

**APPENDIX G2**

***SERVICE PROVIDER APPLICATION***

***FORMATS***

**Provider Name: The Carl Shechter Southwest Focal Point Senior Center**

**Contract Period: July 1, 2026 – June 30, 2027**

**Funds Requested: Local Service Provider (LSP)**

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# **A. PROGRAM MODULE**



## A. II. GENERAL INFORMATION

**A.II.1. NEEDS ASSESSMENT:** (Describe the methods used to determine service needs in the area. Include process and use of waiting list information. The DOEA contract Client Services Manual should be reviewed for specific program requirements)

The Carl Shechter Southwest Focal Point Senior Center (SWFP) provides supportive services to older adults residing in the Southwest sector of Broward County, based on the findings and recommendations of the Area Agency on Aging Area Plan.

The SWFP catchment area includes a high concentration of older adults due to the presence of numerous retirement communities and 55 and older condominium complexes. Our forty-five years of experience in serving this population has aided in the evolution and expansion of programs to continue to meet the ever-changing needs of the contemporary mature adult.

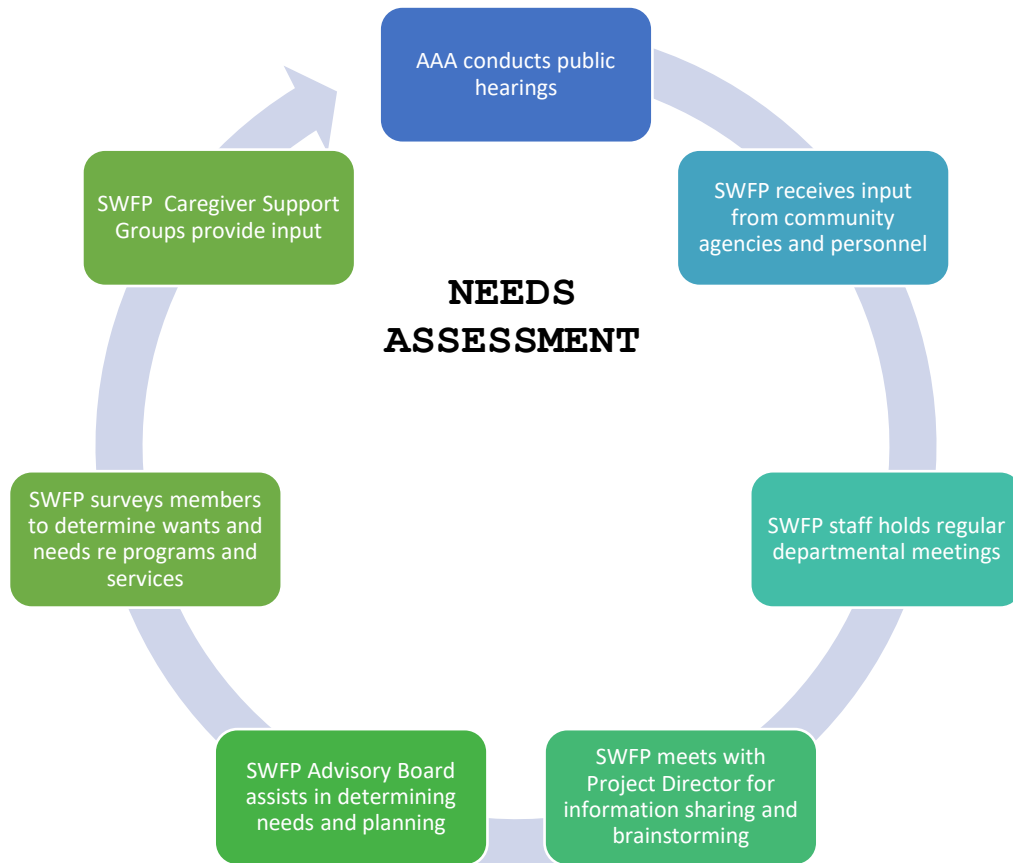
The Area Agency on Aging conducts public hearings to solicit input from seniors, their caregivers, and service providers throughout the community to ascertain the population's range of needs and develop a plan that would address this diverse and growing population.

SWFP employs diversified methods of assessing the service needs in the community. In addition to receiving input from various municipal departments, public officials and administration, area social workers and social service agencies, hospitals, physicians, local police and fire departments, code enforcement officers and victim advocates agencies, our staff holds regular departmental meetings as well as meetings with the Project Director.

Our Advisory Board assists in determining actual needs and planning strategic solutions, and members are surveyed to determine wants and needs in terms of programming and services.

Various specialized methods are utilized in assessing the appropriate needs concerning waiting list clients. The structured intake process is a primary tool that allows for a one-on-one interaction between the client and intake specialist. The intake process affords intake specialists the opportunity to identify and focus on the specific needs of the client.

Facilitating Caregiver support groups have also proven to be useful in determining client's needs. The sharing of ideas among clients, caregivers and service coordinators introduces information that can be utilized in providing appropriate services to the clients as well as improvements to the service.



**A.II.2. TARGETING:** (Specify how the service needs of low-income minority individuals and older individuals residing in rural areas will be satisfied. Include how your agency will provide services to low-income minority individuals in accordance with their need for services rather than in proportion to their percentage of the population. A summary of other targeting efforts directed at groups included in the Older Americans Act should also be included. The DOEA Client Services Manual should be reviewed for requirements)

The range of services offered, and the location and accessibility of the SWFP site allows us to deliver much-needed services to those in greatest social and/or economic need, with emphasis on low-income and/or minority older adults.

Upon initial intake/registration into our community center, all aspects of functioning, living arrangements, cultural and language status, and existing formal and informal support systems are assessed and are properly prioritized. Appropriate arrangements are made to fully service a wide range of needs to the maximum extent possible, including our daycare program or referral to other outside agencies.

To assist and accommodate non-English speaking clients, activities calendars, special events flyers, brochures, and notices are provided in Spanish and French/Creole when possible. Communication takes place in a variety of formats including printed materials, flyers, posters, email blasts and automated phone calls, and postings on the City's website.

The SWFP continues to serve as a nutrition site by coordinating with Sterling Group Foods (SGF) to provide a nutritionally balanced meal daily to participants on a donation-only basis. SWFP also has a café on site which provides another avenue for clientele to obtain breakfast, lunch or snacks at nominal fees. Both SGF and the cafe have proven to meet a great need among our members as the clientele continues to increase in size.

Handicapped-equipped vehicles are utilized at SWFP to transport older adults with disabilities, and the facility is deemed handicapped accessible. Transportation services continue to provide older adults with rides to doctor appointments, the pharmacy, and grocery shopping as needed. The City's community shuttle bus service also continues to provide transportation throughout the city to all riders. Both services comply with municipal, ADA and CDC guidelines.

In addition, the SWFP has made a special effort to satisfy the Americans with Disabilities Act (ADA) requirements by making adequate provision for persons with disabilities. Through the intake and registration process, individuals with physical, cognitive, or visual disabilities who are functionally unable to use the regular fixed-route bus system are identified and guided through the process to ensure adequate transportation. All drivers are trained in how to safely and properly assist older adults who are visually impaired, hearing-impaired, mobility-impaired and/or frail.

Our Adult Day Care Program provides interviews with caregivers as part of the intake process to determine the need for respite services, ascertain caregivers burn out, and refer caregivers to the supportive counseling groups offered at the Center and elsewhere, such as Powerful Tools for Caregivers and PEARLS (Program to Encourage Active, Rewarding Lives of Seniors).

Speaking engagements are scheduled on a weekly basis with a multitude of community agencies and groups providing information concerning available services. These presentations assist the SWFP in identifying persons with functional impairments or disabilities, frail older adults living alone or with non-relatives, low-income and minority clients, as well as those isolated with lack of access to social and or recreational activities.

The Mayor of Pembroke Pines and City Commissioners participate in community outreach allowing for interaction with social service agencies, churches, and community groups, and providing information regarding resources the public is not aware exists within the community. This networking provides a successful means to reach a lower income, income eligible and minority individuals as well as people with disabilities in need of core social services.

Much of the staff is bilingual, aiding in the execution and success of the program, and as the community grows and changes, the SWFP will make every effort to ensure that adequate and efficient service is made available to those who are most in need.

Through community liaisons with various medical centers, independent insurance carriers, and other related agencies, SWFP could reach additional participants and provide necessary services, information, and referrals.

