

APPENDIX G2

SERVICE PROVIDER APPLICATION FORMATS

Provider Name: The Carl Shechter Southwest Focal Point Senior Center

Contract Period: January 1, 2025 – December 31, 2025

Funds Requested: Federal Revenue Agreements - OAA IIIB & IIIE

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A. PROGRAM MODULE

A.I. SERVICE PROVIDER SUMMARY INFORMATION

PSA: 10

ORIGINAL SUBMISSION ☒
REVISION ☐

<p>1. PROVIDER INFORMATION:</p> <p>Executive Director: {Name/Address/Phone} Jay Shechter 301 NW 103rd Avenue Pembroke Pines, FL 33026</p> <p>Legal Name of Agency: The Carl Shechter Southwest Focal Point Senior Center</p> <p>Mailing Address: 301 NW 103rd Avenue Pembroke Pines, FL 33026</p> <p>Telephone Number: (954)450-6888</p>	<p>2. GOVERNING BOARD CHAIR: {Name/Address/Phone} Mayor Angelo Castillo 601 City Center Way Pembroke Pines, FL 33025 (954)450-1020</p> <p>Name of Grantee Agency:</p> <p>3. ADVISORY COUNCIL CHAIR: (if applicable) {Name/Address/Phone}</p> <p>Fredereck Neal 16850 SW 36th Ct Miramar, FL 33027 (954) 538-0863</p>			
<p>4. TYPE OF AGENCY/ORGANIZATION:</p> <p>NOT FOR PROFIT: <u> </u> PRIVATE <u> X </u> PUBLIC</p> <p>PRIVATE FOR PROFIT</p>	<p>5. PROPOSED FUNDING PERIOD:</p> <p>A. New Applicant B. Continuation <u> X </u></p>			
<p>6. FUNDS REQUESTED:</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 33%; vertical-align: top;"> <input checked="" type="checkbox"/> OAA Title IIIB <input type="checkbox"/> OAA Title III-C1 <input type="checkbox"/> OAA Title III-C2 <input type="checkbox"/> OAA Title IIID <input checked="" type="checkbox"/> OAA Title IIIE <input type="checkbox"/> OAA Title VII <input type="checkbox"/> USDA </td> <td style="width: 33%; vertical-align: top;"> <input type="checkbox"/> CCE <input type="checkbox"/> HCE <input type="checkbox"/> ADI <input type="checkbox"/> LSP <input type="checkbox"/> Contracted Services <input type="checkbox"/> HCBS <input type="checkbox"/> EHEAP </td> <td style="width: 33%; vertical-align: top;"> <input type="checkbox"/> CCPE <input type="checkbox"/> OTHER (SPECIFY) </td> </tr> </table>		<input checked="" type="checkbox"/> OAA Title IIIB <input type="checkbox"/> OAA Title III-C1 <input type="checkbox"/> OAA Title III-C2 <input type="checkbox"/> OAA Title IIID <input checked="" type="checkbox"/> OAA Title IIIE <input type="checkbox"/> OAA Title VII <input type="checkbox"/> USDA	<input type="checkbox"/> CCE <input type="checkbox"/> HCE <input type="checkbox"/> ADI <input type="checkbox"/> LSP <input type="checkbox"/> Contracted Services <input type="checkbox"/> HCBS <input type="checkbox"/> EHEAP	<input type="checkbox"/> CCPE <input type="checkbox"/> OTHER (SPECIFY)
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<p>7. SERVICE AREA: <input checked="" type="checkbox"/> Single County <u>Broward</u> <input type="checkbox"/> Multi county: List:</p> <p>Selected Communities of a County. Specify:</p>				
<p>8. ADDRESS FOR PAYMENT OF CHECKS ITEM #: <input checked="" type="checkbox"/> #1 <input type="checkbox"/> #2</p>				
<p>9. CERTIFICATION BY AUTHORIZED AGENCY OFFICER:</p> <p>I hereby certify that the contents of this document are true, accurate and complete statements. I acknowledge that intentional misrepresentation or falsification may result in the termination of financial assistance.</p> <p>Name: <u>Charles F. Dodge</u> Signature: _____ Title: <u>City Manager</u> Date: _____</p>				

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-three 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 conducted 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.

The SWFP employs diversified methods of assessing the service needs in the community through annual service surveys and "suggestion/comment" box, etc. 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 meeting 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.

The Department of Elder Affairs' forms 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.

