicators:					
% of average daily occupancy	1,2,3	55%	58.0%	N/A	N/A
# of annual hours of activities and volunteers provided	1,2,4	333	1,500	N/A	N/A
# of disaster drills performed annually	1,2,4	4	4	N/A	N/A
# of clinical staff hours annually	1,2,4	47,239	60,320	N/A	N/A
# of support staff hours annually	1,2,4	22,521	21,632	N/A	N/A
Effectiveness Indicators:					
# of regulatory or third party quality inspections (audits) annually	4	4	4	N/A	N/A
# of regular or quality inspections (audits) with negative findings	2,4	2	0	N/A	N/A
# of internal quality improvement audits annually	2,3	12	12	N/A	N/A
% of satisfaction - annual resident satisfaction surveys	1,2	99%	98%	N/A	N/A
clinical staff education hours per employee annually	2,4	43	12	N/A	N/A
Efficiency Indicators:					
# of complaint investigations by AHCA annually	1,2,3	0	0	N/A	N/A
# of employees retained longer than a year	1,2,3	30	42	N/A	N/A

Significant Changes

The nationwide healthcare worker shortage and market competition continues to impact the Rohr Home's ability to maintain adequate staffing, which in turn has impacted resident census and revenue. In February 2022, the Board of County Commissioners provided guidance to see if there was interest from private companies to either purchase the facility or privatize it through a lease. In April 2022, four agencies submitted Request for Interest documents; two indicated interest in leasing, and two indicated interest in purchasing the facility. In August 2022, a bid for the sale of surplus property was posted and the Rohr Home was on it. Five bids to purchase the property were received. On September 1, 2022, a Notice of Recommended Award was announced to the highest bidder. Currently, the Recommended Award has been announced to the third highest bidder; designated County staff are working with the agency regarding the purchase. It is anticipated that change of ownership will occur prior to March 31, 2024.

Personnel:	Actual FY 21/22	Budget FY 22/23	Adopted FY 23/24	Plan FY 24/25
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Full Time Equivalents	57.00	57.00	23.00	0.00
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Funding Sources:	Actual FY 21/22	Budget FY 22/23	Adopted FY 23/24	Plan FY 24/25
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Special Revenue Grants	2	0	0	0
Rohr Home Fund	773,486	269,549	0	0
Cash/Fund Balance Forward	0	134,521	0	0
Enterprise Funds	3,428,193	4,186,026	1,244,734	0
Interest	(611)	4,043	0	0
Interfund Transfer	3,941	387,347	551,015	0
Intergovernmental	197,489	0	0	0
Miscellaneous	(3,004)	1,000	0	0
Total Program	4,399,496	4,982,486	1,795,749	0

Revenue by Fund:	Actual FY 21/22	Budget FY 22/23	Adopted FY 23/24	Plan FY 24/25
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Special Revenue Grants	197,491	134,521	0	0
Rohr Home Fund	4,202,005	4,847,965	1,795,749	0
Total Program	4,399,496	4,982,486	1,795,749	0

Appropriations:	Actual FY 21/22	Budget FY 22/23	Adopted FY 23/24	Plan FY 24/25
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Personal Services Expenses	2,581,073	2,893,103	888,584	0
Operating Expenses	1,818,423	2,084,383	907,165	0
Capital Expenses	0	5,000	0	0
Total Program	4,399,496	4,982,486	1,795,749	0

Veterans Services

Personnel:		Actual FY 21/22	Budget FY 22/23	Adopted FY 23/24	Plan FY 24/25
Full Time Equivalents		8.00	9.00	9.00	9.00
Funding Sources:		Actual FY 21/22	Budget FY 22/23	Adopted FY 23/24	Plan FY 24/25
General Fund Subsidy		468,231	614,869	702,167	727,569
	Total Program	468,231	614,869	702,167	727,569
Revenue by Fund:		Actual FY 21/22	Budget FY 22/23	Adopted FY 23/24	Plan FY 24/25
General Fund		468,231	614,869	702,167	727,569
	Total Program	468,231	614,869	702,167	727,569
Appropriations:		Actual FY 21/22	Budget FY 22/23	Adopted FY 23/24	Plan FY 24/25
Personal Services Expenses		382,785	507,167	566,704	589,808
Operating Expenses		84,297	99,702	127,463	129,761
Debt Service		1,149	0	0	0
Refunds		0	8,000	8,000	8,000
	Total Program	468,231	614,869	702,167	727,569

