

ANNUAL REPORT
2010

Mission

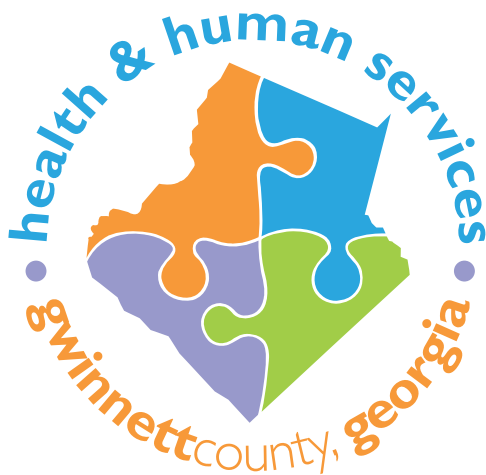
The Department of Community Services provides high-quality social, recreational, educational, and other human services in partnership with the Gwinnett community.

Vision

We envision a diverse, vibrant, and safe Gwinnett community where residents are healthy and successful. We will partner with others to enhance the quality of life of families and individuals residing in Gwinnett County.

Values

- We believe in honesty, integrity, and ethical conduct
- We are customer-oriented and both accountable and responsive to our citizens
- We believe in teamwork and collaboration with our community partners
- We promote safety, cost efficiency, innovation, and service excellence



About Health and Human Services

Managing Staff

Division Director
Manager, Gwinnett Senior Services
Center Operations Coordinator
Public Relations Specialist
Social Services Coordinator
Information and Referral Specialist
Health Services Coordinator
Nutrition Services Coordinator
Meals on Wheels Coordinator
Resource and Marketing Coordinator
Volunteer Specialist
Center Coordinator, Centerville Community Center
Center Coordinator, Norcross Human Services Center
Center Coordinator, Buford Human Services Center

Pat **Baker**
Linda **Bailey**
Tim **Morris**
Melanie **Miller**
Kathy **Roberts**
Adrienne **Noble**
Arlene **Williams**
Pat **Milhou**
Marilynn **Sessions**
Gary **Galloway**
Shawn **Valadez**
Vivian **Gaither**
Ingrid **Patrick**
Harriet **Wharton**

Health and Human Services partners with the community to provide senior citizens, families, and individuals with opportunities to participate in quality services to improve their health and well-being. This division coordinates senior services programs provided in three senior centers, support services and meals for seniors at home, the coordination of two human services centers and one community center; oversight of the health and human service subsidy budget, collaboration with community agencies such as the Gwinnett Coalition for Health and Human Services, and other partnerships to serve the needs of the community.



Pat Baker
Division Director

Services

Senior Services

Senior Services core services include congregate meals, home delivered meals, transportation, information and assistance, case management, and in-home services. These services are all mandated by the Federal Government, *Older Americans Act of 1965*. The other mandated unfunded program is the volunteer program. There are three senior centers located in Lawrenceville, Norcross, and Buford. Lawrenceville Senior Center is a stand-alone center that houses the kitchen facilities for all three centers. Most of Senior Services management staff are located at the Gwinnett Senior Services Center in Lawrenceville, which was completed in fall 2010 and built with Community Development Block Grant (CDBG) funds. The building is a one-story building that is easily accessible to the public. Case Management, Information and Assistance, In-home Services, Research and Marketing, and Volunteer Services are offered at this site.



One-Stop Centers

There are two “one-stop” centers located in Norcross and Buford that house several service agencies including health clinics, Head Start, Department of Family and Children Services, as well as two of the three senior centers, a tag office, and several more. Their core services are to provide programming for nonprofit and for-profit agencies, manage facilities and security issues, and schedule rental space for use.

