

Community Services



ANNUAL REPORT



2011



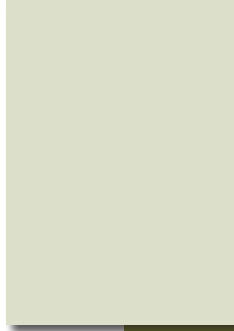


# Board of Commissioners



Charlotte **Nash**

Commission Chairman



Vacant

District 1 Commissioner



Lynette **Howard**

District 2 Commissioner



Mike **Beaudreau**

District 3 Commissioner



John **Heard**

District 4 Commissioner

# County Administration



Glenn **Stephens**

County Administrator

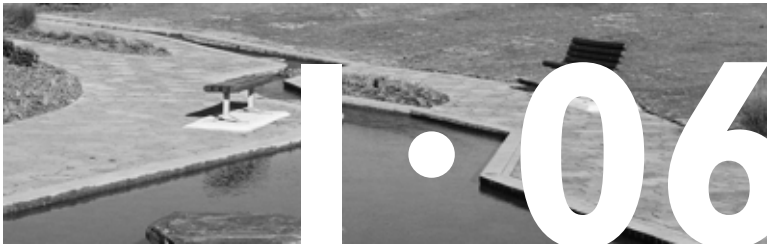


Aaron **Bovos**

Deputy County Administrator/CFO



**Mission, Vision, Values**



**Management and Administration**



**Cooperative Extension Service**



**Environmental and Heritage Center**



**Health and Human Services**



**Parks and Recreation**



**Voter Registration and Elections**



**Engage Gwinnett Update**

## Department of Community Services

75 Langley Drive • Lawrenceville, GA 30046-6935  
 (tel) 770.822.8880 • (fax) 770.822.8795  
 www.gwinnettcounty.com



The following report summarizes the activities and accomplishments of the Gwinnett County Department of Community Services in 2011. This year saw a major increase in volunteerism and partnerships throughout the seven divisions that make up the Department of Community Services. Listed below are major accomplishments for the year in partnership with the Gwinnett community.

- Volunteers donated 432,643 hours of their time for programs and events
- Partnered with 493 public/private organizations and businesses that allowed divisions the opportunity to enhance or provide funding for certain programs/services
- The Cooperative Extension Service presented 1,300 educational programs addressing youth, family, and environmental issues for residents of the County
- Senior Services delivered 87,457 meals through the Meals on Wheels program and served over 59,595 meals at senior centers
- Voter Registration and Elections registered 441,637 voters in 2011 and conducted three special elections with no contests or challenges
- Major renovations were completed for the Bethesda Park Senior Center and the Collins Hill Aquatic Center utilizing SPLOST funding
- A 1.25-mile section of the Ivy Creek Greenway was constructed and opened to the public within George Pierce Park
- The Gwinnett Environmental and Heritage Center partnered with Treetop Quest, Inc., and the Gwinnett Environmental and Heritage Center Foundation on a new, privately-funded Tree Canopy Exhibit
- In partnership with the Gwinnett Parks Foundation, a special event was held at Little Mulberry Park which raised over \$24,000 for a future playground
- Health and Human Services launched the transportation voucher program, *Get In Gear*, for disabled services to provide demand-response transportation using federal and private funding
- The Friends of Gwinnett County Senior Services donated over \$110,000 to Gwinnett County Senior Services to reduce the waiting lists for services including the Meals on Wheels program

I would like to extend my appreciation to the staff members of Community Services for their dedication and hard work over the past year. I especially want to thank the Board of Commissioners and the County Administrator for their support

Sincerely,

Phil Hoskins, Director of Community Services



# Mission

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

*Mission*

# 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

*Values*



**Phil Hoskins**  
Department Director

**Tammy Gibson**  
Public Relations and  
Services Coordinator

Business  
Management  
**Rick Morris**  
Section Manager

**Erica Potts-  
Cameron**  
Business Manager

Cooperative Extension  
Service  
**Robert Brannen**  
Division Director

Environmental and  
Heritage Center  
**Steve Cannon**  
Executive Director

**John  
Cascone**  
Manager

**Silviu  
Gavriliuc**  
Operations  
Trade Manager

Health and  
Human Services  
**Pat Baker**  
Division Director

Senior Services  
**Linda Bailey**  
Manager

Parks and Recreation  
Operations  
**Tina Fleming**  
Division Director

Parks Operations  
**David Clark**  
Deputy Division  
Director

Parks Grounds  
Maintenance  
**Eric Horne**  
Manager

Support  
Services  
**David  
McGaughey**  
Manager

Aquatics  
**Jim Cyrus**  
Manager

Recreation  
**John Register**  
Manager

Parks and Recreation  
Project Admin.  
**Grant Guess**  
Division Director

Development  
**Don Hafner**  
Planning Manager

Voter Registration  
and Elections  
**Lynn Ledford**  
Elections Supervisor

**Kristi  
Royston**  
Assistant Elections  
Supervisor

# Organization Chart

# About the Department of Community Services

The Department of Community Services is organized into seven divisions and provides high-quality recreational, educational, electoral, human services, and other services in partnership with the Gwinnett community. A summary of each division is listed below.

## **Business Management**

The Business Management Division is responsible for coordinating, monitoring, and processing the financial needs of the Community Services department, including administration, budget, payables, revenues, purchasing, fixed assets, and internal human resource functions.

## **Cooperative Extension Service**

The Cooperative Extension Service operates as part of the University of Georgia's College of Agricultural and Environmental Sciences and College of Family and Consumer Sciences. Cooperative Extension also functions as an educational division of the Gwinnett County Department of Community Services and receives some funding from the Gwinnett County Board of Education.

## **Environmental and Heritage Center**

The award-winning Gwinnett Environmental and Heritage Center (EHC) opened in fall 2006. The EHC serves as an environmental learning center, science/history museum, community center, and park. The EHC is Gwinnett County's first "green" building and was designated as gold-certified by the U.S. Green Building Council's Leadership in Energy and Environmental Design (LEED). Over 230 acres of land surrounding the center have also been preserved. The site provides hiking trails and the County's first greenway.

## **Health and Human Services**

This division coordinates health and human services including senior services programs provided in three senior centers, support services, and meals for seniors at home, coordination of two human service 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.

## **Parks and Recreation Operations**

The Operations Division is charged with maintaining, operating, and public awareness of the County's park system and recreation facilities. The Operations Division staff is responsible for providing quality parks, programs, and services to meet the broad-based needs of the citizenry in Gwinnett, creating a sense of community, enabling a safe and secure environment and enhancing Gwinnett's quality of life.

## **Parks and Recreation Project Administration**

Charged with evaluating potential park sites, reviewing boundary surveys, and preparing feasible studies, the Project Administration staff is responsible for environmental assessment reports, geotechnical analyses, park designs, oversight of renovation and capital improvements to existing parks and facilities, master-planning parks, and construction of new parks. Once land is purchased for a park, planning staff works with citizen steering committees to create a master plan. These committees consist of members of neighboring communities and park users.

## **Voter Registration and Elections**

Working in conjunction with the Gwinnett County Elections Board, this division is responsible for maintaining voter registration and conducting elections on behalf of Gwinnett County.

# About the Department of Community Services

## 2011 Strategic Objectives

- Research and plan for recreational needs of a diverse community
- Enhance educational opportunities and recreational program services
- Protect and enhance historical, scenic, and natural resources
- Provide active and organized park opportunities to a diverse community across all ages
- Enhance early voting capabilities
- Provide services to the senior residents of Gwinnett County
- Enhance internal human resource functions
- Ensure operational efficiency
- Improve procurement transaction process
- Enhance departmental accounts payable process
- Implement department intranet
- Expand programs and offerings in support of the 2030 Unified Plan
- Improve budget monitoring capabilities
- Create cost matrix per election
- Increase non-resident revenue collection
- Increase volunteer participation hours
- Increase departmental bench-strength
- Enhance available productive hours
- Improve departmental financial training

## Volunteers make it happen!

Volunteers are the backbone of our department and without their help Gwinnett County would not be able to provide the many services offered. There are multitudes of volunteer opportunities within the Department of Community Services, from those who lovingly prepare and deliver meals to senior residents, guides who help with tours, coaches who help with youth athletic programs, to those who help keep our parks clean and well-manicured. In 2011, volunteers logged a total of 432,643 hours by working through programs within the Cooperative Extension Service, Environmental and Heritage Center, Health and Human Services, and Parks and Recreation.



