



CITY OF DISTRICT HEIGHTS

THURSDAY, JANUARY 4, 2024

## **AGENDA**

### **City Meeting**

Commission Chamber, E. Michael Roll Municipal Building,  
2000 Marbury Drive District Heights, Maryland 20747  
7:00 PM

#### **I. CALL TO ORDER:**

#### **II. OPENING PRAYER:**

#### **III. PLEDGE OF ALLEGIANCE:**

#### **IV. APPROVAL OF AGENDA:**

1. City Meeting and Work Session Agenda January 4, 2023  
Staff Contact: Starr Jefferson, City Clerk

#### **V. INFORMATION ITEMS:**

1. Calendar Year 2024 1<sup>st</sup> Quarter Events  
Staff Contact: Teresa Williams, Asst. Director Recreation

#### **VI. PUBLIC PARTICIPATION:**

#### **VII. ACTION ITEMS:**

1. \*ARPA Consulting Contract Extension: Thomas Michael  
Staff Contact: David Street, City Manager
2. \*Resolution Permitting Tree Plantings in the Municipal Row  
Staff Contact: David Steet, City Manager
3. FY 2025 Budget Development: Budget Outlook and Guidance  
Staff Contact: David Street, City Manager
4. Senior Center Opening Programming  
Staff Contact: Dr. Katrina Polk, Senior Services

#### **VIII. DEPARTMENT REPORTS:**

- Senior Services
- Youth Services Bureau
- Treasurer's Report
- Recreation
- General Government (Media)
- Code Enforcement
- Police Department
- Public Works
- Human Resources

## **MAYOR AND COMMISSION ANNOUNCEMENTS/COMMENTS:**

### **ADJOURNMENT:**

- City Meetings are streamed live on The City of District Heights' YouTube channel: [Link to join Webinar](https://www.youtube.com/channel/UCOaouHM_FeKqwKIYOGjKL-w)  
[https://www.youtube.com/channel/UCOaouHM\\_FeKqwKIYOGjKL-w](https://www.youtube.com/channel/UCOaouHM_FeKqwKIYOGjKL-w)
- Items on the Consent Agenda are denoted with an asterisk (\*) and are presented for approval through a single motion. A Commissioner may remove an item from the Consent Agenda for placement as an Action Item for separate comment and action.
- This agenda is subject to change. For the most current information, please contact the City Clerk at 301-336-1402 x110.



# CITY OF DISTRICT HEIGHTS

## City Meeting

Thursday, January 4, 2024

### Information Item 1

**Title:** City Event Calendar – First Quarter 2024  
**Staff Contact:** Teresa Williams, Recreation  
**Purpose:** To provide the City Commission with planning and logistical information about city events occurring during the first quarter of calendar year 2024.

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**Summary:** Throughout the year, the City organizes and holds many community events to provide a sense of civic pride, an opportunity for communal gathering, and recreation. The following events are currently scheduled to occur during the first quarter of calendar year 2024. For ease of reference, the following schedule also includes City holidays.

#### January 2024

- Monday, January 15, 2024: Martin Luther King, Jr. Day (City Offices Closed)
- Monday, January 15, 2024, 1 – 3 PM: District Heights Police Department is participating in a multi-jurisdictional ride honing MLK Day which ends at 2000 Marbury Drive.

#### February 2024

- Friday, February 10, 2024, 12-3 PM: Black History Program  
Recreation will host the “Brown Excellence” program which is a stage performance celebrating the strength behind greatness of our community. The stage show features performances by cheer and dance teams.
- Wednesday February 14, 2024, 12 – 3 PM: Valentine’s Day Luncheon  
District Heights will hold its annual Valentine’s Day luncheon. This event features themed decorations, catered meal service, and a DJ.
- Monday, February 19, 2024: President’s Day (City Offices Closed)

#### March 2024

- Monday March 25 – Friday March 29, 2024: District Heights Recreation Spring Break  
Recreation hosts a number of student-friendly activities to provide a safe and enriching environment for students and residents. Programming includes organized sports, games, arts, crafts, and family fun night kickball.
- Monday April 1, 2024 12 – 2 PM: Annual Easter Egg Hunt  
Recreation will host the annual outdoor easter egg hunt. This event features an easter egg hunt and other family- and kid-friendly activities.

The City also offers its space for private rental when those bookings do not interfere with City activities. The following dates currently have private bookings:

January	February	March	April
Sat. Jan. 13 6 PM – 2 AM	Sat. Feb. 24 6 PM – 2 AM	Sat. Mar. 16 6 PM – 2 AM	Sat. Apr. 6 6 PM – 2 AM
Sat. Jan 20 6 PM – 2 AM			Sat. Apr 13 6 PM – 2 AM
			Sat. Apr 20 6 PM – 2 AM

Recreation staff are currently in the planning process for the City’s spring and summer events. Those events, and their current planning status, is included below for the Commission’s reference. Additional information and event details will follow in future quarterly reports.