Centerville Community Center

Located in Snellville, adjoining the Centerville Public Library, Centerville Community Center functions to:

- Provide rental space for the general public, nonprofits, and for-profits
- Collaborate with agencies and organizations to establish free to low-cost programming and scholarships
- Hold public community events throughout the year (outside of regular programming)
- Develop resources for programs and special events to keep County cost down
- Direct public to Gwinnett Helpline and other emergency assistance organizations as center is seen by the community as a human services facility
- Manage the center with its security issues for all of the above



2010 Strategic Initiatives Summary

Citizens/Customer Perspective

- Positively impact the health and well-being of citizens participating in the divisions programs
 - Each month the Buford and Norcross Human Services Centers and the Centerville Community Center provide programs that positively impact the quality of citizens' lives in their area of the County. Information is collected through client satisfaction surveys
 - A countywide Caregiver Conference is held annually that provides workshops and resources to older persons caring for their spouses, adult children caring for their parents, or grandparents raising grandchildren
- Provide leadership that fosters multicultural awareness and sensitivity
 - The Gwinnett Multicultural Advisory Committee added a complete Asian display of countries, shown once a year in the Gwinnett Justice and Administration Center. This includes information on 34 countries, from government and current import/export partners, to geographical location and current population, etc. The committee, which meets at least once a month, consists of many diverse groups that share and promote the programs available to different cultures
- Provide services to the seniors of Gwinnett County who request services
 - Each month Health and Human Services calculates the percentage total number of seniors served per program versus the number of seniors requesting service and placed on a waiting list. The target goal is 85 percent of those requesting services to be served. In 2010, we have averaged serving 76 percent of those waiting which is below our target. Those services in greatest need of funding and the lowest percentage of serving seniors are:
 - o Transportation services (34 percent)
 - o Homemaker services (50 percent)
 - o Respite care (66 percent)
- Provide Gwinnett residents with up-to-date information about health and human service issues and senior services
 - 9,000 copies of the *OneStop* newsletter are distributed every four months. The newsletter informs and educates the public on current topics and provides a class listing of programs and services the division has to offer Gwinnett residents
 - The helpline consistently averaged 1,500 inquiries each month
 - Website visits increased during the summer and winter months in 2010. The total has reached as high as 11,343



Health and Human Services will use funds from the New Freedom Act Grant, \$85,000, to support expanded transportation services. This program will provide transportation to seniors on a waiting list and disabled persons who have doctor's appointments or who need treatments such as chemo therapy. Transportation costs will be supplemented through vouchers to help cover the cost of transportation.



2010 Strategic Initiatives Summary

Internal Process Perspective

- Enhance collaborative partnerships with area businesses and organizations
 - Grants and Awards in 2009 – 2010
 - Ramlose Foundation for health screening
 - Kaiser Permanente Good Neighbor Grant for multi-cultural senior health assessment
 - Federal New Freedom grant to enact voucher program for local choice in senior transportation
 - Alcoa Foundation for volunteer service
 - Mitsubishi Electric Foundation for volunteer service
 - Liberty Mutual Foundation for community outreach
- The Centerville Community Center had many new partners in 2010, which was reflected in the four new innovative camps held there this summer. The Norcross Human Services Center increased their partnerships with the Asian American groups in their programs

Financial Perspective

- Increase cost savings through volunteer service
 - Our volunteer service has produced more than \$1 million in volunteer hours in the past year. The demand for sustained support is likely to increase as operating budgets continue to be reviewed and scrutinized. The opportunities to attract volunteers or retain their interest will be challenged by the weak economy, i.e., general financial concern or uncertainty seems to adversely affect service activities requiring personal time and resources such as Meals on Wheels delivery, transportation assistance, and even group projects requiring materials or transport



