

Happy
Chef

ANNUAL REPORT
2011

Mission

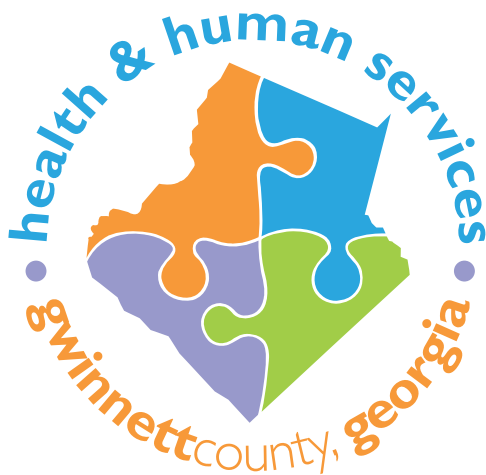
The Department of Community Services provides high-quality social, recreational, educational, and other human services in partnership with the Gwinnett community.

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).

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

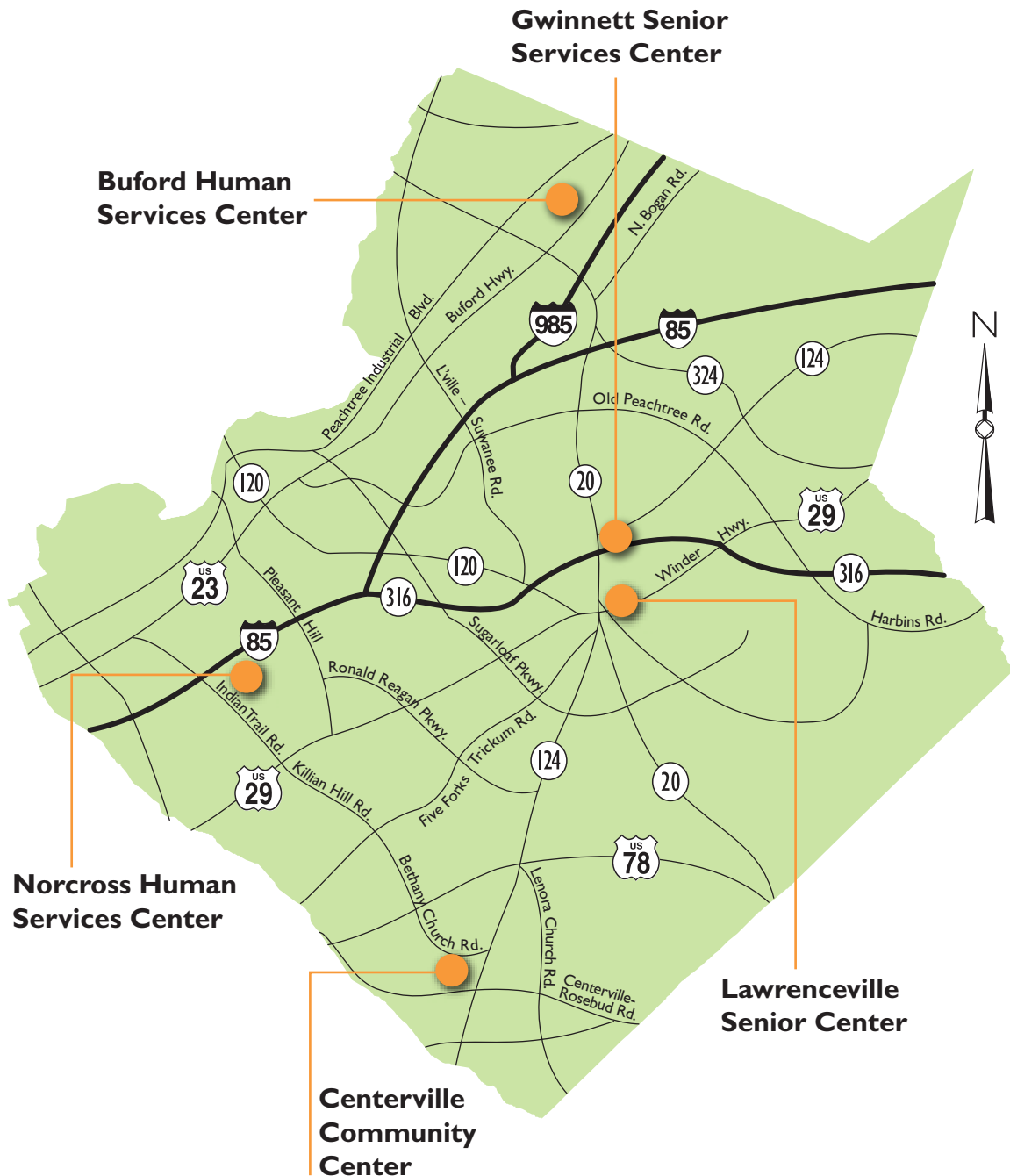
Other trends seen at the Centerville Community Center include:

- 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
Totals	\$12,568.98	\$20,153.42	\$33,572.99	\$105,014.00	\$56,426.84	\$51,528.54

Centers





Please consider the environment before printing this report.