



## 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 day care services
- Senior housing
- Alzheimer's adult day care services and 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 Southwest Focal Point Senior Center 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 seniors 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, laundry, cleaning refrigerators, clothing repair, minor



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home repairs, meal planning and preparation. This service is provided through coordination with a home health agency.

~ RELIEF/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, unpaid bilingual volunteers are recruited and placed appropriately.

~ PUBLIC EDUCATION - The Public Education Program is facilitated by the Information and Referral Specialist/Social Worker, the Counselor, and the Health Support Services Coordinator. This specific group of staff members offers a wealth of knowledge and a wide range 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. Inter-generational 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 ceased being a provider for Broward County's TOPS/ADA Program. All clients with TOPS/ADA eligibility were directed to seek transportation from Broward County via their Call Center. There was a member outreach within the Community Services department to educate all TOPS/ADA riders of these changes.

~ SCREENING AND ASSESSMENT - Is defined as administering an evaluation with the purpose of gathering information to determine eligibility for programs and/or seniors.

## Budget Highlights

This is a status quo budget with minor changes over the 2012-13 working budget. These changes are attributable to inflation in most cases. This budget provides for maintenance of current services.

Continue to develop innovative programming that will promote physical and mental stimulation, encourage socialization and intellectual enrichment of Southwest Focal Point Community Center members. (Membership is available to persons 18 years of age or older.)

Continue to expand and enhance bilingual programs and services to support our culturally diverse population.

Intergenerational classes are thriving. Mud Daubers and Running with Scissors, both Parent and Child classes, are very popular among our participants.

## Accomplishments

Federal Transit Administration Funds were granted to the City of Pembroke Pines through the South Florida Regional Transportation Authority to purchase five handicap-accessible 20-passenger buses and communication equipment.



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As of September 1, 2013, Paradise Café, located in the Southwest Focal Point Community Center, has assigned all rights to Bella Cantina, LLC.

Pines Care Medical Center, also located in the Southwest Focal Point Community Center, has signed a third lease agreement for an additional one-year term. The rental fee has been increased from \$1,000 to \$1,200 a month or \$14,400 additional revenues to the City annually.

Easter Seals of South Florida, Inc. has been providing the Adult Day Care & Alzheimer's Care to City residents at the Community Services since 2009. A second lease agreement has been signed for an additional three years, with an \$8,750 increase in annual monthly rental fee.

The Annual Pembroke Pines Antiques & Collectibles Show was held in October, 2012. Over 800 guests enjoyed the display of 50+ dealers with nostalgic treasures. Dealers traveled from West Palm Beach, Boca Raton, Delray, and Miami to participate in this show. Two shows are held annually, one in April and another in October. The total amount raised as of April 2013 was \$9,127.

The Coin & Stamp Show has been added to the Community Center's calendar, and more than 20 enthusiasts were hosted. Shows were held in April, July, and August generating total revenues of \$1,790.

An Intake Worker has been hired as a direct result of fund-raising efforts.

Center staff and Commissioner Siple reached out to residents of Holly Lake. Residents were treated to lunch, and staff was available to answer questions on programs and services.

Renovations to the Center were finalized this year with the completion of tiling the center's floor.

Our Annual Thanksgiving Drive was so successful that we fed over 100 families.

The Center hosted Christmas Dinner for those who are without family. Gifts were donated by our Charter School and presented to over 50 participants.

New partnerships with Impact Broward, YMCA, AARP and Women in Distress will allow us to continue to meet the needs of our community.