2010 at a Glance

- One community center (Centerville), three senior centers (Buford, Lawrenceville, and Norcross), and one-stop human services centers (Buford and Norcross)
- Provided approximately 221,826 units of service to seniors annually
- New Gwinnett Senior Services Center opened
- Successfully continued two television programs
 - *People Helping People*: First aired in October 2008 on TVgwinnett and is also accessible online. This half-hour talk show addresses community concerns and is hosted by Ellen Gerstein, Director of the Gwinnett Coalition for Health and Human Services. Eight episodes were produced in 2010
 - *Growing in Gwinnett*: Launched in April 2009. The monthly program engages, informs, and entertains its viewers and includes interactive segments that incorporate exercise, cooking, and an interview. It is the first program of its kind on TVgwinnett. Nine shows were produced in 2010
 - Both of these shows reach 145,000 potential cable subscribers as well as online viewers
- The Norcross and Buford Health and Human Services Centers and the Centerville Community Center participated and offered their facilities to help facilitate the 2010 U.S. Census
- The Centerville Community Center successfully expanded rental opportunities to generate revenues for the County while serving 19,000 citizens through program offerings by 42 different organizations/agencies
- The Norcross Human Services Center offered computer skills training for participants to become more marketable. They provided classes and programs to increase the health and well-being of clients with nutrition, fitness, and parenting classes. They also distributed over 300 toys to needy children during the Toys for Tots event, provided over 300 families with book bags and school supplies for the school year 2010 – 2011. Norcross was instrumental in getting out the word to the Latino community about the 2010 Census
- Services to Seniors:
 - 35,543 one-way trips
 - 17,872 information and referral calls were received from seniors and families in need
 - Almost 4,000 care management hours were provided
 - Performed almost 5,030 hours of homemaker and respite services
 - 42 seniors were provided with emergency assistance that, if not addressed, could have forced them out of their homes
 - 85,368 meals were delivered to seniors' homes and 43,223 congregate meals were served at senior centers
 - Friends of Gwinnett County Senior Services, a volunteer governed 501 (c)(3) nonprofit organization, purchased and donated two more fully-equipped Meals on Wheels vehicles to Gwinnett County (value of 452,292.46), provided \$14,548.46 to purchase materials for senior home repairs and \$15,453.48 for senior emergency assistance to provide temporary shelter, purchase prescriptions, and aid in payment of utility bills
- Project A.W.A.R.E. (Added Warmth Assistance for Residences of our Elderly) – collected and provided heaters to Gwinnett seniors
- Project A.C.C.E.S. (Added Cooling Comfort for our Elderly Seniors) – collected and provided fans or window AC units to Gwinnett seniors

Volunteers

Volunteers contributed 48,409.75 hours of service in 2010. Estimated value of volunteer service equaled \$1,009,343.29 (\$20.85/hour value determined by www.IndependentSector.org).