Citywide Event	Status
Spring Clean Up Apr. 15 - 19	Annual Spring Cleanup and Shred Day Event. Planning has already begun for this event. The event is led by Public Works.
Cinco de Mayo Soccer Fri. May 3	Recreational soccer open-play/drop in on the field. The celebration also includes themed food trucks and other light programming. Planning begins in March - April.
Mother’s Day Luncheon Sat. May 11	Planning for the Mother’s day luncheon and tea begins in March.
District Heights Day Sat. June 1	In January, staff will connect with prior year vendors, bands, law enforcement, and parade participants. Staff would like to propose including Juneteenth celebrations in the District Heights Day parade.
Summer Camp June – August	Currently planning trips for the 6-week annual program. Staff is currently sourcing vendors to provide specialized programming for the campers.
Father’s Day Kickback TBD	Planning begins in April.
Independence Day Thur. July 4	Staff is currently planning July 4 activities and sourcing a fireworks vendor.

**Fiscal Impact:** There is no fiscal impact associated with this item.





# CITY OF DISTRICT HEIGHTS

## City Meeting

Thursday, January 4, 2024

### Action Item 1

**Title:** Contract Extension – ARPA Consulting  
**Staff Contact:** David Street, City Manager  
**Purpose:** To extend the City’s current contract with Thomas Michael LLC for ARPA Consulting services.

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**Summary:** Over the past year, the City has engaged Thomas Michael LLC for ARPA Consulting services. These services include analysis and update of federal rules and regulations regarding spending, assistance in filing mandatory reports, and advice on how to meet ARPA spending and contracting requirements. Staff recommends that the City avail itself of the option to extend the consulting contract into calendar 2024. December 31, 2024 is the obligation deadline for all ARPA spending.

**Alternatives:**

1. The Commission could approve the proposal as provided in Attachment 1.
2. The Commission could not approve the proposal and direct staff how to proceed.

**Draft Motions:**

I, Commissioner \_\_\_\_\_, move that the City Commission approve the contract extension for Thomas Michael LLC to provide ARPA consulting services as provided in Attachment 1 and direct the City Manager to finalize and execute the contract extension.

I, Commissioner \_\_\_\_\_ second the motion.

**Attachment:**

1. Extension

**AMENDMENT NO. 1 to AGREEMENT**

This Amendment No. 1 (this “Amendment”) is made this \_\_\_\_ day of January 2024 (the “Effective Date”) by and between the City of District Heights, a municipal corporation of the State of Maryland (the “City”) and THOMASMICHAEL LLC (the “Consultant”) having a business address of 6305 Ivy Lane, Suite 215, Greenbelt, Maryland 20770.

**WHEREAS**, the City and Consultant entered into an Agreement (the “Agreement”) on January 21, 2022 for the Consultant to advise the City on various aspects related to the American Rescue Plan Act of 2021, including the development, implementation, and reporting of funds received by the Town under the Coronavirus State and Local Fiscal Recovery Fund (CSLFRF);

**WHEREAS**, the City desires to extend the term of the Agreement for an additional twelve (12) months to December 31, 2024 per Section 2 of the Agreement in its discretion.

**NOW, THEREFORE**, in consideration of the mutual covenants and obligations contained herein, and other good and valuable consideration the receipt and sufficiency of which is hereby acknowledged, the parties agree as follows:

**2. Term:**

The term of the Amended Agreement is hereby extended by an additional twelve months (12) expiring on December 31, 2024, subject to the availability of City funding. The term may be further extended by the City in its discretion for an additional twelve (12) months upon the same terms and conditions.

[Signature Page Follows]

**IN WITNESS THEREOF**, the parties hereto have executed this Amendment as of the day and year first written above.

**CITY OF DISTRICT HEIGHTS, MARYLAND**

By: \_\_\_\_\_  
David Street  
City Manager

**THOMASMICHAEL LLC**

By: \_\_\_\_\_  
Thomas Himler, Managing Member



# CITY OF DISTRICT HEIGHTS

## City Meeting

Thursday, January 4, 2024

### Action Item 2

**Title:** Resolution Allowing Tree Plantings in the Municipal ROW  
**Staff Contact:** David Street, City Manager  
Lakeesha Washington, Public Works  
**Purpose:** To allow Prince George's County Department of the Environment to facilitate tree plantings in the municipal right of way.

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**Summary:** The City has been working with the Prince George's County Department of the Environment to facilitate tree plantings in the municipal right of way. PGDOE has requested that the City adopt the attached resolution to confirm its support of these tree plantings.

