



# Community Services





# Mission – Department of Community Services

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



## Mission – Department of Community Services

Community Services is comprised of six divisions providing direct services to Gwinnett citizens:

1. Cooperative Extension Service;
2. Gwinnett Environmental & Heritage Center;
3. Health & Human Services;
4. Parks & Recreation Operations;
5. Parks & Recreation Project Administration; and
6. Voter Registration and Elections.

DoCS also provides support for other community services.



# Community Services Work Group Notes

- Mandate Services
- Underserved Areas
- Utilization Levels
- Municipality Provision/Support of Services
- SPLOST Report
- Relevant Boards and Authorities
- County and Municipal Budgets
- HHS: Services Provided/Supported
- Arts Needs: Services Provided/Supported
- Other Areas: Services Provided/Supported



## Health and Human Services (HHS)

**Gwinnett County 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.**



# Core Services of HHS

## Senior Services

Services provided to Gwinnett seniors (persons over 60 years of age) include congregate meals, home delivered meals, transportation, information and assistance, case management, and in-home services. There are three senior centers; Lawrenceville, Buford and Norcross. The Lawrenceville center is a stand-alone center that houses the kitchen facilities for all three centers. These services are all mandated by the Federal Government, Older Americans Act of 1965. The other mandated-unfunded program is the volunteer program.



# Core Services of HHS

## ‘One-Stop Centers’

There are two ‘one-stop centers’ that house several service agencies such as health clinics, Head Start, DFCS offices, two senior centers, a tag office, and several more. Their core service is to provide programming for nonprofit and for-profit agencies, manage facilities and security issues, and provide/schedule rental space for use by Gwinnett citizens.

## Centerville Community Center

Centerville Community Center’s services include: providing rental space for the general public, nonprofits and for-profits; collaborating with agencies and organizations to establish free to low-cost programming along with scholarships; and holding nine (9) public community events throughout the year (outside of regular programming).



# Utilization of Services for HHS

## Senior Services

Senior core services provide an estimated 167,373 units of service to seniors annually. Gwinnett Senior Services has 1,600 volunteers that put in approximately 45,000 hours of service this past year.

## 'One-Stop Centers'

- **Buford** Total number of people using one or more of the services equaled 48,000 in 2008.
- **Norcross** Total number of people using one of the many services equaled 289,044 in 2008. Norcross also had 26 different programs/partners and served over 11,100 clients in Human Services.
- **Centerville** In 2008 the Centerville center served 24,002 people in their programs and events. The number of people using the facility in 2003 was approximately 5,500. Centerville partners with 90 non- and for-profit organizations, businesses, and individuals.





# HHS Budget Summary 2009

**Senior Services:** \$1,653,039 (General Fund), Revenue: \$77,400 in 2009, \$1,018,338 Grant Funds FY2009\* Revenue: \$24,335

**Norcross Human Service Center:** \$141,424

**Buford Human Service Center:** \$122,964

**Centerville Community Center:** \$165,245

Revenue: Rental fees collected were \$10,287 in 2008

\*The state fiscal year was July 1,2008-June 30,2009

**HHS Total:** Expenses: \$2,442,974 Revenue: \$112,022



# HHS Summary of 2009 Budget Reductions

- Two key frozen positions eliminated in June 2009.
- 2010 targeted two full-time positions and reduced one full time to 30 hours/week.
- RIO resulted in an additional 4 positions vacated September 18, 2009.
- Up to 8% cut from the State of Georgia retro-active to July 1, 2009. There is a potential of a 6-8% cut in 2010.
- The State also cut transportation funds by 8% reducing the number of senior one-way passenger trips available through the Coordinated Transportation System.



# HHS Mandated Services

## Senior Services

For Gwinnett County Senior Services to receive state and federal funds for the provision of services under the Older Americans Act, the County must commit to a four-year contract and provide all of the "mandated" services. Those services are Congregate Meals, Home Delivered Meals, Homemaker Services, Transportation, Information and Assistance, and Case Management.