Polk County Florida Opioid Abatement Program

Program Number:	1721
Result Area:	Basic Needs
Division:	Health & Human Services
Section:	Health & Human Services Administration

I. Program Offer Description:

The Polk County's Opioid Settlement Trust Fund is a program administered by the Health and Human Services Division. This program functions as remediation and abatement efforts, expanding access to evidence-based treatment to mitigate adverse health impacts and death for people struggling with opioid misuse and substance use disorders. This program was established as result of the Florida's Attorney General opioid-related litigation by entering into settlement agreements with several manufacturers, distributors, and dispensers (pharmacies) of opioids. The State of Florida, counties, and certain cities will receive approximately \$3.1 billion over the next 18 years. The settlements and state-subdivision agreement with local governments provide a distribution scheme and calculation methodology for settlement funds. Polk County will receive approximately \$32.6 million over the period of 18 years starting in 2022.

II. Contribution to Result:

This program focuses on education, prevention, treatment, and recovery. Forward-looking strategies, programming, and services will be used to expand the availability of treatment for individuals impacted by substance use disorders to 1) develop, promote, and provide evidence based substance use prevention strategies; 2) provide substance use avoidance and awareness education; 3) decrease the oversupply of licit and illicit opioids; and 4) support recovery from addiction.

This Program is: **Mandated: Federal () State (X) Local ()**

III. Performance Objectives:

1. Create a broad reaching, accessible, and sustainable abatement plan that is representative of all key stakeholders in Polk County
2. Expand current Substance Use Disorder (SUD)/Opioid Use Disorder (OUD) education/recovery/treatment/prevention programs
3. Create new programs for SUD/OUD education/recovery/treatment/prevention

IV. Measures:

	Key Obj.	Actual FY 21/22	Budget FY 22/23	Adopted FY 23/24	Plan FY 24/25
Workload Indicators:					
Abatement plan created (completion %)	1	N/A	N/A	100%	100%
# of active programs for OUD education/recovery/treatment/prevention	2	N/A	N/A	TBD	TBD
# of participating agencies	2	N/A	N/A	TBD	TBD
Effectiveness Indicators:					
# of new OUD education/recovery/treatment/prevention programs	1	N/A	N/A	TBD	TBD
# of expanded OUD education/recovery/treatment/prevention programs	1	N/A	N/A	TBD	TBD
# of people served	2,3	N/A	N/A	TBD	TBD
# of services	2,3	N/A	N/A	TBD	TBD
Efficiency Indicators:					
\$ funding to programs	1	N/A	N/A	TBD	TBD

Significant Changes

The opioid abatement programming is currently undergoing a landscape analysis of residents needs and SUD/OUD services available. This prioritization will be completed in September 2023 with recommendations, evidence-based practices, and a final document in October 2023. This will give an outlined structure of programming that could be invested in and will be presented to Citizens Healthcare Oversight Committee (COC) and BoCC in early 2024 for approval.

Polk County Florida Opioid Abatement Program

Personnel:	Actual FY 21/22	Budget FY 22/23	Adopted FY 23/24	Plan FY 24/25
Full Time Equivalents	0.00	0.00	1.50	1.50
Funding Sources:	Actual FY 21/22	Budget FY 22/23	Adopted FY 23/24	Plan FY 24/25
Cash/Fund Balance Forward	0	0	3,795,189	0
Interest	0	0	123,344	0
Miscellaneous	0	0	2,259,131	2,460,745
Total Program	0	0	6,177,664	2,460,745
Revenue by Fund:	Actual FY 21/22	Budget FY 22/23	Adopted FY 23/24	Plan FY 24/25
Polk County Florida Opioid Abatement Trust Fund	0	0	6,177,664	2,460,745
Total Program	0	0	6,177,664	2,460,745
Appropriations:	Actual FY 21/22	Budget FY 22/23	Adopted FY 23/24	Plan FY 24/25
Personal Services Expenses	0	0	253,171	263,827
Operating Expenses	0	0	6,500	6,500
Grants And Aids	0	0	5,917,993	2,190,418
Total Program	0	0	6,177,664	2,460,745