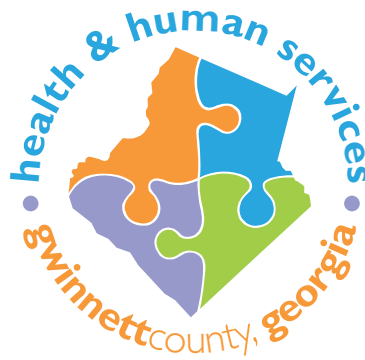
# Management and Administration

Department Director  
Services Coordinator  
Business Management Section Manager  
Business Management Business Manager

Phil **Hoskins**  
Tammy **Gibson**  
Rick **Morris**  
Erica **Potts-Cameron**

The Department of Community Services is organized into six divisions and provides high quality recreational, educational, electoral, health, and other human services in partnership with the Gwinnett community.

- Cooperative Extension Service
- Environmental and Heritage Center
- Health and Human Services
- Voter Registration and Elections
- Parks and Recreation Operations
- Parks and Recreation Project Administration



Phil Hoskins  
Director



Tammy Gibson  
Public Relations and Services Coordinator



Rick Morris  
Business Management Section Manager



Erica Potts-Cameron  
Business Management Business Manager

Cooperative Extension Service

ANNUAL REPORT  
2011

## Mission

Extend lifelong learning opportunities and advance the well-being of Gwinnett citizens through unbiased research based education in the areas of youth development, the environment, and family and consumer sciences.

## Vision

A community where adults and youth are empowered by educational opportunities to make informed decisions and develop lifelong skills which improve their quality of life.

## 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.



THE UNIVERSITY OF GEORGIA

**COOPERATIVE EXTENSION**

Colleges of Agricultural and Environmental Sciences & Family and Consumer Sciences

# About Cooperative Extension Service

## Managing Staff

Division Director  
Administrative Supervisor

Robert **Brannen**  
Katherine L. **Shepard**

The Gwinnett Cooperative Extension Service provides opportunities for life-long learning through research-based educational programs in areas of public education, youth development, environment, and family and consumer sciences.

The County's Cooperative Extension Service operates as part of the University of Georgia's College of Agricultural and Environmental Sciences and College of Family and Consumer Sciences. The Extension Service also functions as an educational division of the Gwinnett County Department of Community Services and receives support from the Gwinnett County Board of Education.

In 1914, Congress established the Cooperative Extension Service to deliver information from land-grant colleges and universities to the citizens of this country. The "College on Wheels" carried University of Georgia faculty and exhibits of interest across the state from 1908 through 1917.

Although society and technologies have changed dramatically during the past 90 years, the University of Georgia Cooperative Extension Service continues to fulfill its basic mission. County Extension Agents help citizens keep abreast of the latest information, research, and educational materials available. We deliver these resources through our many services to help Gwinnett citizens acquire the skills to improve their quality of life and keep Gwinnett a great place to work and live. A more informed population directly relates to attracting the kind of businesses and jobs for positive growth and economic development.

### **Core services include:**

**Public Education** – Use local media and public forums to present educational programs for citizens of Gwinnett County through public outreach via newspaper articles, educational seminars, and TVgwinnett.

**Customer Service Problem-Solving** – Using the research-based information of the University of Georgia, provide personal customer service to assist residents in solving individual problems related to the environment, family finance, nutrition and health, aging, and protection of Gwinnett's water quality and quantity.

**Youth Development** – Provide educational opportunities and activities for youth of varied socio-economic backgrounds to enhance the economic, social, and cultural well-being of our youth as they struggle through adolescence and prepare for higher education and productive employment.



*Robert Brannen  
Division Director*

In order to reach homeowners with useful information, the Gwinnett Cooperative Extension Service uses TVgwinnett and also presents a weekly gardening column in *The Gwinnett Daily Post*, which has a circulation of 68,000, and a monthly column in *The Gwinnett Citizen*, which has a circulation of 35,000. The articles discuss landscape and home improvement topics such as lawn care, plant selection, reducing water use in the landscape, tree care issues, and pest management. Landscape improvement and outdoor horticultural additions are projects that can increase a home's value dollar for dollar and enhance the county tax base as well as the homeowners' ability to sell a home quickly and at the optimum price.

Gwinnett County's rapid population growth over the last decade has stressed local environmental resources and increased the importance of protecting our water quality. Each time it rains, the resulting water runoff picks up pollutants, including fertilizers and pesticides, as it flows across lawns, streets, and commercial landscapes. This compromised water collects in storm drains and drainage swales and is eventually deposited, untreated, into rivers, lakes, and streams. According to a recent research study by the Georgia Clean Water Campaign, the general public is concerned about water quality, but not really sure what they can do about it. This lack of knowledge about non-source point pollution and how to prevent it is seriously affecting the quality of Gwinnett's water resources. The Gwinnett Cooperative Extension Service presents educational programs to inform homeowners and landscape professionals of The University of Georgia's researched proven methods for improving the appearance of landscapes, while greatly reducing the quantity of fertilizers and pesticides used.

Obesity is associated with increased health care costs, reduced quality of life, and increased risk of premature death. Common morbidities associated with obesity include coronary heart disease, hypertension and stroke, type 2 diabetes, and certain types of cancer. According to a 2005 statistic, 9,780 deaths in Georgia have been attributed to obesity. According to the Centers for Disease Control, Georgia's obesity rate was 27.3 percent in 2008. In Gwinnett County, the Cooperative Extension Service has collaborated with organizations in the community, including parent centers in the Gwinnett County Public Schools, senior centers, integrated health and human services centers, and the Latin American Association in order to provide education on the importance of physical activity and proper nutrition. The Cooperative Extension has implemented Walk-A-Weigh programs, *Cooking for a Life Time* cancer prevention classes, and general nutrition and health presentations that have shown to change bad eating habits into good ones and also increase the physical activity level of the participants of the programs.

Lung cancer is the number one cancer in the U.S. According to the American Lung Association, only one in seven survives lung cancer. Approximately 160,000 Americans die from lung cancer each year. Radon is the second leading cause of lung cancer overall and the first leading cause of lung cancer among non-smokers. Radon is responsible for 21,000 radon induced lung cancer deaths each year – 822 of those are Georgians. These deaths are preventable. The Gwinnett Cooperative Extension held programs, classes, events and exhibits, showed television PSA's and TV programs, and reached audiences through newspaper and newsletter articles to provide homeowners with information about the health effects of radon, and to encourage them to test their homes. Homeowners who received high test results received an information packet *How to Fix Your Home*, a list of certified radon contacts, and mitigation requirements.

As part of the University of Georgia and Gwinnett Cooperative Extension, it was our privilege at the 4-H office to offer a hands-on agricultural experience for youth during the county fair. One of the ways we do this is to offer a 4-H Farm Friends exhibit during the fair. During the morning hours, pre-schools, kindergartens, readiness programs, first graders, and special education students are invited to attend. In 2011, we had over 17,000 youth visit our 4-H Farm Friends Educational Exhibit at the Gwinnett County Fair. Also at the Gwinnett Fair, the Cooperative Extension organized and presented 19 independent livestock adult and youth competitions for approximately 2,024 participants.

Gwinnett County Public Schools has continued their partnership with the Gwinnett 4-H Program. We provide seven learning experiences each year to elementary schools throughout the county to assist teachers in meeting the Georgia Performance Standards as well as the Gwinnett AKS standards for elementary students.

# 2011 at a Glance

<b>Adult programs</b>	386
<b>Adults reached in programs</b>	35,894
<b>Youth programs</b>	914
<b>Youth reached in programs</b>	40,687
Youth programs in schools	702
Youth participants in schools	17,445
<b>Certified trainings</b>	45
<b>Number of citizens assisted through:</b>	
E-mails	64,277
Walk-ins	2,099
Phone calls	15,174
Samples analyzed	1,576
<b>Brochures distributed</b>	57,774
<b>Newsletters distributed</b>	144,850
<b>Website hits</b>	66,646

## Volunteers

Our Gwinnett Extension Master Gardener volunteers are one of the largest volunteer groups in Georgia. They are very active in the community by facilitating in-class and outdoor classroom education for children, seniors, and all citizens of our county. Some of their other efforts consist of school and park beautification projects, community garden organization and supervision, homeowner educational classes and general advice on horticulture and protecting our environment.

Gwinnett Extension Service also relies on 4-H volunteers to help 4-H'ers "learn by doing", develop leadership and life skills, make new friends and develop positive relationships, and give back to the community through community service projects.