Senior Services is funded through the Atlanta Regional Commission, Area Agency on Aging and complies with State and Federal Regulations.



# HHS Underserved Areas

## Senior Services:

**Meals:** The waiting list for home delivered meals increased by 26.7% from 2007 to 2008. For home delivered and congregate meals the average monthly waiting list is almost 200 seniors.

**Transportation:** Because of state funding cuts there is a lack of adequate transportation to get the seniors from their homes to the senior centers which provide socialization and meals. There is also a long waiting list for seniors needing to get to medical appointments or medical treatments which could be life threatening.

**Cultural Diversity of Gwinnett Population** (as referenced in the Unified Plan): The 'One-Stop centers' and Centerville Community Center serve a large diverse population. Diverse cultures have taken little advantage of the services offered to seniors and are an underserved area of that program.



# HHS Community Partners

HHS partners with over 200 businesses, faith based groups, non-profit programs, charitable organizations, corporations, government and services agencies, in Gwinnett County and surrounding counties. The two most integral partners to HHS are Friends of Gwinnett County Senior Services (Friends) and the Gwinnett Coalition for Health and Human Services.

Friends is a volunteer-run 501(c)3 non-profit organization that has, for the past 10 years, helped raise funds which privately support or supplement select senior programs.

- Raised more than \$312,000 dollars in the last 5 years.
- Donated 4 fully-equipped Meals on Wheels vehicles and 2 home health care vehicles.
- Provided over \$30,000 towards Gwinnett County's Meals on Wheels Program and Meal Supplements in 2008 and 2009.
- Matched ARRA funding
- ..and much more!



# HHS Community Partners

The Gwinnett Coalition for Health and Human Services is a non-profit organization dedicated to addressing the health and human service needs of everyone in Gwinnett County, Georgia. It does so through collaborative community planning, applied research, community education, membership diversity, consensus building, advocacy, and innovation.

- The Coalition consists of a 56-member Board of Directors representing both public and private providers, educational institutions, business leaders, religious organizations, citizen groups, residents and one youth.
- Deemed by the County Board of Commissioners as the entity responsible for planning services for children and families in Gwinnett County, the Coalition has implemented four 5-Year Strategic Plans that address the short-term and long-term priorities for service systems throughout the County.
- One of the primary functions of the Coalition is the management of the Gwinnett Coalition Helpline. It is an extensive service with a listing of over 1000 health and human service agencies including governmental, United Way-funded and other non-profit organizations.



# HHS Subsidies

- ARC Hi Hope
- Barrier Free Gwinnett
- Board of Health
- Children's Shelter
- Coalition for HHS
- Council for Seniors
- DFACS
- GRN Community Services Board
- Gwinnett Hospital Systems
- Latin American Association
- Partnership Against Domestic Violence
- Sexual Assault Center



# Cooperative Extension Service

## MISSION STATEMENT

Extend life long 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 STATEMENT

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

## VALUES STATEMENT

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.





# Extension Service - Core Services

## Public Education

Utilize local media and public forums to present educational programs for citizens of Gwinnett County. We do this through the mass outreach of newspaper articles, educational seminars, and Gwinnett TV.

## Customer Service Problem Solving

Utilizing the research-based information of the University of Georgia, we provide personal customer service to assist citizens 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

We provide educational opportunities and activities for youth of varied socio-economic backgrounds to enhance the economic, social, and cultural wellbeing of youth as they struggle through adolescence and prepare for higher education and productive employment.



# Extension Service - Underserved Areas

Gwinnett Extension currently targets two underserved audiences.

**LOW INCOME RESIDENTS** - 155,000 residents or 19.6% of our population.

Two employees presented:

244 educational programs in 2008

209 educational programs through October of 2009

**HISPANIC RESIDENTS** - 142,000 residents or 18% of our population.

Our two bi-lingual employees presented:

179 educational programs in 2008

104 educational programs through October of 2009

\*One of our eliminated positions was a bi-lingual educator.