#### Alternatives:

1. The Commission could approve the proposal as provided in Attachment 1.
2. The Commission could not approve the proposal and direct staff how to proceed.

#### Draft Motions:

I, Commissioner \_\_\_\_\_, move that the City Commission approve the resolution as provided in Attachment 1 and direct staff to facilitate the tree plantings.

I, Commissioner \_\_\_\_\_ second the motion.

#### Attachment:

1. DOE Resolution

**City of District Heights**

**RESOLUTION R-24-01**

**A RESOLUTION TO APPROVE PRINCE GEORGE’S COUNTY DEPARTMENT OF ENVIRONMENT(DOE), AND ITS CONTRACTORS AND ASSIGNS TO ALLOW ACCESS AND ENTRY TO MUNICIPAL PROPERTIES AND RIGHTS- OF- WAY WITHIN THE TOWN OF FAIRMOUNT HEIGHTS, IN ORDER TO DESIGN, SURVEY, LOCATE UTILIITES, TEST SOIL, LOCATE AND PLANT TREES, AND PERFORM OTHER DUTIES IN CONNECTION WITH INSTALLTION AND ESTABLISHMENT OF URBAN TREES.**

**WHEREAS**, by house Bill 991, the General Assembly established within the Tree Solution Act of 2021 that it is the policy of the State to support and encourage public and private tree planting efforts, with the goal of planting and helping to maintain 5 million sustainable native trees in the State by the end of calendar 2031, and that it is the further intent of the General Assembly that at least 500,000 of those trees be in underserved areas; and

**WHEREAS**, it is the goal of the City to increase the native tree canopy on public and common land to help improve air quality, wild life habitat, conserve energy and reduce storm water run-off; and

**WHEREAS**, the tree canopy program leverages any existing program and provides trees at a low or no cost to the City; and

**WHEREAS**, DoE will provide the City with Field Mapping to show existing trees, tree removal, invasive trees, fire hydrants, water meters and any other utility lines; and

**WHEREAS**, the Prince George’s County Department of the Environment (DoE) seeks a right of access to plant trees within the Town’s public space and rights-of-ways through the DoE’s Urban Tree Program; and

**WHEREAS**, the project will include an establishment and warranty period of 18 months or as required by the provider of all trees and related supplies; and

**WHEREAS**, the Charter, Article authorizes the Commission to make agreements with other municipalities, counties, districts, bureaus, commissions, and government authorities for the joint performance of or for cooperation in the performance of any government functions; and

**WHEREAS**, the Town Charter, Article VII the Commission to regulate or prevent the use of public ways, sidewalks and public spaces for signs, awnings, posts, steps railing, entrance, racks, posting handrails and advertisements, and display of goods, wares, and merchandise.

**NOW THEREFORE BE IT RESOLVED**, that the City Commission hereby approves and grants permission to DoE of Prince George’s County, its contractors and assigns with the right to access and entry to properties and rights-of-ways within the City of District Heights, to design, survey, locate utilities, test soil, locate, plant trees, and perform other duties in connection with the installation and establishment of trees

**BE IT FURTHER RESOLVED**, that the City Commission further delegates to the City Manager the requisite authority to execute on behalf of the City any appropriate indemnification or liability release forms approved by the City Attorney to be legal sufficiency as deem necessary to Protect the City.

**BE IT FURTHER RESOLVED**, that this Resolution shall take effect upon its passage and the mayor is authorized to sign it on behalf of the Commission.

**APPROVED** this \_\_\_\_\_ day of January \_\_\_\_\_,

<u>ROLL CALL VOTE</u>	<u>YEA/NAY/ABSTAIN/ABSENT</u>
Mayor Miller	_____
Vice Mayor Harcourt	_____
Commissioner Gomez	_____
Commissioner Janifer	_____
Commissioner Tilghman	_____

ATTEST:  
\_\_\_\_\_

THE City of District Heights, MARYLAND

By: \_\_\_\_\_ Mayor

I, hereby certify, as the Town Clerk of the City of District Heights, Maryland, that on the \_\_\_\_\_ day of \_\_\_\_\_ with \_\_\_\_\_ Aye votes and \_\_\_\_\_ no votes the aforesaid Resolution \_\_\_\_\_ passed.

\_\_\_\_\_  
City Clerk



# CITY OF DISTRICT HEIGHTS

## City Meeting

Thursday, January 4, 2024

### Item 3

**Title:** FY 2025 Budget Development: Budget Outlook and Guidance  
**Staff Contact:** David Street, City Manager  
**Purpose:** To request direction from the City Commission (“Commission”) on how to prepare the FY 2025 Proposed Budget.