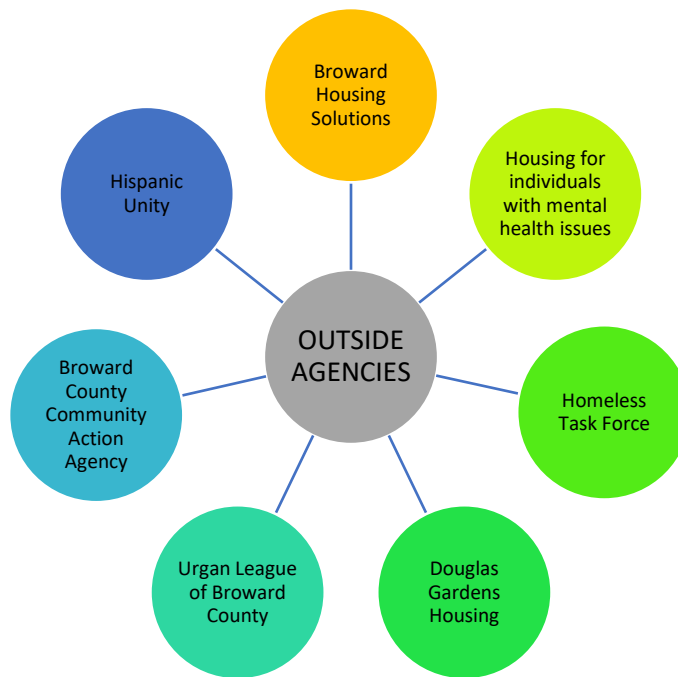
Facilitating Caregiver support groups have also proven to be useful in determining client's needs. The sharing of ideas among client, caregivers and service coordinators introduces information that can be utilized in providing appropriate services to the clients as well as improvements to the service.



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 other languages reflective of our population 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 social media platforms.

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 Sterling Group Foods and the café have proven to meet a great need among our members.

Handicapped-equipped vehicles are utilized at the SWFP to transport older adults with disabilities, and the facility is deemed handicap 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 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 regarding 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 caregiver burn out, and refer caregivers to the supportive counseling groups offered at the Center and elsewhere. Additional referrals

include: Alzheimer's Association website for counseling; Alzheimer's hotline; Medic Alert/Safe Return from Alz.org; TOPS transportation; hospice care, list of assisted living facilities for caregivers respite, Special Needs Registry information, and other services as needed.

Speaking engagements are scheduled on an on-going basis with a multitude of community agencies and groups to provide 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. Weekly public education is provided for the community including presentations and workshops related to long term care, senior technology programs, pain management, fall prevention, legal aid, end of life arrangements, nutritional guidelines, and learning about Medicare.

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 more low income, income eligible and minority individuals as well as persons with disabilities in need of core social services.

Most 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 reaches additional participants and provide necessary services, information, and referrals. SOFIA (South Florida Institute on Aging) provides continuous free computer classes and weekly helpdesk at the Center; AARP provides annual tax assistance and educational programming such as Online Job Search and Smart Driver; SHINE provides Senior Technology Program and information regarding healthcare coverage; Florida DMV has been an access site for the community to update and obtain licenses or identification cards. Multiple clinics and insurance carriers sponsor various exercise classes for our registered members. These agencies and their dedication to serve the community has shined a light on SWFP, bringing in new members each week and attracting the younger mature adults in the community.



A.II.3. ELIGIBILITY AND ASSESSMENT/REASSESSMENT PROCESS, WHEN APPLICABLE TO THE SERVICE:(The DOE 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 DOE 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 CIRT.

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 the screening and assessment for all individuals who need in-home, transportation and daycare services within our catchment area, and monitors and reassesses each waitlisted person on an annual basis.

The internal Utilization Review Committee, comprised of the Social Services Administrator, Transportation Administrator, and various Activities personnel, has been developed at the SWFP to specifically address functional and behavioral changes and special needs of clients. This Committee meets monthly, with additional meetings as needed, providing a systematic, multi-dimensional approach in the reassessment of registered clients, and ensuring timely 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 the 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 of the individual 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 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 persons 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 observation, which are always verified by an appropriate service coordinator. In addition, firsthand observation of clients on and off the 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 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 who are 60 years or older, 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.

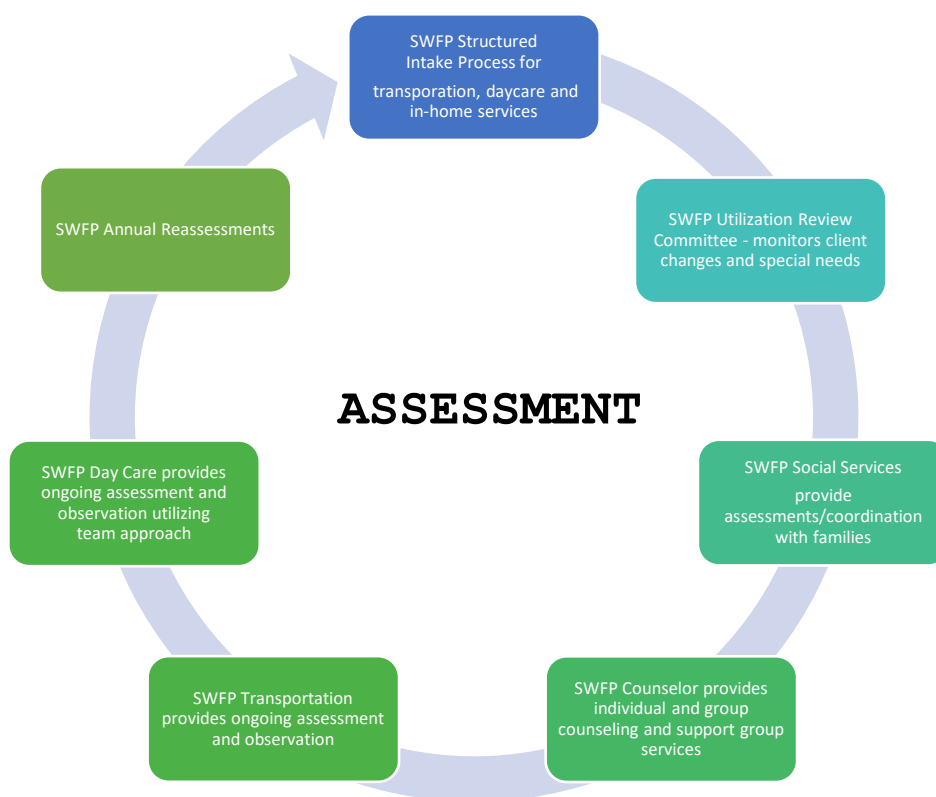
Potential clients to the Day Care Program are screened by means of a comprehensive assessment conducted by a medical professional to determine the severity of impairment, and eligibility for admission to the program. Other professional staff members are available to assist in assessment in specific areas.