<b>2011 Number of volunteers</b>	1,640
<b>2011 Number of volunteer hours</b>	16,511
<b>2011 Value of volunteer hours</b>	\$326,092

# Community Partnerships

- American Cancer Society
- Atlanta Community Food Bank Product Rescue Center
- Bethesda Men's Club
- Boy Scouts of America
- Changing Perceptions/Family Therapy Program
- Dillwood Organic Farms
- Emory Eastside Medical Center
- Emory University
- Family First
- Four Corners Preschool of Norcross
- Georgia 4-H
- Georgia Arborist Association
- Georgia Association of County Agricultural Agents
- Georgia Centers for Disease Control
- Georgia Department of Agriculture
- Georgia Department of Family and Children Services
- Georgia Department of Natural Resources
- Georgia Exotic Pest Plant Council
- Georgia Green Industry Association
- Georgia Gwinnett College
- Georgia Master Gardener Association
- Georgia Pest Control Association
- Georgia Recreation and Park Association
- Georgia Soil and Water Conservation Commission
- Goodwill Career Center
- Gwinnett Animal Welfare and Enforcement Center
- Gwinnett Broadcasting Company
- Gwinnett County Board of Education
- Gwinnett County Department of Water Resources
- Gwinnett County Environmental and Heritage Center
- Gwinnett County Facilities Management
- Gwinnett County Girl Scouts of America
- Gwinnett County Health and Human Service Centers
- Gwinnett County Library System
- Gwinnett County Master Gardeners
- Gwinnett County Parks and Recreation
- Gwinnett County Public School Parent Teacher Association
- Gwinnett County Senior Services
- Gwinnett County Sheriff's Department
- Gwinnett County Water Resources
- Gwinnett Daily Post
- Gwinnett Fair Board
- Gwinnett Gladiators
- Gwinnett Medical Center
- Gwinnett Neighborhood Leadership Institute
- Gwinnett Senior Clubs
- Gwinnett Soil and Water Conservation District
- Gwinnett Technical College
- Hispanic Association of Child Care Providers
- Home Depot
- John Deere Company
- Lanier Community Gardens
- Latin American Association
- Latin Association of Child Care Providers
- Lilburn Women's Club
- Lions Club International
- McDaniel Farm Park
- Mexican Consulate
- National Alliance for Youth Sports
- National Resource Conservation Service
- Norcross Garden Club
- Norcross Preschool and Head Start
- Norcross Stanford Village Community
- Radio Disney
- SEMCO Productions
- Southeastern Horticultural Society
- SPARK
- St. Patrick's Catholic Church
- Sugarloaf Country Club Community, Suwanee
- Sunrise Village Apartment Complex
- The Family Tree Nursery, Snellville
- The Gwinnett Neighborhood Leadership Institute
- The Gwinnett Citizen Newspaper
- The Lowe's Company
- The Salvation Army
- The Scotts Company
- The University of Georgia
- The University of Georgia, Gwinnett Campus
- TVgwinnett
- United Way
- Univision Channel 34 Atlanta
- Upper Ocmulgee Resource and Conservation Division
- Urban Agriculture Council of Georgia
- USDA National Resource Conservation Service
- WSB-AM 750 Radio
- Wynnhollow Trace Apartments

# Citizen's Advisory Board

Our diverse group of grassroots community leaders meets three times each year to assess local continuing education needs, evaluate current teaching efforts, and guide programming methods and strategies.

Amy **Baker**  
Steve **Baker**  
Jerome **Brown**  
Linda **Bryant**  
David **Clark**  
Cisco **Damons**  
Karol **Gaines**  
Sharon **Hansen**  
Cindy **Harris**  
Jaisree **Iyer**  
Paul **Kelley**  
Victoria **Kotkiewicz**  
Nancy **Lovingood**

Beatriz **Mauersberg**  
Melanie **Miller**  
Adrienne **Noble**  
Mark **Patterson**  
Aaron **Poulson**  
Pilar **Quintero**  
Billy **Ray**  
Soledad **Ruiz**  
Angela **Smith**  
John **Toler**  
Tammi **Verdi**  
Terri **Weaver**  
Hilary **Wilson**

## 2011 Award Highlights

- Innovative Television Programming – National Association of Counties
- Environmental Education Award, 1<sup>st</sup> Place – National Extension Association of Family and Consumer Sciences
- Mass Media Award: Newspaper – Georgia Association of County Agricultural Agents
- Mass Media Award: Publications – Georgia Association of County Agricultural Agents
- Mary W. Wells Diversity Award, 1<sup>st</sup> Place – Georgia Extension Association of Family and Consumer Sciences
- Extension Television Award, 1<sup>st</sup> Place – Georgia Association of Family and Consumer Sciences
- Environmental Education Award, 1<sup>st</sup> Place – Georgia Extension Association of Family and Consumer Sciences
- Achievement Award: Timothy Daly – Georgia Association of County Agricultural Agents
- 4-H Horse Quiz Bowl Team, 1<sup>st</sup> Place – University of Georgia 4-H Foundation





**Please consider the environment before printing this report.**

**gwinnett**county  
**Gwinnett Cooperative Extension Service**  
750 South Perry Street, Suite 400  
Lawrenceville, GA 30046-4804  
678.377.4010  
[www.gwinnettextension.com](http://www.gwinnettextension.com)

Environmental & Heritage Center

ANNUAL REPORT  
2011

## Mission

To serve as a recreational catalyst for inspiring and engaging community involvement in educating Gwinnett's students to solve tomorrow's environmental challenges, promoting sustainable development practices and utilizing new technologies to preserve the future health of our water resources, enhancing the appreciation of Gwinnett's natural resources, and presenting the interaction and interrelationships of lifestyles and cultures, past, present, and future, as they relate to the living world around us.

## Vision

- To develop an exemplary, high-tech cultural center known for hands-on science exhibits and quality educational programming that inspires visitors to become better stewards of our environment
- To transform the concepts of science and history into interactive, learn-by-doing experiences that will encourage a visitor's natural curiosity and sense of wonder about themselves and the world around them

## Partnership

The Gwinnett Environmental and Heritage Center is a collaboration of the Gwinnett County Board of Commissioners, Gwinnett County Public School System, the University of Georgia, and the Gwinnett Environmental and Heritage Center Foundation. The center's exhibits were designed with input from Gwinnett County Public Schools to ensure that each exhibit's content supports the requirements of the AKS (Academic Knowledge and Skills Curriculum) of the Gwinnett County K-12 School System and GPS (Georgia Performance Standards).



**GWINNETT**  
*Environmental  
& Heritage Center*



# About the Gwinnett Environmental and Heritage Center

## Managing Staff

Executive Director  
Director of Education  
Director of Operations  
Director of Development

Steve **Cannon**  
Dr. John **Cascone**  
Silviu **Gavriliuc**  
Jason **West**

The Gwinnett Environmental and Heritage Center (GEHC) is a unique partnership among the Gwinnett County Board of Commissioners, the Gwinnett Environmental and Heritage Center Foundation (GEHC Foundation), the University of Georgia, and the Gwinnett County Board of Education.

The center opened in 2006 as a multi-use history, culture, heritage, and environment facility. It is located on a 700-acre campus with green space and walking trails, as well as a 66,000 square foot educational building. The center was Gwinnett County's first LEED (Leadership in Energy and Environmental Design) certified green building and possesses one of the nation's largest, sloped, vegetated roofs.

In addition to its environmental emphasis, the center oversees heritage education programming throughout Gwinnett County, including such sites as the Lawrenceville Female Seminary, McDaniel Farm, the Yellow River Post Office, Freeman's Mill, the Isaac Adair House, and the Chesser-Williams House.

Under the leadership of Executive Director Steve Cannon, the center provides an opportunity for over 52,000 students (public, private, and home school) and community members annually to participate in interpretative, hands-on field studies and community based, educational programming.

The center offers a unique mix of recreational, educational, and rental opportunities. Visitors enjoy an exciting experience in the misty, multi-sensory Blue Planet Theater and wet fun in Discover H<sub>2</sub>O. Various traveling exhibitions connected to the center's mission also provide informative and fun ways to explore both science and heritage programming. In addition, passive recreation opportunities such as bike riding and hiking on the scenic nature trails and greenway corridors abound.



*Steve Cannon*  
*Executive Director*

# 2011 at a Glance

- Working with the Gwinnett and Environmental Center Foundation, the center secured more than \$785,000 in grants, sponsorships, and exhibits in 2011
- The center enhanced its programming experiences through the development of a Tree Canopy Exhibit in partnership with Partnership Gwinnett, Treetop Quest, Inc., and the GEHC Foundation. This venture was funded 100 percent by private funds and provides citizens and visitors a unique experience, combining environmental education with physical activity
- The center provided customer service to more than 200 facility rentals and special events
- The center provided 33 summer camp sessions in both science and history

## Volunteers

Through the efforts of 2,875 individual and group volunteers, the GEHC recorded a total of 12,004 volunteer hours for 2011.