Community Partnerships

- Health and Human Services: *Growing in Gwinnett* featured staff from the Gwinnett Cooperative Extension Service, Fire and Emergency Services, and Gwinnett County Senior Services. *People Helping People* promoted the Coalition for Health and Human Services and featured a variety of people from all walks of life in the county. We have reached out to local organizations and businesses such as the Grayson Technical Education Program, Southern Home Rentals, Jamaica Breeze, and Simply Stated to provide video and sponsor these television programs
- Staff from Health and Human Services served on several committees/workgroups with the Coalition for Health and Human Services, Cooperative Extension Service, and Fire and Emergency Services. Fire and Emergency Services stations served as drop-off sites for sites for Project A.W.A.R.E. and Project A.C.C.E.S.
- The Buford Human Services Center partnered with several community agencies/services such as: I am Beautiful, INC., Partnership for Community Action, U.S. Census, Gamblers Anonymous, the Gwinnett Hospital System, Lifeline Screening, Atlanta Prosperity Campaign, Gwinnett Children's Shelter – SAFE PLACE PROGRAM, AARP driving classes, the University of Georgia Cooperative Extension Service, and agencies housed in the center – Public Health and the Department of Family and Children Services
- The Norcross Human Services Center offered programming space to local nonprofits to provide classes and programs at low or no cost. The Norcross Human Services Center promoted this service using Health and Human Services newsletter, the *OneStop*
- Centerville Community Center – new partners in 2010 included:
 - Brenda Stanley/Emory University Transforming Community Project through summer diversity camps
 - Partnership Against Domestic Violence through education and support groups
 - Shiloh Community Foundation through a community-wide celebration
 - Covenant Counseling Family Resource Center through spring and summer camps for kids with special needs and marriage workshops
 - Junior Achievement through summer camp workshops for kids and teens grades K-12
 - JNX Partners and Associates and Georgia Department of Labor to lead a community-wide job fair
 - Gwinnett Children's Shelter's Fatherhood Program through free 13-week educational and support workshops
 - Terri Allen, a professional, licensed Gwinnett County school counselor for free parenting workshops
 - Monica Curry for career exploration and teen leadership summer camps and workshops
 - Sandra Carter, Math 1-on-1, which provides SAT tutoring, study skills workshops, and college prep workshops)
 - Nina Deshpande, Standing Room Only Theatre, Inc., which provides therapeutic puppetry arts focusing on emotional healing and behavioral issues in children
- Senior Services: Friends of Gwinnett County Senior Services provided a \$12,248 match for a \$69,000 federal stimulus ARRA grant to produce 8,600 extra senior meals in 2010
- Corporate partners donated more than 800 holiday gifts for at-home seniors as well as senior centers attendees and 100 food baskets. Sweaters for Seniors and Santa for Seniors holiday programs yielded many needed items for seniors. Corporate partners also served at the 4th of July two-center picnic and the Senior Prom. Projects A.C.C.E.S. and A.W.A.R.E. underscored the importance of cooperating with Gwinnett County Fire and Emergency Services

2010 Statistics

Health and Human Services is acutely aware of the diverse population in Gwinnett and presents guests of various backgrounds on the *Growing in Gwinnett* show. *Do you know your neighbor?* is featured in the *OneStop* newsletter and portrays a different culture in each issue. Gwinnett County is frequently referred to as “Georgia’s most culturally-diverse county.” Gwinnett’s senior population (ages 60+) continues to grow, due to resident Baby Boomers aging as well as new seniors relocating from other parts of the country or from the more urbanized regions of metro Atlanta. A recent review of all three senior centers operated by Gwinnett Senior Services revealed:

- Attendees represent 25 different countries of national origin and comprise 22.2 percent of our overall enrollees
- African-Americans represent 38.5 percent of our enrolled seniors
- 60.7 percent of our senior attendees are either African-American or from different national origins
- The Norcross Senior Center has senior representation from 13 different countries of national origin and when combined with African-American participants, has a 73.3 percent diverse population

Buford Human Services Center in 2010	
Residents receiving heating assistance from the Partnership for Community Action	786
Residents who used the center	56,342

