



Community Services

Mission

To provide and facilitate comprehensive senior services to the elderly population residing in Pembroke Pines.

Goals

To provide a quality multi-function social service delivery system, and specifically designed senior programming that encompasses a variety of activities and core social services geared towards meeting, targeting, and servicing our over 55 senior population residing in the southwest Broward community.

Objectives

To plan and implement the following services to the 55 years of age and older population:

- Recreation
- Health support services
- Transportation
- In-home services coordination
- Counseling
- Public education
- Volunteer services
- Social services
- Nutrition program
- Adult daycare services
- Senior housing
- Alzheimer's adult daycare services
- Relief/respite

Major Functions and Activities

The Pembroke Pines Community Services Department/Southwest Focal Point Senior Center facilitates comprehensive senior services to those 55 years of age and older residing in southwest Broward County.

The complex is an approximately 53,000 square foot facility offering eleven core social services developed and designed exclusively for the geriatric population. The facility includes a library, gym, billiard room, classrooms, two computer labs, and a main hall as well as over 5,000 square feet dedicated to Adult Day Care and Alzheimer's Day Care Programs. The diversified utilization includes university classes and professional training programs, meetings for clubs and organizations, and special City events. Facility rental is available for meetings, parties, and other social events.

~ INFORMATION and REFERRAL - All key staff members are trained to provide a knowledgeable response to senior inquiries. Knowledge gained through this service provision helps the seniors to identify their service needs and gather the data necessary to utilize the resources and opportunities available to them. Additionally, a social worker is on staff to provide comprehensive case management services.

~ RECREATION - Recreational activities are planned to meet the social and physical needs of the senior client, as well as to promote mental stimulation to encourage self-initiated use of leisure time activities. Along with daily activities, special events, shows, and field trips are scheduled.

~ HEALTH SUPPORT SERVICES - Health Support Services is a comprehensive health maintenance program inclusive of core services such as: physical fitness, health, blood pressure screening, health assessment, monitoring of self-administered medication, nutrition, and health-related referral. Additionally, all staff is certified in first aid and CPR to assist in medical emergencies.

~ COUNSELING - The supportive counseling program is facilitated via mental health professionals. The program is designed to assist by means of assessment. The counselor formulates a basic strategy to help the client address issues, resolve pressing problems, reduce or eliminate stress, and develop solid coping mechanisms. Both one-on-one and group counseling are offered on location. When psychiatric evaluation or specialized counseling is warranted, a referral is initiated and alternative resources are offered in an effort to deliver appropriate case management and secure appropriate placement.

~ ADULT DAY CARE - Coordinated under the supervision of a Day Care Coordinator, this program is specifically designed to provide a protective, structured environment with emphasis on remedial and restorative services for the frail and/or functionally-impaired adult in an effort to prevent or delay institutionalization.

~ PERSONAL CARE - This program provides assistance with eating, dressing, personal hygiene, and other activities of daily living.

This service is provided through coordination with a home health agency.

~ HOMEMAKER - The accomplishment of specific home management duties including housekeeping,



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laundry, cleaning refrigerators, clothing repair, minor home repairs, meal planning and preparation. This service is provided through coordination with a home health agency.

~ **RESPITE** - A relief or rest for a primary caregiver from the constant/continued supervision, companionship, therapeutic and/or personal care, of a functionally-impaired older person for a specific period of time. This service is provided through coordination with a home health agency.

~ **ALZHEIMER'S DAY CARE** - This is coordinated under the supervision of the Alzheimer's Day Care Coordinator. The program is specifically available to those diagnosed with Alzheimer's disease, and is designed to maintain the current level of function in an effort to delay institutionalization. The program also provides respite and a monthly support group for caregivers.

~ **VOLUNTEER SERVICES** - The provision of a volunteer services program has proven to be a valuable enhancement to senior services offered at the Southwest Focal Point Senior Center. The Recreation Supervisor recruits, screens, trains and places prospective volunteers in appropriate positions within the Southwest Focal Point Center as well as various City departments and community organizations. When requested, bilingual volunteers are recruited and placed appropriately.