**A.II.3. ELIGIBILITY AND ASSESSMENT/REASSESSMENT PROCESS, WHEN APPLICABLE TO THE SERVICE:** (The DOEA Client Services Manual should be reviewed for specific program requirements) The agency's plan for each of the following must be addressed: (a) targeting and screening frail at risk seniors for eligibility for DOEA funded programs; (b) reviewing ongoing eligibility for transfer of consumers from general revenue funded programs into the Medicaid Waiver; (c) using all other available alternative resources for consumer services prior to using general revenue or federal funds; and (c) ensuring that assessments and reassessments are completed in a timely manner and entered accurately into CIRTS.

The SWFP is mandated to service persons 60 years of age and older residing in the Southwest sector of Broward County. All potential clients are interviewed via a structured intake process to accomplish initial assessment, upholding the guidelines as set forth by the Department of Elder Affairs and Older Americans Act criteria.

The Screening/Assessment Service is critical as it determines whether an individual meets the established criteria and is eligible for accessing a particular service, the type and level of service needed, and whether a referral is necessary. The SWFP conducts screening and assessment for all individuals who need transportation, daycare and in-home services within our catchment area, and monitors and reassesses each waitlisted person on an annual basis. The Agency on Aging also handles screening and assessment for individuals in need of In-Home and Daycare services.

The internal Utilization Review Committee, comprised of the Social Services Administrator, Activities Supervisor, Transportation Administrator, and Adult Daycare Director have been developed at the SWFP to specifically address functional and behavioral changes and special needs of clients. This systematic, multi-dimensional approach is instrumental in completing the reassessment of registered clients upon notification of signs of deterioration or increased frailty.

Criteria or standards such as physical status, mental status, family support system, living arrangements, and ability to perform activities of daily living and need for socialization are all considered in the assessment and reassessment process for participation in the community center. Eligibility for recreational services falls under the basic criteria for admission, such as client's capability to participate independently throughout the center. During the initial assessment, any client who may present special needs and require assistance could participate at the Center accompanied by their own caregiver/personal aide. The caregiver/personal aide must be a registered member of the Center to accompany the client. SWFP may aid those clients in need for field trips and special events when availability of staff permits, or with their own caregiver/personal aide. SWFP is (ADA) American Disability Act compliant and provides access throughout the center for clients who require special assistance.

Assistance is made available for non-English speaking, visually and physically impaired clients by providing bilingual staff and specialized programming. Reassessment for participation in recreational activities is conducted via the Utilization Review Committee when problems are noted. Reassessment may warrant one-on-one assistance on field trips, referrals to daycare, or the initiation of the requirement for a caregiver to attend the Center with the member.

The Social Services Administrator conducts further assessment to determine existing health problems and possible solutions including coordination with family, caregivers and/or

referral to medical, psychological, or neurological programs to extend maximum support.

The Utilization Review Committee is also a key method for noting changes in client's health status. Specific examples include clients having trouble with participation in normal Center activities such as boarding the buses, stagnated participation in recreational activities, behavioral changes, and/or the decline in cognitive skills and physical stability to determine the necessity of appropriate placement within the system.

The Counselor interviews clients requesting counseling or support group services to establish whether informal conversational counseling or supportive counseling is warranted, or whether there is a need for a specialized referral. By means of this professional assessment, individual and family strengths can be determined so that a basic strategy can be formulated to resolve problems, eliminate stresses, or develop solid coping mechanisms. The Counselor formulates a therapeutic framework and sets goals with a plan for follow-up.

All potential clients for transportation services are interviewed and assessed via the structured Screening and Assessment process (701S) to place them on the waitlist should they not have a means of transportation or are no longer able to drive themselves independently. The intake process, in keeping with the guidelines stipulated by the Older Americans Act, is the major tool utilized in identifying the service needs of each person. During the intake process, the focus is on the individual in need, and where applicable, the involvement of other family members or friends currently assisting the client. Reassessment of active transportation clients is completed when the client is unable to embark or disembark independently and may show signs of cognitive impairment or physical deterioration.

The SWFP has initiated several measures to ensure that individuals navigate the system safely and effectively, and that their changing needs as well as special needs are met. The involvement of the entire transportation division as well as other key personnel is crucial in maintaining the effectiveness and efficiency of the service to the clients.

Several additional steps have been initiated and have proven to be beneficial. They include scheduled and unscheduled conferences between individual clients and such people as the Transportation Administrator, Transportation Dispatcher, and other service coordinators. Ongoing feedback from drivers is also helpful as they are constantly in contact with the client. They routinely relay any unusual observations, which are always verified by an appropriate service coordinator. In addition, firsthand observation of clients on and off vehicles further helps in identifying their changing needs and determining ways in which we can be of assistance to them.

Reassessments for In-Home and Daycare service clients are conducted annually as mandated by the contract. Reassessments of the client may occur prior to their annual visit only when deemed necessary by a major change in their status, i.e. major health deterioration, hospitalization, and change or loss of caregiver. Reassessment of care plan goals may also occur when achievement becomes a problem, such as a need to increase or decrease service as requested by the client.

Adult Day Care is provided by Easter Seals South Florida, Inc. to those prospective participants that are 60 years or older, who reside in Broward County, are frail and functionally impaired and/or in need of a program which provides a protective environment and remedial and restorative services accompanied by respite services.

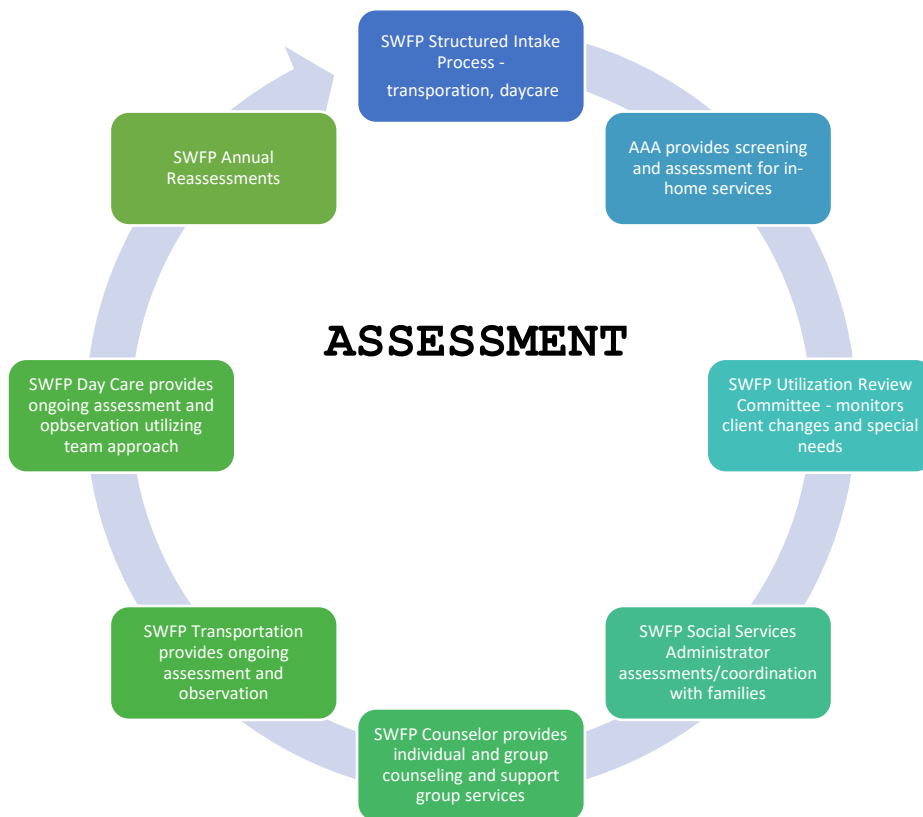
Potential clients to the Day Care Program are screened by means of a comprehensive assessment conducted by a medical professional to determine the severity of impairment, and eligibility for admission to the program. Other professional staff members are available to assist in assessment in specific areas.

Participant care plans are utilized as reassessment tools and therapeutic and rehabilitative frameworks to document changing needs of the functionally impaired individual.

The Utilization Review Committee serves to note deterioration of function in clients, and many times reassessment is warranted to refer clients attending the general population program to the Day Care Program for provision of individual assistance.

An in-depth interview with the caregiver, and/or observation of the prospective participant assists the coordinator in assessing the social and emotional status of the client. Utilizing a team approach, the LPN assesses the medical needs of the client to help formulate a comprehensive care plan. The care plan is also used as a reassessment tool to document any changes in function the client may experience.

Client evaluation via the Social Service Administrator or the Utilization Review Committee may indicate that the need for additional referral services may be appropriate for the individual. This systematic, multidimensional approach is instrumental in helping clients continue to perform the tasks of daily living and maintain their independence.



