

# Healthier Delray Beach Impact Report (April-September 2016)

 [healthiertogetherpbc.org/report/healthier-delray-beach-impact-report-april-september-2016/](http://healthiertogetherpbc.org/report/healthier-delray-beach-impact-report-april-september-2016/)



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## Summary:

*Healthier Delray Beach is finding community!*

In the second year of the initiative, Healthier Delray Beach (HDB) seeks to improve the behavioral health of residents through richer community connection. Following the mission to promote **awareness**, encourage **acceptance**, and create **access** to care, HDB relies on community input to be successful. Joining residents and neighborhoods where they are and building community from there is HDB's more focused approach to gaining trust and tackling root causes in its effort to achieve a healthier, connected Delray Beach.

*By exploration ...*

From April-September 2016, HDB spent considerable time in workshops (Collective Impact and Racial Equity) and workgroup conversation examining the meaning of community and the disparities that underlie the health of Delray Beach. From discussion, HDB applied a new outlook to how to engage more residents (through growth of the Ambassador Program), address community challenges (through poverty simulation and

diversity workshops), and create comfortable opportunities for resident feedback (through community gatherings). In addition, new Steering and Workgroup members joined these progressive dialogues to ensure representation across Delray Beach.

*By education ...*

Along with discussion, HDB gained more insight from residents while educating them about behavioral health. From May is Mental Health Awareness Month to August back to school events, the initiative led social media campaigns (Get Your Green On), supported youth to youth awareness (Teen Life in HDb), served as a vendor at community activities, presented to city entities such as the City Commission and Chamber of Commerce, and offered training opportunities (Mental Health First Aid and Restorative Justice Practices) free of charge. In turn, the community educated HDB when youth shared personal poetry (at events), longtime residents like Angela Williams told their stories of struggle and hope (at meetings), and a new neighborhood – Next Generation of Frog Alley – joined the movement (and a HDB workgroup) with ideas and action.

*By realization ...*

With a shift in thinking, HDB realized a shift in action as it re-imagined next steps and its evaluation process and built upon talents already available in Delray Beach. Community meetings became “Community Connections” where business as usual was replaced with community-reinforcing activities. Workgroup times changed for resident convenience and Delray Beach vendors were hired to design the monthly newsletter, website, and updated promotional items. Providers attending HDB meetings were invited to problem solve around offering services that fit the neighborhoods – not the other way around.

As a result of HDB’s community investment, agencies took notice. The City Planner requested HDB to assist with updating the City Comprehensive Plan. The Delray Beach Police Department invited HDB to train officers and provided staff for HDB committees. Furthermore, the City Commission issued HDB a Mental Health Awareness Proclamation.

*By Understanding ...*

With all the successes, HDB was reminded that “you win some, you wait some” in the journey of community-building. Momentum for projects like the one stop shop, law enforcement mental health training, and HDB community grants were postponed as extraneous forces like funding and staff availability needed hashing out. HDB remembered “to keep it simple” and “stay on course” while following a twisty path to finding the right evaluation process for the complex focus of behavioral health. With Delray Beach such an active community, HDB had to “stay in the loop” and up-to-date to catch important

information affecting the work. In the end, the shift from working the process to working with the community was an important challenge that is leading to a deeper community experience.

## Key Partners:

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Community residents, Achievement Centers for Children and Families, Boys Town South Florida, The City of Delray Beach, Delray Beach Community Redevelopment Agency (CRA), EJS Project, Families First of Palm Beach County, Florida Atlantic University, National Alliance on Mental Illness (NAMI), West Atlantic Redevelopment Coalition (WARC), Golden Parents Inc., Pine Grove Elementary School, Delray Sports Exhibitors, MorseLife, Palm Beach County Substance Awareness Coalition, Delray Beach Drug Taskforce, Living Skills In The Schools/The Crossroads Club, Calibrand Consulting, School District of Palm Beach County, Village Academy, Palm Beach County Youth Services Department, Legacy of Frog Alley Ancestors, City of Delray Beach Parks and Recreation, Ruth and Norman Rales Jewish Family Services Inc., Greater Delray Beach Chamber of Commerce, Alpert Jewish Family and Children's Services, Chrysalis Health, Genesis Community Health, Atlantic High School, Delray Beach Police Department, City of Delray Beach City Manager's Office, Skye High Fitness, Coalition of 100 Black Women, Old School Square, Milagro Center, Digital Vibez, Boca Raton's Promise, Palm Beach County Action Alliance for Mental Health, Mayor's Taskforce

