



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 that 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/respite

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, two 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,



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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.

~ **RESPIRE** - 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 or 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. As of October 1, 2012, the City's Transportation Division will no longer be a provider for Broward County's TOPS/ADA Program. All clients with TOPS/ADA eligibility will be directed to seek transportation from Broward County via their Call Center. There will be a member outreach within the Community Services department to educate all current TOPS/ADA riders of these changes.

Budget Highlights

Continue to provide services and support to our clients and community at large. Daytime programming has been expanded and is now available to anyone aged 18 or above.

New classes will be offered in the afternoon and evening like Spanish Computer, Citizenship, Personal Touch and Hip Hop.

Accomplishments

Entered into a second-year lease agreement with Pines Care Medical Center to provide services to our clients and the community. This lease generates revenues of \$12,000 per year.

A second-year lease agreement with Paradise Cafe has been executed. Paradise Cafe has enhanced the services we offer to our clients and the community. This lease generates revenues of \$10,200 per year.

Activities Desk Area was renovated to better accommodate and serve our clients.

Tasks were restructured to streamline operational efficiency.

Coordinated fashion shows, plays, and stage entertainment.

Community Services Performance Measures

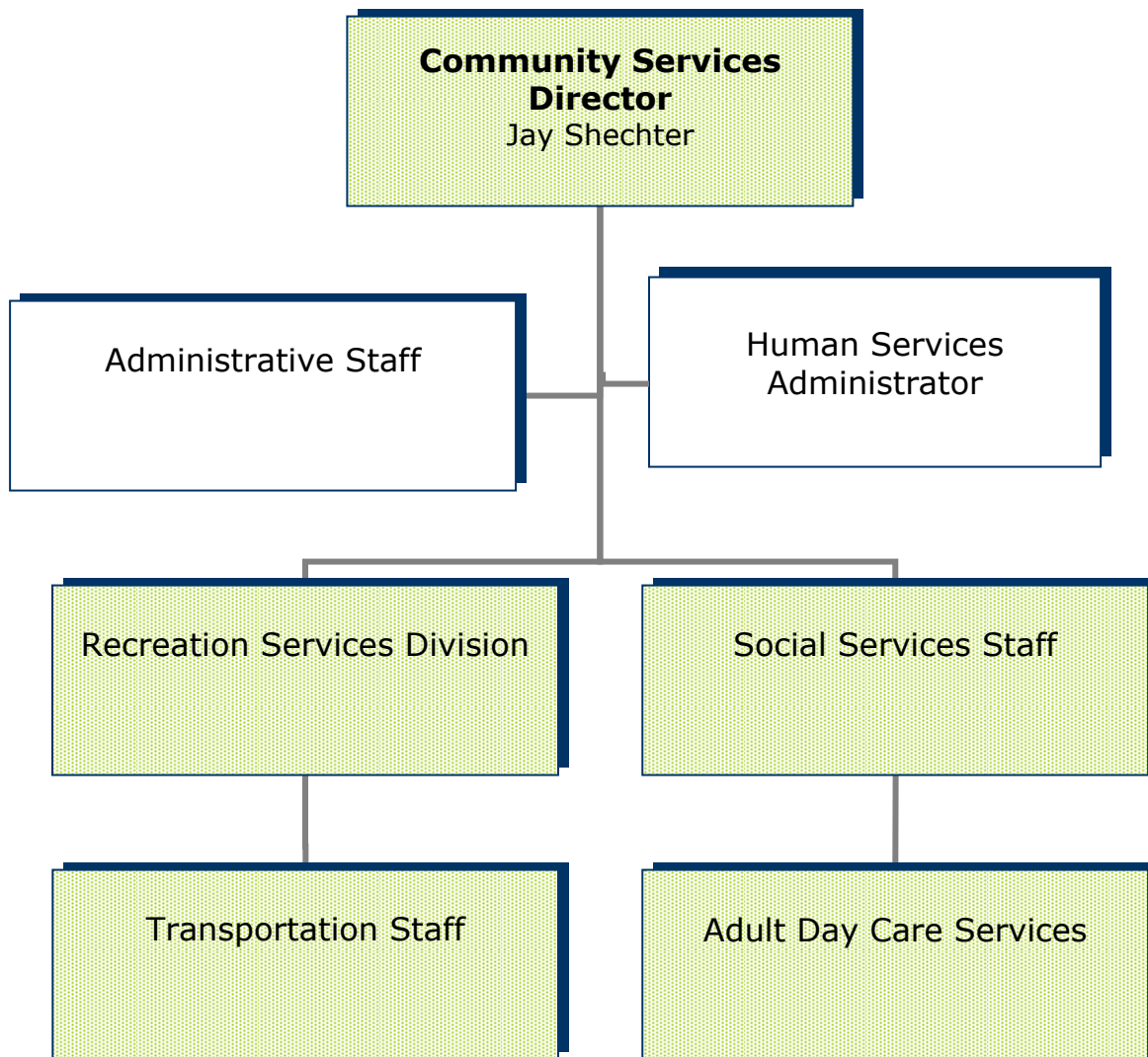
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Indicator	2009-10		2010-11		2011-12	2012-13
	Actual	Goal	Actual	Goal	Goal	Goal
Outputs						
Number of unduplicated clients	1,835	3,900	2,180	3,300	2,000	2,200
Units of service (Services covered by OAA Title IIIB and IIIE Grant)	87,248	149,750*	89,989	82,997	81,803	81,810
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	1,918	1,615	1,524	1,880	2,000	1,254

