



gwinnettcounty
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HEALTH & HUMAN SERVICES ANNUAL REPORT

Mission, Vision, Values



Mission

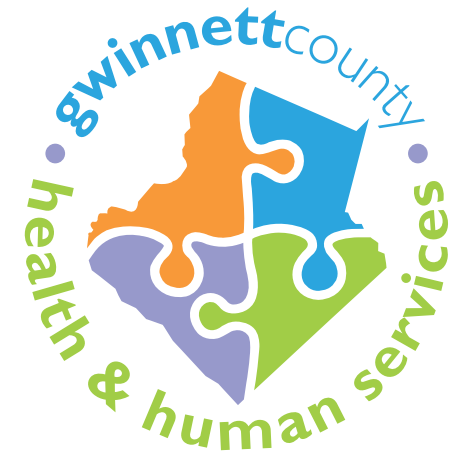
Gwinnett County Health and Human Services partners with the community to provide senior citizens, families, and individuals with opportunities to participate in quality programs, services, and facilities to improve their health and well-being.

Vision

The vision of the Gwinnett County Health and Human Services Division is that all Gwinnett County residents experience an enhanced quality of life.

Values

- We believe in honesty, integrity, and ethical conduct
- We are customer-oriented and both accountable and responsive to our citizens
- We believe in teamwork and collaboration with our community partners
- We promote safety, cost efficiency, innovation, and service excellence



About Health & Human Services



Managing Staff

Division Director
 Senior Services Manager
 Resource and Marketing Coordinator
 Public Relations Specialist
 Buford Human Services Center Coordinator
 Norcross Human Services Center Coordinator
 Centerville Community Center Coordinator
 Senior Center Coordinator
 Health Services Coordinator
 Social Services Coordinator
 Food Services Coordinator
 Business Management

Pat Baker
 Jamie Cramer
 Gary Galloway
 Melanie Miller
 Ingrid Patrick
 Doris Dietrich
 Vivian Gaither
 Marcia Berlin
 Brittney Dickey
 Ava Camejo-Douglas
 Steven Nelly
 Kristen Giunta



Pat Baker
Division Director

2015 At A Glance

Number of residents served	451,307
Number of newsletters	152,514
Health and Human Services website hits	305,758
New partnerships	116
Volunteer hours	42,750
Grants to Senior Services	\$134,114
Donations to Senior Services (from FRIENDS, senior clients, and families)	\$165,732
Home-delivered meals	115,661
One-way passenger trips	47,368
Congregate meals served	41,657
Information and assistance calls	26,304
Homemaker service hours	3,296
Care management hours	3,287
In-home respite care	8,908.5

2015 Highlights



- Amerigroup Back to School event held at Norcross Human Services, attracting approximately 2,000 community members
- Norcross Human Services served as the site for Amerigroup Farmer's Market
- The Centerville Community Center, its patrons, partners, and the community collected more than 3,000 pounds of food benefiting the Southeast Gwinnett Cooperative Ministry
- The Knitting Guild at Centerville Community Center created and donated 170 shawls, scarves, quilts, blankets, sweaters, caps, gloves, socks, booties, and garments to the Gwinnett Medical Center, Gwinnett Pregnancy Crisis Center, Gwinnett Fire Department, and the Neonatal Intensive Care Unit of Gwinnett Medical Center
- The Centerville Community Center sponsored four community blood drives through the American Red Cross and free rapid HIV testing for individuals ages 13 and up through Positive Impact Health Centers
- At Centerville Community Center, the Low-Income Home Energy Assistance Program completed approximately 1,200 heating assist applications and the Volunteer Income Tax Preparation Assistance Program completed 300 tax returns
- Senior Services ramped up the volunteer driver program in 2015, recruiting 35 volunteer drivers who were approved and trained to provide 1,338 one-way trips for Gwinnett's seniors
- Through additional funding for Senior Services, waitlists were decreased for home delivered meals, transportation, and homemaking services
- Two Senior Services staff members and one volunteer completed training in Tomando Control de su Salud, the Spanish chronic disease self-management program
- Grants to Senior Services included the Alzheimer's Innovation Grant for \$10,000 and the 5310 New Freedom grant for \$124,114
- Medical transportation funds were increased through additional grants and fundraisers
- From late 2014 through 2015, Lunch and Learns for employed family caregivers were presented at 13 different organizations and corporations throughout Gwinnett
- Buford Human Services Center was used by Gwinnett Police K-9 Unit as a training site
- Buford Human Services Center has been able to open two satellite offices for Ser Familia and transition program services to serve the diverse population in the area

New programs that began in 2015

- 5 Rules You Should Know Before Applying for Social Security Workshop (Norcross Human Services Center)
- 101 Ways to be Happy Whether You Like It or Not (Centerville Community Center)
- 2015 AARP Tax Prep (Norcross Human Services Center)
- AARC Transition Assistance (Norcross Human Services Center)