## New Partners:

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Delray Beach youth, HDB Ambassadors, Carver Middle School, Toussaint L'Ouverture High School, Legal Aid Society of Palm Beach County Inc., Southeast Florida Behavioral Health Network (SEFBHN), Kerri Berkowitz/Restorative Justice Practices National Trainer, Center for Child Counseling, Delray Beach City Commission, New Generation of Frog Alley, Gulfstream Goodwill Industries, The Caring Kitchen, 2-1-1 Palm Beach/Treasure Coast, St. Matthews Church, Elite Business Growth Solutions, Elizabeth Heir, Southgate Design

## Goals:

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1. Community Engagement - Increase community knowledge of behavioral health and confidence in HDB; Increase community partnerships and collaboration.

2. Programs and Practices - Increase knowledge of evidence-based practices through research and training; Support implementation and evaluation of prevention and early intervention pilot projects; Increase knowledge and awareness of community-based behavioral health services to bridge the gap between the community and the behavioral health delivery system (information and referral); Increase support for community residents accessing the behavioral health system (support services); Increase availability and access to high-quality, cost-effective community-based behavioral health services (one stop shop).
3. Governance and Sustainability - Distribute funds to support Healthier Delray Beach initiatives; Provide oversight of Steering and Workgroup membership to support HDB infrastructure; Develop a sustainability framework.
4. Marketing - Increase awareness of Healthier Delray Beach; Decrease stigma associated with behavioral health challenges.

## Process and Implementation Outcomes:

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- Outcome: **Community-led process**

Progress:

HDB follows...

- HDB reworked community meetings into Community Connections - where neighbors come to meet, share, and connect.
- Five (5) resident champions have become the first HDB Ambassadors.
- HDB Steering Committee Member and Ambassador, Emanuel “Dupree” Jackson, continued to inspire as he was recognized at the Collective Impact Conference in Canada and emceed the Resident Leadership Conference for the Healthier Together communities.
- On a regular basis, the community shared event announcements with HDB, requesting for the initiative to forward information to its followers.

Associated Media:

- [HDB Attends the Resident Leadership Conference](#)  
[ Post ]
- [HDB hosts its first Community Meeting of Year 2](#)  
[ Post ]



Associated Attachments:

- [Download File "Community-Connections-1.png"](#)
- [Download File "File\\_ooo.mp4"](#)

- Outcome: **Diverse community engagement and communication**

Progress:

HDB communicates...

- Three (3) community members - representing church, law enforcement, and a respected citizen - joined the HDB Steering Committee. The youth leading Teen Life in HD**b** also attended Steering meetings to present action steps.
- Workgroups attracted six (6) additional lifetime residents taking on new leadership roles in the community along with 5 additional behavioral health professionals.
- Community Connections – the newly-revamped community meeting - welcomed more than 60 residents to “break bread” and foster new relationships.



Associated Media:

- [Expanding Our Reach](#)  
[ Post ]
- [HDB Celebrates Mental Health Awareness Month](#)  
[ Post ]
- [Teen Life in HD\*\*b\*\* Hosts its Pilot Event](#)  
[ Post ]



Associated Attachments:

- [Download File "Teen-Life-in-HDB-6-page-001-2.jpg"](#)
- [Download File "Stay-connected-page-001.jpg"](#)
- [Download File "September-is-Suicide-Prevention-Awareness-Month-at-HDB.pdf"](#)
- [Download File "August-Newsletter.pdf"](#)
- [Download File "July-Newsletter.pdf"](#)
- [Download File "June-Newsletter.pdf"](#)
- [Download File "May-Newsletter.pdf"](#)
- [Download File "April-Newsletter.pdf"](#)



- Outcome: **Quality, meaningful collaboration**

Progress:

HDB connects...