**A.II.4. DESCRIBE SYSTEM FOR CONSUMER PRIORITIZATION:** (The DOEA Client Services Manual should be reviewed for specific program requirements.) The agency's process for handling each of the following must be addressed: (a) Adult Protective Services and CARES referrals; (b) consumers who no longer need services and consumers who are capable of managing with reduced services; and (c) Elder Helpline referrals.

Provision of services to meet essential basic needs for older adults to enable them to maintain independence and function is the primary focus. Special coordination efforts are established with area social workers, Helpline, and local law enforcement.

Priority is given to those clients in greatest social and/or economic need. Referrals via network social service agencies are given immediate attention. Older adults living alone, or left alone during the day, are given priority. Caregiver status and the need for immediate respite services is taken into consideration. Adult Daycare clients who are privately paid participants and waitlisted for OAA services shall be prioritized over the ranking system as such a crisis circumstance is present. Crisis situations warrant priority status in all instances at the SWFP. A crisis is defined as a client and/or caregiver experiencing emotional, physical and/or financial difficulty as determined by the assessor. Such instances may include a client who has recently been released from the hospital, or a caregiver who is no longer financially able to continue paying privately and/or is in jeopardy of losing employment.

All Helpline referrals, phone calls, emails and walk-ins are handled accordingly with special consideration to crisis. Referral arrangements are scheduled according to the severity of needs presented. Individuals in need of food, housing, health care, financial aid, and counseling are of utmost concern, and are addressed in a timely way to provide available community resources to assist them in resolving their crisis.

If a client needs long-term care, the Social Services Administrator would refer to the client or caregiver to the Helpline at the Area Agency on Aging of Broward County (AAABC). If necessary, the Social Services Administrator and Assistant Director would assist the Helpline in evaluating the client's health condition to determine whether alternative services or nursing home placement are needed.

When abuse, neglect, or exploitation is suspected by center staff or confirmed by client, Florida Department of Children and Family Adult Protective Services (APS) is contacted. Priority is given to all imminent risks and APS referrals received from APS, AAABC and CARES (Comprehensive Assessment & Review for Long-Term Care Services) agencies providing immediate services required by their referrals. When the Social Services Administrator receives a referral from the agency, the client would be serviced according to their needs by providing the resources that SWFP has available to them. Client concerns that are often addressed are In-Home services, energy assistance (EHEAP), SHINE - insurance program information, information regarding assisted living facilities or nursing homes, housing, and financial assistance.

Prioritization for admission to Transportation, Adult Day Care and In-Home Services Programs, are based on the eCIRTS generated priority scores and specific criteria defined as, older individuals with the greatest economic or social needs and individuals at risk of institutional placement, with particular attention to low-income older individuals, including low-income minority older individuals, older individuals with limited English proficiency and older individuals

residing in rural areas. Indicators of older persons with a high probability of service need are functional impairment or disability, inadequate housing, and environment, homebound, living alone, low-income minority, limited English proficiency, isolation, and lack of access to social and recreational activities, caregiver “burn out,” or high-risk nutritional status. Crisis situations as mentioned above warrant priority status in all instances as determined by the assessor.

All waitlists are monitored by the respective staff monthly. Upon availability of services, clients with the highest scores (ranging from 5 and below) will be contacted by staff to inquire if they are still in need of services. Individuals on the In-Home, Transportation and Daycare lists who no longer require services shall be terminated by SWFP, and those who still require services will be released by same to commence the enrollment process. It is also deemed priority to transport older adults (within Pembroke Pine city limits) without a support system to grocery stores, pharmacies, medical appointments, nutrition programs, SWFP Programs, i.e. Day Care, Counseling) to help them maintain their independence.

To assist the department in alleviating lengthy waiting lists, the City of Pembroke Pines provides additional transportation dollars dedicated solely to providing transportation to the Southwest Broward seniors via City Shuttle Bus routes, 6 days per week to assist in servicing clients in the far western areas.



**A.II.5 QUALITY ASSURANCE:**(The DOEA Client Services Manual should be reviewed for specific program requirements.)

- a. Consumer Satisfaction:* Describe the process, including the frequency, for determining consumer satisfaction with service delivery.

Accountability for the project is vested in the Project Director, the Area Agency on Aging, and the Pembroke Pines City Manager.

The SWFP employs several methods to receive participant feedback. One highly effective method is the establishment of an Advisory Council. Each June, the SWFP schedules an Advisory Council election. An important function of this council has been to meet monthly with the Project Director to advocate on behalf of SWFP members and discuss Center issues

The Project Director and Assistant Director endeavor to spend as much time as possible in direct client contact. This personal contact and interaction provide an opportunity for clients to share their feelings.

The SWFP distributes multiple Satisfaction Surveys specifically designed to encourage client input as to programming ideas, activities, classes, special events, and quality of the services being provided. Results of the surveys are kept on file as a reference for future program planning and effectiveness for current services. Each service coordinator evaluates survey results and makes appropriate changes as necessary pertaining to their respective services.

In addition, evaluation and client satisfaction surveys are implemented independently by sub-contracting agencies (i.e. Sterling Group Foods and Easter Seals survey results are submitted to the project for review.)

The Project Director schedules staff meetings monthly. The purpose of these meetings is to inform staff regarding new or revised policies and procedures, discuss and address department concerns, recruit assistance from staff for major projects, and promote comradery, teamwork, and staff unity. The Project Director and/or Assistant Director meet with staff on an individual basis frequently to discuss progress and share ideas as to accomplishment of objectives. The Project Director and Assistant Director promote an open-door policy for all staff and clients. Staff training sessions are scheduled according to needs and recertification required, i.e. CPR.

*b. Internal Evaluation Process:* Describe internal methods to assure delivery of quality services by staff and/or subcontractors:

Ongoing training for staff is consistent with efficient and effective delivery service. The Administrators and Coordinators routinely schedule and/or facilitate training seminars for service staff, i.e. review of updated programming and forms required for services provided via federal funding, new protocols for staff and members who attend the center. Services are monitored by the Project Director, Assistant Director and Social Services Administrator to ensure proper delivery of programming is provided according to the center’s policies and procedures and guidelines stipulated by the contract from AAABC and the Department of Elder Affairs Program and Services Handbook.

The Area Agency on Aging conducts yearly monitoring concerning all SWFP service-related programs. Compliance with all program standards and procedures are verified at this time. Likewise, yearly on-site Safety Compliance Reviews are conducted by Broward County and the Department of Licensure, the City of Pembroke Pines Fire Department, and the Agency for Health Care Administration (AHCA).

All reports required by the Area Agency on Aging and DOEA will be maintained on file. The City of Pembroke Pines accepts the monitoring procedures of the Department of Elder Affairs and Area Agency on Aging to ensure that all guidelines are maintained.

The Carl Shechter Southwest Focal Point Senior Center is staffed by approximately 70 employees who are assigned to Administration, Social Services, Activities, Transportation, and Adult Daycare. Most staff undergo a Level II background check and are required to comply with and complete all pre-employment screenings as required by law and by contract. Each position requires educational as well as career experience to meet and perform all tasks of the pertaining position. Educational experience ranges from high school graduate, CNA/HHA certifications and up to master’s degree, depending on the requirements for each position. Career experience ranges from 1 to 3 or more years within related field. Staff are encouraged to participate in training that will help them perform their duties at an optimum level for the continued success of the services which are provided at SWFP. Some training may be expanded through SWFP.



### A.III. DESCRIPTION OF SERVICE DELIVERY

SERVICE: Adult Day Care PROGRAM(S): SWFP Senior Center

#### A.III.1. SITE LOCATION: (Provider may attach a list of site locations.)

301 NW 103 Avenue  
Pembroke Pines, FL 33026

#### A.III.2. DAYS AND HOURS OF OPERATION:

Monday - Friday 7:00 AM – 6:00 PM

Services will not be delivered on the following days

07/03/26- Independence Day	01/01/27-New Year's Day
09/07/26- Labor Day	01/18/27-Martin Luther King Day
11/11/26-Veteran's Day	02/15/27-President's Day
11/26-27/26-Thanksgiving Day & Day After	05/31/27-Memorial Day
12/25/26-Christmas Day	06/18/27-Juneteenth

#### A.III.3. DESCRIBE THE SPECIFIC ACTIVITIES

The SWFP Adult Day Care has been outsourced to Easter Seals South Florida, Inc. and services rendered have been maintained since 2009.

The SWFP Adult Day Care Center is a structured program licensed to serve a maximum of 150 clients with a ratio of 6 clients to 1 staff. The program is designed to meet the needs of those under the frailty criteria and clients diagnosed with memory loss, depression, Alzheimer's or other types of mental impairment. All daycare staff are following DOEA process such as CPR certification, Level II Background check and screening, as well as specialized training.