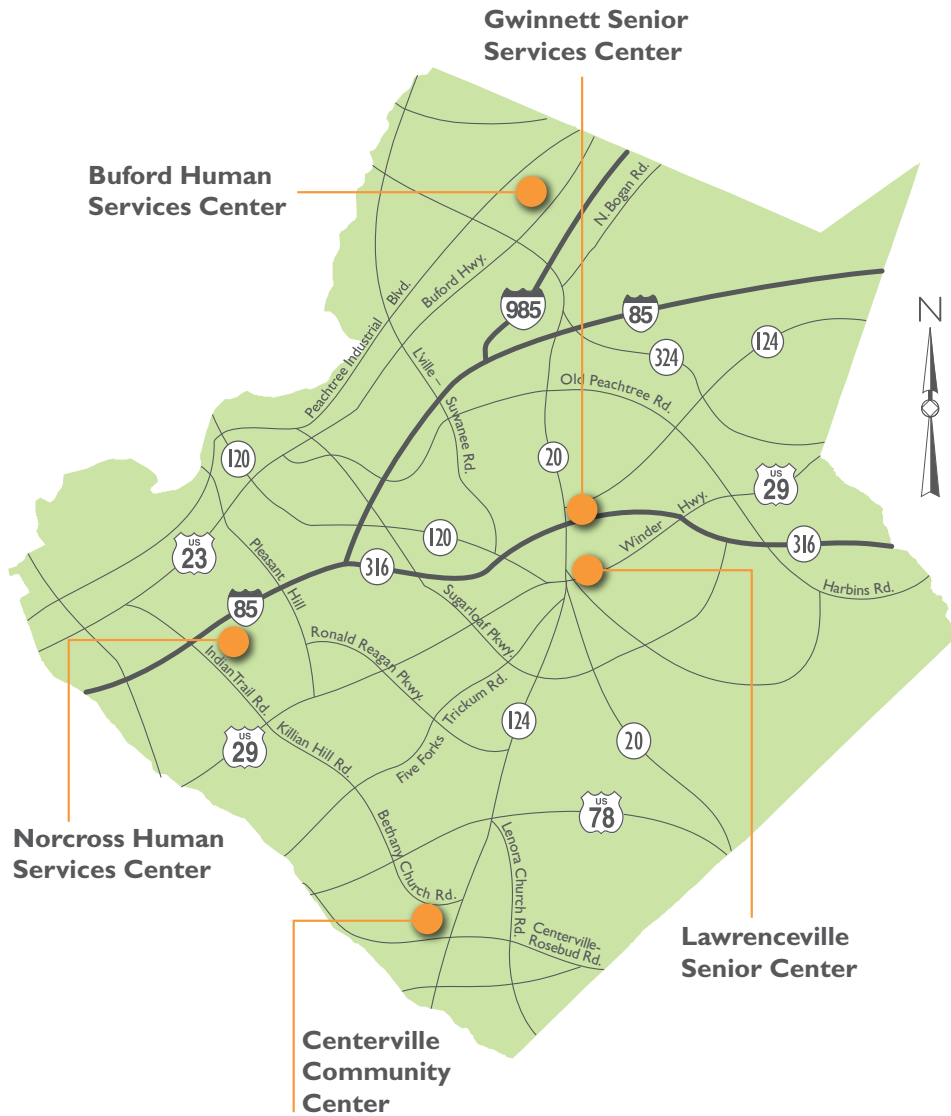
- Adult/Infant CPR, AED, First Aid classes for youth and adults (Centerville Community Center)
- Advanced MS Excel Workshop (Norcross Human Services Center)
- African-American History, An International Celebration: Poetry reading, motivational speech, African cultural calendar, drumming, food (Centerville Community Center)
- African/Hip Hop Dance classes for ages 4 to 13 (Centerville Community Center)
- Amerigroup Back to School event (Norcross Human Services Center)
- Amerigroup Farmers Market (Norcross Human Services Center)
- Amerigroup Outreach (Norcross Human Services Center)
- Annual Beds and Plant Selection (Centerville Community Center)
- Art Therapy (Buford Human Services Center)
- Babysitter Boot Camp for ages 11 to 18 (Centerville Community Center)
- Ballroom Dance lessons for adults and seniors (Centerville Community Center)
- Basic Digital Photography classes (Norcross Human Services Center)
- Basic Money Management Workshop (Centerville Community Center)
- Basic Sewing classes for all (Centerville Community Center)