- With 11 new Steering and Workgroup members, a total of 46 community members met regularly to achieve 45 actions steps on the strategic plan.
- Community groups have asked HDB to get involved in their events from planning to sponsorship to vendor participation (16).
- HDB sponsored “Guns Down, Kids Up” – a block party arranged by New Generation of Frog Alley, a group of neighbors coming together to combat violence on their street.
- City Planners Office invited HDB to include behavioral health indicators in the



updated City Comprehensive Plan.

- Teen Life in HDb partnered with the AVID, art, photography, and film production classes as well as We the People, the LGBTQ club at Atlantic High School, to spread awareness among Delray Beach youth.
- HDB worked with Boca Raton's Promise to award a paid internship with Information Television Network (ITV) to the newly-appointed Teen Life in HDb President.
- Legal Aid requested to co-host HDB Community Connections in August 2016 – providing dinner and a brief presentation about their services.
- An average of 50 providers continued to attend the quarterly Resource Roundtable meetings to network and problem-solve service gaps in Delray Beach.
- The School District of Palm Beach County gave \$5,000 to support HDB's Restorative Justice Practices and Trauma-Informed Communities training in August 2016.
- The Delray Beach community has provided approximately 597 hours of volunteer time from April to September 2016 - estimated at \$13,731 of total investment (based on United Way of Palm Beach guidelines).

Associated Media:

- [HDB Does Back To School](#)  
[ Post ]
- [HDB Hosts Restorative Justice Practices](#)  
[ Post ]
- [HDB Workgroups – Where Are They Now?](#)  
[ Post ]
- [Hurdling Barriers at the Healthier Delray Beach Resource Roundtable](#)  
[ Post ]
- [TEEN LIFE IN HDB](#)  
[ Post ]



Associated Attachments:

- [Download File "Resource-Roundtable-Meeting-7-2016-2.png"](#)
- [Download File "File\\_ooo-1.mp4"](#)



- [Download File "impact-](#)



TEEN LIFE IN HD

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## Detailed Narrative:

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### *Deepening the HDB Community*

How do we deepen our community experience? The question resonates throughout the core of Healthier Delray Beach's (HDB) work in the second year of this community-driven initiative aimed at improving the behavioral health of Delray Beach residents.

Paul Born, author of [Deepening Communities: Finding Joy Together in Chaotic Times](#) (2014), provides four guidelines to a deeper community:

- 1) Share resident stories;
- 2) Take time to enjoy one another;
- 3) Take care of each other; and
- 4) Work together for a better world.

With the desire to make true community impact, HDB answered in April-September 2016 by utilizing these four pillars to define the initiative's work (awareness, acceptance and access) and deepen the experience for all.

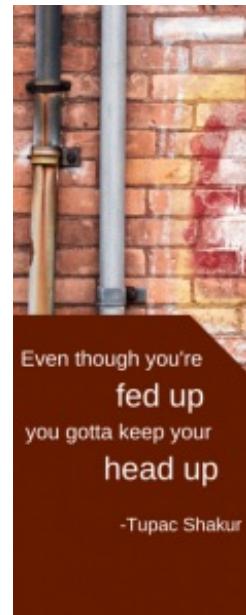
### **Community Sharing**

*To share is to be aware.*

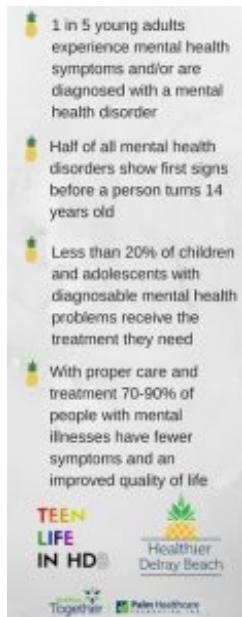
HDB advocates for awareness as an important first step in realizing the path towards acceptance and access for all residents in need of support. Taking a dose of its own medicine, HDB valued time “with the community, in the community” to get to know residents better and honor their stories.