## Community Partnerships

**In 2011, the center and its Foundation partnered with numerous organizations, companies, and individuals. Some of the major partners included:**

- Belgard Environmental
- Chocolate Perks
- Cisco
- Community Foundation for Northeast Georgia
- Georgia Adopt a Stream
- Georgia Gwinnett College
- Georgia Power
- Girl Scouts – Apalachee Service Unit
- Gwinnett Chamber of Commerce
- Gwinnett County Public Schools
- Holtkamp Heating and Air Conditioning
- Jackson EMC
- Partnership Gwinnett
- Ricoh
- Right to Hike
- Stantec
- The AFR Foundation
- Treetop Quest/Altiplano



**Please consider the environment before printing this report.**

**gwinnett**county  
**Gwinnett Environmental and Heritage Center**  
2020 Clean Water Drive  
Buford, GA 30519  
770.904.3500  
[www.gwinnetteh.org](http://www.gwinnetteh.org)

# Health & Human Services

Happy  
Chef

# ANNUAL REPORT 2011

## 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**s  
Marilynn **Sessions**  
Gary **Galloway**  
Shawn **Valadez**  
Vivian **Gaither**  
Ingrid **Patrick**  
Harriet **Wharton**



Pat Baker  
Division Director

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.



## Senior Services

Senior Services core services include congregate meals, home delivered meals, transportation, information and assistance, care management, and in-home services. These services are all mandated by the federal government, *Older Americans Act of 1965*. The other mandated program is the volunteer program although it is unfunded. 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. The building is a one-story building that is easily accessible to the public. Care 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 and a tag office. 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

# 2011 Strategic Initiatives Summary

## Citizens/Customer Perspective

- Positively impact the health and well-being of citizens participating in the division's 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 of seniors served per program versus how many are requesting service and placed on a waiting list. The target goal is to fulfill 100 percent of those requesting services to be served. In 2011, we have averaged serving 79.56 percent of those waiting which is below our target. Those services in greatest need of funding and the lowest percentage are:
    - o Transportation (41.93 percent)
    - o Homemaker (61.39 percent)
    - o Respite care (72.26 percent)
- Provide Gwinnett residents with up-to-date information about health and human service issues and senior services
  - 8,000 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 1,685 inquiries each month
  - Website visits increased due to a website redesign that more effectively drove residents to the Health and Human Services page. The total has reached as high as 13,773



# 2011 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 senior home delivered meals, transportation assistance, and even group projects requiring materials or transport

Received grant awards for the following:

- Gwinnett Senior Services
  - FTA – New Freedom Grant: \$158,766 to extend and expand *Get In Gear*
- Friends of Gwinnett Senior Services
  - Jackson EMC Foundation: \$15,000 for senior meals
  - United Way of Metropolitan Atlanta: \$13,500 for *Get In Gear*
  - Walton Electric Trust: \$6,800 for senior meals; \$3,150 for volunteer background checks
  - Wells Fargo Foundation: \$5,000 for home repair
  - Alcoa Foundation: \$4,500 – undesignated
  - Club Corp. Charities: \$3,650 – undesignated
  - Community Foundation of Northeast Georgia: \$3,500 for emergency assistance
  - Walmart Foundation: \$3,500 for senior meals



# 2011 at a Glance

- One community center (Centerville), three senior centers (Buford, Lawrenceville, and Norcross), and two 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*: Three years in production 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 2011
  - *Growing in Gwinnett*: 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 2011. Received NACo Achievement Award for being an effective and innovative TV program
  - Both of these shows reach 145,000 potential cable subscribers as well as online viewers
- Norcross Human Services Center meets the needs of Gwinnett's diverse community by offering classes in Spanish and Chinese
- Centerville Community Center successfully expanded rental opportunities to generate revenues for the County while serving 35,000 residents through program offerings by 60 different organizations/agencies
- 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 2011 – 2012
- Services to Seniors:
  - 33,236 one-way trips
  - 20,222 information and assistance calls were received from seniors and families in need
  - Almost 4,000 care management hours were provided
  - Performed almost 6,188 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
  - 87,457 meals were delivered to seniors' homes and 59,595 congregate meals were served at senior centers
- 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
- Friends of Gwinnett County Senior Services, a volunteer governed 501(c)3 nonprofit organization, donated \$43,708 to Gwinnett County which reduced the senior meals waiting list and \$39,731.50 to cover the local share of federal human services transportation grant, *Get In Gear* for disabled residents 18 and older
- *Get In Gear* human services transportation program – \$26,450 of vouchers issued, 207 trips taken, 3,818 miles traveled in six months

## Volunteers

Volunteers contributed 59,861 hours of service in 2011. Estimated value of volunteer service equaled \$1,248,101.85 (\$21.36/hour value determined by [www.IndependentSector.org](http://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 Project A.W.A.R.E. and Project A.C.C.E.S.
- Buford Human Services Center partnered with several community agencies/services such as: I Am B.E.A.U.T.I.F.U.L., Inc., Partnership for Community Action, U.S. Census, Gamblers Anonymous, the Gwinnett Hospital System, Lifeline Screening, Atlanta Prosperity Campaign, Gwinnett Children's Shelter – Project Safe Place, 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
- 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*
- In-kind collaborations included:
  - Be a Santa to a Senior – 701 gift bags to seniors
  - Project partners: Home Instead Senior Care, Walmart (Snellville), Walmart (Centerville), Belk (Snellville), Embracing Hospice, Homestead Hope Hospice
  - *Nurse Is In* – weekly nurse consultations at LSC, BSC, NSC, CCC and monthly health program – 1900 seniors reached in first 6 months. Project partner: Homestead Hospice
  - Outback at Work charity lunch – 850 charity lunches pre-sold and delivered by volunteers to worksites. Project Partners: Friends, GCSS, Suwanee Outback Steakhouse
  - TenderFeet RN – 130 house calls for senior foot care due to lack of transportation or financial means. Project Partners: Dempie Shaul, RN, Friends, GCSS
  - Taste of Centerville. Project Partners: CCC, Redeemer Presbyterian Church, Zoar UMC, Friends of Shiloh
- Partners in 2011 included:
  - 12Stone Church
  - Allgood Pest Control
  - Angelic Wings
  - Asian Pacific Americans Historical Society
  - Atlanta Area School for the Deaf
  - Atlanta Chapter, NFL Alumni
  - Atlanta Classic Cars
  - Atlanta Hawks Foundation
  - Atlanta SCRABBLE Club
  - Bear's Best
  - Blackwater Grill
  - Blue Heron Inn
  - Blue Ribbon Foods
  - Bridging the Gap Independent Living and Resource Center
  - Brightstar, Lawrenceville
  - Caminar Latino
  - Catalyst Consultants Unlimited, LLC
  - Cayenne Peppers of Centerville
  - Center for Pan Asian Community Services
  - Centerville Writers Group

# Community Partnerships

- Championship Chess
- Chesney Elementary
- Chick-fil-A
- Chick-fil-A, Duluth
- Child and Adolescent Resource Education Center
- Clear Channel Outdoor
- Clicks and Sticks
- Community of Grace Church
- Connections
- CredAbility
- Dr. Patricia Seebach
- Dutch Valley Supply
- Embracing Hospice
- EMC Security
- Event Next (for Dodge Chrysler)
- First Baptist, Duluth
- Friends of Gwinnett County Senior Services
- Gamblers Anonymous
- GATE – Gwinnett API Team Empowerment
- Georgia API Community Coalition
- Grace Pointe
- Gwinnett Children's Shelter
- Gwinnett County Storm Water
- Habitat for Humanity
- Heidi Mikkelsen
- I Am B.E.A.U.T.I.F.U.L., Inc.
- Ibrahan Molina
- Inland Water Pollution Control
- Judith Morris
- Kids Explore Greatness, LLC
- King and Prince Seafood Co.
- L.E.A.A.D.S.
- Lance Wrecker
- Lawrenceville Women's Club
- LEAPS5678
- Life Care Center of Gwinnett
- LISTA – Latinos in Information Science and Technology Association
- Live Life in Fullness Inc.
- Magill Elementary School
- Mahaffey Pickens Tucker, LLP
- MARTA
- Meeting the Need Ministry
- MeSun Health Services, Inc.
- Morgan Stanley
- NAMI Gwinnett
- Natalie Christiani
- NCR
- North Metro First Baptist Church
- Northeast Talking Book Center
- Overeaters Anonymous
- Pamela Towns
- Perimeter Church
- Piedmont Bank
- Quality Care for Children
- Ricoh Electronics
- Rodney Lewis
- Scepter Health and Rehab
- SE Gwinnett Coop
- Senior Transition Services
- Silver Oak Cellars
- Snellville Writers Group
- Southeast Gwinnett Cooperative Ministry
- Spencer Heating and Air
- Stantec
- Stegenga + Partners
- Sunshine Boys
- Team for Latino Alcohol Abuse Prevention
- The Way
- Victory World Church
- Walmart Supercenter #1720
- Walmart Supercenter #3462
- Walmart Supercenter #4739
- Walton Natural Gas
- Wells Fargo
- Wells Fargo Foundation
- Wesley Renee Glass Design
- White Columns Golf Course
- Zaxby's Centerville

## 2011 Award Highlights

- Received NACo Achievement Award for *Growing in Gwinnett* cable television series

