

2023 ANNUAL REPORT

---

# GATHERING: OUR CULTURE OF AGING

---

FULTON COUNTY  
DEPARTMENT OF SENIOR SERVICES



# LETTER FROM THE DIRECTOR

Reflecting on our yearly accomplishments is a source of pride and the department accomplished a great deal throughout 2023. We are especially proud of our facilities-based programs and the multiple teams that ensure their success.

The Fulton County senior facilities are a mainstay in the aging community. More than brick and mortar buildings, our facilities support aging in place and offer safe, exciting, and innovative programming to support older adults.

There are four Senior Multipurpose Facilities, four Adult Day Health Programs, and 14 Neighborhood Senior Centers across Fulton County. The Multipurpose facilities offer breakfast, lunch, pool, and gym access daily. Neighborhood Senior Centers provide congregate meals and have smaller exercise rooms. Adult Day Health provides a medical model program for family caregivers and seniors with cognitive impairment and/or limited physical functioning to engage with others in their community.

Our goal is to gather seniors, encourage them to share their wisdom and experiences, and pursue new interests, and make social connections regardless of in-person or virtual programming. I am excited for you to peruse this year's annual report which highlights some of the Department's accomplishments.

Thank you to all our seniors who are re-engaging in our facilities and leveraging our community partnerships.



Ladisa Onyiliogwu, Director

## NEW HIRES

- Sheena Carrouthers**, Departmental Accountant
- Monique Chadband**, Program Manager, Contracts
- Creashundra Daniel**, Nurse Tech, Mills Adult Day Health Program
- Emily Hollis-Mack**, Nurse Tech, Benson Adult Day Health Program
- Jeffrey Moody**, Head Cook, Bowden Multipurpose Facility
- Lindsay Okoth-Jarvinen**, Social Services Coordinator, Darnell Multipurpose Facility
- Marty Reed**, Senior Services Instructor, Mills Adult Day Health Program
- Cassandra Smith**, Administrative Tech, Information and Assistance (STARline)
- Torres Smith**, Custodian, Darnell Multipurpose Facility
- Chastity Spear**, Cook, Bowden Multipurpose Facility
- Pamela Weaver**, Clerk, Mills Multipurpose Facility