~ **PUBLIC EDUCATION** - The Public Education Program is facilitated by the Information and Referral Specialist/Social Worker, Counselor, and Health Support Services Coordinator. This specific group of staff members offers a wealth of knowledge and a wide range of areas of expertise. Events such as health fairs, social service fairs, crime prevention workshops, hurricane preparedness training, and speaking engagements are planned to provide education and service resources to older adults and their families.

~ **TRANSPORTATION** - The Transportation Administrator supervises this program. Transportation is provided or coordinated for residents 60 years of age and older without access to a vehicle and/or not holding a valid Florida driver's license. Service is available via advance reservation at the Senior Center site. Transportation services are provided for medical and dental appointments, pharmacies, social service agencies, supermarkets, shopping malls, banks, post offices, center-sponsored field trips, as well as cultural and civic events. Community bus service is also provided to increase the number of destinations within the City limits that

can be reached through public transit. Five Community buses run along two fixed routes (gold and green) serving many designated stops in western Pembroke Pines. In addition, ADA/Paratransit service Transportation Options is provided to seniors with disabilities who are functionally unable to use the regular fixed-route bus system. The service is made available through an agreement with Broward County Paratransit. All van drivers possess a valid Florida commercial driver's license with passenger endorsement, special certifications, and are certified in first aid and CPR.

~ **SPECIAL PROGRAMS** - The Community Services Department hosts and sponsors several special programs. An on-site nutrition program is available to provide seniors with a hot meal meeting the one-third recommended daily allowance (RDA) requirements via the Broward County Meals on Wheels. Other programs include the Energy Assistance Program, and programs coordinated for the visually impaired, hearing impaired and handicapped person. The center also sponsors English For Speakers Of Other Languages (ESOL) classes provided by the Community School, and the Respite for Elders Living in Everyday Families Program that provides screened volunteers to facilitate respite for caregivers of homebound seniors. Intergenerational programming takes place on a daily basis at the center.

Budget Highlights

The Antique and Collectible Shows will be held in April and October. These are very successful fundraisers with over 50 participating dealers.

"Murals take seniors to faraway places" by Artist Rey Lozano who has donated his time and talent to paint beautiful murals throughout the Senior Center.

Continue solid partnership with private, non-profit and educational institutions to promote senior services and advocacy efforts with: Nova Southeastern University Center for Psychological, Studies, Aging & Disability Resource Office, Leeza'z Place, Barry University School of Social Work, and Memorial Health Care System.

2009-10 Accomplishments

The Antique and Collectible Shows held at the Senior Center in October 2009, hosted over 50 dealers and collected \$6,181. Proceeds from these shows were used to purchase a new phone system in the amount of \$13,990.

Community Services Performance Measures

Indicator	2007-08		2008-09		2009-10	2010-11
	Actual	Goal	Actual	Goal	Goal	Goal
Outputs						
Number of unduplicated clients	3,921	3,714	3,250	3,583	3,900	3,300
Units of service (Services covered by OAA Title IIIB and IIIE Grant)	250,833	212,535 +	101,888*	229,138	149,750*	82,997 #
Effectiveness						
% of people who requested and received recreational services	100%	100%	100%	100%	100%	100%
Social service client hours per each senior (60+) in target area	1,375	1,547	1,730	1,585	1,615	1,880