# Cooperative Extension Service

## 2009 Budget

Total Expenses	\$688,023
Less Revenues	<u>37,337</u>
Net 2009 Budget	\$650,686

Other Non-County Government-Funded Services



# Extension Service – Staff Reductions

**Extension Service staff as of November 2008** **14**

Staff funded totally by the University of Georgia - 2

Staff funded cooperatively by UGA and Gwinnett County - 4

Staff funded totally by Gwinnett County - 8

Even with State budget reductions, UGA has maintained its commitment to the 6 employees it fully or partially funds.

Gwinnett County has eliminated 3 employees.

**Extension Service staff as of November 2009** **11**



# Extension Service - Utilization in 2009

- Presented 1,140 educational programs and events.
- 471 media presentations through Gwinnett TV, newspapers, and magazines.
- 22,847 phone and walk-in customers served.
- Distributed information through 28,003 web hits and 41,791 e-mails.
- Utilized UGA labs to analyze and diagnose 1131 plant and water samples.
- Recruited and trained 180 volunteers who donated 13,907 hours to Gwinnett Citizens.
- Presented 104 programs in Spanish to residents not yet proficient in English.
- Distributed 144,951 educational brochures and newsletters.



# Extension Service - Citizens 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.

Billy Ray

Glenn Parsons

Nancy Lovingood

Aaron Poulson

Todd Moulder

John Bush

Aaron Tulin

Sharon Hansen

Karol Gaines

Susan Penston

Adrienne Noble

Benita Allen-Adejube

Pamela Moultrie

Cindy Harris

Debbie Bush

Jason Duncan

Pat Mawhinney

Ben Satterfield

Pilar Quintero

Dan Willis

Terri Weaver

Cynthia Cook

Almira Ramirez

Melanie Miller

Marcela Castaneda

Paul Kelley



# Extension Service - Major Community Partners

Gwinnett County Public Schools

Atlanta Regional Commission

Gwinnett County PTA Association

Partnership for Community Action

Lions Club International Association

Buford Health and Human Services

Gwinnett Clean and Beautiful

Gwinnett Council for Seniors

Pikes Family Nurseries

Gwinnett Technical College

Gwinnett Daily Post

Mexican Consulate

The Gwinnett Citizen Newspaper

Georgia Arborists Association

DFACS

Gwinnett Coalition

Lawrenceville Food Bank

Home Depot

Gwinnett Association of Child Care Providers

Georgia Soil and Water Conservation Commission

Georgia Community Action Association

Gwinnett Neighborhood Leadership Institute

Metro Atlanta Landscape and Turf Association



# Voter Registration and Elections

## 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.





# Voter Registration and Elections

## Core Services

Provide voter registration activities according to federal, state and local statutory requirements doing so as effectively and efficiently as possible.

Conduct absentee and early voting for Primary and General Elections.

Conduct election activities according to federal, state and local statutory requirements.

Ensure compliance with federal and state statutory requirements with regards to all other activities.



# Voter Registration and Elections

## Utilization

2008	Presidential Primary	328,132	134,889	41.11	15,925	4.85
	Primary	346,525	44,389	12.70	8,428	2.41
	Primary Runoff	346,525	30,239	8.65	3,609	1.07
	General	420,549	173,153	41.17	117,227	27.87
	General Runoff	420,549	136,876	32.55	28,771	6.84

Operate four satellite voting locations for three elections.

Conducted five scheduled elections with no contests or challenges to elections.