# 2011 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
- 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 2011	
Residents receiving heating assistance from the Partnership for Community Action	786
Residents who used the center	53,253

Norcross Human Services Center in 2011	
Programs offered	95
Clients served	276,520
Total number of residents using one of the many services/classes offered at the center	17,912

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 2011	
Customer requests by phone and walk-in managed by the front desk	8,300
Organizations who offered programs, events, and activities to serve the community	60
Residents served at the center	35,000
Center volunteer hours	nearly 3,000

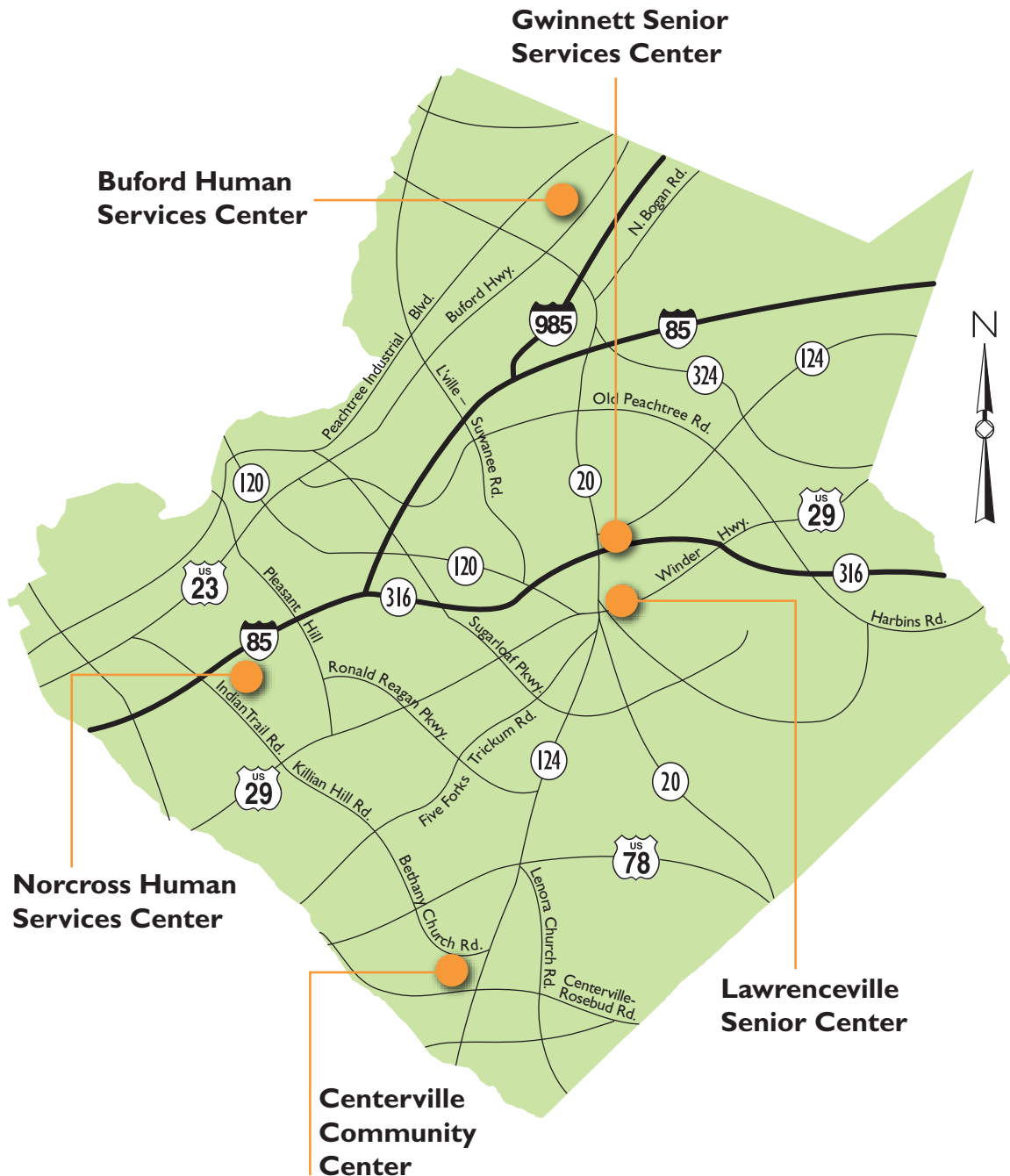
### Other trends seen at the Centerville Community Center include:

- Private rentals and demand by nonprofits continue to increase and 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

## Friends of Gwinnett County Senior Services – Key Support Areas

Year	Emergency Assistance	Utility Assistance	Home Repair	Senior Meals	Home Delivered Vehicles	Transportation
2009	\$1,869.50	\$3,852.06	\$8,309.88	\$32,943.36	\$2,040.38	\$0.00
2010	\$6,484.00	\$8,969.05	\$14,548.46	\$1,371.64	\$52,292.46	\$0.00
2011	\$4,215.48	\$7,332.31	\$10,714.65	\$70,699.00	\$2,094.00	\$51,528.54
<b>Totals</b>	<b>\$12,568.98</b>	<b>\$20,153.42</b>	<b>\$33,572.99</b>	<b>\$105,014.00</b>	<b>\$56,426.84</b>	<b>\$51,528.54</b>

## Centers





**Please consider the environment before printing this report.**

**Parks & Recreation**

**ANNUAL REPORT  
2011**

**gwinnett**county, georgia

# Mission

In partnership with our citizens, Gwinnett County Parks and Recreation provides high quality, broad-based parks, facilities, programs and services creating a sense of community, enabling a safe and secure environment, and enhancing Gwinnett's quality of life.

# Vision

Gwinnett County Parks and Recreation pledges to sustain the delivery of the highest standard of excellence of parks, facilities, programs, and services by:

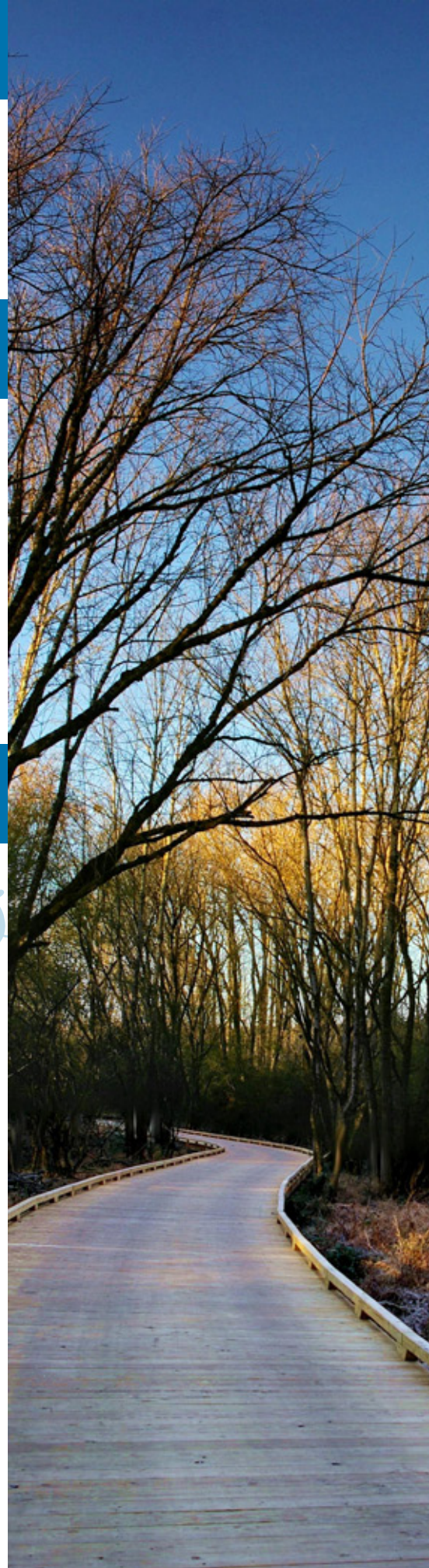
- Being responsive to the changing recreational needs of a diverse and growing community
- Continuing a citizen-driven and professional approach to provide safe, well designed and maintained facilities and programs
- Providing responsible stewardship of human, fiscal, natural, and historic resources
- Maximizing community resources

# 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



**gwinnett**county  
**parks & recreation**



# About Parks and Recreation

## Managing Staff

Division Director, Parks and Recreation Operations  
Division, Director, Parks and Recreation Project Administration  
Deputy Director of Park Operations  
Manager, Aquatics  
Manager, Recreation  
Manager, Support Services  
Manager, Grounds Maintenance  
Manager, Development/Construction

Tina **Fleming**  
Grant **Guess**  
David **Clark**  
Jim **Cyrus**  
John **Register**  
David **McGaughey**  
Eric **Horne**  
Don **Hafner**

In Gwinnett County there truly is something for everyone. With 44 parks and facilities throughout the county, GCPR strives to provide Gwinnett residents with quality recreation and leisure opportunities, serving all ages, interests, and levels of physical ability. GCPR offers a wide variety of classes, camps, programs, and sports leagues to satisfy nearly every Gwinnett resident.