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 DOE 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, local law enforcement, and including Elder Law P. A., Park Foundation of Broward County, Feeding South Florida, St. Maximilian Kolbe Church, Broward Housing Solution.

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 private paying 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 situation in which a client and/or caregiver is experiencing emotional, physical and/or financial difficulty as determined by 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 fashion 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 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 placement are needed.

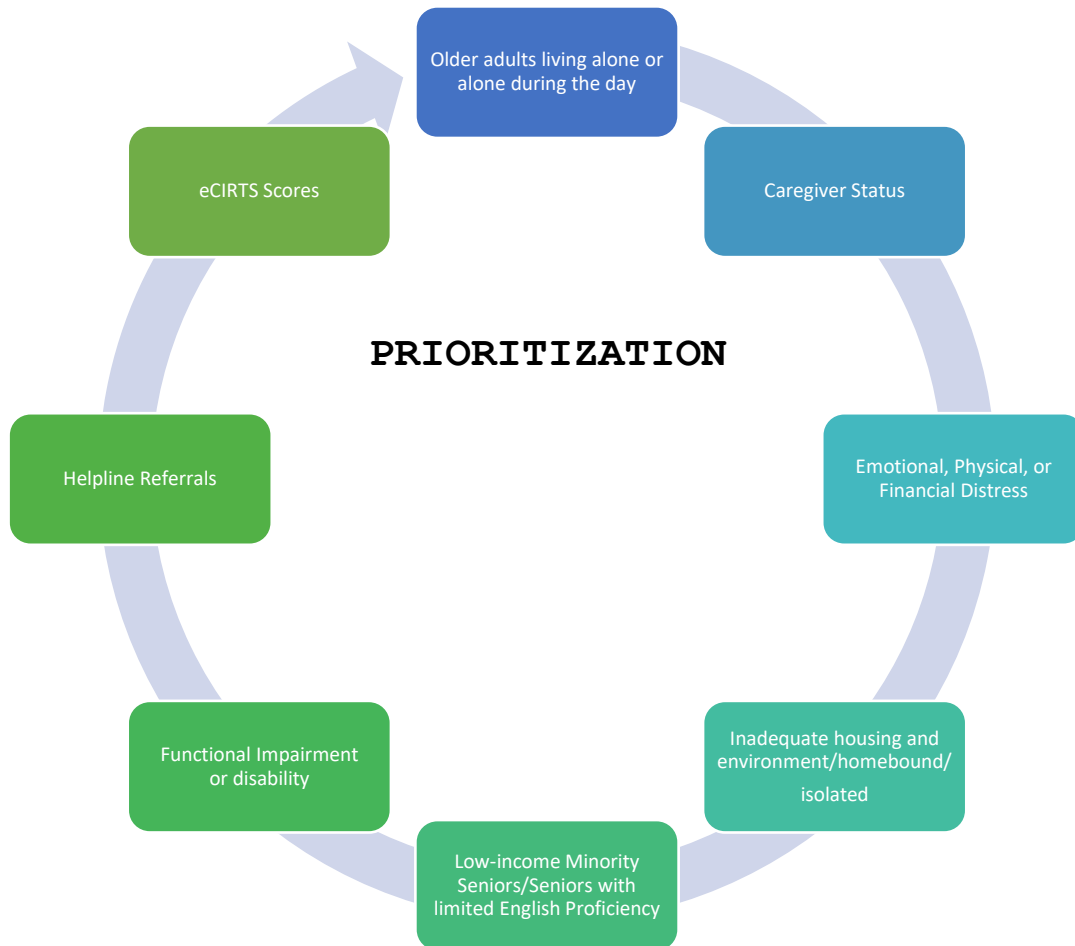
When abuse, neglect, or exploitation is suspected by center staff or confirmed by client, Florida Department of Children and Family Adult Protective Services (APS) is contacted. Priority is given to all imminent risks and APS referrals received from APS, AAABC and CARES (Comprehensive Assessment & Review for Long-Term Care Services) agencies by 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, adult daycare 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 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 provide 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 an annual Client Satisfaction Survey 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.