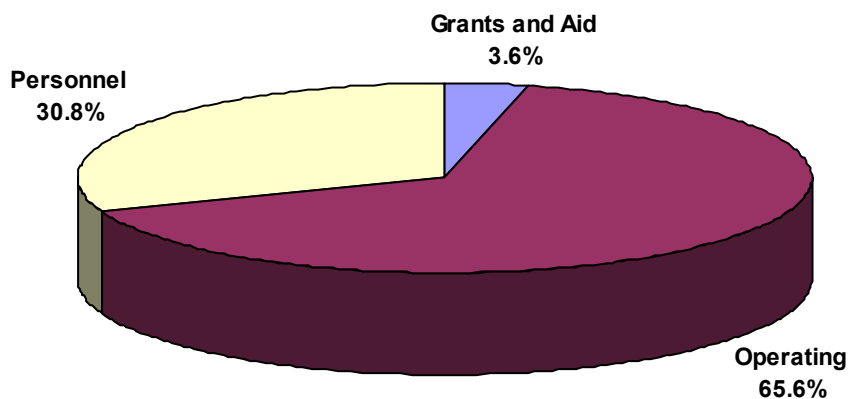
* During our fiscal year 2009-10 a new Department of Elder Affairs (DOEA) regulation specified that only classes, rather than number of participants, would be counted as a service unit. The 2009-10 Goal was based on anticipated number of participants, not the number of classes.

COMMUNITY SERVICES

Organizational Chart



Community Services - Budget Summary



Expenditure Category	2009-10 Actual	2010-11 Actual	2011-12 Budget	2012-13 Budget
Personnel				
Salary	266,971	138,210	137,098	137,100
Benefits	151,882	99,864	100,798	123,426
Personnel Subtotal	418,853	238,074	237,896	260,526
Operating				
Professional Services	2,021	2,425	3,000	1,000
Other Contractual Services	176,067	266,782	315,847	297,514
Travel Per Diem	505	385	325	-
Communication and Freight Services	22,357	22,358	31,260	23,260
Utility Services	112,092	98,936	115,650	133,050
Rentals and Leases	476	116	500	300
Repair and Maintenance Services	78,565	75,003	59,500	58,300
Printing and Binding	819	855	1,640	1,000
Promotional Activities	-	662	-	-
Office Supplies	4,863	3,687	4,000	4,500
Operating Supplies	37,296	26,817	37,375	35,300
Publications and Memberships	1,375	671	1,235	675
Operating Subtotal	436,437	498,696	570,332	554,899
Capital				
Machinery and Equipment	-	3,967	-	-
Capital Subtotal	-	3,967	-	-
Grants and Aid				
Aids to Private Organizations	21,818	15,947	23,353	30,713
Grants and Aid Subtotal	21,818	15,947	23,353	30,713
Total	877,108	756,684	831,581	846,138

Community Services - Personnel Summary

Position Title		2009-10 Actual	2010-11 Actual	2011-12 Adopted Budget	2012-13 Budget
12084 Community Service Director		0.5	0.5	0.5	0.5
12543 Activities Coordinator		1	1	1	1
12685 Clerical Aide		1	1	1	1
Total	Full-time	2.5	2.5	2.5	2.5
	Part-time	-	-	-	-