Gwinnett County's park system is home to 150 multi-purpose sport fields with two featuring an overlay football field, nine aquatic facilities housing 17 bodies of water including indoor competition, instructional, lap and leisure/water park pools and outdoor leisure/water park pools, community and senior recreation centers, gymnasiums and activity buildings, playgrounds, dog park areas, outdoor tennis, sand volleyball and basketball courts, skate parks, miles of multi-purpose trails, and historical and nature sites. In addition, the Board of Commissioners' successful greenspace preservation program, supported by the 1997, 2001, 2005, and 2009 Special Purpose Local Option Sales Tax (SPLOST) allows Gwinnett residents the opportunity to enjoy the county's precious natural resources.

The Gwinnett County Recreation Authority is a legal advisory board comprised of nine-members appointed by the Board of Commissioners, including two representatives from each of the four commission districts, plus one chairman-appointed member. The board typically meets on the second Thursday of the month.

District 2	Jack <b>Bolton</b>
District 4	Myron <b>Bullock, Jr.</b>
District 3	Dr. Steven <b>Flynt</b>
District 1	Debbie <b>Hale</b>
District 4	Allen <b>Harkness</b>
District 1	June <b>Hawkins</b>
District 3	Greg <b>Hutzell</b>
District 2	Mark <b>Ogden</b>
Chairman	Appointment H. S. "Chip" <b>Randall</b>



*Tina Fleming  
Division Director  
Operations*



*Grant Guess  
Division Director  
Project Administration*

# About Parks and Recreation

Two divisions make up Parks and Recreation, which falls under the Department of Community Services:

- Parks and Recreation Project Administration
- Parks and Recreation Operations

## Parks and Recreation Project Administration Division

Charged with evaluating potential park sites, reviewing boundary surveys, and preparing feasibility studies, the Project Administration staff is responsible for environmental assessment reports, geotechnical analyses, park designs, oversight of renovation and capital improvements to existing parks and facilities, master planning parks and construction of new parks. Once land is purchased for a park, planning staff works with citizen steering committees to create a master plan. These committees consist of members of neighboring communities and park users.

### 2011 Project Administration Highlights

- Installed new artificial turf field at Cemetery Field to reduce operational expense and increase athletic field rentals
- Opened the renovated Bethesda Park Senior Center. This renovation provided new finishes within the facility as well as made it more energy efficient. Funding from a CDBG grant supplied Energy Star kitchen appliances to replace ageing, less efficient ones in the center's kitchen
- Renovated Collins Hill Park Aquatic Center. This project included re-plastering of the pool, and repair of the grates and sump for the circulation system, the addition of more efficient pool filters, and painting of the natatorium, locker rooms, and lobby
- Major new park construction began at Bryson Park in the Lilburn area as well as major expansions at Rabbit Hill Park and Harbins Park. Each park is design to expand the athletic field capacity of a county that has seen its elementary school age population continue to increase
- 2010 Park Land Acquisition Analysis Update Report was completed using the demographic information from the 2010 Census



# Parks and Recreation Operations Division

Charged with maintaining, operating, and public awareness and safety of the county's park system and recreation facilities, the Operations Division staff is responsible for providing quality parks, programs, and services to meet the broad-based needs of the citizenry in Gwinnett.

## Recreation Operations: Programming and Resources and Marketing

Recreation general programming staff and youth athletic facilitators provide countywide services that are divided into four geographic areas: north, south, east, and west. Other countywide specialized program areas include aquatics, heritage, seniors, cultural arts, adult athletics, and tennis. Recreation staff operates and maintain recreation facilities, schedule facility rentals, facilitate citizen meetings, plan and schedule classes, workshops, summer camps, adult athletic leagues, and special events throughout the county. Recreation staff also fosters volunteer/community services in county parks and recreation facilities and in programs/service delivery.

Resources and Marketing is responsible for creating awareness of the County's park system and the many recreation opportunities that GCPR provides for the community. This awareness is created through publications, the GCPR website, TVgwinnett (Gwinnett County's cable access channel), and media relations. Additionally, Resources and Marketing plans special events, prepares PowerPoint presentations on various aspects of GCPR, makes informative presentations to groups and other organizations, works closely with nonprofit organizations such as the Gwinnett Parks Foundation, prepares local, state, and national award nominations, and creates invitations, flyers, advertisements, news releases, presentations, and brochures.

## 2011 recreation programming and resources and marketing highlights

- The Resources and Marketing Section distributed 34 news releases regarding park happenings to local media
- The Resources and Marketing Section had 18,052 e-alert subscriptions for Gwinnett L.I.F.E. and marketed 127 events through online sources
- Celebrated July as National Park and Recreation Month (NRPA) by hosting six events with a Get Up, Get Out marketing campaign
- Celebrated Older American Month in May by hosting six events with a Seasoned with Thyme marketing campaign
- Implemented advertising plan for Gwinnett L.I.F.E. and scoreboards
- Developed and implemented film permit procedures for Gwinnett County parks and facilities
- Launched new marketing strategies and rebranding of the Gwinnett Parks Foundation website and social media presence for increased visibility to the public



# Parks and Recreation Operations Division

- In partnership with Archer Athletic Association, Mountain View Athletic Association, and Dacula Soccer Club, held groundbreaking for the Harbins Park expansion and the Rabbit Hill Park expansion – September 30, 2011
- In partnership with Norcross Youth Athletic Association, held a ribbon cutting for turf installation at Cemetery Field Park – August 12, 2011
- Ivy Creek Greenway ribbon cutting – November 9, 2011
- Kids Fishing Day was held at Jones Bridge Park in collaboration with various community partners – over 700 registered
- Gwinnett County Parks and Recreation had 47,770 athletes involved in youth sports through the partnership with 27 youth athletic associations.
- The 24<sup>th</sup> annual Lighting of the Tree occurred on Thanksgiving Day, November 25 with over 12,000 people on the grounds of the Gwinnett Historic Courthouse on the square in downtown Lawrenceville for this traditional event
- The Aquatic Section had over 575,000 visitors enjoying the pools
- Ten Senior Recreation Clubs met each month at various GCPR facilities to enhance the recreational, fellowship, and educational experience for Gwinnett's seniors, totaling 490 members
- Number of scheduled facility use – 11,298
- Gwinnett County Parks and Recreation hosted 511 adult sports teams playing 3,000 games
- The Aquatic Section had combined participation from 31,660 senior citizens in water exercise classes at Bethesda Park, Bogan Park, and Mountain Park Aquatic Centers
- Summer camp program: 1,309 kids registered for general day camps, and 424 registered for the 41 specialty camps, 129 Inclusion campers
- First year for TILT training, CITs were better prepared for camp and demonstrated skills on a regular basis that they learned in training. CIT hours for all camps – 6,454
- The Volunteer Resources Section coordinated 11 Scout projects
- The Volunteer Resources Section led the effort in 44 volunteer workdays/events for a total of 40,717 hours of service

## Park operations: grounds maintenance

Grounds Maintenance includes four districts: north, south, west, and conservation parks and is responsible for all the general/basic care and upkeep for all parks in the County's park system. Turf, trails, and natural resource management, mowing and fertilization of passive and athletic sport fields, sports field game preparation, tree and shrub care, playground inspection and maintenance, grounds and buildings janitorial, and litter/refuse removal all are basic components of the scope of quality service afforded by the grounds maintenance staff.

## Park operations: support services

Support Services includes six main units: Electrical, Plumbing, Carpentry, Field Support, Contractual Services, and Warehouse Operations. These units are involved in the maintenance of all facility systems (HVAC, plumbing, electrical, lighting, irrigation, building structural, painting, key locking system), fleet maintenance coordination, athletic/security lighting, site electrical/plumbing all covering community centers, activity buildings, aquatic centers, specialized facilities, athletic fields and all general park areas throughout the parks system.