HDB provided learning opportunities ...

- Monthly newsletters began circulation to over 770 people, reporting about the initiative, behavioral health, local resources and community events (April 2016).
- HDB utilized Facebook, Twitter and Instagram to alert the community to local activities as well as post facts and tips coinciding with the behavioral health themes of each monthly newsletter.
- HDB social media sites were flooded with pictures of the community wearing green for Mental Health Awareness Month as part of HDB’s “Get Your Green On” campaign (May 2016).
- Teen Life in HD**b** – the youth-led group of HDB – threw the first event during lunch periods at Atlantic High School. More than 500 students were provided with informational bookmarks, participated in surveys, danced and conveyed uplifting messages through poem and song (May 2016).
- Mental Health First Aid was offered in Delray Beach by HDB and Alpert Jewish Family and Children’s Services for the third time free of charge (May 2016), totaling 78 community members trained thus far.
- 86 professionals serving youth in Delray Beach (including representation from every public and charter school in the area) attended Introduction to Restorative Justice Practices (RJP) and Trauma-Informed Communities. The training was co-hosted by HDB and the School District of Palm Beach County and facilitated by Kerri Berkowitz
  - national RJP trainer, Center for Child Counseling and Palm Beach County Youth Services (August 2016).



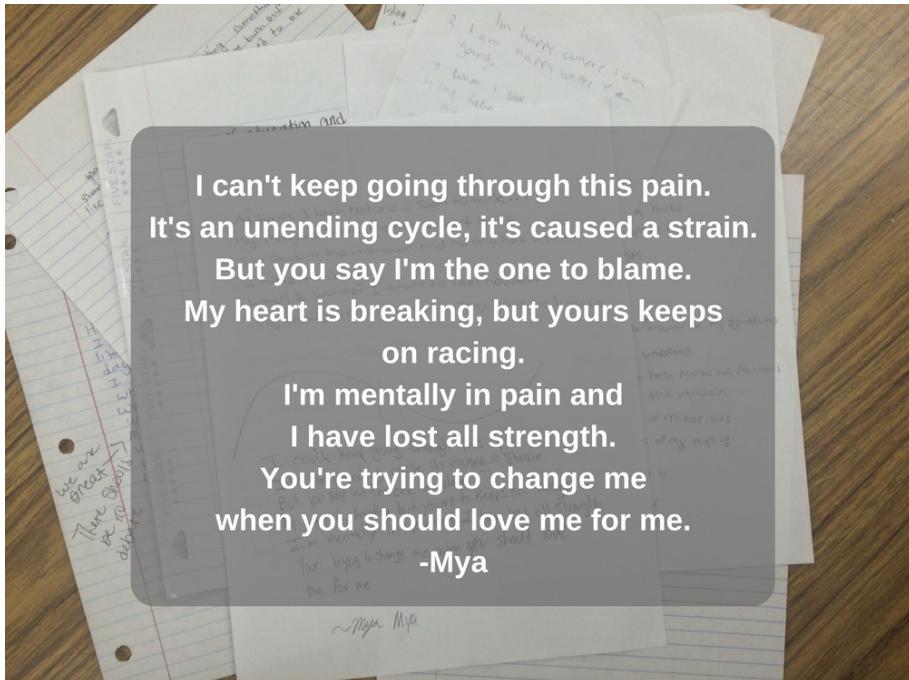
- 33 after school and school staff then participated in an additional 3-1/2 days of intensive instruction in Restorative Justice Practices training with Ms. Berkowitz to learn collaborative, strength-based approaches to working with youth (August 2016).
- Presentations about HDB were made across the community to groups from the Delray Beach Sunrise Kiwanis Club to the Greater Delray Chamber of Commerce (April-September 2016).
- Steering Committee member and Ambassador, Emanuel Dupree Jackson, emceed Palm Healthcare Foundation's Resident Leadership Conference where members from each Healthier Together community (10 people attended from Delray Beach) were invited to participate in leadership workshops facilitated by Neighborworks.