Instructor Evaluations are distributed to all members participating in any scheduled classes to determine participant satisfaction and elicit input in order to improve service provision.

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

The Project Director schedules staff meetings on a monthly basis, or more frequently, as needed. 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 meets with staff on an individual basis frequently to discuss progress and share ideas as to accomplishment of objectives. The Project Director promotes an open-door policy for all staff and clients. Staff's 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:

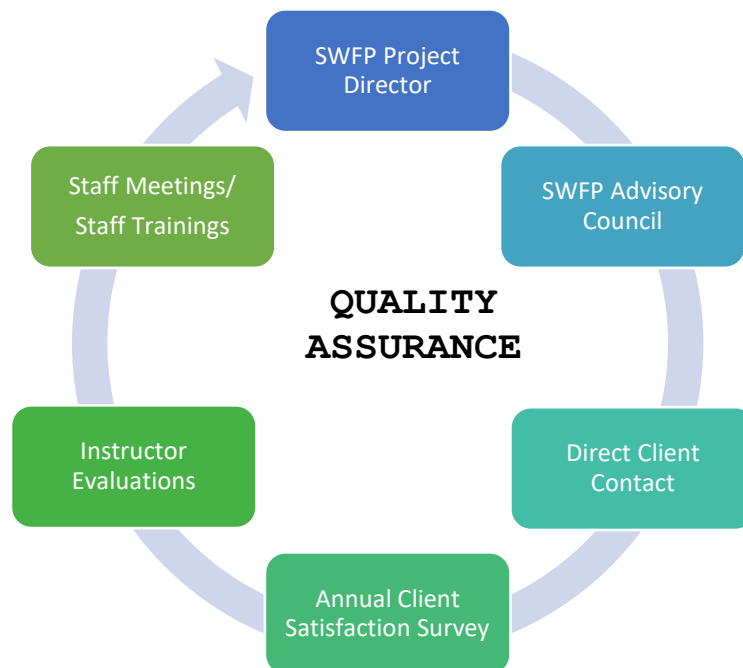
Ongoing training for staff is consistent with efficient and effective service delivery. The Administrators and Coordinators routinely attend training seminars for service staff, i.e. review of updated programming and forms required for services provided via federal funding, new protocols for staff and members who attend the center. Services are monitored by the Project Director, Assistant Director and Social Services Administrator in order 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 the Adult Daycare. Most staff undergo a Level II background check and are required to comply 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 is encouraged to participate in trainings 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 expensed through SWFP, while some staff may opt to do trainings on their own, such as CEUs or licensing recertification. Trainings have included the following: Broward Mental Health Summit, Care plan training at AAABC, CPR certification as needed, eCIRTS and other software programming used at SWFP. Trainings are position specific.



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
Saturdays 8:00 AM – 4:00 PM (shall resume upon need)
Services will not be delivered on the following days

01/01/25 - New Year's Day	07/04/25 - Independence Day
01/20/25- Martin Luther King Day	09/01/25 - Labor Day
02/17/25 - President's Day	11/11/25 - Veterans' Day
05/26/25 - Memorial Day	11/27-28/25 – Thanksgiving Day & Day After
06/19/25 - Juneteenth	12/25/25 – Christmas Day

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 in compliance with 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 stresses as a result 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 as well as through SWFP for those who live within Pembroke Pines city limits. A nutritionally balanced meal is provided daily by the Meals on Wheels 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

01/01/25 - New Year's Day	07/04/25 - Independence Day
01/20/25- Martin Luther King Day	09/01/25 - Labor Day
02/17/25 - President's Day	11/11/25 - Veterans' Day
05/26/25 - Memorial Day	11/27-28/25 – Thanksgiving Day & Day After
06/19/25 - Juneteenth	12/25/25 – Christmas Day

A.III.3. DESCRIBE THE SPECIFIC ACTIVITIES

The SWFP Senior Center is committed to providing support and guidance to caregivers 18 years of age or older. Learning to understand and cope with behaviors brought upon by a loved one's illness is essential in order 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 or older who are taking care of a loved one. Weekly support groups are held to provide caregivers 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 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

01/01/25 - New Year's Day	07/04/25 - Independence Day
01/20/25- Martin Luther King Day	09/01/25 - Labor Day
02/17/25 - President's Day	11/11/25 - Veterans' Day
05/26/25 - Memorial Day	11/27-28/25 – Thanksgiving Day & Day After
06/19/25 - Juneteenth	12/25/25 – Christmas Day

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 older 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 Training/Support 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

01/01/25 - New Year's Day	07/04/25 - Independence Day
01/20/25- Martin Luther King Day	09/01/25 - Labor Day
02/17/25 - President's Day	11/11/25 - Veterans' Day
05/26/25 - Memorial Day	11/27-28/25 – Thanksgiving Day & Day After
06/19/25 - Juneteenth	12/25/25 – Christmas Day

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 onto 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 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 them as well. Clients in need of daycare or 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 for accessing 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 wellbeing 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 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