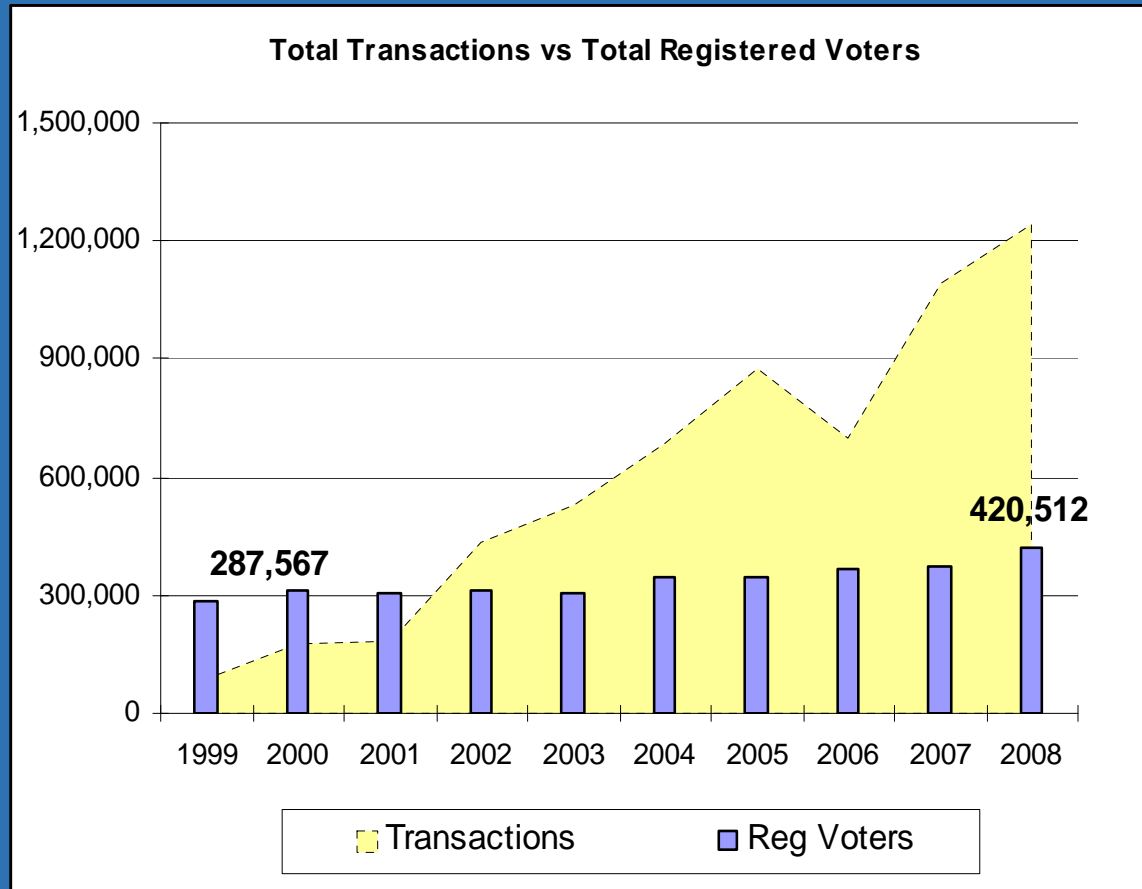


# Voter Registration and Elections

## Utilization

Processed over 1,000,000 voter registration transactions.

*\*Does not include absentee voting transactions.*





# Voter Registration and Elections

**2008 Election Year Budget**

**\$6,047,534**

**2009 Non-Election Year Budget**

**\$1,100,427**



# Voter Registration and Elections

## Mandated Services

Voter Registration for all eligible citizens.

Conduct scheduled and non-scheduled elections ensuring compliance with all statutory requirements.

Ensure military and overseas voters are provided both voter registration and election materials as required.

Conduct all other maintenance activities as required by both federal and state law.



# Voter Registration and Elections

## Underserved

The number of voter registration applications and absentee ballot requests is a direct function of population growth and voter interest in these elections, which in turn causes cyclical fluctuations in division workload. The numbers of registered continues to increase each year.

By comparison Gwinnett FTE staffing levels are far below that of comparable metro counties. The difficulties occur when depending upon temp agencies recruiting employees with adequate skill sets to meet the needs of the divisions' complex procedures which follow statutory requirements. Failure to meet objectives could result in fines by the State Election Board, law suits and the failure to ensure a successful democratic process thereby eroding the confidence of the voters.