The Day Care Program includes support services which provide screening procedures for maintaining good health and monitoring clients with chronic diseases (i.e. diabetes, hypertension). Self-administered medications are supervised and documented by the staff L.P.N. Observation and assessment assist in sustaining the client's health and functional status. Health sessions and groups are designed to assist the client and family in dealing with everyday stress because of their changing needs.

The Day Care nurse provides an informational and educational presentation on health issues, personal hygiene and medications. Self-care instruction is provided by key staff members to assist clients with performing the activities of daily living and in maintaining their skills and abilities for as long as possible. Clients are encouraged to interact and participate in question-and-answer sessions. Additionally, under the direction of the staff L.P.N. clients are encouraged to take part in a "special" exercise regimen. The exercise and movement have a positive bearing on muscle tone and help to maintain range of motion and alertness. Exercise and the different activities that provide sensory stimulation as well as cognitive stimulation make a difference in the demands of cognitive retraining for all clients, especially those with memory loss. Music and props such as balls and elastic ropes are used in the exercise program to encourage participation and motivate the client to perform the desired movement of the particular exercise. Staff members assist those who are unable to independently follow directions.

Transportation services are offered to Day Care clients, including special services for those with impaired mobility, through TOPS. A nutritionally balanced meal is provided daily by the Sterling Group Foods Program and the Adult Care Food Program to aid in maintaining adequate nutrition levels required for healthy aging.

It is the goal of the activities program to provide a recreational as well as an educational experience. Many special events and activities are provided. Some examples are; pet therapy, arts and crafts, exercise classes, birthday parties, bingo, sing-a-longs, intergenerational events, memory enhancement classes, science 101, cooking classes and music therapy. Special attention is given to lower functioning clients through hand massage, personal care and movement of limbs.

All Day Care clients are invited to interact with the general population so they can be included in special events and holiday celebrations.

The extended hours in Adult Day Care allow clients to experience increased socialization and memory stimulation. It provides respite for the caregivers, allowing them to work and accomplish tasks which they could not do without the availability of the services by the SWFP Day Care Program and Senior Center.

### A.III. DESCRIPTION OF SERVICE DELIVERY

SERVICE: CAREGIVER TRAINING & SUPPORT GROUP  
PROGRAM(S): SWFP Senior Center

#### A.III.1. SITE LOCATION: (Provider may attach a list of site locations.)

301 NW 103 Avenue  
Pembroke Pines, FL 33026

#### A.III.2. DAYS AND HOURS OF OPERATION:

Monday - Friday 8:00 AM – 5:00 PM

Services will not be delivered on the following days

07/03/26- Independence Day	01/01/27-New Year's Day
09/07/26- Labor Day	01/18/27-Martin Luther King Day
11/11/26-Veteran's Day	02/15/27-President's Day
11/26-27/26-Thanksgiving Day & Day After	05/31/27-Memorial Day
12/25/26-Christmas Day	06/18/27-Juneteenth

#### A.III.3. DESCRIBE THE SPECIFIC ACTIVITIES

The SWFP Senior Center is committed to providing support and guidance to caregivers 18 years of age and older. Learning to understand and cope with behaviors brought upon by a loved one's illness is essential to reduce caregiver stress. All presenters, including Social Service staff and outside agencies, are vetted to be qualified by training or experience in the area in which training is being conducted.

The Caregiver Training/ Support aims to assist individuals 18 years of age and older who are taking care of a loved one. Weekly support groups are held to provide caregivers with an outlet and learning opportunity. The group facilitator provides a safe and warm environment in which participants freely express their thoughts and emotions. The presenting goal is to help prevent caregiver stress and to provide strategies for effective management of caregiving tasks to benefit both the caregiver and their loved one.

In conjunction with the Social Services staff, any participating trainer or presenter is responsible for ensuring that the information provided to caregivers during training seminars is accurate and relevant to their presenting problem. Aside from support, caregivers need training to help them cope with their loved one's behavior and possible outbursts. It is also the responsibility of the trainer to help the caregiver identify the signs of caregiver stress. Many caregivers are so preoccupied with the needs of their loved one; they often forget to take care of themselves.

Community workshops, seminars and/or forums are an important component of our service delivery system. The more information we can provide the community with the greater the chance that their loved one will remain at home. Press releases, organization newsletters, community center calendars and flyers are utilized to announce workshops, seminar events and/or forums.

### A.III. DESCRIPTION OF SERVICE DELIVERY

SERVICE: COUNSELING INDIVIDUAL & GROUP

PROGRAM(S): SWFP Senior Center

A.III.1. SITE LOCATION: (Provider may attach a list of site locations.)

301 NW 103 Avenue  
Pembroke Pines, FL 33026

A.III.2. DAYS AND HOURS OF OPERATION:

Monday - Friday 8:00 AM – 5:00 PM

Services will not be delivered on the following days

07/03/26- Independence Day	01/01/27-New Year's Day
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11/11/26-Veteran's Day	02/15/27-President's Day
11/26-27/26-Thanksgiving Day & Day After	05/31/27-Memorial Day
12/25/26-Christmas Day	06/18/27-Juneteenth

A.III.3. DESCRIBE THE SPECIFIC ACTIVITIES

The Counseling Program at the SWFP is committed to meeting the physical, mental, social or emotional needs of the older adult as well as functioning as an advocate for them. In addition, the program provides emotional support and guidance for the client who is encountering any adjustment problems that have been arising due to the aging process.

Through the establishment of a "one on one" confidential supportive relationship developed by the Counselor, goals are set to alleviate the "presenting problem" which encompasses needs such as problems with family relations, financial issues or money-management, personal hygiene, depression, marital problems, boredom, loneliness, the grieving process and everyday pressures faced by today's mature adults.

Support groups planned and facilitated by the Counselor provide reassurance and enhance self-image through interaction with other individuals dealing with similar problems, thus introducing another method of achieving self-help. Successful support groups offered at the SWFP for specialized groups such as Caregivers Group and Personal Enrichment provide a better understanding of the topics presented in group sessions which serve to improve confidence, self-image and ability to cope with situations.

The Counselor is mandated to maintain confidential client files, including comprehensive record-keeping and treatment plans in addition to maintaining a summary note for each contact, copy of treatment plan, and/or assessments if applicable. It is the responsibility of the Counselor to research and implement all new methodology and approaches in aspects of geriatric counseling, and to keep abreast of referral sources for mental health and social service agencies.

### A.III. DESCRIPTION OF SERVICE DELIVERY

SERVICE: SCREENING & ASSESSMENT

PROGRAM(S): SWFP Senior Center

#### A.III.1. SITE LOCATION: (Provider may attach a list of site locations.)

301 NW 103 Avenue  
Pembroke Pines, FL 33026

#### A.III.2. DAYS AND HOURS OF OPERATION:

Monday - Friday 8:00 AM – 5:00 PM

Services will not be delivered on the following days

07/03/26- Independence Day	01/01/27-New Year's Day
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11/11/26-Veteran's Day	02/15/27-President's Day
11/26-27/26-Thanksgiving Day & Day After	05/31/27-Memorial Day
12/25/26-Christmas Day	06/18/27-Juneteenth

#### A.III.3. DESCRIBE THE SPECIFIC ACTIVITIES

The SWFP Senior Center is committed to assisting those 60 and over to secure and utilize necessary services. All Adult Daycare, In-Home Services and Transportation participants undergo a Screening and Assessment upon initial enrollment to the waitlist.

The purpose of Screening and Assessment is to adequately obtain necessary information to address concerns and properly prioritize client's needs. Participants in need of daycare or in-home services are screened and placed on the waitlist by the AAABC, reassessments for these waitlisted participants are performed on an annual basis by AAABC. Clients in need of transportation shall be screened and placed on the waitlist by SWFP staff and reassessed by them on an annual basis.

The Social Services Administrator and Adult Daycare Director are responsible for implementing all initial assessments and annual reassessments for their respective service. Upon completion, the assessor must address the full gambit of concerns as determined by the outcome of the interview. Reassessments could be completed prior to a year if deemed necessary such in instances where there is a major health status change, hospitalization or a loss or change of caregiver. This assessment is invaluable as it determines whether an individual meets the criteria and is eligible to access a particular service, the type and level of service needed, and whether a referral to additional or outside service is necessary.

Crisis situations are handled immediately to ensure the well-being and safety of the client. A crisis is defined as a client and/or caregiver experiencing emotional, physical and/or financial difficulty as determined by the assessor. Such instances may include a client who has been recently released from the hospital, or a caregiver who is no longer financially able to continue paying privately and/or is in jeopardy of losing employment.