The community in turn “schooled” HDB ...

- In May, two Delray Beach residents bravely shared their experiences of trauma and hope at the community meeting with the 61 community members in attendance. Angela Williams told her story of family suicide and resiliency while Jesula Jeannot spoke of living through the Haitian earthquake and the support that has helped her.
- HDB members attended racial equity workshops where history was exposed, attitudes were challenged and new insights emerged (May/June 2016).
- As a result of the Restorative Justice Practices training, participants from the Achievement Centers for Children and Families and Village Academy School began utilizing techniques not just with children, but also with staff in meetings to create space for learning from one another and encouraging understanding amongst co-workers (August-September 2016).
- Approximately 50 Youth recited poetry about their own behavioral health challenges at the first Teen Life in HD meeting of the new school year (September 2016).
- 11 Steering Committee and workgroup members were given the opportunity to attend Collective Impact conferences from Florida to Canada and learn from the successes and challenges of similar initiatives throughout the world (May-September 2016).





Poetry created by Teen Life in HD<sup>b</sup> students at their first meeting of the school year.

## Community Taking Time

*To be aware is to inspire acceptance.*

Making connections with neighbors and honoring community is necessary for building trust and leveraging support. As HDB met with residents to understand and tackle challenges together, the initiative did its part to foster relationships and find time to celebrate along the way.

HDB linked and referred ...

- HDB's first grant award funded a portion of the Community Liaison position at the Achievement Centers for Children and Families. As part of the Family Strengthening team, the Community Liaison contributed to serving 936 families and supporting them with 125 referrals for behavioral health services and supports as well as emergency assistance.
- HDB introduced providers to providers via email and meetings in an effort to prompt collaboration and close the service divide.
- At the Resource Roundtable, 42 providers were asked to "start where the residents are" by participating in discussion around community assets and how to build services based on them (July 2016).
- Also in July, HDB held a series of 3 small provider meetings to re-introduce the Healthy Beginnings System (initiative of the Children's Services Council), learn more about the ACEs initiative and trauma services available (Center for Child Counseling), and provide an arena for local behavioral health services to network and share referral processes.
- 5 neighborhood leaders officially became the first class of HDB Ambassadors as the program was launched through an orientation and breakfast (August 2016).
- At the request of the community, HDB forwarded announcements regarding trainings, new programs, and upcoming events via email and social media to the almost 800 recipients added to HDB's growing database.
- HDB created an additional avenue for residents to receive news and reminders by offering a text alert system on their cell phones.
- Teen Life in HDb's President received a summer internship with International Television Network (ITV) through the relationship between HDB and Boca Raton's Promise. The summer intern helped to create the #iPromise2 campaign promoting behavioral health awareness.



The community in turn invited HDB ...

- HDB was asked to participate in 16 local events (April-September 2016). From Father's Fun Day to a neighborhood block party, HDB was able to enjoy time with residents while also distributing resources.

- Even on break, Teen Life in HDb continued coming together throughout the summer to brainstorm ideas for the next school year. When school did begin, Atlantic High School included HDB in their club rush event, and over 90 new students joined the Teen Life group (June-September 2016).
- Not ignoring the business community in Delray Beach, HDB became a member of the planning committee for the Greater Delray Beach Chamber of Commerce Nonprofit Council – at the Chamber’s request. (April 2016).

## **Community Caring**

*To accept is to care.*

As HDB created opportunities to learn more and connect with the community at a deeper level, further questions were raised and better solutions for care have followed.

HDB offered support ...