– Performance Audit May 18, 2009



# Voter Registration and Elections

## Underserved

County	Full Time	Temporary	Registered Voters	Employees per 1000 Registered Voters
Gwinnett	10	5	420512	.0357
Cobb	20	7	440315	.0613



# Voter Registration and Elections

## Boards and Authorities

### Gwinnett County Board of Registration and Elections

The Board of Registration and Elections was created under Title 21, Chapter 2 of the O.C.G.A. The Board of Registration and Elections are the official board for elections in Gwinnett County. The Board of Registration and Elections has jurisdiction over the conduct of primaries and elections and the registration of electors in Gwinnett County. The Board is composed of five members, each of whom shall be an elector and a resident of Gwinnett County and are selected by appointment. The Officers of the Board shall be a Chairman, who shall also be the Chief Registrar and a Vice Chairman. The Board shall collectively serve as the election Superintendent. The Chairman shall be entitled to make or second motions or nominations. The officers shall be elected by the members of the Board by majority vote and shall serve a term of two years or until their successor is elected and qualified. These officers shall perform the duties prescribed by these rules and by the parliamentary authority adopted by the Board. They are appointed as follows; two by the Gwinnett Democratic Party; two by the Gwinnett Republican Party; the fifth member is appointed by the other four appointees. The Board is also responsible for the appointment of the Elections Supervisor who supervises the day to day affairs of the Voter Registration and Elections Office.





## Other Community Services

Atlanta Regional Commission	\$754,800
Georgia Forestry	3,580
Elisha Winn House/Historical Society	10,000
GUIDE (Staff)	132,497
Community Schools	923,364*
Resource Conservation and Development	61,920*
Soil and Water Conservation	38,960*

*\*Not funded in 2010*



# Parks & Recreation Operations

## Overview

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



# Parks & Recreation Operations

## Core Services

Gwinnett County Parks & Recreation is charged with the management and provision of quality, safe, county parks, recreation facilities, programs and services, on a year-round basis, enhancing the quality of life by meeting the broad-based recreational needs of the citizenry in Gwinnett County.

### **Parks Maintenance**

Core maintenance services in Parks and Recreation Operations are currently performed to keep parks and recreation facilities clean, safe, functional and managed effectively and efficiently.

### **Recreation Program Delivery/Services**

Core recreation services in Parks and Recreation Operations are currently performed on a year-round basis and include the management, operations, marketing, maintenance and programming of recreation facilities (pools, gyms, community centers, tennis/basketball/sand volleyball courts, sport fields, pavilions), scheduling of facilities- rentals/athletic leagues and fostering of volunteers/stewardship opportunities throughout the county and county's park system.



# Parks & Recreation Operations

## Utilization

### Accomplishments (2008)

Number of participants enrolled in recreation classes	68,282
Total participation in summer camps	13,144
Enrollment participation of children in YAA programs	50,245
Number of participants in adult sports leagues	12,453
Participation number in aquatics classes/lessons	117,705
General attendance at county pools	over 450,000
Participation number in tennis facilities, classes/camps, tournaments	30,752
Facility rental participation	1,359,078
Number of volunteer hours	21,000



# Parks & Recreation Operations

## Utilization

### Accomplishments (as of September 2009)

#### Park Operations

Park Acreage Maintained	2,353
Sports Fields Maintained	152
Turf Renovations –square feet	373,000 sq. ft.
Service Request Completion Rate	78%

#### Recreation Operations

Number of volunteer hours	32,610
Eagle Scout Projects Completed	21
Programs, Camps, Classes	4,860
Enrolled	50,521
Participation in Summer Camp	12,031
General attendance at County Pools	over 400,000
Tennis Tournament Held	14/2,000
Youth Athletic Associations	25
Gwinnett Life E-mail Alert Subscribers	8,000



# Parks & Recreation Operations

## 2009 Budget

P&R Operations/Admin.	\$21,555,359
Environmental & Heritage Ctr.	1,796,350
Debt Service	2,527,200
Utilities	2,848,314
Indirect Costs	2,019,322
Capital	865,740
Less Fees / Revenues	<u>(5,452,021)</u>
 Net 2009 Budget	 \$26,160,264



# Parks & Recreation Operations

## Summary of 2009 Budget Reductions

- Elimination of 18 full-time positions in P&R Operations.
- Reductions in facilities' operating hours.
- Reductions in recreation program services including special events.
- Elimination of one full-time manager position.
- Deferral of capital projects.



