
NORTHWEST FOCAL POINT SENIOR CENTER DISTRICT 2022 BUDGET DISCUSSION



SEPTEMBER 1, 2021

Northwest Focal Point Senior Center District
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Introduction

These past 18 months have been very challenging for the entire community, our seniors and their families, our staff, and the Center's operations.

The NWFP Senior Center closed its doors to the public on Monday, March 16, 2020. Under normal circumstances, the Center's revenue is generated by grant payment for in-person services to older adults, which was no longer possible due to the lockdown set during the pandemic. We served seniors through reassurance calls, delivering meals to their homes instead of taking them to the grocery stores, and providing call-in recreational activities to keep them socializing to bring some stability to their lives.

This change of operations might sound easy now, but it was not. We encountered many challenges such as creating a master phone list for 1,600 members who had not updated their contact information and are served through different grants; or how to inform and teach people to call in for a recreational group activity over the phone; or how to document and report service units provided to seniors for new service programs without consistent guidelines from the grantors for months.

Despite the entire NWFP Team's effort, the Center brought in an estimate of a third of senior center annual federal grant revenue. Thanks to a healthy fund balance, we made it through the COVID pandemic serving seniors without laying off staff. Seven employees left to pursue new journeys.

The NWFP Senior Center has been sustainable for years.

Hope is being able to see that there is light despite all of the darkness

Desmond Tutu

Projected Adjustments

To continue operating the Senior and Adult Day Care Center safely and in compliance with federal, state, and local regulations, I propose rearranging and updating some positions. These adjustments will allow us to retain current staff and bring in new people to fill the vacant positions.

FULL TIME POSITIONS

Five FT drivers for FY22 – the Center had seven FT drivers

- a. The new Older American Act (OAA) contract will no longer include home delivery of meals.
 - b. A decrease in attendance of seniors at the Center.
 - c. Difficulty finding a driver with a clean driving record and reliable qualities.
- These facts will allow us to deliver the transportation services with five drivers. It is not the ideal situation, but manageable. Once the attendance is back to normal, we shall initiate the search for a sixth driver again. This position is listed in the FY22 Budget but not funded.

Health Support Specialist –

This position used to be the Clinical Coordinator filled by the Registered Nurse (RN). The Health Support Specialist title is more suitable to the Health Support service program in the OAA contract.

This position shall be a part time (PT) position for FY22 with the projection to potentially become a full time (FT) position in the future.

PART TIME POSITIONS

Eldercare Advocate vs. Community Liaison

In collaboration with the Northwest Medical Center, the City of Margate entered into an agreement in 2009 to assist better the seniors hospitalized at the Northwest Medical Center.

The Eldercare Advocate position was created with the purpose to:

- a. Decrease the number of days older adults unnecessarily stay in a hospital due to the unavailability of or ineligibility for long-term care or independent living support services.
- b. Increase the knowledge of the community as a whole, particularly older adults and/or their caregivers, on how to access health and long-term care information and other community-based services.
- c. Increase the percentage of paraprofessionals and professionals working with older adults within Northwest Medical Center to assist patients with a successful transition to the community post-discharge.

The Eldercare Advocate was a liaison to home and community services.

The City of Margate funds this position.

Due to the COVID pandemic, access to the hospital is impossible, which is the main reason why I am proposing to change the name to *COMMUNITY LIAISON*. This individual shall then focus on reaching out to the medical centers in general and homeowner's associations in the City of Margate. This position will assist ADC client's caregivers and ADC seniors with interactive recreational activities.

Adult Day Care Coordinator, LPN –

This position has been vacant since November 2020 after the ADC Coordinator retired. The Center has had only four applicants for this position in the last nine months. The nurses and licensed practical nurses are in high demand for COVID testing and vaccination sites, which is the main reason why it has been challenging to fill this position.

Currently, the Center fills this position through a temporary staffing agency, which has requested a rate increase from \$28.50/hr. to \$35.00/hr. for LPNs.

Due to these facts, I am proposing to raise the current pay rate for the ADC Coordinator/LPN from \$16.50/hr. to 20.00/hr. This is a modest raise compared to the market prices.

PT Afternoon Receptionist

This position is vacant since October 2020 after the prior receptionist resigned to pursue a better-paid receptionist position.

PT Custodian

This position is vacant since October 2020 after the prior employee resigned to pursue a better-paid custodian position.

Because it is challenging to hire for the two PT positions listed above, at the pay rate the NWFP Senior Center offers, and due to the new employment market product of the pandemic, I am pursuing another path to fill the PT Receptionist and the PT Custodian positions.

We would like to with AARP Foundation through the Senior Community Service Employment Program (SCSEP). This agreement provides individuals, 55 years and older, who we will train to perform these jobs at only the initial expense of the background screening and no further cost to the Center. This will give the individuals the opportunity to learn a new job and seek possible future employment.

PT Morning Receptionist

The proposed change for this position is the following:

- a. Move the current PT Morning Receptionist to the PT Health Support Specialist to fill this currently vacant position. This person shall coordinate the different Health Support programs the NWFP Senior Center provides. This will help to retain a valuable employee.
- b. The PT Morning Receptionist shall be filled by a current volunteer searching for employment or through the AARP SCSEP agreement.

Discussion and Possible Action

- A. Community Liaison vs. Eldercare Advocate.
Position funded by the City of Margate

- B. Transitioning current Recreation Coordinator to
Community Liaison

- C. ADC Coordinator/LPN rate increase to \$20.00/hr

- D. Transitioning current PT AM Receptionist to
Health Support Specialist

- E. Providing for possible Fund Balance funding by the City of Margate to support
the operations of the Northwest Focal Point Senior Center District during
FY22 or until the Center regains total revenue through 100% attendance.