01/01/25 - New Year's Day	07/04/25 - Independence Day
01/20/25- Martin Luther King Day	09/01/25 - Labor Day
02/17/25 - President's Day	11/11/25 - Veterans' Day
05/26/25 - Memorial Day	11/27-28/25 – Thanksgiving Day & Day After
06/19/25 - Juneteenth	12/25/25 – Christmas Day

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, 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, waitlisted 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 submit a request for release of client to 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 are 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 CIRTIS and is responsible for the 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 older 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

01/01/25 - New Year's Day	07/04/25 - Independence Day
01/20/25- Martin Luther King Day	09/01/25 - Labor Day
02/17/25 - President's Day	11/11/25 - Veterans' Day
05/26/25 - Memorial Day	11/27-28/25 – Thanksgiving Day & Day After
06/19/25 - Juneteenth	12/25/25 – Christmas Day

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

The goal of the SWFP is to provide our community of mature adults with 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 beginner pottery, drawing or painting, as well as 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 and always implements new sites to explore and enjoy.

The successful classes themselves have spawned ideas for additional programming to meet clients' needs. Fashion shows presented by sewing class participants serve to improve self-image and reinforces a sense of accomplishment for the mature adult client. The needs for these events with emphasis on recognition have 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 friend" 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 older adults are gathered to enjoy music and dancing or 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

01/01/25 - New Year's Day	07/04/25 - Independence Day
01/20/25- Martin Luther King Day	09/01/25 - Labor Day
02/17/25 - President's Day	11/11/25 - Veterans' Day
05/26/25 - Memorial Day	11/27-28/25 – Thanksgiving Day & Day After
06/19/25 - Juneteenth	12/25/25 – Christmas Day

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 Specialist. 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 older 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 older adult clientele. Bi-lingual volunteers are also placed at the SWFP to aid in translation and assistance of minority older adults with participation in center activities.

Press releases highlighting the program and detailing specific volunteer positions available at the SWFP Senior Center are posted on the city's website. 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 older 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

01/01/25 - New Year's Day	07/04/25 - Independence Day
01/20/25- Martin Luther King Day	09/01/25 - Labor Day
02/17/25 - President's Day	11/11/25 - Veterans' Day
05/26/25 - Memorial Day	11/27-28/25 – Thanksgiving Day & Day After
06/19/25 - Juneteenth	12/25/25 – Christmas Day

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 persons 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 affords, this promotes a feeling of confidence among clients and indicates to them that their individual well-being is sincerely always taken into consideration.

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 center 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 examines the schedules and routes 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 22 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 transportation waiting list 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 and referred to apply for the TOPS program as well. 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):

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

(Name of Nutrition Consultant)

will provide Nutrition Consultation for the nutrition project of

(Name of Provider)

(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.

(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

(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.

(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)

THE CARL SHECHTER SOUTHWEST FOCAL POINT SENIOR CENTER STAFF DEVELOPMENT AND TRAINING 2025

TOPIC	TRAINERS	PARTICIPANTS	DATES	TYPE
Employee Orientation	Assistant Director	New Employees	On-going	O
Volunteer Orientation	Activities Supervisor	New Volunteers	On-going	O
Daycare Orientation	Daycare Director	New Employees	On-going	O
Transportation Orientation	Transportation Administrator	New Employees	On-going	O
Safety Training & Defensive Driving	Transportation Administrator	New/All Employees	Every 2 years	O/D
CPR Training & Certification	Pembroke Pines Paramedics	All Employees	Every 2 years	I/D
Safe Driving	Transportation Administrator	All Drivers	Quarterly	I/D
Fiscal Training	AAABC Staff	Assistant Director & Accounting Specialist	As Scheduled	I
Wheelchair Training	Transportation Administrator	All Drivers	Every 2 years	I/D
Hurricane Preparedness	Pembroke Pines Police	All Employees	Annual	I/D
DOEA guidelines, eCIRTS, policies procedures	Director/Guest Speakers	All Staff	As Scheduled	I
HIPAA Awareness Training	Human Resources	All Employees	On-going	I
Seminars, workshops, conferences - resources and services for seniors	Universities, agencies, senior centers	Service Coordinators/Support Staff	As Scheduled	D

Type of Training: O - Orientation
 I - In-Service
 D – Staff Development

- b. Describe internal methods to track training attendance

All staff trainings are documented in personnel files along with sign-in sheets as collected at each departmental training. Any participation outside of the department shall be tracked by registrations/certifications received by other agencies.