### A.III. DESCRIPTION OF SERVICE DELIVERY

SERVICE: HOMEMAKER, PERSONAL CARE & RESPITE

PROGRAM(S): SWFP Senior Center

A.III.1. SITE LOCATION: (Provider may attach a list of site locations.)

301 NW 103 Avenue  
Pembroke Pines, FL 33026

A.III.2. DAYS AND HOURS OF OPERATION:

Monday - Friday 8:00 AM – 5:00 PM

Services will not be delivered on the following days

07/03/26- Independence Day	01/01/27-New Year's Day
09/07/26- Labor Day	01/18/27-Martin Luther King Day
11/11/26-Veteran's Day	02/15/27-President's Day
11/26-27/26-Thanksgiving Day & Day After	05/31/27-Memorial Day
12/25/26-Christmas Day	06/18/27-Juneteenth

A.III.3. DESCRIBE THE SPECIFIC ACTIVITIES

The SWFP coordinates the following In-Home Services: Personal Care such as assisting the functionally impaired adult with bathing, dressing, ambulation, emotional security, eating and assistance with securing health care from the appropriate sources. Homemaker Services include meal planning and preparation, housekeeping, shopping assistance and routine household duties by a trained homemaker. Respite Care provides relief or rest to the unpaid caregiver of a functionally impaired older adult for a specific period of time, services may include personal care, homemaker or companionship activities.

Referrals and calls for either service are assessed utilizing program guidelines and prioritized by the Screening and Assessment tool carried out by the Helpline. Upon availability of services, wait-listed clients with highest scores ranging from 5 and below will be contacted by SWFP staff to inquire if they are still in need of services. Upon confirmation of need, the Social Services division will commence the necessary paperwork to initiate services.

A Quality Assurance evaluation is conducted 14 days after services begin to ascertain that the client or caregiver is successfully receiving services and is satisfied with them and that the care plan has been formulated appropriately. If the caregiver/client is not satisfied, a home visit for reassessment may be scheduled, and the care plan may be changed. The Home Health Agency may also provide quarterly reviews of services rendered for each client.

The Administrative staff is accountable for record-keeping for the service, which includes submission of data into eCIRTS and is responsible for fiscal monitoring, and accounts payable records for the outside agencies.

The addition of the In-Home Services program at the SWFP has enabled us to facilitate services beyond the site, to help functionally impaired mature adults in our community achieve a better quality of life, continue their independent existence, and delay relocation to an Assisted Living Facility or Nursing Home.

### A.III. DESCRIPTION OF SERVICE DELIVERY

SERVICE: RECREATION PROGRAM(S): SWFP Senior Center

#### A.III.1. SITE LOCATION: (Provider may attach a list of site locations.)

301 NW 103 Avenue  
Pembroke Pines, FL 33026

#### A.III.2. DAYS AND HOURS OF OPERATION:

Monday - Friday 8:00 AM – 5:00 PM

Services will not be delivered on the following days

07/03/26- Independence Day	01/01/27-New Year's Day
09/07/26- Labor Day	01/18/27-Martin Luther King Day
11/11/26-Veteran's Day	02/15/27-President's Day
11/26-27/26-Thanksgiving Day & Day After	05/31/27-Memorial Day
12/25/26-Christmas Day	06/18/27-Juneteenth

#### A.III.3. DESCRIBE THE SPECIFIC ACTIVITIES

The goals of the SWFP is to provide for our community of mature adults a wide range of programs and activities that will promote physical & mental stimulation, encourage socialization, cultural education and intellectual enrichment in a safe and professional environment. The need for leisure activities is basic to us all, and the SWFP remains flexible in providing a diversified recreational program.

The SWFP offers a broad range of recreational classes and ongoing exercise programs for the members. Exercise programs include various types from low to high impact formats. Recreational programs include art-based classes such as pottery, drawing or painting to educational programming such as ongoing computer classes in both English and Spanish.

Field trips are planned and implemented by the Activities Coordinator which include a variety of entertaining and relaxing experiences as well as inspiring cultural and social engagement of the clients. The Center maintains a full schedule of field trips.

The successful classes themselves have spawned ideas for additional programming to meet clients' needs. Creative Writing classes provided in English and Spanish have ignited an interest to create a book club and a reading exhibition. The monthly Craftasana group has blossomed a great interest in cultivating a variety of vegetables and plants in the Center's Garden. The weekly Citizenship classes have also welcomed new US citizens and participation continues to grow. The need for these events with emphasis on recognition has been targeted by positive relationships with clients and teachers.

The SWFP supplies card and board games, dominoes, pool tables, and holds weekly bingo. A free lending library is also available to older adults. Center parties and special events are always planned in conjunction with holidays to highlight socialization and camaraderie during these "family and friends" oriented celebration days. Special events have included evening dinner/dances, talent contests, and variety shows. These events are reinforced by volunteer participation.

All barriers of race, ethnic background, or financial standing seem to be erased when mature adults are gathered to enjoy music and dancing and other entertaining programs. New programs, activities, and classes are frequently presented to stay abreast of changing needs, and new trends in recreational and leisure activities.

### A.III. DESCRIPTION OF SERVICE DELIVERY

SERVICE: VOLUNTEER PROGRAM(S): SWFP Senior Center

#### A.III.1. SITE LOCATION: (Provider may attach a list of site locations.)

301 NW 103 Avenue  
Pembroke Pines, FL 33026

#### A.III.2. DAYS AND HOURS OF OPERATION:

Monday - Friday 8:00 AM – 5:00 PM

Services will not be delivered on the following days

07/03/26- Independence Day	01/01/27-New Year's Day
09/07/26- Labor Day	01/18/27-Martin Luther King Day
11/11/26-Veteran's Day	02/15/27-President's Day
11/26-27/26-Thanksgiving Day & Day After	05/31/27-Memorial Day
12/25/26-Christmas Day	06/18/27-Juneteenth

#### A.III.3. DESCRIBE THE SPECIFIC ACTIVITIES

The provision of a volunteer services program has proved to be a valuable entity to enhance senior services at the SWFP and in the community. The City funded service is implemented by the Activities Supervisor. This position is responsible for recruiting, placement, and training of volunteers, as well as planning volunteer activities, and record-keeping duties.

The primary focus of the program concentrates on the needs of mature adults at the SWFP Center. Volunteers placed at the center have performed clerical tasks, kitchen and dining room duties, entertainment programs, special events and many more valued services enjoyed by the adult clientele. Bi-lingual volunteers are also placed at the SWFP to aid in translation and assistance of minority adults with participation in center activities.

Press releases highlighting the program and detailing specific volunteer positions available at the SWFP Senior Center are sent to area newspapers. Volunteer programs are featured in the bi-monthly Pembroke Pines Publication.

Each year the Volunteer Services Program participates in the Thanksgiving Food Basket program, benefitting those in need in the Community. This has been a very successful and rewarding project.

The Center prides itself with helping High School Students reach their community hours needed for high school graduation, while teaching them to value time spent with the mature adult community.

### A.III. DESCRIPTION OF SERVICE DELIVERY

SERVICE: TRANSPORTATION PROGRAM(S): SWFP Senior Center

#### A.III.1. SITE LOCATION: (Provider may attach a list of site locations.)

301 NW 103 Avenue  
Pembroke Pines, FL 33026

#### A.III.2. DAYS AND HOURS OF OPERATION:

Monday - Friday 7:30 AM – 4:30 PM

Services will not be delivered on the following days

07/03/26- Independence Day	01/01/27-New Year's Day
09/07/26- Labor Day	01/18/27-Martin Luther King Day
11/11/26-Veteran's Day	02/15/27-President's Day
11/26-27/26-Thanksgiving Day & Day After	05/31/27-Memorial Day
12/25/26-Christmas Day	06/18/27-Juneteenth

#### A.III.3. DESCRIBE THE SPECIFIC ACTIVITIES

The Carl Shechter Southwest Focal Point Senior Center is committed to providing safe, efficient and reliable transportation service to individuals who are 60 years of age and older residing in the Southwest section of Broward County. Service area boundaries span from County Line Road South, 441 East, State Road 84 North and to US 27 West. Service is provided Monday through Friday, 8:00 a.m. to 4:00 p.m. It affords people in greatest social and/or economic need access to The Carl Shechter Southwest Focal Point Senior Center (a nutrition site), medical and dental appointments, pharmacies, grocery stores, social service agencies, shopping malls, banks, post offices, driver license bureaus, center-sponsored field trips, as well as cultural and civic events. Special attention is extended to older adults with disabilities. Priority is also given to crisis situations, primarily the urgency for medical attention such as dialysis, life sustaining therapies, and out-patient services.

