



Community Services

Mission

To provide and facilitate a network of services to individuals residing in Southwest Broward County.

Goals

To provide a quality multi-function social service delivery system, which encompasses a variety of activities and core social services geared toward meeting, targeting and servicing our members. Specific programs are designed to meet the needs of those 60 years of age or older.

Objectives

To plan and implement the following services for our members:

- 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/respice

Major Functions and Activities

The Pembroke Pines Community Services Department/Southwest Focal Point Senior Center facilitates comprehensive services to those residing in Southwest Broward County. Specific programs are designed to meet the needs of those 60 years of age or older.

The complex is an approximately 53,000 square-foot facility offering eleven core social services developed to meet the needs of the community. Specific programs are designed to meet the needs of the geriatric population. The facility includes a library, 2 gyms, a billiard room, classrooms, a computer lab, a main hall, and 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 members are 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,



Community Services

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.

~ **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 persons. 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.

~ **TRANSPORTATION** - The Community bus service provides shuttle services within the City limits and transportation for residents 60 years of age and older without access to a vehicle and/or not holding a valid Florida driver's license. 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. 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. For more details, please see the sections relative to the Americans with Disabilities Act (ADA)-Paratransit Program, the Community Bus Program, and the Older American Act (OAA) Grant.

Budget Highlights

The 15th Antiques & Collectibles Shows will be held in April and October. These are very successful fundraisers with over 50 dealers and proceeds go to enhance services at the Community Services Center.

2010-11 Accomplishments

Since January 2011 our Gift Shop has been leased to "Paradise Cafe." This has enhanced the services we offer to our members and the community at large.

A medical office, Pines Care Medical Center, has been established at the Southwest Focal Point Senior Center since February, 2011, and is offering services to our clientele and the community.

The Southern Handcraft Society held their first three-day show, "Crafting Fantasies," at our center bringing lots of shoppers and potential clients interested in our classes and memberships.

Gym III was introduced to our members: 10 new machines consisting of treadmills, a chest & leg press, bike & arm extensions, and more. All guests must be a registered member to use our machines.

Wireless Fidelity (WiFi) has been added so the members can access the internet when they visit us. Also, two computers have been added to the Library for members to use.

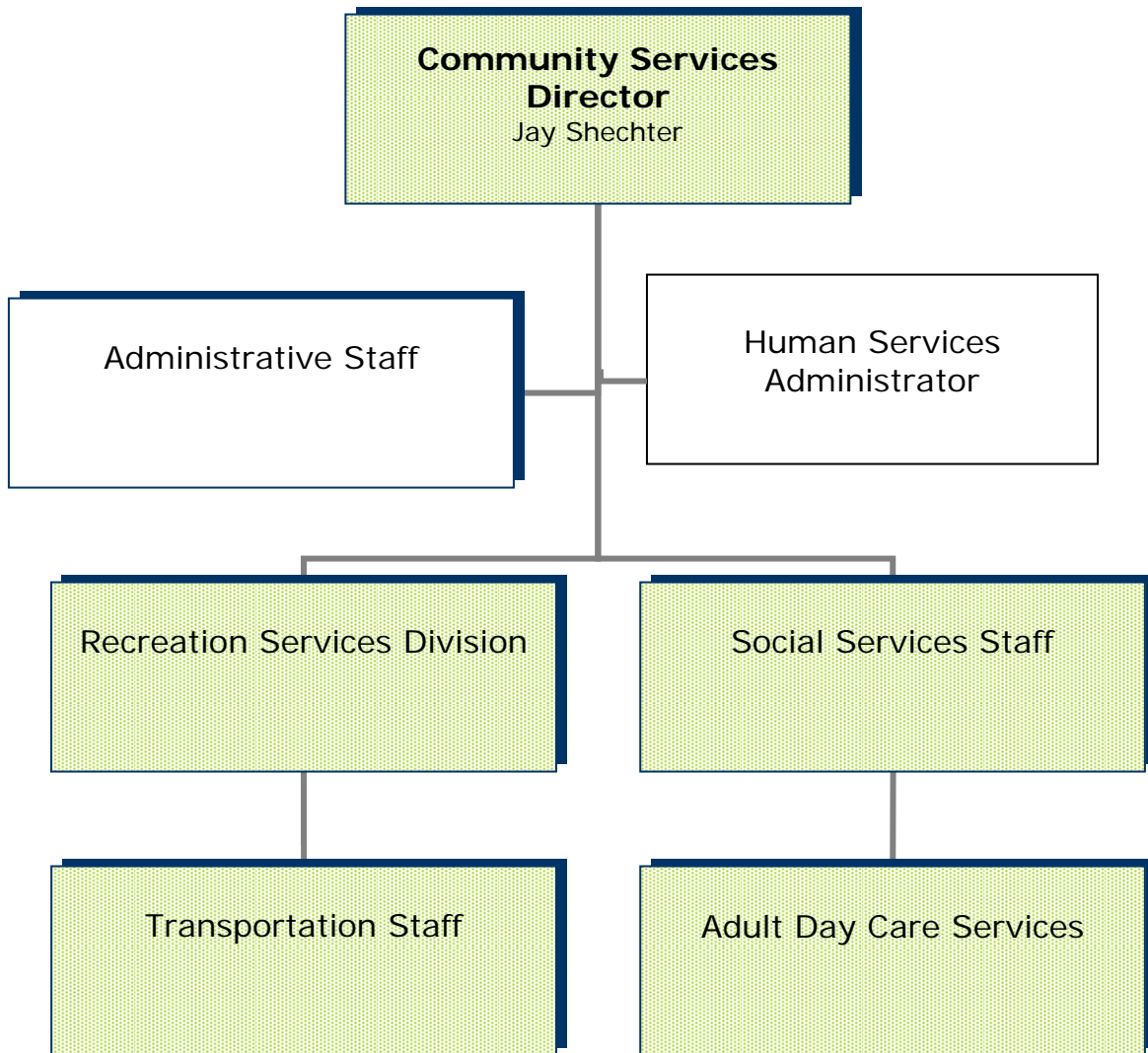
Community Services Performance Measures General Government 6 - 59