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:_____ 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

(See RFP pages 23-27)

GOAL: Provide streamlined access to health and long-term care options through the Area Agency on Aging of Broward County.
OBJECTIVE: The primary intent of this objective is to address ways you link people to information and services. Strategies should address ways to improve connecting people to information and services through the AAABC. Examples include building new relationships and/or partnerships, and the effective use of technology
STRATEGIES/ACTION STEPS: SWFP currently has a medical clinic adjacent to the center. Multiple clinics and insurance agencies are present on the premises on a weekly basis to provide members information regarding services offered should they need them.
OUTCOME: SWFP transportation division provides the community with immediate access to health providers within Pembroke Pines. Transportation to pharmacies and medical offices are accessible via door-to-door service or through use of community shuttle bus
OUTPUT:

GOAL: Encourage individuals, including people under 60, to plan for future long-term care needs by providing access to information.
OBJECTIVE: The primary intent of this objective is to get the message to people who are not yet 60 that planning for long-term care is needed. Strategies should address ways to increase public awareness of the costs of long-term care (LTC), the likelihood of the need for LTC services and the LTC options available. They should also dispel the myth that Medicare will meet all long-term care needs.
STRATEGIES/ACTION STEPS: SWFP holds continuous informational meetings regarding various topics that affect the senior population and their issues. Callers and visitors are also referred to contact AAABC for further screening and information.
OUTCOME: SWFP holds continuous informational meetings regarding various topics that affect the senior population and their issues. Callers and visitors are also referred to contact AAABC for further screening and information.
OUTPUT:

GOAL: Ensure that complete and accurate information about resources is available and accessible.
OBJECTIVE: The intention of this objective is to keep ReferNET, 211, and city website current, and provide additional methods on how people can connect to the information, such as through additional access points. Strategies should ensure that information in all mediums are kept accurate and up to date. They should also include services identified through the creation of new partnerships.
STRATEGIES/ACTION STEPS: SWFP strives to build awareness of all services available to the community via various methods of communication.
OUTCOME: All information is updated annually to include all services available at the Center. Announcements on city and county transit websites are displayed as well as other media coverage, i.e. newspapers, quarterly magazines
GOAL:

Ensure that elders have access to free, unbiased, and comprehensive health insurance counseling
OBJECTIVE: The primary intent of this objective is to show how the AAABC is supporting the SHINE program. Ways to show the support might be through establishing additional counseling sites as well as having multi-lingual counselors to assist the diverse population in need. Strategies may include activities that expand the SHINE program and access more consumers.
STRATEGIES/ACTION STEPS: SWFP continues their partnership with SHINE and offers space availability for their counseling sessions.
OUTCOME: SWFP maintains public awareness of all upcoming presentations to assist the senior population and inform them of options, assistance, and general guidelines regarding Medicare/Medicaid. These announcements are sent via email blasts to all Center participants.
OUTPUT:

GOAL: Increase public awareness of existing mental health, physical health, and long-term care options
OBJECTIVE: The primary intent of this objective is to help people become aware that they might benefit from mental and physical health services and that the services are available in the community.
STRATEGIES/ACTION STEPS: SWFP strives to build awareness of all services available to the community via various methods of communication such as automated phone calls, email blasts to Center participants and via city's website. Various clinics, agencies and paraprofessionals come to promote awareness through weekly presentations.
OUTCOME: Announcements on city and county transit websites are displayed as well as other media coverage, i.e. newspapers, quarterly magazines surrounding senior residences in the vicinity
OUTPUT:

GOAL: Identify and serve target populations in need of information and referral services
OBJECTIVE: The primary intent of this objective is for the AAABC to detail how they plan to reach populations in need of information or referral services that might require more challenging outreach efforts. Strategies may include how to reach and serve individuals in need of I&R who have limited English proficiency, low-literacy, low-income in rural populations, disabled persons who receive Medicare but are under the age of 65, grandparents caring for grandchildren, individuals with disabilities, and dual eligible across any Special Needs Population.
STRATEGIES/ACTION STEPS: Announcements are sent via email blasts to center participants, available on city website, and displayed via other media coverage, i.e. newspapers, quarterly magazines.
OUTCOME: Registered members and the public are transported to SWFP via door-to-door service or the shuttle buses so that they may meet with social workers or attend seminars to obtain needed resources.
OUTPUT:

GOAL:

Provide high quality services.
OBJECTIVE: The primary intent of this objective is for the AAABC to detail quality assurance efforts in the PSA. Strategies can include evaluating service effectiveness using reliable and valid assessment instruments.
STRATEGIES/ACTION STEPS: SWFP conducts annual surveys to its members in order to assess the service and obtain comments and suggestions.
OUTCOME: Annual service surveys are conducted and a "suggestion box" is also set up to collect information from the members regarding program and improvement needs in the center. Surveys for afternoon and evening programming were also sent. Diverse recreational and educational activities such as ESOL classes, bookclub, ballroom dancing classes were added.
OUTPUT:

GOAL: Provide services, education, and referrals to meet specific needs of individuals with dementia.
OBJECTIVE: This objective focuses on individuals with dementia to ensure that the specific needs of these individuals are not overshadowed by serving populations without dementia. Strategies should include the implementation of caregiver programs that adopt or expand state and federal volunteer respite program models and innovative projects that address caregiver needs and reduce their stress. Strategies should also include effective partnerships with organizations and providers who have dementia expertise, training Information & Referral Specialists and other staff to recognize possible cognitive impairment and person-centered services planning.
STRATEGIES/ACTION STEPS: SWFP refers to various agencies including AAABC for information and referrals. There is a daycare onsite managed by Easter Seals which provides person-centered programming for clients and caregiver support groups for their loved ones.
OUTCOME: SWFP Center provides Caregiver Training/Support to its members as well as individual counseling as needed. Easter Seals daycare is open and provides services through OAA, ADI, MLTC and private pay programming to eligible participants.
OUTPUT:

GOAL: Promote good nutrition and physical activity to maintain healthy lifestyles.
OBJECTIVE: The primary intent of this objective is to focus on nutrition and physical activity specifically since they are two key components to maintaining health. Many elders are not aware of the long-term implications of a less than adequate diet and how it may exacerbate chronic health conditions. Likewise, they may be unaware of the positive impact physical activity might have on their overall health and/or chronic conditions. Strategies might include the establishment of 1) a coordinated, comprehensive nutrition and physical activity program by engaging stakeholders and partners and 2) community programs that help build social supports, for example, by increasing the use of congregate meal sites. Another approach may be the encouragement of community programs that help build social support for physical activity by improving access to places that people can be active, such as walking or bike trails, classes at gyms or senior centers, athletic fields, etc.
STRATEGIES/ACTION STEPS: SWFP provides a vast array of exercise programs and is a congregate meal site, also houses a café open daily 8am to 2pm for all who attend.

OUTCOME:

Registered members are transported to SWFP via door-to-door service and the public transport on shuttle buses so that they may attend the center's exercise program and eat nutritional food.

OUTPUT:**GOAL:**

Collaborate and coordinate within the community and aging network to increase accessible legal services.

OBJECTIVE:

The primary intent of this objective is to enable the AAA to detail efforts to make legal services more accessible to seniors in greatest economic or social need, as well as to improve the quality of legal services. Strategies should include ongoing joint planning between the aging network and legal assistance providers to identify target groups, establish priority legal issue areas, and develop outreach mechanisms to ensure limited legal assistance resources are allocated in such a way as to reach those seniors who are most vulnerable and have the most critical legal needs.

STRATEGIES/ACTION STEPS:

SWFP staff is trained and aware that they are mandated to report any knowledge of possible abuse, neglect, or exploitation of a senior

OUTCOME:

SWFP staff aids as guidance to seniors who may be encountering possible abuse, neglect, or exploitation. Upon confirmation of such, staff is required to report all available information to 1-800-96-ABUSE.

OUTPUT:**GOAL:**

Foster opportunities for elders to be an active part of the community.

OBJECTIVE:

The intent of this objective is to collaborate with communities to identify opportunities for elders that benefit them and their community. Strategies can include methods of promoting volunteer services by and for older persons including the use of intergenerational activities that allow elders to "give back" while educating younger generations about the value elders bring

STRATEGIES/ACTION STEPS:

SWFP has a volunteer program whereby both elders and youth volunteer and bridge the generation gap.

OUTCOME:

Registered members are transported to SWFP via door-to-door service and the public transport on the shuttle buses so that they may volunteer their time and knowledge to the center.

OUTPUT:

GOAL: Effectively manage state and federal funds to ensure consumers' needs are met and funds are appropriately spent.
OBJECTIVE: The intent of this objective is for all state and federal funds to be spent, as well as to identify alternate resources for funding. In addition, the intent is for the funds to be spent on those populations for which the funds were intended.
STRATEGIES/ACTION STEPS: SWFP is monitored annually by AAABC to ensure proper procedures and protocols are being followed and tracking of units/expense is correct.
OUTCOME: SWFP participates in scheduled annual monitoring and occasional audits throughout the year as requested by AAABC which ensures procedures and protocols are being followed and tracking of units/expense is correct.
OUTPUT:
GOAL: Accurately maintain the Client Information and Registration Tracking System (CIRTS) data.
OBJECTIVE: The intent of this objective is to ensure that data is entered accurately in eCIRTS and that data is updated in a timely manner as to reflect changes. Strategies may include comparisons of eCIRTS data to information in client files to verify the accuracy of eCIRTS data and the provision of training and ongoing technical assistance to ensure employees understand how to use eCIRTS.
STRATEGIES/ACTION STEPS: SWFP maintains clients' information and updates accordingly once information is obtained. All eCIRTS updates sent by AAABCC/DOEA are disseminated to all eCIRTS users to ensure up to date management of application.
OUTCOME: Monthly monitoring and updating is done to ensure accuracy.
OUTPUT:

GOAL Conduct an assessment of how prepared the area agency on aging and service providers in the planning and service area are for any anticipated change in the number of older individuals during the 10-year period following the fiscal year for which the plan is submitted.
OBJECTIVE: SWFP continues to attract baby boomers and their family members by creating new programs which sustain their interest and participation.
STRATEGIES/ACTION STEPS: SWFP keeps up with current trending programs as requested by members, their interest is more of music and cultural programming, newer members are also requesting intellectual programs as well.
OUTCOME: SWFP has increased the musical entertainment component, brought back a creative writing class, high impact exercising, additional computer classes, and music lessons, etc. New programming including intellectual ones consisting of history, current events via book clubs, movies, etc. are programmed sporadically to maintain interest.
OUTPUT:

B. CONTRACT MODULE

B.I. PERSONNEL ALLOCATION WORKSHEET

Please insert the completed
“Personnel Allocation Worksheet” from the
DOEA UNIT COST METHODOLOGY
as specified in Appendices G1 and G3

Please see attached. SA

B. II. COST ALLOCATION WORKSHEET

Please insert the completed
“Cost Allocation Worksheet” from the
DOEA UNIT COST METHODOLOGY
as specified in Appendices G1 and G3

Please see attached. SA

B.III. SUPPORTING BUDGET SCHEDULE BY PROGRAM ACTIVITY

Please insert the completed
“Supporting Budget Schedule by Program Activity” from the
DOEA UNIT COST METHODOLOGY
as specified in Appendices G1 and G3

Please see attached. SA

B.IV. MATCH COMMITMENT OF CASH DONATION

Agency Name: The Carl Shechter Southwest Focal Point Senior Center

Donor Identification: _____

Name: Area Agency on Aging of Broward County

Street: 5300 Hiatus Road

City: Ft. Lauderdale

State: Florida

Zip: 33351

Phone: 954-745-9567

Authorized Representative: _____

Total Amount \$ 5,000 OAA IIIB

Payments _____

Amount/Payment \$ _____

Contribution Period January 1, 2025 – December 31, 2025

Special Conditions: _____

Donor Certification: _____

I hereby certify intent to make the cash donation set forth above for use in the specified program during the program's upcoming funding period. This cash is not included as match for any other State or Federally assisted program or contract and is not borne by the federal government directly under any federal grant or contract.

Signature of Donor or Representative: _____ Date: _____

B.V. MATCH COMMITMENT FOR DONATION OF BUILDING SPACE

Agency Name: _____ N/A _____

Donor Identification: _____

Name: _____

Street: _____

City: _____

State: _____

Zip: _____

Phone: _____

Authorized Representative: _____

Description of Space: ☐ Office ☐ Site ☐ Other

Provider Owned Space: _____

1. Number of square footage used by project: _____sq/ft

2. Appraised rental value per square foot: \$ _____

3. Total value of space used by project (1x2): \$ _____

Donor Owned Space: _____

1. Established monthly rental value: \$ _____

2. Number of months' rent to be paid by donor: _____mos.

3. Value of donated space (1x2): \$ _____

Special Conditions: _____

Donor Certification: _____

I hereby certify intent to donate use of the space set forth above for the program specified above during the program's upcoming funding period. This space is not being used as match for any other State or Federal program or contract.

Signature of Donor or Representative: _____ Date: _____

B.VI. MATCH COMMITMENT OF SUPPLIES

Agency Name: _____ N/A _____

Donor Identification: _____

Name: _____

Street: _____

City: _____

State: _____

Zip: _____

Phone: _____

Authorized Representative: _____

The below described supplies are committed for use by the project for the period of:

Description of Supplies: _____

Computation of value method: _____

Value to be claimed by project: \$ _____

Donor Certification: _____

These supplies are not included as contributions 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.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>
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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. VIII. MATCH COMMITMENT OF IN-KIND CONTRIBUTION OF SERVICES

BY STAFF OF SERVICE PROVIDER OR STAFF OF OTHER ORGANIZATIONS

Agency Name: The Carl Shechter Southwest Focal Point Senior Center

Donor Identification: _____

Name: City of Pembroke Pines

Street: 601 City Center Way

City: Pembroke Pines

State: Florida

Zip: 33025

Phone: 954-450-1040

Authorized Representative: Charles F. Dodge

The personal services described below are committed for use by the project for the period of:

Description of Positions:

<u>Position Title</u>	<u>Service Hourly Rate or Annual Salary Worked</u>	<u>#Hours Value to Project</u>
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1. Various Positions – IIIB	\$83,428	
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2. Various Positions – IIIE	\$11,857	
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3.		
----	--	--

4.		
----	--	--

5.		
----	--	--

TOTAL - \$ 95,285.00

* Value to project = (# of hours provided) x (hourly rate of annual salary).

Donor Certification: It is certified that the time devoted to the project will be performed during normal working hours.

These services are 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.

IX. MATCH COMMITMENT OF IN-KIND VOLUNTEER PERSONNEL AND TRAVEL

Agency Name: N/A

Donor Identification: The volunteer staff positions identified below will be filled by local volunteers who will be recruited, trained and supervised as an ongoing activity of our agency. We will maintain volunteer records to document individual volunteer activity.

Describe Volunteer Effort: _____

Position Title	Equivalent Hourly Rate	# of Hours	Value to Project
1.		\$	
2.		\$	
3.		\$	
4.		\$	
5.		\$	
TOTAL VALUE TO AGENCY		\$	

Equivalent Hourly Rates were determined by:

- ☐ Rates for comparable positions within own agency.
- ☐ State Employment Service estimate of rates for type of work.
- ☐ Rates for comparable positions within other local agencies.

Estimated Mileage X Rate per mile = Value

_____ \$

Donor Certification: _____

I certify that commitments have been received from individual volunteers or groups sufficient to provide the volunteer hours and travel as identified above.

Signature of Agency Official: _____ 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