# Parks & Recreation Operations

## Mandated Services

Parks and Recreation's core services for both Operations and Project Administration reflects votes of the citizens of Gwinnett County.

### November 1986

- Voters passed a County-Wide Recreation Tax Levy of One Mill and authorized the creation of a countywide recreation district.
- The Tax Levy is the primary source of revenue for Recreation Operating Budget Funding.

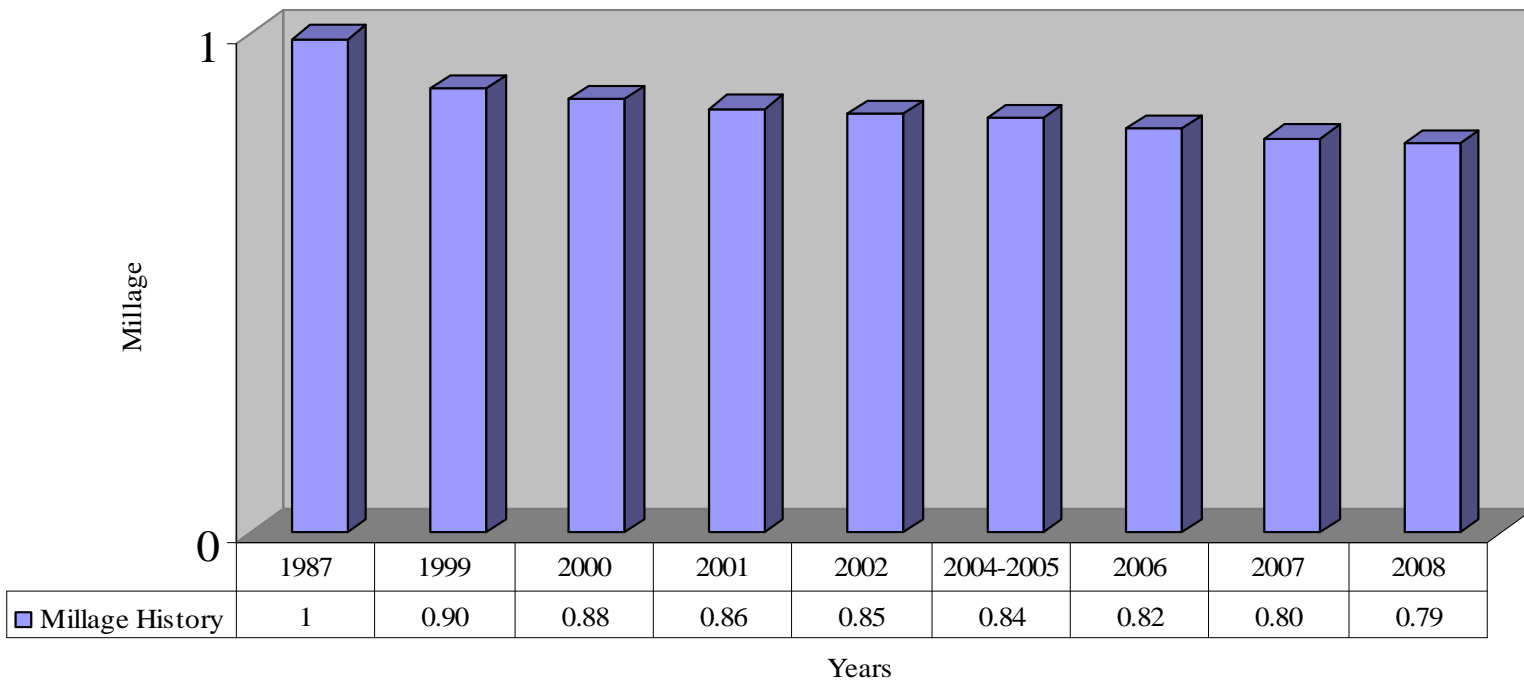




# Recreation Millage History

Millage History 1987-Present

■ Millage History





# Parks & Recreation Operations

## Underserved Areas

### Unified Plan – “Keep Gwinnett A Preferred Place”

#### Program-related:

- Arts – expand presence of “arts community”
- Youth Services – ex., Invest in after-school programs
- Cultural Diversity – venues to celebrate growing cultural diversity
- Special Needs Groups

#### Parks/Facilities-related:

- Neighborhood/pocket parks
- “New” Sports – soccer, lacrosse, cricket, bocce, others
- Open Space – enhanced open space/trails; revitalization areas
- Walkability – activity centers and neighborhoods



# Parks & Recreation Operations

## Boards and Authorities

Recreation Authority Board

Historic Restoration & Preservation Board

## Major Community Partners

Youth Athletic Associations *(25 located throughout Gwinnett)*

Senior Recreation Clubs *(10 located throughout Gwinnett)*

Gwinnett Parks Foundation

Gwinnett Senior Golden Games

Gwinnett Historical Society

Gwinnett County Veterans



# Parks & Recreation Operations

## Major Community Partners *(cont'd.)*

SORBA/GATR (*Gwinnett Area Trail Riders*)

Equestrian Rider Groups

Gwinnett Disc Golf Association

Boy Scouts of America

Gwinnett SeniorNet Learning Center

REI

Gwinnett Humane Society

Gwinnett County Public Schools