Indicator	2008-09		2009-10		2010-11	2011-12
	Actual	Goal	Actual	Goal	Goal	Goal
Outputs						
Number of unduplicated clients	3,250	3,583	1,835	3,900	3,300	2,000
Units of service (Services covered by OAA Title IIIB and IIIE Grant)	101,888	229,138*	87,248	149,750	82,997	81,803
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	1,730	1,585	1,918	1,615	1,880	2,000

* 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.

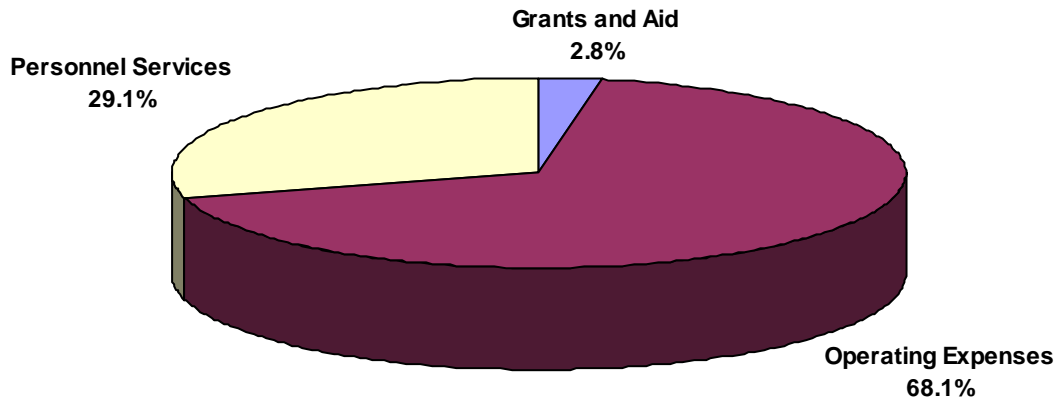
COMMUNITY SERVICES

Organizational Chart



 Shading indicates direct public service provider

Community Services - Budget Summary



Expenditure Category	2008-09 Actual	2009-10 Actual	2010-11 Budget	2011-12 Budget
Personnel Services				
Salary	677,222	266,971	143,298	137,098
Benefits	304,870	151,882	97,168	106,248
Personnel Services Subtotal	982,092	418,853	240,466	243,346
Operating Expenses				
Professional Services	-	2,021	1,979	1,000
Other Contractual Services	157,415	176,067	296,496	293,847
Travel Per Diem	-	505	310	-
Communication and Freight Services	29,202	22,357	28,775	30,000
Utility Services	133,270	112,092	136,594	141,650
Rentals and Leases	293	476	400	500
Repair and Maintenance Services	41,167	78,565	64,850	59,500
Printing and Binding	955	819	789	1,000
Promotional Activities	-	-	841	-
Office Supplies	6,248	4,863	4,225	6,000
Operating Supplies	29,890	37,296	32,262	35,600
Publications and Memberships	781	1,375	670	1,235
Operating Expenses Subtotal	399,221	436,437	568,191	570,332
Capital Outlay				
Machinery and Equipment	13,990	-	3,968	-
Capital Outlay Subtotal	13,990	-	3,968	-
Grants and Aid				
Aids to Private Organizations	11,827	21,818	28,730	23,353
Grants and Aid Subtotal	11,827	21,818	28,730	23,353
Total	1,407,130	877,108	841,355	837,031

Community Services - Personnel Summary

Position Title		2008-09 Actual	2009-10 Actual	2010-11 Budget	2011-12 Budget
12084	Community Service Director	0.5	0.5	0.5	0.5
12525	Administrative Assistant I	1	-	-	-
12543	Activities Coordinator	1	1	1	1
12559	Recreation Supervisor II	1	-	-	-
12685	Clerical Aide	1	1	1	1
Total	Full-time	4.5	2.5	2.5	2.5
	Part-time	-	-	-	-