- Boat People SOS Youth Project Outreach (Norcross Human Services Center)
- Boulders, Bird Houses, and Other Garden Art (Centerville Community Center)
- Center for Education, Excellence, and Development – Ready for College summer camp (Buford Human Services Center)
- Center Piece from the Garden (Centerville Community Center)
- Coaster Making for ages 3 to 7 (Centerville Community Center)
- Creative Community Resources SOAR program (Norcross Human Services Center)
- EL/Civics Multi-Level Daytime classes (Norcross Human Services Center)
- English Speaking Basics classes (Norcross Human Services Center)
- Fabric Painting for ages 5 to 10 years (Centerville Community Center)
- Families First Client Interviews and Workshops (Norcross Human Services Center)
- Father's Day Activity for ages 1 to 4 years (Centerville Community Center)
- First Annual National Poetry Month Interactive Display (Centerville Community Center)
- Four Corners Primary Care Centers ACA Enrollment (Norcross Human Services Center)
- Four Corners Primary Care Centers Health Fair (Norcross Human Services Center)
- From Ordinary to Extraordinary for ages 15 to 21 (Centerville Community Center)
- Girl Scout group – Troop 1843 (Buford Human Services Center)
- Girl Scouts Facilitators Meetings (Norcross Human Services Center)
- Gwinnett Citizen's Academy (Norcross Human Services Center)
- Gwinnett Coalition for Health and Human Services: Homeless Count (Norcross Human Services Center)
- Healthy Hands Cooking for ages 5 to 10 (Centerville Community Center)
- High School Student Speech Festival by Toastmasters (Centerville Community Center)
- Inter-generational: Knitting 101 camps and workshops for adults with children ages 8+ (Centerville Community Center)
- International Ornament day for ages 2 to 4 (Centerville Community Center)
- Introduction to MS Word classes (Norcross Human Services Center)
- Job Readiness Workshops (Norcross Human Services Center)
- Lawns and Turf weed identification (Centerville Community Center)
- Learning About Day lilies, Hostas, ferns, Azaleas, Gardenias, Camellias, Hydrangeas, Roses (Centerville Community Center)
- Learning to Prune Shrubs (Centerville Community Center)
- Lil Sprouts Cooking Class for ages 2 to 5 (Centerville Community Center)
- Living Well: A Chronic Disease Self-Management Program (Centerville Community Center)
- Low Voltage Lighting (Centerville Community Center)
- Microsoft Office Training (Norcross Human Services Center)
- Movie Day for the Whole Family (Centerville Community Center)
- Native Wild Flowers (Centerville Community Center)
- Old Fashioned Play Date for ages 6 to 10 years (Centerville Community Center)

- Overcoming Complacency (Centerville Community Center)
- Parkinson's Support Group (Centerville Community Center)
- Partnership for Community Action Emergency Financial Services (Norcross Human Services Center)
- Partnership for Community Action Spanish Microenterprise Info Sessions (Norcross Human Services Center)
- Practical Small Gardens (Centerville Community Center)
- Preparing Your Summer Garden for ages 5 to 10 years (Centerville Community Center)
- Quality Care for Children GELDS Standards 102 (Norcross Human Services Center)
- Reaching Academic Milestones for grades 6 to 8 (Centerville Community Center)
- Right Plant/Right Place (Centerville Community Center)
- Safety Carnival Day for ages 3 to 7 years (Centerville Community Center)
- Saturday Conversation English classes (Norcross Human Services Center)
- Self-defense Awareness and Familiarization Exchange for Women ages 16-up (Centerville Community Center)
- Six Ferns Every Garden Should Have (Centerville Community Center)
- Social Security Workshop (Centerville Community Center)
- Soul Food Cooking and Recipe Swap (Centerville Community Center)
- Soul Line Dancing for ages 21-up (Centerville Community Center)
- Spanish Basic Computer classes (Norcross Human Services Center)
- Story Telling: African-American Heroes (Centerville Community Center)
- Tai Chi for Parkinson's Disease Patients and Caregivers (Centerville Community Center)
- Technology Classes for Seniors (Centerville Community Center)
- Teen Job Preparation Workshops for ages 15 to 18 (Centerville Community Center)
- Tree Selection and Disease (Centerville Community Center)
- Tribute to African-American Comedy (Centerville Community Center)
- Veterans Helping Veterans Peer Support Group (Centerville Community Center)
- Veteran's Resume Writing Workshop (Norcross Human Services Center)
- View Point Health Community Outreach (Norcross Human Services Center)
- Vines for Every Condition (Centerville Community Center)
- Water Gardens and Water Falls (Centerville Community Center)
- Wills and Estate Planning (Centerville Community Center)
- Window Boxes for the Winter (Centerville Community Center)
- Winter Flowering Plants (Centerville Community Center)



Centers



Buford Human Services Center

678.225.5360

www.gwinnettbhsc.com

Buford Senior Center: 678.225.5369

2755 Sawnee Avenue • Buford, GA 30518

www.gwinnettseniorservices.com

Centerville Community Center

770.985.4713

www.centervillecommunitycenter.com

Centerville Satellite Senior Center: 770.978.4532

3025 Bethany Church Road • Snellville, GA 30039

Gwinnett Senior Services Center

678.377.4150

567 Swanson Drive • Lawrenceville, GA 30043

www.gwinnettseniorservices.com

Lawrenceville Senior Center

678.277.0970

225 Benson Street • Lawrenceville, GA 30046

www.gwinnettseniorservices.com

Norcross Human Services Center

678.225.5400

www.gwinnettnhsc.com

Norcross Senior Center: 678.225.5430

5030 Georgia Belle Court • Norcross, GA 30093

www.gwinnettseniorservices.com



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