Vines Garden Railroad

Lawrenceville Tourism & Trade Association

Gwinnett Convention & Visitors Bureau

Gwinnett United in Drug Education (GUIDE)

Gwinnett Table Tennis Club

ALTA – Atlanta Lawn Tennis Association

Master Gardeners

American Red Cross



## Community Services – P&R Project Administration

### Mission:

In partnership with our citizens, Gwinnett County Parks & 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.



## Community Services – P&R Project Administration

### Core Services:

- Comprehensive Park, Greenway and Open Space System Planning
- Recreation Needs Assessment
- Inventory of recreation facilities
- Analysis of service areas, demographics, trends, etc.
- Park and Park Facility design
- Feasibility studies to support land acquisition
- Project Management
- Major repair and renovation



## Community Services – P&R Project Administration

### Utilization:

- A benchmarking exercise was completed for the 2004 Comprehensive Park Master Plan. The County was benchmarked against the average for five programs of national distinction, Fairfax County VA, Howard County MD, Lee County FL, Austin TX and Mesa AZ.
- Gwinnett County was at 12.5 acres per 1,000 (population). The average for the benchmark programs was 23.6 acres per 1,000.
- Today, Gwinnett is estimated at 12.1 acre per 1,000. 1,726 acres have been acquired since that report, but population growth outstripped the acquisition of parkland.



## Community Services – P&R Project Administration

### Utilization *(cont'd.)*

- Other Metrics from the 2004 Master Plan:
  - Full-time Staff per 1,000 residents:
    - i. Gwinnett – 0.2
    - ii. Five Program Average – 0.5
  - Operating Expenditures in Thousands:
    - i. Gwinnett – \$21,357
    - ii. Five Program Average – \$32,856