## STAFF ACHIEVEMENTS

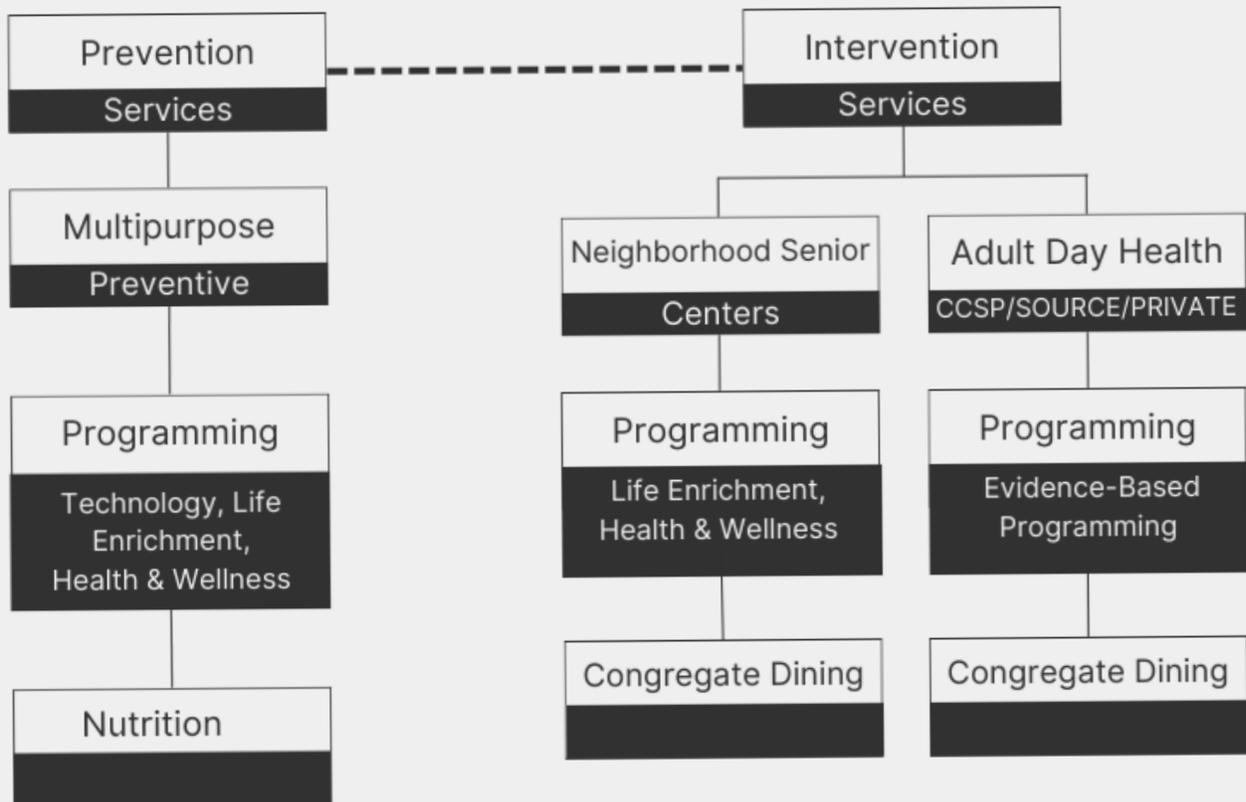
### PROMOTIONS

- Joby Green**, Head Cook, Darnell Multipurpose Facility
- Kimberly Rose**, Health and Fitness Coordinator, Bowden Multipurpose Facility

### EDUCATIONAL ACHIEVEMENTS:

- Reginald Fuller**, Mills Lifeguard, Bachelor's Degree in Health and Kinesiology  
Sports Administration
- Kweli Rashied-Henry**, Deputy Director, Doctorate in Public Health Leadership

# FACILITY-BASED PROGRAMMING



# FACILITY-BASED PROGRAMMING HIGHLIGHTS

## SENIOR MULTIPURPOSE FACILITIES



### DOROTHY C. BENSON SENIOR MULTIPURPOSE FACILITY

#### *Nutrition Services*

The dynamic Benson kitchen staff, Chef Quentin, Natika, Ashley, Sarah, and dedicated volunteers efficiently served 250 members during a successful Winter Holiday Luncheon. The team collaborated with the Fulton County Clerk's Office and other community partners who generously volunteered as servers, ensuring participants could enjoy a meal without waiting in line. This meal was sponsored by our Friends of Benson group and provided free of charge to our members.

### H.J.C. BOWDEN SENIOR MULTIPURPOSE FACILITY

#### *Partnerships*

·Quilts of Valor: The H.J.C. Bowden Senior Multipurpose Facility quilting class, affiliated with the National Quilt of Valor Foundation, honors veterans and active-duty service members touched by war by awarding them Quilts of Valor for comfort and healing.

·New Men's Program Launched: Bowden Barber Shop is a speaker-led group of men who meet once a month to discuss issues and concerns on various topics such as mental health, grief, and physical health. In this safe space, the men can engage in open and honest conversation about life issues they may be facing and receive support, advice, and encouragement from their peers.

# FACILITY-BASED PROGRAMMING HIGHLIGHTS

## SENIOR MULTIPURPOSE FACILITIES



### HARRIETT G. DARNELL SENIOR MULTIPURPOSE FACILITY

#### *25th Anniversary Celebration*

The Harriett G. Darnell Senior Multipurpose Facility celebrated 25 years of service the week of December 4th. The celebration opened Monday, December 4th with “The Silver Jubilee Concert” featuring the Darnell Chorus, Darnell Dancing Divas and The Darnell Players. On Tuesday, December 5th, Darnell hosted an Artist Showcase. Life Enrichment class participants displayed their works of art throughout the facility. The celebration culminated with the 25th Anniversary Celebration Party. Over 200 participants enjoyed an afternoon of great food, dancing and fellowship.

### HELENE S. MILLS SENIOR MULTIPURPOSE FACILITY

The Helene S. Mills Senior Multipurpose Facility hosted its *21st Anniversary Celebration* by offering two events that highlighted different cultures and countries in which facility participants proudly represent:

1. **Multicultural Day.** Participants had a taste of culture and diversity from Ireland, Ghana, Colombia, and Guyana. Information was shared on the senior experiences in these cultures.
2. **Caribbean Soca Festival.** This event featured Caribbean Soca music. Participants wore festive island attire and had a Caribbean lunch. Entertainment included a DJ, drummers, and Caribbean dancers from the Atlanta Black Arts Festival.

# FACILITY-BASED PROGRAMMING HIGHLIGHTS



## ADULT DAY HEALTH PROGRAMS

The Adult Day Health (ADH) program developed a robust outreach and marketing plan to bring seniors back into its four (4) facility-based programs in 2023. ADH is a licensed and state-regulated program for Fulton County residents, 55 years or older who cannot be left at home alone due to medical deficits and/or need to socialize throughout the day while being monitored in a safe environment.