In addition, the SWFP has made a special effort to satisfy the requirements of the Americans with Disabilities Act, (ADA) by making adequate provisions for persons with disabilities.

The Transportation Division is staffed by trained and licensed individuals who are sensitive to the changing needs of the older population. An added dimension is the multi-lingual capabilities of the transportation staff. This attribute complements the diverse groups of clients that are served. Besides the obvious benefit of effective communication that a multi-lingual staff member offers, this promotes a feeling of confidence among clients and also indicates to them that their individual well-being is sincerely always taken into consideration. The 34-member staff include an administrator, dispatcher, scheduler, 2 part-time clerical specialists, and 29 drivers – 4 of which work part-time and 10 are on-call drivers who work as needed.

All drivers are mandated to be in possession of a state of Florida Commercial Driver's license, class B or higher, with passenger endorsement. They are certified in CPR and are trained in critical areas such as first aid procedures, defensive driving, passenger assistance and sensitivity, passenger relations, emergency and evacuation procedures, daily pre-trip inspections of vehicles,

Americans with Disabilities Act, and other areas. In addition to a structured in-house training program established by the Transportation Administrator for the transportation division, strong support and participation comes from the City of Pembroke Pines' Human Resources Department, the National Safety Council, South Florida Chapter, the Area Agency on Aging of Broward County, as well as Broward County Transit.

For the convenience of the riders, transportation to and from the Focal Point site is provided daily on a subscription basis. All other trips are provided on an as-needed basis. New clients are added to the program utilizing a scheduling and routing system created in Easy Rides database. The Transportation staff constantly examine the schedules and routes in order to promote optimum service.

Routes are designed with older adults in mind. One hundred percent (100%) of all trips, including wheelchair trips, are assigned to routes in advance. Door-to-door service is offered to every rider. Trips are multi-loaded to achieve maximum efficiency and are scheduled to provide for timely arrival of clients to their destination. Each trip is designed to eliminate excessive ride time. Average ride time for each trip is limited to less than 40 minutes, or less than twice the normal, direct-route ride time for a particular trip. Exceptions to this arrangement include inclement weather, vehicle mechanical problems, and the like. The transportation staff is readily adaptable and flexible when unforeseen circumstances such as these become a factor in maintaining regularly scheduled service. Back-up plans are efficiently initiated in these cases to avoid interruption of service to clients.

In compliance with the provision of Florida Statute (FS) 341.061 and Rule, Chapter 14-90, Florida Administrative Code, the City of Pembroke Pines has always maintained a structured System Safety Program Plan. The division engages in on-going efforts to ensure the overall safety of the system. This facet of the operation is critical as the issue of safety is considered a high priority for both staff and clients. The 27 vehicles used in the transport of clients are housed in a reserved area at a designated city site. One hundred percent (100%) of the vehicles are equipped with a lift and wheelchair securement devices which meet all applicable Americans with Disabilities Act regulations.

The waiting list, which currently stands at fifty-four (54), is a high priority item as it represents a need to enhance service. The list is comprised of individuals who want to access the many services offered at the community center. It is evaluated on a regular basis and every effort is made to transfer clients to a schedule and provide full service. Throughout this period, potential clients are provided with information on their transportation status. While the waiting list serves a practical purpose, the goal of the transportation division is to eliminate it and maintain the ability to provide immediate transportation service upon request.

A.III.4. NUTRITION EDUCATION SCHEDULE

REQUIREMENT: In the space below, please describe your plan to provide nutrition education semiannually:

**C-1 Lesson Topics (Please describe): N/A**

**C-2 Lesson Topics (Please describe):**

A.III.5. NUTRITION ASSURANCES

In accordance with Section 339(1) of the OAA which requires each nutrition project to be established and administered with the advice of dietitians (or individuals with comparable expertise), and Section 339(2)(F) which requires compliance with applicable state or local laws regarding safe and sanitary handling of food, equipment, and supplies used in the storage, preparation, service, and delivery of meals to elderly nutrition program participants,

N/A

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(Name of Nutrition Consultant)

will provide Nutrition Consultation for the nutrition project of

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(Name of Provider)

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(Name of Nutrition Consultant)

is a registered/licensed dietitian whose current registration number from the Commission on Dietetic Registration is \_\_\_\_\_ and/or whose license number from the Florida Department of Professional Regulation is \_\_\_\_\_ or whose qualifications have been approved by the area agency's nutrition consultant or the Department of Elder Affairs.

The Nutrition Consultant Agreement for Services and a current resume of the Nutrition Consultant will be included in the application at the beginning of each bid cycle and updated when there is a staff change.

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(Name of Provider)

also assures meals provided through the project comply with the Dietary Guidelines for Americans and provide to each participant a minimum of 33 and 1/3 percent of the daily recommended dietary allowances if one meal per day is provided; a minimum of 66 and 2/3 percent of the allowances if two meals per day is provided; and 100 percent of the allowances if three meals per day is provided.

A.III.6. USDA COMMODITY FOODS/CASH IN LIEU OF COMMODITIES STATEMENT

N/A

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(Name of Provider)

will participate in the USDA Commodity Foods Program during FY \_\_\_\_\_ and has opted to receive the item checked:

- Commodity Foods in the Amount of \$
- Cash-In-Lieu of Commodities
- Combination of Cash and Commodity Foods
  - (1) Total Amount \$
  - (2) Dollar Value of Commodity Foods \$

III.A.6.2. Complete only if electing to receive commodity foods.

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(Name of Provider)

assures that these foods will be used as efficiently as possible. Commodity foods received will be stored in the following manner(s):

- In Storage Provided by Caterer
- In Rental Storage Space
- School System will Provide Storage Space
- Other (Describe)

Storage costs will be paid by (List all):

Handling and/or transportation costs will be paid by (List all):

## A. IV. TRAINING

a. Provide your agency's 12 month training plan (This is what trainings you plan to provide or to send staff to attend)

b. Describe internal methods to track training attendance

## A.V. NEW SERVICE/NEW PROVIDER BUSINESS PLAN

(This format is to be used by new applicant agencies and current providers offering a new service. This format must address the "phase in" process. Attach continuation sheets as needed.)

SERVICE:     N/A     ESTIMATED # OF CONSUMERS:

ANTICIPATED START DATE OF SERVICE:

### BUSINESS PLAN TO ACHIEVE SERVICE OBJECTIVE

START-UP ACTIVITIES (Briefly describe tasks and estimated completion dates related to initiating and maintaining provision of quality services):

TASKS:

## A.VI. GOALS, OBJECTIVES AND PERFORMANCE MEASURES

### GOALS, OBJECTIVES AND PERFORMANCE MEASURES

(See RFP pages 20-28)

Goal 1: Strengthen and streamline the aging network's capacity, inspiring innovation, integrating best practices, and building efficiencies to respond to the growing and diversifying aging population.
Objective 1.1: Expand the availability, integration, and access to assistive technology for older adults.
Explanation: The primary intent of this objective is to increase elder Floridians' ability to independently perform daily activities through a promotion of access to assistive technology for older adults.
<b>Strategies</b>
SWFP has an ongoing MOU with South Florida Institute on Aging (SoFIA) to provide continuing classes for mature adults ranging from beginners to advanced computer classes.
AAABC also provides presentations and tabletop days to promote ElliQ, Uniper, Robotic Pets, and other tech services that they have available for mature adults
SoFIA Helpdesk assistance is provided for the members on a weekly basis consisting of how to create and handle their emails, access and use of their smart phones, social media, laptops, etc.
Members receive flyers for upcoming Helpdesk dates and classes provided by SoFIA and other technologically programmed events.
<b>Outcome/Output Measures</b>
Access to ongoing technology related classes, services, and presentations provide the mature adult with the opportunity to develop confidence as they learn to utilize new skills in a "smart and trending" era.
Outcome: Technology related classes/services/presentations will be provided a minimum of 12 times per year.
Output: Exposure to and familiarity with assistive technology will increase 100%.