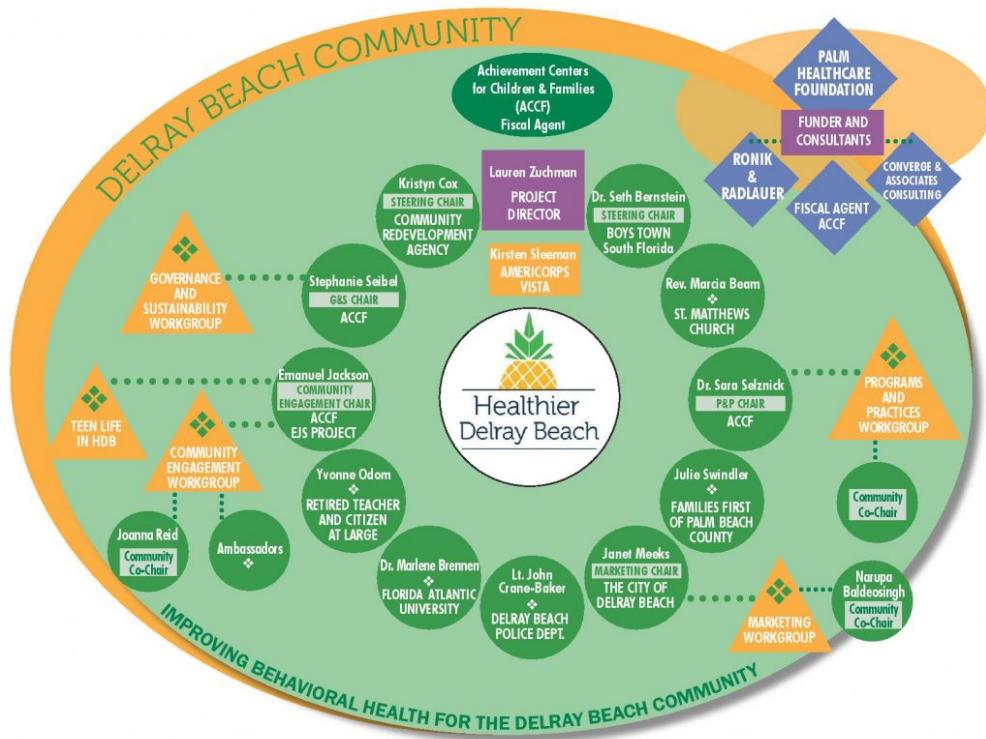
- Following introduction to New Generation of Frog Alley (a group of neighbors), HDB sponsored their block party entitled “Guns Down, Kids Up” – an effort to connect families on their street and fight recent violence in the area.
- HDB subsidized additional events at Pompey Park and Catherine Strong Park – family recreation areas in Delray Beach priority neighborhoods.
- Originating with participation on the Delray Beach Homeless Initiative Steering Committee, HDB and local partners problem-solved and co-presented strategies to the City Commission in August. With the support of the Commissioners, the Delray Beach Homeless Taskforce was created and HDB continues contributing behavioral health expertise.
- HDB attended multiple meetings concerning the demolition and reconstruction of the Delray Full Service Center (a potential future site for a one stop shop). Currently, the project is on hold as the community awaits a vote on election day per the surplus tax (funding that could assist with building restoration).
- HDB co-hosted with 8 partners the Birth to 22: Youth Master Plan Community Conversations Update meeting as follow-up to the original event held in March 2016.
- Co-Chairs for the HDB Steering Committee met with their counterparts from the other Healthier Together communities to offer insight and support as the newer initiatives got started.



Delray Beach Homeless Initiative

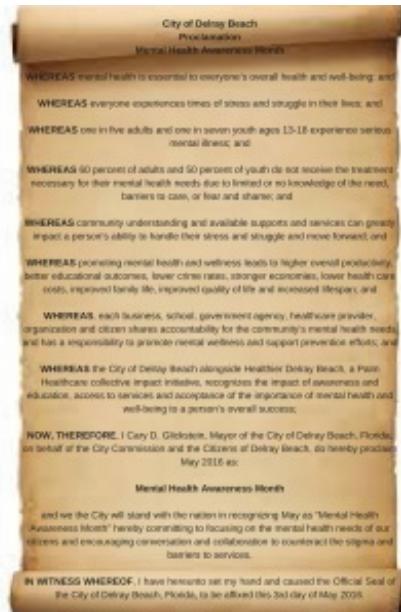
- The HDB Project Director also provided guidance to the Healthier Neighbors and Healthier Boynton Beach Directors as they settled into their roles.