A [public service announcement](#) for ADH was developed with creative input from the Department of External Affairs and ADH team. The ADH team visited over 60 hospitals, physician and dentist offices, primary care centers, churches, and community organizations to distribute its promotional materials across Fulton County. The ADH team also established working relationships with case managers and social workers at the various hospitals to strengthen its referral base for eligible clients. As of December 31, 2023, ADH has experienced a 21% increase in participation throughout its four programs.

ADH is located at the four Senior Multipurpose Facilities at Benson, Bowden, Darnell, and Mills. Transportation and congregate meals are provided.

***“As of December 31, 2023, ADH has experienced a 21% increase in participation throughout its four programs.”***

# FACILITY-BASED PROGRAMMING HIGHLIGHTS

## NEIGHBORHOOD SENIOR CENTERS

The fourteen (14) Neighborhood Senior Centers are managed in partnership with two community-based organizations, South Fulton Senior Services and Senior Services North Fulton. Each entity provides programming at seven (7) Centers across South, Central and North Fulton.

The Centers exist to provide life enrichment activities, group field trips, and dedicated programs to support seniors in their communities. Neighborhood Senior Centers align their program areas of interest according to the needs of the seniors who participate. During 2023, there were over **6,217 participants** who attended a Neighborhood Senior Center.

In February 2023, the Bethlehem Neighborhood Senior Center at Birdline and the Roswell Neighborhood Senior Center collaborated with the High Museum of Art to support a new Piazza Commission at the Woodruff Arts Center. This ongoing collaboration teaches senior artists at the senior centers to do art projects inspired by the works of artists featured at the museum.

Throughout the year, Neighborhood Senior Centers hosted vaccination clinics, fashion shows, anniversary events, guest instructors for computer, exercise and gardening classes, and many, many more.





# 2023 STRATEGIC OBJECTIVES

## ACCOMPLISHMENTS

### 1 MENTAL HEALTH AND WELLNESS FOR STAFF

·Partnered with the Department of Behavioral Health to deliver a mental health segment during Senior Services mid-year employee engagement.

·Staff participated in the Fulton County Mental Health Resiliency Training initiative in August 2023 hosted by the Department of Human Resources Management.

·Delivered two mental health webinars in November and December through Aetna EAP for over 50 staff: Dealing with Mental Health Issues and Embracing Happiness.

### 2 PROGRAM INNOVATION

·Expanded the Senior Farmer's Market to 448 seniors at the four Senior Multipurpose Facilities in July. Last year's local farmer, Georgia Roots Urban Farm, LLC returned to serve seniors again.

### 3 PROFESSIONAL GROWTH AND DEVELOPMENT

·Team members utilized Success Factors, an HR tracking tool, to develop one departmental goal, in alignment with the grid, and one professional development goal.

### 4 HEALTH AND SAFETY FOR SENIORS

·Planning and development of Mobile Wellness Clinics for Medicare Annual Wellness Visits for Seniors (2024)

·Planning and development of a Cyber Awareness Training Series (2024)

## ROADMAP TO ORGANIZATIONAL CLARITY

From 2021-22, the Department of Senior Services applied organizational health principles outlined in Patrick Lencioni's book, *The Advantage*. The book offers six critical questions to gain organizational clarity. Clarity within an organization helps to minimize confusion, lower turnover, and increase morale and productivity.

Clarity is also one of the Department's core values. This value is applied across our department through leadership, teamwork, culture, strategy, and meetings.

In 2023, all DSS staff were asked to reflect on the six critical questions and revisit the 5th question periodically: **What is Most Important Right Now?**

The result of this exercise is our **Strategic Grid**.

The Strategic Grid serves as a roadmap for implementing activities that align with our departmental goals. The four goal areas are: 1. Health and Safety for Seniors; 2. Mental Health and Wellness for Staff; 3. Program Innovation; and 4. Professional Development.

# OLDER AMERICANS MONTH

The theme for the 2023 Older Americans Month was “Aging Unbound.” The intent was to explore aging through different perspectives and acknowledge the benefits to all older adults who remain engaged, independent, and involved.

Senior Services hosted a series of virtual and in-person activities throughout the month that highlighted the unique experiences of seniors across Fulton County. There were nearly 40 events hosted at the Senior Multipurpose Facilities, Adult Day Health Programs, and Neighborhood Senior Centers. On May 3rd, Older Americans Month kicked off with a proclamation presented by the Fulton County Board of Commissioners, received by the late Ms. Barbara Cook, longstanding Senior Services team member.