Goal 1: Strengthen and streamline the aging network's capacity, inspiring innovation, integrating best practices, and building efficiencies to respond to the growing and diversifying aging population.
Objective 1.3: Explore new opportunities to reach previously underserved and emerging communities across all programs and services.
Explanation: The primary intent of this objective is for the AAA to detail how it plans to reach populations, across all programs and services, that have been previously identified as underserved or are emerging communities of elders towards whom outreach and targeting activities may not have been previously directed
<b>Strategies</b>

<p>The SWFP works in collaboration with the City of Pembroke Pines Office of Communications. Photos and videos are taken at events and posted on the city website and information about SWFP is published in the City Connect digital magazine on a bi-monthly basis.</p>
<p>SWFP hosts an annual 4th of July barbeque, Holiday Open House, night Bingo, dinner dances which are open to the entire community.</p>
<p>SWFP holds multiple health fairs each year in order to provide a “one stop shop” for the community to come and receive information on all types of services for seniors.</p>
<p>The City of Pembroke Pines has various electronic boards strategically placed throughout the City to inform all who walk or drive by to learn about City and Center events.</p>
<p>Numerous activities focused on reaching military veterans are offered, including in-person veteran’s assistance which provides information and guidance from an accredited officer, annual military veteran job fair, and visits to and field trips from the Alexander Ninger Veterans Nursing Home.</p>
<p><b>Outcome/Output Measures</b></p>
<p>Each event always attracts new members, especially current members who invite their neighbors and friends to participate along with them.</p>
<p>Goal 1: Strengthen and streamline the aging network’s capacity, inspiring innovation, integrating best practices, and building efficiencies to respond to the growing and diversifying aging population.</p>
<p>Objective 1.5: Bring attention and support to caregivers, enabling them to thrive in this fundamental role.</p>
<p>Explanation: The primary intent of this objective is to strengthen caregiver services to meet individual needs</p>
<p><b>Strategies</b></p>
<p>SWFP provides caregiver training and support in a group setting or via individual sessions in both English and in Spanish.</p>
<p>Provide resources and information of available home and community-based services.</p>
<p>Provide motivational sessions to engage caregiver in socialization and recreational activities in the Center.</p>
<p>Flyers are sent to all registered members via email; they are posted throughout the Center and on the City’s website for the community to attend.</p>
<p>Off-site visits to senior residential communities and daycares could be arranged for those who are unable to attend at SWFP due to caring for their loved ones.</p>
<p><b>Outcome/Output Measures</b></p>
<p>Output: Minimum of 2 times a month group caregiver support and training sessions. Individual caregiver support as needed. On-going printed support/resource materials for caregivers provided</p>
<p>Outcome: 100% of participating caregivers will gain knowledge regarding available resources and how to access them, and become aware of various coping strategies. Utilization of such information will vary.</p>

Goal 3: Enhance efforts to maintain and support healthy living, active engagement, and a sense of community for all older Floridians.
Objective 3.2: Promote empowered aging, socialization opportunities, and wellness, including mental health, healthy nutrition, exercise, and prevention activities.
Explanation: The primary intent of this objective is to promote greater integration opportunities for elders in the AAA's service area in an effort to promote increased health, wellness, mental well-being, and satisfaction. Empowered aging is defined as making sure that older persons have the opportunity to learn, discuss, decide, and act on decisions that directly impact their care, concerns, and quality of life.
<b>Strategies</b>
SWFP provides a variety of programming geared towards awareness of both physical and mental health through trained staff and collaborating with local resource agencies.
Diversified weekly presentations regarding overall health, nutrition, exercise regimen, medical diagnoses, and legal assistance provide much needed information to all who attend the Center.
Daily exercises and recreational classes provide much mental stimulation and assist with maintaining motor skills in the mature adult.
Activities such as movies, book clubs, chess and billiards, trips and dinner dances provide socialization at every level and for each person's liking.
Members choose to participate in exercises, art classes, entertainment and dancing, coffee and table games, billiards, ping pong or gardening.
<b>Outcome/Output Measures</b>
OUTPUT: A wide range of classes/events/activities will continue to be provided. Classes and programs are well attended, and members request additional programming on a continuous basis.
Approximately 70 different classes are provided weekly, ranging from exercises, recreational (painting, pottery) and musical (choir, dancing).
OUTCOME: Based on historical survey data, 70% of members will participate in programming of some sort (classes, activities, events, socialization opportunities, trips, educational activities, etc.) with 90% expressing great satisfaction.

Goal 3: Enhance efforts to maintain and support healthy living, active engagement, and a sense of community for all older Floridians.
Objective 3.3: Strengthen programs that promote uniting seniors and caregivers with community partners, enabling seniors to directly access service providers to meet their immediate needs.
Explanation: The primary intent of this objective is to promote seamless access to available services.
<b>Strategies</b>
SWFP provides Caregiver Training/Support to the community in English and in Spanish with the intention to meet the community in need.
The Center collaborates with local agencies including AAABC, Coast to Coast Legal Aid, Elder Law Attorney and the Latino Council on Aging, to provide knowledge and guidance to caregivers who encounter matters in caring for their loved ones as well as caring for themselves.

<b>Outcome/Output Measures</b>
Outcome: Community partners provide much needed information and services to the community and return often to meet additional needs of the members. Monthly presentations provide opportunities for caregivers and the community alike to explore resources.
Output: Exposure to and familiarity with available resources will increase 100%.

# **B. CONTRACT MODULE**



# B. II. COST ALLOCATION WORKSHEET

FLORIDA DEPARTMENT OF ELDER AFFAIRS  
 SIMPLIFIED UNIT COST METHODOLOGY (6/2016)  
 Total Cost Allocation Worksheet  
 BUDGET YEAR: July 1, 2018 - June 30, 2017  
 RECIPIENT NAME: Southwest Focal Point Senior Center