The community in turn sustained HDB efforts ...



- Three new Steering members with diverse experience volunteered to join the Committee to represent faith-based, law enforcement and citizen perspectives. In addition, youth from Teen Life in HDb began attending Steering meetings to support the youth voice in discussion (April-June 2016).
- Following HDB's presentation at the City Commission Meeting, the Mayor signed a proclamation declaring May as "Mental Health Awareness Month" (May 2016).
- The City Manager's Office requested assistance from HDB to inform the process of updating the City Comprehensive Plan per resident behavioral health needs and approaches to overcoming these challenges (July 2016).
- Legal Aid Society of Palm Beach County supplied dinner for participants at Community Connections in August and while there offered information about their free legal services.
- The School District of Palm Beach County not only sponsored the 4-day Restorative Justice Practices training held in August but continues to back efforts by providing staff support for upcoming RJP learning community activities in Delray Beach.
- After a successful block party, members of New Generation of Frog Alley joined the HDB Community Engagement Workgroup and shared their ideas for future community gatherings (September 2016).

- The Delray Beach Police Department partnered with HDB to schedule Mental Health First Aid training for officers. Due to low turnout, the classes in April were cancelled. However, the DBPD showed their commitment by volunteering Lieutenant Crane-Baker for the Steering Committee and proposing to co-host racial equity workshops with HDB.
- Southeast Florida Behavioral Health Network (SEFBHN) – the local managing entity – and the National Alliance on Mental Illness (NAMI) reached out to HDB to include the initiative in planning for a crisis services panel. The panel – made up of providers and experts in the county – will provide an opportunity for the community to learn about the process for receiving mental health support.
- HDB has received in kind support (office, meeting and event space; trainers at no cost; advertising; and materials) from 7 separate entities – Pine Grove Elementary School, Delray Beach Parks and Recreation, City of Delray Beach, Old School Square, Delray Beach Public Library, Center for Child Counseling, and Palm Beach County Youth Services Department.



## Community Planning

*To care is to grow.*

From this strengthened relationship with the community, HDB strived to deepen understanding of community needs and choose strategies based on what Delray Beach has to offer, building on strengths and assets already available in Delray Beach. HDB also looked at current practices and incorporated more resident-friendly processes to encourage further community involvement.

HDB worked ...

- After HDB attended equity trainings and debriefing meetings throughout the summer, HDB along with partners like the Delray Beach Police Department committed to bringing the same learning to Delray Beach and to promoting action towards equitable community development.
- HDB has since reached out to the Palm Beach County School Board and Racial Equity Institute to schedule racial equity workshops.

- Local agencies – Pathways to Prosperity and Palm Beach County Youth Services Department – offered to co-host a poverty simulation, and Old School Square donated the event space. HDB is now coordinating with all partners to choose a date and advertise.
  - The community meeting was transformed into “Community Connections” where residents could come to meet and share, get to know what is happening in Delray Beach, and utilize their talents to support growth. In August, neighbors were connected to neighbors when approximately 60 residents joined HDB for this new gathering.
  - Teen Life in HDb created a calendar of monthly topics and workshops that would include speakers, fun activities promoting acceptance, and opportunities for youth to provide support to youth.
  - HDB hired homegrown Delray Beach professionals to help develop the new website (coming in November), update flyers and promotional items, and provide photography and marketing support.
  - HDB established an ad hoc evaluation workgroup and conferred with a new consultant hired by Palm Healthcare Foundation to clarify the “changes we want to see” in a plan that is easily followed and transparent to the community.