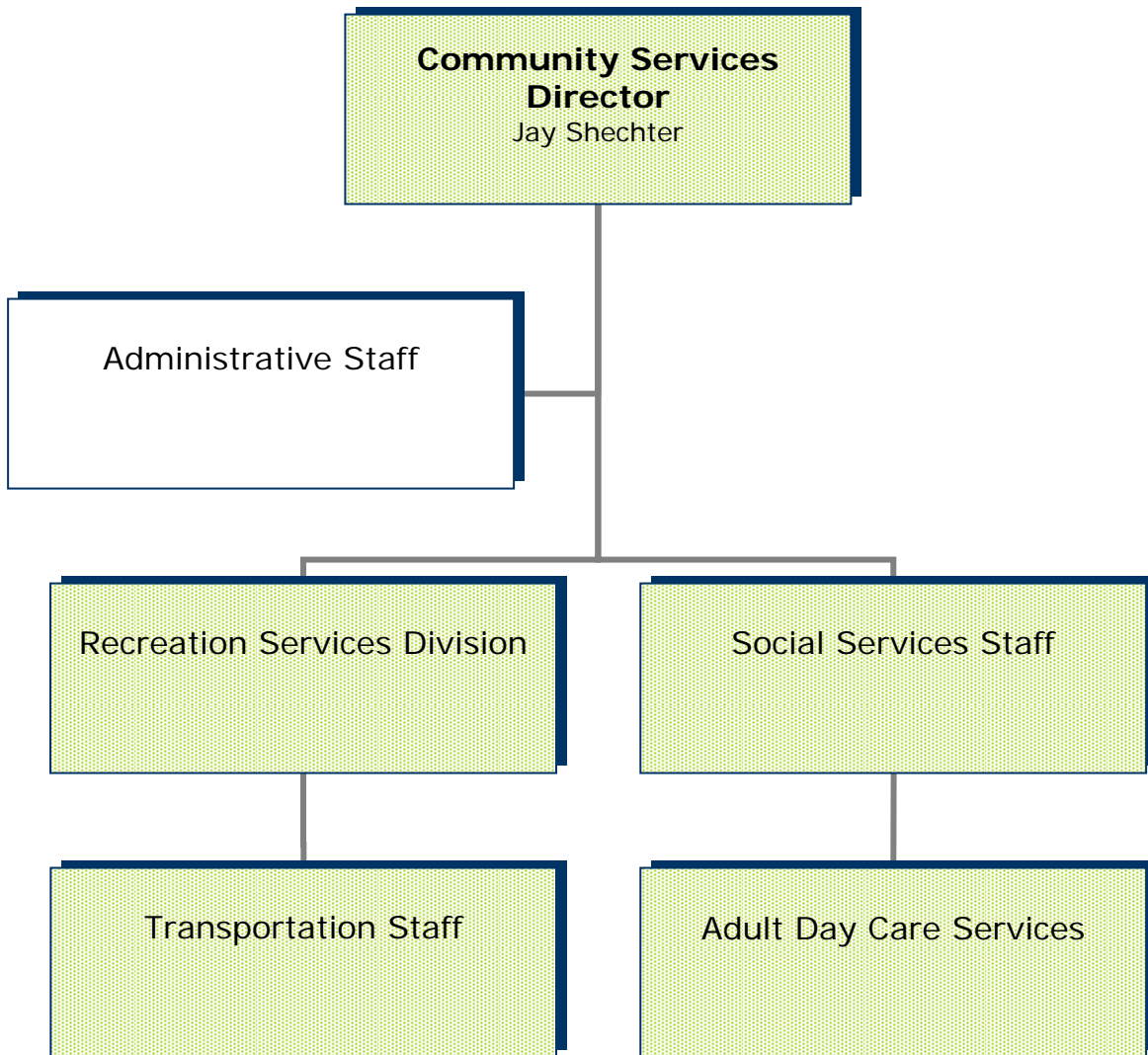
+ Amended contract amount is 230,695.

* Due to a new Department of Elder Affairs (DOEA) regulation, individual class attendance will no longer be counted as a service unit. Only classes will be counted, regardless of the number of participants. Hence, the reduction in fiscal year 2009-10 goal for units of service.