# TRANSPORTATION SERVICES



The Senior Transportation Program remains the top requested service from seniors across Fulton County. This need is reinforced by the Atlanta Regional Commission’s projection that by 2050, there will be 8.6 million people residing in the metro Atlanta area. Over 1,166,000 residents are projected to be over the age of 55. Seniors will continue to need a safe and reliable mode of transportation.

Fulton County Department of Senior Services contracts with two vendors to provide transportation using the traditional paratransit bus service, and the alternative transportation network companies like Uber/Lfyt. Transdev, Inc. provides access to Neighborhood Senior Centers and Common Courtesy manages the alternative transportation program via Uber/Lfyt. There were **286,202 trips** taken by seniors throughout 2023. An average of **2,600 seniors** utilized these services each month. **Ninety-five percent (95%)** of users say they are **satisfied** with the services.

# VOLUNTEERS NEEDED!

## AMERICORPS SENIOR COMPANION PROGRAM

**Start making a difference in the life of our seniors  
in Fulton County today.  
Eligible volunteers may qualify for stipends.**



**Persons ages 55 and older  
will be trained and paired  
with seniors to complete  
daily living tasks.**

**For more information, contact  
Fulton County Senior Services  
STARline at 404-613-6000  
or email  
[seniorservices@fultoncountyga.gov](mailto:seniorservices@fultoncountyga.gov).**



**AmeriCorps**



FULTON COUNTY

FULTON COUNTY DEPARTMENT OF SENIOR SERVICES

# Kinship Care Program

STARline provides information and referrals to Grandparents raising Grandchildren in Fulton County!



Available referrals and information include:



Social work services



Health services



Legal services referrals



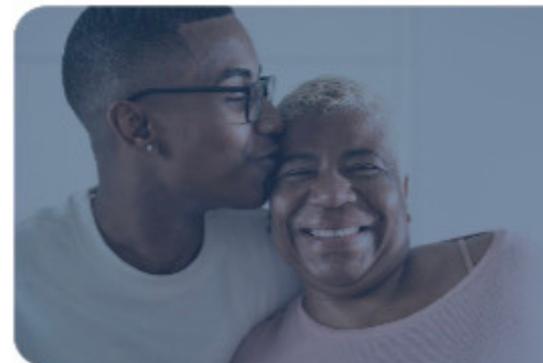
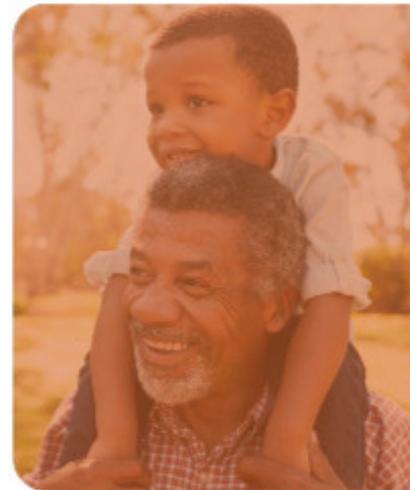
Early intervention services



Community Resources



Grandparent support groups and parenting education services



Contact us: 404-613-6000 - [seniorservices@fultoncountyga.gov](mailto:seniorservices@fultoncountyga.gov)

# BUDGET



2023 Annual Budget

\$27,669,727

Year over Year

24.1% ↑

FIGURE 1. GRANT VS GENERAL FUNDING

# ACKNOWLEDGEMENTS

Atlanta Housing Authority

Atlanta Regional Commission

AmeriCorps

AARP

Commission on Elder Affairs

Fulton County Department of Behavioral Health

Fulton County Department of Community Development

Fulton County Library

Visit us online to register for upcoming virtual classes:

<https://fultoncountyga.gov/services/senior-services/senior-virtual-classes>

For Frequently Asked Questions regarding Senior Services programming, visit here:

<https://www.fultoncountyga.gov/inside-fulton-county/fulton-county-departments/senior-services>

---

## FULTON COUNTY DEPARTMENT OF SENIOR SERVICES

Center Locations

<https://www.fultoncountyga.gov/inside-fulton-county/fulton-county-departments/senior-services/senior-centers>



seniorservices@fultoncountyga.gov



Senior Centers (fultoncountyga.gov)



137 Peachtree Street, Atlanta, GA 30301



STARline: (404) 613-6000

---

