



PBC COMMUNITY SERVICES DEPARTMENT MARCH 20, 2020 – UPDATES

UPDATES

Community Services Department (CSD)

All CSD offices are closed for walk-in visits to prevent the spread of COVID -19.

Division of Human and Veteran Services (DHVS)

Homeless and Prevention Services

DHVS is not taking in-person appointments, but is still scheduling appointments over the phone through the Lewis Center at 561-904-7900. Appointments will be scheduled for a phone interview only.

Veteran Services

Veteran Services appointments are available only via phone at 561-355-4761.

Senior Services

Senior Centers

The County's three (3) Senior Centers remain closed and are being used as distribution site to provide current and active congregate meal program clients with shelf-ready meals.

Congregate meals

In attempting to avoid disruption in service to our Palm Beach County seniors who attend congregate meal sites, shelf stable meals are being offered **for current and active clients**.

- The three (3) Senior Centers are distribution sites located at:
 - Mid County Senior Center, 3680 Lake Worth Road, Lake Worth
 - North County Senior Center, 5217 Northlake Boulevard, Palm Beach Gardens
 - West County Senior Center, 2916 State Road #15, Belle Glade
- Current and active clients will receive two (2) week boxes of shelf-stable meals between 10 a.m. and 2 p.m. Next meal supply will be available on Friday, April 3, at any of the above-mentioned senior centers.
- Participants may drive to their nearest senior center to pick up their two-week meal supply.
- Registered seniors who are in need but are unable pick up their meals or rely on Palm Tran transportation to the meal site, can call (561) 355-4746 or (561) 355-4740 for assistance scheduling their shelf-ready meal delivery.

Congregate Meal Program distribution hours at the senior centers will be Monday thru Friday from 10:00 a.m. – 2:00 pm.



Adult Daycares

Adult day care centers at the Mid County and North County Senior Centers will be closed effective Monday, March 23, 2020. Participant's caregivers were contacted and given additional resources and services, where needed.

In-home Services

At this time, contracted vendors continue providing in-home services by conducting assessments over the telephone, as approved by the Department of Elder Affairs/ Area on Aging Agency, in efforts to continue practicing social distancing. Additionally, adult protection cases services will be provided to seniors without an in-person assessment.

EHEAP

FPL and Lake Worth Utilities are to holding off on the disconnections. However, clients may apply for EHEAP services via our online portal – www.pbcgov.com/OSCARSS or call (561) 355-4792.

Volunteer Programs

The Stipend Senior Companion Program volunteers and RELIEF volunteers are providing services over the telephone.

Outreach

Outreach will be conducted through writing to minimize the spread of the virus and ensure the wellbeing of our clients and employees.

Community Action and Farmworkers

To ensure the continuity of services to our families and children, Low-Income Home Energy Assistance Program (LIHEAP) clients are encouraged to apply for services online using the Self-Service Virtual Appointments System— OSCARSS' online application that allows clients to apply and process a complete LIHEAP application from any computer or mobile device without the need to come to the office.

Ways to apply:

- To access the Self-Service Virtual Appointment System application, go to www.pbcgov.org/OSCARSS.
- Call 561-355-4792 or “Ask a Question” on our website at <http://survey.pbcgov.com/s3/CSD-CommunityAction-ContactUs> to:
 - Ask questions on how to apply;
 - Schedule an appointment for a callback over-the-phone appointment;
 - Request that an application is sent to you via email/regular mail.