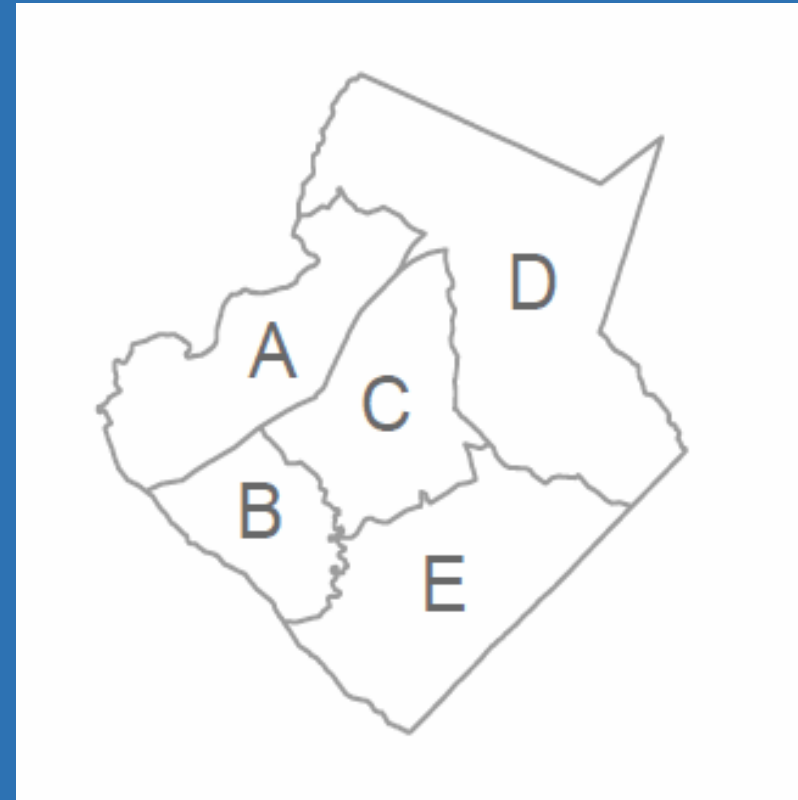


## Community Services – P&R Project Administration

### Underserved Areas:

The County was divided into Recreation Planning Areas (RPAs) A through E in the 2007 Capital Update.

A number of Demographic and Recreation Trends were reviewed. Two Such Demographic Trends follow.





## Community Services – P&R Project Administration

### Community Partners:

- Short-term Citizen Committees to Assist in developing Comprehensive Park Plans and Individual Park Master Plans
- Special Interest Groups, including Gwinnett Area Trail Riders (GATR), Equestrian Riders Groups, Gwinnett Disc Golf Association; Gwinnett Table Tennis Club; Atlanta Lawn Tennis Association (ALTA) and Various High School Cross-Country teams and Swim and Dive teams



# Gwinnett Environmental & Heritage Center

## Mission

Our mission is 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;
- **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.



# Gwinnett Environmental & Heritage Center

## Core Service

The **Education Programs** provide environmental, heritage, and sustainable technology programs for citizens and students.

January-October 2009

17,271 students

November/December 2009 Scheduled

3,695 students

FY 2009 Total

20,966 students



# Gwinnett Environmental & Heritage Center

## Core Service

The GEHC has served over 17,000 residents, businesses, and civic & nonprofit organizations through our **Facility Rentals**.

January-October 2009

80 rental events

November/December Scheduled Rentals

6 rental events

FY 2009 Rentals Total

86 rental events



# Gwinnett Environmental & Heritage Center

## Budget Reduction Summary

2009 Budget Reduction    \$155,632

- Eliminated all Community Programs
- Eliminated nine positions
- Reduced Hours of Operation
- Reduction of support staff and supplies for Community Programs



# Gwinnett Environmental & Heritage Center

## Major Community Partners

GEHC maintains formal partnerships with a number of Boards, Organizations, and Partners. These include:

- The GEHC Foundation
- Gwinnett County Public Schools
- University of Georgia, School of Environmental Design, School of Marine Science, and School of Education
- Stonehedge Garden Club
- Gwinnett Boy Scout Troops and Eagle Scouts
- Gwinnett Master Gardeners

These partnerships provide essential funding, in excess of \$500,000, and staff to support our core services as well as contributing to our vibrant and community woven spirit.



# Department of Community Services

## FULL-TIME EMPLOYEE STRENGTH

DECEMBER 2008 – 270

MARCH 2009 – 256 (14)

JUNE 2009 – 241 (15)

2010 PROPOSED - 229 (12)