# Parks and Recreation Operations Division

## 2011 park operations highlights: grounds maintenance and support services

- Grounds Maintenance managed:
  - Over 105 miles of trails
  - 150 sports fields
  - 63 playground units
  - Over 695,000 square feet of Sports Field turf
- Support Services received 2,893 service requests, with a 95 percent overall completion rate.
  - 646 plumbing
  - 505 electrical
  - 398 carpentry
  - 883 field support
  - 461 contract management
  - Managed 19 annual contract services agreements



# Financial Summary

## Parks and Recreation Capital History

Revenues	2010	2011
Recreation Tax*	\$ 3,855,707	\$ 2,500,000
Grants	0	100,000
General Tax/Other	32,968,995	35,110,083
<b>Total</b>	<b>\$ 36,824,702</b>	<b>\$ 37,710,083</b>

Expenditures	2010	2011
Capital Improvements and Equipment	\$ 11,642,302	\$ 24,422,051

\*Funds receipted in operating fund and transferred to capital to be expense

## 2011 Parks and Recreation Revenue and Expenditures

Revenues	2011
General Fund	\$ 385,804
Recreation Tax	25,910,786
User Fees	5,036,008
Other Revenues/Dividends	7,955
<b>Total</b>	<b>\$ 31,340,553</b>

Expenditures	
Personal Services*	\$ 14,638,239
Supplies	9,318,142
Other Changes/Services**	2,889,683
Contribution Capital	2,582,330
Bonded Debt Service	0
<b>Total</b>	<b>\$ 29,428,394</b>

\*Includes OPEB Transfer

\*\*Includes Springbrook Payment

# 2011 at a Glance

Total park land acreage	9,282
Number of operational parks	44
Number of Recreation/Community Centers	12
Number of Senior Recreation Centers/designated area	2
Number of Tennis Courts	51
Number of Outdoor Basketball/Multi-use courts	31
Number of miles of bike/walking/hiking trails	105
Number of Competition and Leisure/Play Pools	17
Number of Skate Parks	7
Number of Cultural/Historic sites	6
Number of Playgrounds	63
Number of Dog Park Areas	6
Number of Special Needs Multi-use Sport fields	6
Number of classes, programs, camps, and events offered	6,047
Number of parks under development or renovation	4
Number of parks master plans completed	1
Number of groundbreakings for new parks	2
Number of parks and facilities opened	1
Number of parks/facilities renovated	1
Number of participants enrolled in recreation classes	78,389
Number of recreation and athletic summer camps offered	424
Total participation in summer camps	1,862
Number of Youth Athletic Associations (YAA)	27
Enrollment participation of children in YAA programs	47,770
Number of participants in adult sports leagues	8,719
Number of participants in aquatics classes/lessons	81,311
General attendance at county pools	575,000
Number of facility and specialized facility use	11,298
Facility rental participation	814,026

# 2011 at a Glance

Acreage of developed parkland maintained by staff	2,893
Number of multi-purpose sports fields maintained by staff	150
Number of work orders for plumbing, electrical, carpentry, field support	2,893
Number of volunteer hours ( <i>this does not include Youth Athletic Association</i> )	40,717

## Volunteers

- The Volunteer Resources Section coordinated 11 Scout projects
- The Volunteer Resources Section led the effort in 44 volunteer workdays/events for a total of 40,717 hours of service
- Gwinnett County Parks and Recreation had 47,770 athletes involved in youth sports through the partnership with 27 youth athletic associations
- The Volunteer Resources section secured \$125,946 in grant funding/donations
- The Volunteer Resources section hosted a volunteer reception (February 2, 2012) to honor 2011 volunteers. Thirteen Gold, 27 Silver, and 37 Bronze Volunteer Presidential Awards were awarded. Ninety-one Volunteer in Parks (VIP) awards were also presented to volunteers

## Gwinnett Parks Foundation

The Gwinnett Parks Foundation is a 501(c)(3) charitable organization established to support GCPR programs and services. Foundation volunteers advocate quality of life through citizenry awareness of the county's park system and recreational opportunities and assist GCPR with various programs including: the Park Park'nership Program, the Commemorative Program, and other planned eventse, which raises funds for youth and senior citizen recreation scholarships.



# Community Partnerships

- Alpharetta-Johns Creek Kiwanis
- American Hiking Society
- Archer Athletic Association
- Atlanta Fire United Soccer Association
- Best Friend Club
- Bogan Gold Wing Club
- Brookwood Baseball/Softball Association
- Brookwood Football
- Brookwood Lacrosse
- Buford School System
- City of Duluth Recreation Department
- City of Lawrenceville
- City of Snellville Recreation Department
- City of Sugar Hill Recreation Department
- Collins Hill Athletic Association
- Collins Hill Stingrays
- Dacula Athletic Association
- Dacula Dolphins
- Dacula Rainbow Senior Recreation Club
- Dacula Soccer Club
- Duluth Youth Athletic Association
- Evergreen Club
- Georgia DNR
- Georgia Futbol Club
- Get Kids Fishing Foundation
- Get Up and Go Senior Recreation Club
- Good Age Senior Recreation Club
- Grayson Athletic Association
- Greater Lilburn Athletic Association
- Gwinnett Chamber of Commerce
- Gwinnett County Board of Education
- Gwinnett Disc Golf Organization
- Gwinnett Federal Swim League
- Gwinnett Historical Society
- Gwinnett Humane Society
- Gwinnett Master Gardeners
- Gwinnett Masters Special Olympics
- Gwinnett Medical Center
- Gwinnett Parks Foundation
- Gwinnett Rose Society
- Gwinnett Senior Golden Games
- Gwinnett SenioR Learning Center
- Gwinnett Sports Commission
- Gwinnett United in Drug Education (GUIDE)
- H2U
- Lanier Athletic Association
- Lawrenceville Fun Time Senior Recreation Club
- Lawrenceville Tourism and Trade Association
- Lawrenceville Woman's Club
- Lawrenceville Youth Athletic Association
- Liberty National Volunteer Match
- Metro Atlanta Senior Softball Association
- Mill Creek Athletic Association
- Mountain Drifters Senior Recreation Club
- Mountain Park Athletic Association
- Mountain Park Sharks
- Mountain View Athletic Association
- National Alliance for Youth Sports – Youth Sports Expo
- Norcross Baseball/Softball Association
- Norcross Soccer Association
- Norcross Youth Athletic Association
- North Gwinnett Baseball/Softball Association
- North Gwinnett Football Association
- North Gwinnett Lacrosse Association
- Nothing But Fish
- Peachtree Boosters Club
- Peachtree Ridge Athletic Association
- Ricoh Electronics
- SafeKids Gwinnett
- Senior Recreation Council
- Shiloh Athletic Association
- Shorty Howell Hi-Steppers Senior Recreation Club
- South Gwinnett Athletic Association
- Suwanee Goodtimers Senior Recreation Club
- Trout Unlimited
- Vines Garden Railroad