The community in turn answered ...

- Teen Life in HDb was introduced in 3 additional Delray Beach schools, and faculty have begun to step forward to sponsor new groups at Village Academy, Carver Middle School and Toussaint L’Ouverture High School. Eventually, the groups will be linked together for youth connection across the community.
- The Delray Beach Police Department is securing funding to employ a behavioral health advocate on staff.
- 2-1-1 Palm Beach/Treasure Coast and HDB worked on creating an information system specific to Delray Beach resources.

HDB aspires to create a community of acceptance and support by moving from “same old, same old” to a more refined approach of building from longstanding relationships and making new resident connections. For in the words of Meg Wheatley, American writer and management consultant, “whatever the problem, community is the answer.”

### Lessons Learned:

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*To grow is golden.*

From resident to neighborhood to system of care, HDB continues to grow and seeks to improve behavioral health by way of a stronger, more unified community. HDB realizes fresh lessons learned with each new community experience and relationship developed.

- 1) Because communities are ever-changing, a well-informed initiative is a successful initiative. Keep all fingers on the pulse!
- 2) With constant change comes community work that is messy and without direct path. Be patient, be flexible and stay focused!
- 3) As the work is chaotic and behavioral health is already a complicated area of focus, accomplishing straightforward actions is the best chance for success. Keep it simple!
- 4) With trust comes resident support, initiative strength, and community healing. Build trust and the rest will follow.

Top three things you are proud to have accomplished through your work with Healthier Together:

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1. Community Engagement: Youth have joined the initiative to spread awareness through Teen Life in HDb.
2. Community Leadership: HDB Ambassador and Steering Committee member, Emanuel Dupree Jackson, has taken his local leadership to the next level by emceeing and presenting at countywide and international conferences.

3. Community Commitment: HDB has made a dedicated shift to deepen resident engagement and address core issues as the initiative works together with the community to achieve real change.

Top three challenges you have faced with your work with Healthier Together:

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1. Community Engagement: With multiple HDB projects happening at once, momentum for all is bound to “wax and wane.” HDB is following community energy to achieve action steps while remaining dedicated to the original intention of the initiative and not forgetting to revisit “parked” ideas when the time is right.
2. Community Leadership: With intention to improve the behavioral health of residents, the HDB team still works diligently to determine the best evaluation process and plan for capturing initiative impact over time.
3. Community Commitment: A shift in thinking and action takes open-minded individuals whom are willing to devote time, make great effort, and work together towards a common agenda. HDB has a lot more work to do but is up for the task.

Next Steps:

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Healthier Delray Beach workgroups keep moving forward with next steps!

#### Community Engagement

- Community sponsorships – supporting Teen Career Day, Delray Speaks and the Men’s Room Conference
- Community reach – vendor at Kidsfest, Volunteer Delray, and Carver Middle School club rush
- Community gathering – hosting the Community Connections celebration and Ambassador presentations throughout Delray Beach

#### Programs and Practices

- Best practices – offering Restorative Practices Learning Community and Mental Health First Aid classes
- Best programs – funding Community Liaison position
- Best developments – organizing a poverty simulation, racial equity workshops, and HDB evaluation tools

#### Governance and Sustainability

- Managing membership – inviting additional workgroup contributors

- Managing financials – determining new grant opportunities and supporting a second year of the Community Liaison position at Achievement Centers for Children and Families
- Managing expectations for future years – supporting development of a service collaborative and clarifying Achievement Center's role as backbone agency

### Marketing

- Mixing media – launching the new website and circulating monthly newsletters
- Mixing community – bringing residents together through door-to-door outreach and video
- Mixing it up – creating new campaigns to raise awareness and encourage acceptance

And don't forget about ...

### Teen Life in HDb

- Expanding their network – linking to additional Delray Beach schools
- Expanding their skills – providing opportunities for youth to work with professionals
- Expanding their minds – holding monthly behavioral health workshops for youth, led by youth