LINE ITEM EXPENSES	Prior Year Historical Costs	Proposed Increase / Decrease	Proposed Budget Totals	(Service Reference)													Total Services Costs	Check Total C			
				Management & General Cost Pool	Facilities & Maintenance Cost Pool	Non-DOEA Services & Activities	Fundraising & Unallowable Activities	ADCO 3B	ADCO 3E	CTSG	GECI	GECO	HMK	PECA	PUB EDUC	RECR			RESP	SCAS	TRS
Wages	2,627,520.00	-	2,617,520.00	532,825.93	52,832.00	1,086,871.89	-	91,078.17	40,777.52	23,252.00	16,276.40	9,518.80	20,195.50	22,380.05	17,282.35	235,055.50	20,185.50	6,580.00	551,704.00	1,942,230.07	
Fringe	138,998.46	-	558,828.78	122,593.96	12,088.69	246,796.53	-	20,871.21	9,240.83	5,147.56	3,743.57	2,193.85	4,673.49	5,145.25	3,882.22	54,082.67	4,673.49	1,508.07	81,953.92	446,728.95	(22.7)
Education/Training	6,900.00	-	1,000.00	-	-	700.00	-	-	-	-	-	-	-	-	-	-	-	-	300.00	1,000.00	
Communications & Utilities	144,000.00	-	84,365.00	-	153,765.00	-	-	-	-	-	-	-	-	-	-	-	-	-	600.00	600.00	
Printing & Supplies	2,000.00	-	20,850.00	8,950.00	-	-	-	-	-	-	-	-	-	-	-	-	-	-	11,900.00	11,900.00	
Advertising	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Insurance	201,938.00	-	450,722.00	120,208.00	-	-	-	-	-	-	-	-	-	-	-	-	-	-	330,514.00	330,514.00	
Maintenance & Repair	570,200.00	-	625,944.00	-	504,444.00	-	-	-	-	-	-	-	-	-	-	-	-	-	121,500.00	121,500.00	
Rent	157,220.00	-	83,881.00	-	-	151,881.00	-	-	-	-	-	-	-	-	-	-	-	-	-	151,881.00	
Equipment	27,200.00	-	26,500.00	-	17,800.00	-	-	-	-	-	-	-	-	-	-	-	-	-	8,800.00	8,800.00	
Professional fees/Legal/Audit	8,200.00	-	10,340.00	6,910.00	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3,700.00	3,700.00	
Sub-contractors #1 - All Staff	25,000.00	-	25,000.00	-	-	-	-	-	-	-	-	-	9,750.00	12,750.00	-	15,000.00	-	-	-	25,000.00	
Sub-contractors #2 - CSI	25,000.00	-	25,000.00	-	-	-	-	-	-	-	-	-	9,750.00	12,750.00	-	15,000.00	-	-	-	25,000.00	
Sub-contractors #3 - Home/Inch	25,000.00	-	25,000.00	-	-	-	-	-	-	-	-	-	9,750.00	12,750.00	-	15,000.00	-	-	-	25,000.00	
Sub-contractors #4 - Trinity	25,000.00	-	25,000.00	-	-	-	-	-	-	-	-	-	9,750.00	12,750.00	-	15,000.00	-	-	-	25,000.00	
Sub-contractors #5 - Easter Seals	54,000.00	-	54,000.00	-	-	-	-	27,000.00	27,000.00	-	-	-	-	-	-	-	-	-	-	54,000.00	
Program Supplies	27,000.00	-	10,550.00	10,550.00	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Depreciation	10,500.00	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Food & Food Supplies	-	-	21,594.00	-	-	21,594.00	-	-	-	-	-	-	-	-	-	-	-	-	-	21,594.00	
Other	3,122,670.00	-	391,750.00	296,100.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	65,650.00	65,650.00	
<b>TOTAL ALLOWABLE COSTS</b>	<b>8,000,000.00</b>	-	<b>5,074,622.76</b>	<b>1,097,247.89</b>	<b>740,007.69</b>	<b>1,508,932.42</b>	<b>0.00</b>	<b>139,150.37</b>	<b>76,418.35</b>	<b>28,539.96</b>	<b>28,019.97</b>	<b>11,722.85</b>	<b>63,982.88</b>	<b>82,537.38</b>	<b>21,301.57</b>	<b>289,278.17</b>	<b>30,992.88</b>	<b>8,063.17</b>	<b>977,458.92</b>	<b>3,258,478.82</b>	(22.7)
Service Subcontract Allowance (manually input \$25,000 per contract)																					
Service Subcontract Adjustment								27,000.00	27,000.00					38,000.00	55,000.00			6,000.00			
<b>Reallocate Management &amp; General Costs</b>				<b>(1,097,247.89)</b>		<b>533,489.89</b>	<b>0.00</b>	<b>39,625.71</b>	<b>17,460.82</b>	<b>10,065.13</b>	<b>7,073.59</b>	<b>4,145.53</b>	<b>8,830.69</b>	<b>9,728.66</b>	<b>7,526.41</b>	<b>102,289.66</b>	<b>8,830.69</b>	<b>2,881.85</b>	<b>945,259.38</b>		
Total Modified/Direct Costs						1,919,933.42	0.00	162,561.37	48,418.35	28,559.96	20,019.97	11,712.85	24,892.88	27,817.31	21,301.57	289,278.17	24,892.88	8,069.17	977,458.92		
<b>Reallocate Facilities &amp; Maintenance (Space) costs</b>					<b>(740,007.69)</b>			<b>116,306.88</b>			<b>5,849.34</b>	<b>10,411.83</b>	<b>935.30</b>	<b>935.30</b>	<b>23,297.38</b>	<b>504,826.25</b>	<b>935.30</b>	<b>29,246.72</b>	<b>48,081.61</b>		
Square Footage Occupied	31,882							5,000			250	445	40	40	1,000	21,542	40	1,250	2,055		
<b>TOTAL COSTS BY SERVICE</b>						<b>2,043,433.01</b>	<b>0.00</b>	<b>295,787.95</b>	<b>93,879.17</b>	<b>38,705.09</b>	<b>32,942.90</b>	<b>26,230.21</b>	<b>73,789.57</b>	<b>93,282.86</b>	<b>52,225.36</b>	<b>895,514.88</b>	<b>40,759.57</b>	<b>40,166.94</b>	<b>1,378,891.91</b>		
Bludgeted In-Kind Valuation																					
<b>Total Costs Plus In-Kind by Service</b>						<b>2,043,433.01</b>	<b>0.00</b>	<b>295,787.95</b>	<b>93,879.17</b>	<b>38,705.09</b>	<b>32,942.90</b>	<b>26,230.21</b>	<b>73,789.57</b>	<b>93,282.86</b>	<b>52,225.36</b>	<b>895,514.88</b>	<b>40,759.57</b>	<b>40,166.94</b>	<b>1,378,891.91</b>		
<b>Total Number of Service Units (estimated)</b>																				<b>19,597</b>	
<b>UNIT COST (Actual Cost)</b>																					<b>69.95</b>

### B.III. SUPPORTING BUDGET SCHEDULE BY PROGRAM ACTIVITY

**III.B. SUPPORTING BUDGET SCHEDULE BY PROGRAM ACTIVITY**

SIMPLIFIED UNIT COST METHODOLOGY 05/2015

PSA 10 - Broward County

Form Revised

Contract Period: July 1, 2026 - June 30, 2027

ORIGINAL DATE: 4/20/2026

Contract Funding Source: Local Service Provider (LSP)

REVISED DATE:

RECIPIENT NAME: Southwest Focal Point Senior Center

REVISION NUMBER:

(Service Reference)	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)	(12)	(13)		
DESCRIPTION	TOTAL SERVICES	ADCO 3B	ADCO 3E	CTSG	GECI	GECO	HMK	PECA	PUB EDUC	RECR	RESP	SCAS	TRS		
1. Total Budgeted Costs	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	0.00	1,370,891.91		
2. Total Budgeted Units	19,597	0	0	0	0	0	0	0	0	0	0	0	0	19,597	
(a) OAA Units		0	0	0	0	0	0	0	0	0	0	0	0	19,597	
(b) ADILSP/CC/EHCE & Other Non-ADRC Units		0	0	0	0	0	0	0	0	0	0	0	0	0	
3. Total Cost Per Unit of Service	n/a	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	0.00	69.95		
4. Provider Supporting Revenue															
(a) Provider Non-Matching Cash	1,154,736.91													1,154,736.91	
(b) Provider Non-Matching In-Kind Support	0.00														
(c) Provider Non-Matching Program Income	0.00														
(d) Co-payment Support	0.00														
(e) ADRC Funds	0.00														
Sub-Total Support & Other Contracts:	1,154,736.91	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1,154,736.91		
5. Aging & Disability Resource Center Contract Budget															AWARD
(a) OAA Funds	216,155.00												216,155.00		Balance
(b) Council Local Match	0.00														0.00
(c) Provider Match (Cash or In-Kind)	0.00														0.00
Sub-Total Aging & Disability Resource Center Contract Bu	216,155.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	216,155.00		0.00
6. Contracted Unit Rate	n/a	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	11.03		
7. Total Budgeted Support	1,370,891.91	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1,370,891.91		
8. Estimated Number of UNDUPLICATED Clients													800		
Total units		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
Cost over UR		#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	-58.92		
Cost - Contracted Bud		#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	0.00	0.00		
Ratio		0.00													







**B.VII. MATCH COMMITMENT OF EQUIPMENT**

Agency Name:           N/A          

Donor Identification: \_\_\_\_\_

Name: \_\_\_\_\_

Street: \_\_\_\_\_

City: \_\_\_\_\_

State: \_\_\_\_\_

Zip: \_\_\_\_\_

Phone: \_\_\_\_\_

Authorized Representative: \_\_\_\_\_

The below described equipment is committed for use by the project for the period of:

<u>Item Description</u>	<u>Number</u>	<u>Acquisition</u>	<u>Value to Project*</u>	<u>Cost</u>
-------------------------	---------------	--------------------	--------------------------	-------------

- 1.
- 2.
- 3.
- 4.
- 5.

TOTAL VALUE CLAIMED: \$

\* Items that are currently owned by the Grantee or are loaned or donated to the project are valued at an annual rate of 6-2/3 percent of the acquisition value.

Donor Certification:

This equipment is not included as match for any other State or Federally assisted program or contract and are not borne by the Federal Government directly or indirectly under any Federal grant or contract except as provided for under \_\_\_\_\_ (cite the authorizing Federal regulation or law if applicable).

Signature of Donor or Representative: \_\_\_\_\_ Date: \_\_\_\_\_





## B.X. AVAILABILITY OF DOCUMENTS

The undersigned hereby gives assurance that the following documents are maintained in the administrative office of the provider and are accessible for review by the AAA.

1. Current Board Roster
2. Articles of Incorporation
3. Municipal Charter, Code of Ordinances, Corporate By-Laws
4. Advisory Council By-Laws and Membership
5. Current Equipment Inventory
6. Bonding Verification
7. Staffing Plan
  - a. Position Descriptions
  - b. Organizational Chart
8. Personnel Policies Manual
9. Financial Procedures Manual
10. Operational Procedures Manual
11. Affirmative Action Plan
12. Outreach Plan, if applicable
13. Americans With Disabilities Act Assurance
14. Staff Development and Training Plan
15. Unusual Incident File
16. Service Subcontracts
17. Co-Pay and Contribution System
18. Civil Rights Compliance Documentation
19. HIPAA policy and procedure
20. Conflict of interest policy and procedure
21. Financial statements and accounting records

### CERTIFICATION BY AUTHORIZED AGENCY OFFICIAL:

I hereby certify that the documents identified above currently exist and are available for review upon request.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Name of Authorized Individual

\_\_\_\_\_  
Title of Authorized Individual