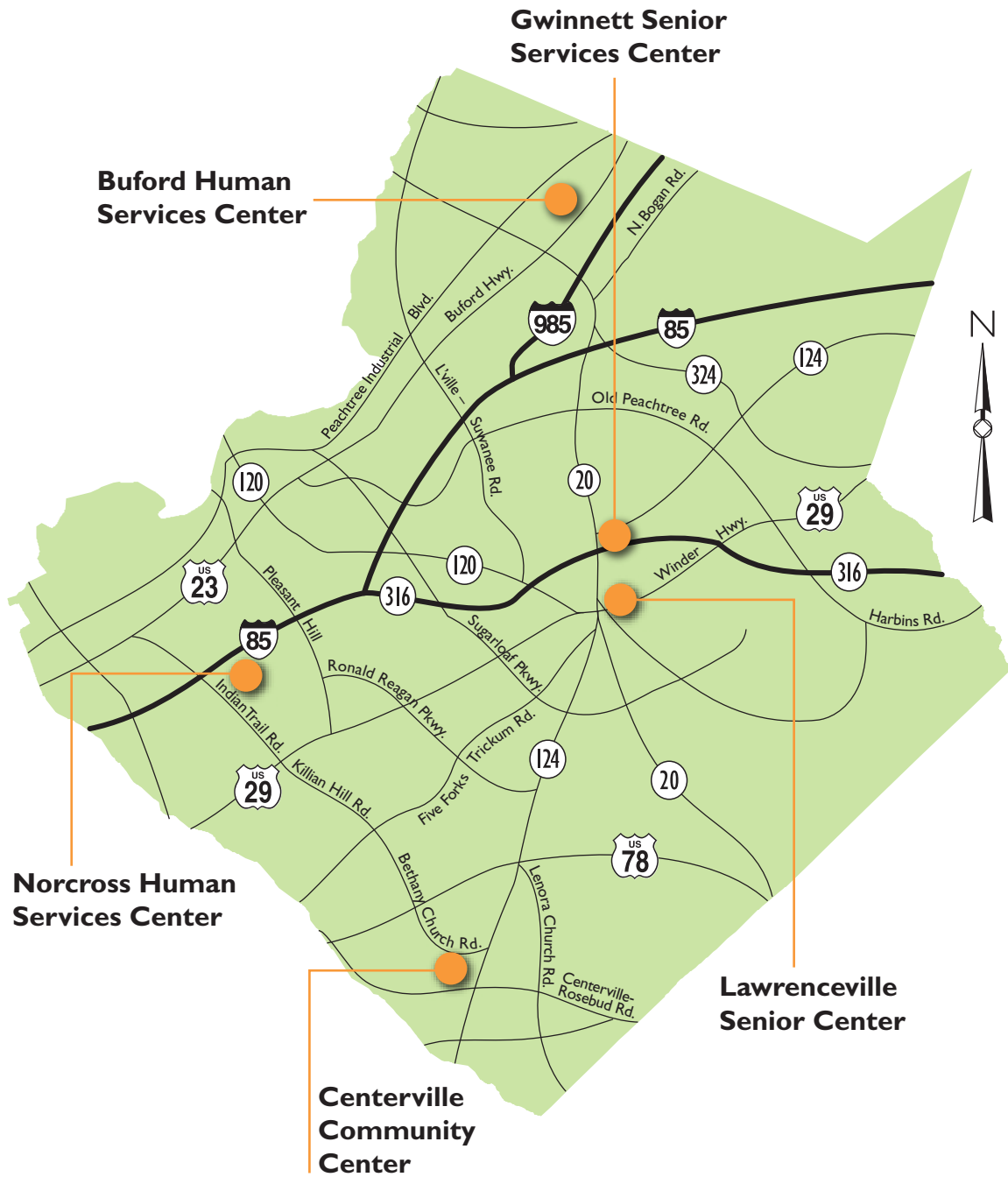
Norcross Human Services Center in 2010	
Programs offered	81
Clients served	20,124
Total number of residents using one of the many services/classes offered at the center	247,790

In order to accommodate more low and reduced cost programming, the Norcross Human Services Center now only partners with nonprofit organizations and other government entities.

Centerville Community Center in 2010	
Residents served during special events and programs	30,000+
Customer requests by phone and walk-in managed by the front desk	8,450
Organizations who offered programs, events, and activities to serve the community	57
Residents served at the center	nearly 30,000
Center volunteer hours	2,785
Value of volunteer hours	\$58,067

Other trends seen at the Centerville Community Center include:

- Private rentals and demand by nonprofits have more than doubled since 2009 to generate revenues
- Seen by the community as a human service center with increased demand for information and services especially during down economy
- To keep Gwinnett County a vibrant and preferred place to live, work, and play, the center has responded to comments received by community members regarding unemployment needs, economic pressures, demographic changes, stress and state of families and youth, health and well-being needs
- Sought out “preventive” programs for the community such as mentoring and enrichment activities for youth, Fatherhood programs, family support activities, and more





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