Due to a new DOEA regulation, the no. of clients receiving a Health Support Individual Service (HSUI) will no longer be counted as service unit. Only the service will be counted regardless of the no. of clients receiving the service. For example, under this change 35 clients receiving 1 hour of blood pressure checking would be counted as 1 unit of service.

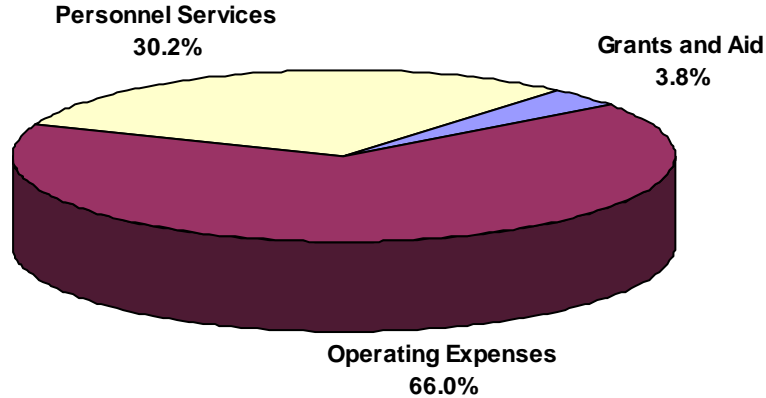
COMMUNITY SERVICES

Organizational Chart



 Shading indicates direct public service provider

Community Services - Expenditure Summary



Expenditure Category	2007-08 Actual	2008-09 Actual	2009-10 Budget	2010-11 Budget
Personnel Services				
Salary	982,872	677,222	279,207	143,523
Benefits	543,352	304,870	150,100	89,621
Personnel Services Subtotal	1,526,224	982,092	429,307	233,144
Operating Expenses				
Other Contractual Services	165,819	157,415	195,927	244,842
Travel Per Diem	525	-	555	-
Communication and Freight Services	33,794	29,202	25,400	33,000
Utility Services	126,461	133,270	125,900	142,380
Rentals and Leases	277	293	500	400
Repair and Maintenance Services	66,923	41,167	70,890	53,180
Printing and Binding	964	955	633	1,000
Promotional Activities	1,841	-	-	-
Other Current Charges and Obligatio	2,180	-	-	-
Office Supplies	8,502	6,248	5,500	6,000
Operating Supplies	34,686	29,890	39,197	28,900
Publications and Memberships	949	781	1,440	670
Operating Expenses Subtotal	442,922	399,221	465,942	510,372
Capital Outlay				
Machinery and Equipment	4,457	13,990	-	-
Capital Outlay Subtotal	4,457	13,990	-	-
Grants and Aid				
Aids to Private Organizations	5,733	11,827	29,571	29,571
Grants and Aid Subtotal	5,733	11,827	29,571	29,571
Total	1,979,336	1,407,130	924,820	773,087

Community Services - Personnel Summary

Position Title		2007-08 Actual	2008-09 Actual	2009-10 Budget	2010-11 Budget
12007	Assistant Director Community Services	1	-	-	-
12084	Community Service Director	1	0.5	0.5	0.5
12224	L.P.N.	2	-	-	-
12510	Activities Specialist	1	-	-	-
12525	Administrative Assistant I	1	1	-	-
12543	Activities Coordinator	1	1	1	1
12559	Recreation Supervisor II	1	1	-	-
12562	Recreation Supervisor I	1	-	-	-
12630	Certified Nurses Aide	1.75	-	-	-
12685	Clerical Aide	1	1	1	1
12690	Clerical I/Custodian	1	-	-	-
12884	Executive Assist	-	-	-	-
13162	Community Services Director	-	-	-	-
13548	P/T Senior Center Aide	1	-	-	-
13563	P/T Recreation Leader	4	-	-	-
13602	P/T Recreation Specialist	2	-	-	-
13681	P/T Clerk Spec II	5	-	-	-
Total	Full-time	12.75	4.5	2.5	2.5
	Part-time	12	-	-	-