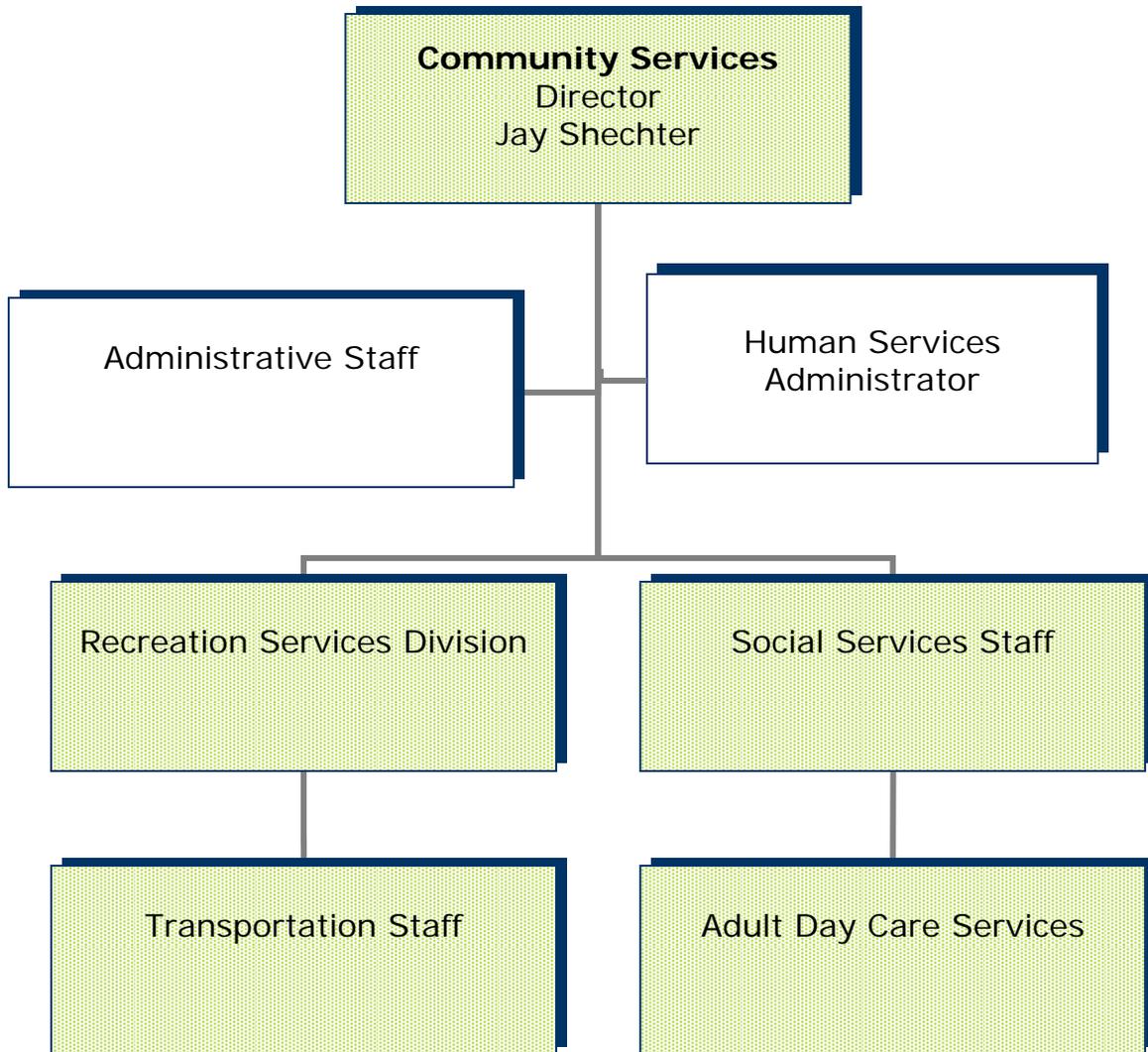
On March 30, 2013, the Center presented the Highwaymen Art Exhibit "Fearless Journey" at the Community Opening Reception.

## Community Services Performance Measures

Indicator	2010-11		2011-12		2012-13	2013-14
	Actual	Goal	Actual	Goal	Goal	Goal
<b>Outputs</b>						
Number of unduplicated clients	2,180	3,300	1,984	2,000	2,200	2,100
Units of service (Services covered by OAA Title IIIB and IIIE Grant)	89,989	82,997	85,221	81,803	81,810	104,306
<b>Effectiveness</b>						
% 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	1,524	1,880	1,669	2,000	1,254	2,337

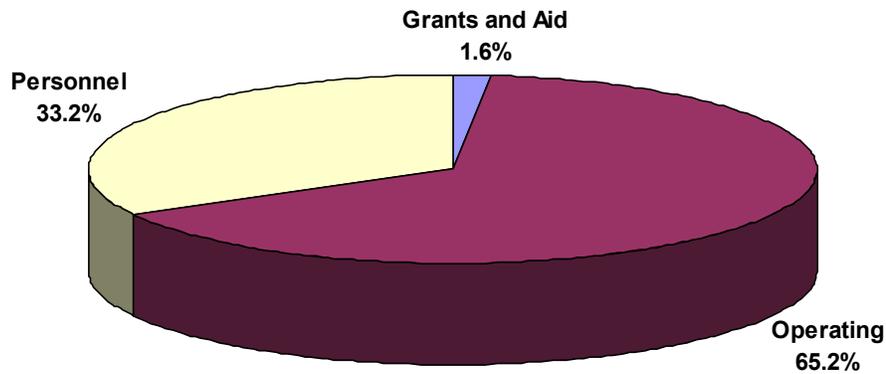
# COMMUNITY SERVICES

## Organizational Chart



 Shading indicates direct public service provider

### Community Services - Budget Summary



Expenditure Category	2010-11 Actual	2011-12 Actual	2012-13 Budget	2013-14 Budget
Personnel				
Salary	138,210	136,922	138,100	137,100
Benefits	99,864	85,816	123,426	142,273
Personnel Subtotal	238,074	222,738	261,526	279,373
Operating				
Professional Services	2,425	1,869	1,000	500
Other Contractual Services	266,782	317,451	297,514	320,900
Travel Per Diem	385	363	200	-
Communication and Freight Services	22,358	22,767	23,260	23,290
Utility Services	98,936	102,686	118,050	110,200
Rentals and Leases	116	36	300	100
Repair and Maintenance Services	75,003	55,623	74,000	45,200
Printing and Binding	855	1,646	1,000	13,000
Promotional Activities	662	-	-	-
Office Supplies	3,687	3,591	3,800	3,500
Operating Supplies	26,817	33,816	34,100	31,800
Publications and Memberships	671	650	675	700
Operating Subtotal	498,696	540,499	553,899	549,190
Capital				
Machinery and Equipment	3,967	-	-	-
Capital Subtotal	3,967	-	-	-
Grants and Aid				
Aids to Private Organizations	15,947	14,471	30,713	13,226
Grants and Aid Subtotal	15,947	14,471	30,713	13,226
<b>Total</b>	<b>756,684</b>	<b>777,708</b>	<b>846,138</b>	<b>841,789</b>

### Community Services - Personnel Summary

Position Title		2010-11 Actual	2011-12 Actual	2012-13 Adopted Budget	2013-14 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	-	-	-	-