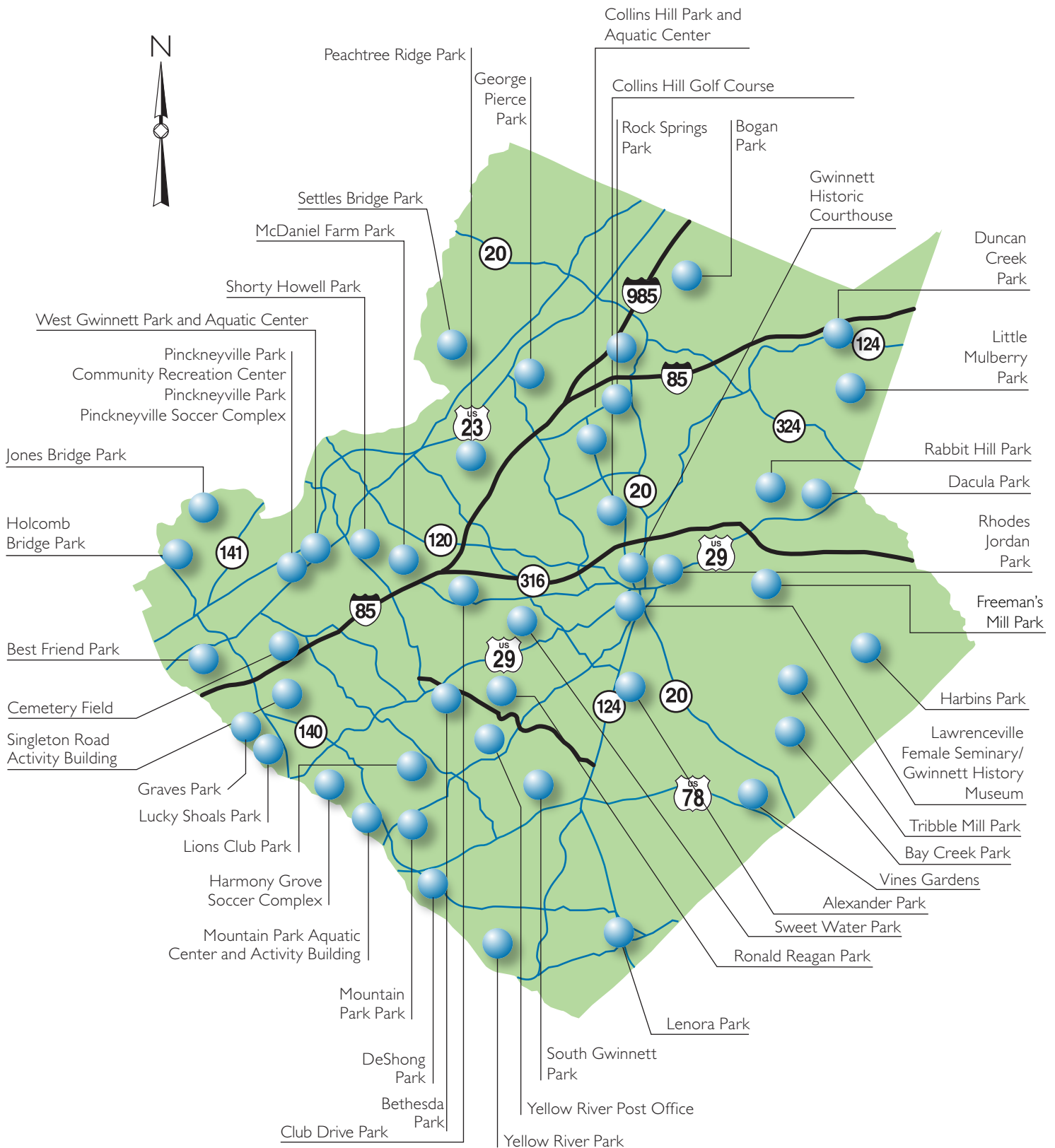
# 2011 Award Highlights

- Georgia Recreation and Park Association
  - Stacy Fowler, State Athletic Programmer
  - HOOKED Teen Club, Minority Innovative Program Award
  - TILT–Teens in Leadership Training, Innovative Program Award
  - Dacula and Mountain View Pageant Girls, Program Section Volunteer Award
  - Jeff Jansma, Therapeutic Section Volunteer Award
  - Gwinnett Veterans Council War Memorial Museum, Facilities and Grounds Volunteer Award
  - Older American Month, Senior Section Award
  - Ms. Lois Allen, State Volunteer Award
- Georgia Recreation and Park Association – District 7
  - Agency of the Year
  - Gwinnett Senior Softball League, Volunteer Award
- Georgia Trust for Historic Preservation
  - Freeman’s Mill Park, Excellence in Restoration
- Gwinnett Clean and Beautiful
  - Dacula Soccer Club, Best Recycler in Gwinnett Award
- Gwinnett Magazine
  - Best Place for a Wedding – Gwinnett Historic Courthouse



# 2011 Park Inventory

With 44 parks, residents are just minutes away from enjoying a day at the park and the many activities offered by Gwinnett County Parks and Recreation.





**Please consider the environment before printing this report.**

# Voter Registration & Elections

**GWINNETT COUNTY BOARD OF  
VOTER REGISTRATION & ELECTIO**

455  
GRAYSON HWY.  
SUITE 200

**ANNUAL  
REPORT  
2011**

## Mission

Uphold the Constitution of the United States to include the laws and policies of all courts and maintaining public confidence by registering eligible voters and conducting honest and impartial elections in a fair, efficient, and accurate manner.

## Vision

Promote, preserve, and improve democracy by identifying resources, and applying innovative strategies and technologies to ensure fair and open elections, which accurately reflect the intent of the electorate.

## Values

Our values are respect, responsibility, customer responsiveness, collaboration and teamwork, innovation and quality, integrity, and persistence in furthering our goals. The values are based upon the expressed intent to ensure an open democratic process for the citizens of Gwinnett County. By strict adherence we demonstrate our loyalty to freedom, pride in our profession, and a commitment to the excellence of the democratic process.



GWINNETT COUNTY BOARD  
VOTER REGISTRATION & ELECTIONS



# About Voter Registration and Elections

## Managing Staff

Elections Supervisor  
Assistant Elections Supervisor

Lynn **Ledford**  
Kristi **Royston**

## Gwinnett County Board of Registrations and Elections

The Gwinnett County Board of Registration and Elections was created through local legislation in the Georgia General Assembly. The members of the Board collectively serve as the superintendent of elections and the chief registrar for the county. They are appointed and serve two year terms.

Chair  
Vice-Chair  
Member  
Member  
Member

Joan H. **Zellner**  
Beauty P. **Baldwin**  
Joey **Chapman**  
Beth S. **Gibbons**  
Keith **Shewbert**

The board provides voter registration/elections opportunities (voter registration, advance voting, absentee voting, and Election day voting) to all citizens as required by Federal and State laws, and the rules and regulations of the State Elections Board of Georgia. Also, they conduct special elections as needed.

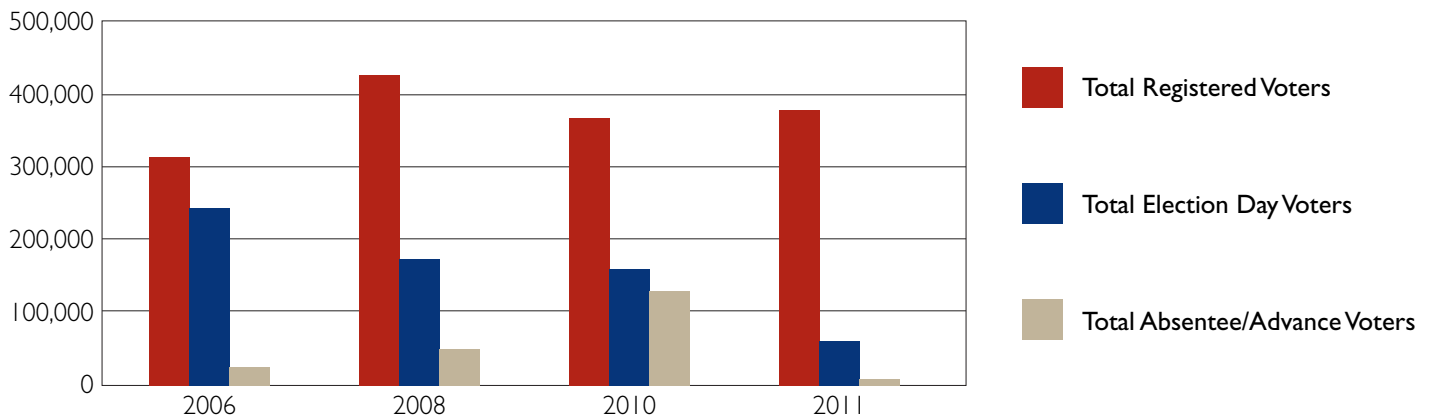


*Lynn Ledford*  
*Elections Supervisor*

## 2011 at a Glance

- Conducted two special elections which no challenges or contests
- Elections Supervisor appointed by Secretary of State to committee for the selection and implementation of new state-wide voter registration system
- Integrated additional technology into daily work flows

## Voters History





**Please consider the environment before printing this report.**

**gwinnettcounty**  
**Gwinnett County Voter Registration and Elections**  
455 Grayson Highway, Suite 200  
Lawrenceville, GA 30046  
678.226.7210  
[www.gwinnettelelections.com](http://www.gwinnettelelections.com)



Citizens Committee  
on the Future of  
Gwinnett County

# Community Services Update

## **Gwinnett County's final update on Engage Gwinnett recommendations**

On August 15, 2012, Gwinnett County released a final update to the recommendations made by both Engage Gwinnett and its technology-focused offshoot, the Excellence Through Innovation Task Force. Although formal reporting is ending, the valuable contributions by these citizens and their ideas will live on.

By the time of the final report, Gwinnett County had taken action on approximately three-quarters of the recommendations made by Engage Gwinnett and pledged that progress will continue on the remaining recommendations. Those actions reduced annual spending by millions of dollars and created new sources of income for county government, offsetting declining tax revenues.

Another significant result of Engage Gwinnett was a follow-up review of the County's computer systems, policies, and processes conducted by a group of outside volunteers with relevant knowledge and experience. The Excellence Through Innovation recommendations were aimed at maximizing efficiency and prioritizing long-term information technology goals. The County had accepted and acted on approximately one-third of those suggestions by the publication of the final report; progress will continue on the remaining recommendations.

Together, these two teams of citizen volunteers had a significant impact on County operations and finances. They donated countless hours of valuable time and brought a variety of outside perspectives and priorities to the table. Yet again, the Gwinnett County community pulled together to weather a perfect storm of global recession and falling tax revenues with a steadily growing population and increased needs for services.

For many years to come, we will continue to feel the impact of budget cuts resulting from these recommendations. Gwinnett is now on a more sustainable path of less costly and increasingly efficient government that provides a firm foundation for future growth of our local economy.

This was a very challenging and time-consuming process, and the Board of Commissioners has expressed deep appreciation for the support of everyone involved.

To view Gwinnett County's final report on  
Engage Gwinnett and Excellence Through Innovation recommendations, please visit

**[www.EngageGwinnett.com](http://www.EngageGwinnett.com)**



**Please consider the environment before printing this report.**