**Summary:** In July, 2023, the City Commission approved a budget policy (Attachment 1) which outlines the City’s budget process. The purpose of the budget policy is to help ensure that the financial resources of the City are managed in a manner consistent with the City’s mission and vision. The City’s Budget Policy should be reviewed periodically to address potential policy gaps and to revise the policy as needed to reflect changes in applicable law and industry best practices. The budget policy provides for the following steps:

1. In or around January, the City Commission provides budget guidance to the City Manager.
2. The City Manager, with the Treasurer, prepares the proposed budget based on budget guidance.
3. In or around March, the City Manager proposes the budget.
4. The City Manager advertises potential tax rates and schedules a budget public hearing.
5. In or around April, the City Commission holds budget work sessions to consider, debate, and amend the proposed budget.
6. In or around May, the City Commission adopts the budget.
7. The fiscal year opens July 1.

As such, staff have prepared the following budget calendar with major milestones for the FY 2025 budget process.

Fig. 1. FY 2025 Proposed Budget Calendar

<b>Milestone</b>	<b>Date(s)</b>
Budget Development Begins with City Commission	January 4 City Meeting
Liaison and Department Meetings with City Manager and Treasurer	February
City Manager Proposes Budget and CIP	March 7 City Meeting
Budget Work Sessions	March and April City Work Sessions
Budget Hearings (if needed)	April
Budget Ordinance Introduced	May 2
Budget Hearings (if needed)	May
Budget Adoption	June 6 City Meeting

To develop the proposed budget, staff require guidance from the City Commission with respect to budget funding priorities, program priorities, and tax rate priorities. In order to provide this (“Budget Guidance”), staff has prepared historical and current financial, economic, and programmatic data for the Commission’s consideration.

Prior to 2024, the local taxing authority could not set a tax rate that exceeded that Constant Yield Tax Rate until first advertising its intent to do so. Now, the local taxing authority cannot set a tax rate that exceeds the current taxable year’s real property tax rate until first advertising its intent to do so. In addition to publishing an advertisement, the taxing authority must place a notice on its website. If the taxing authority does not have a website, it must post a notice in a place that is easily accessible to the public.

**Economic Outlook:** JP Morgan Chase recently published its calendar 2024 economic outlook. This outlook is less favorable than the outlook for FY 2023 but remains cautiously positive.<sup>1</sup> Of particular note for the City is the ongoing housing sector slowdown in response to rising mortgage rates and cooling inflationary trends. Housing metrics themselves are at or near forty-year lows; 75% of mortgages locked in at 4% or below, meaning that there could be less turnover in homes when compared to the pandemic years. Similarly, labor markets show signs of normalization, which could somewhat reduce upwards pressure on wages and competition for positions. Ernst and Young’s December 2023 Economic Outlook reiterates a cooling labor market and slowing inflation and warns of an increased percentage change for recession in the next 12 months.<sup>2</sup> Approximately 16.1 percent of residents are considered to be in poverty, according to 2022 American Community Survey 5-year estimates. The same dataset estimates the median household income as \$84,929 (Maryland: \$94,991) and the employment rate as 52.2 percent (Maryland: 63.7 percent).

Residential real estate is the primary driver of the City’s operating budget and throughout Maryland, housing prices have steadily increased compared to prices during the prior year. However, in November 2023, home prices were down by 1.2 percent in the 20747 zip code. The median sales price in 20747 was \$320,000. That said, District Heights prices fared better than the average in the 20747 zip code, with Redfin indicating that the housing market within the City is very competitive; prices were up 4.1 percent compared to last year, selling for a median price of \$346,000.<sup>3</sup>

Fig. 2. Regional Residential Sales Comparison

Location	Median Sales Price	Percent Change
Prince George’s County	\$415,000	+ 5.6 %
20747 Zip Code	\$320,000	- 1.2 %
District Heights	\$346,000	+ 4.1 %

**Current Year Outlook:** The FY 2024 budget was proposed and adopted at the constant yield tax rate of 0.687 per \$100 of assessed value. Current fiscal year revenue projections remain on target in major categories.

Fig. 3. July – November Revenue Actuals

	Budget	YTD to November - Actual
Local Taxes	\$3,527,318.00	\$2,086,187.64
State Shared Taxes	\$912,884.00	\$450,994.34
License and Permits	\$254,808.00	\$58,202.72
Fines and Releases	\$297,500.00	\$125,202.88

**Historical Data:** Over the last ten fiscal years, the tax rate has reduced from a high of \$0.879 per \$100 of assessed value to the current low of \$0.687 per \$100 of assessed value. Since FY 2020, the tax rate has

<sup>1</sup> <https://www.jpmorgan.com/insights/outlook/economic-outlook/economic-trends>  
<sup>2</sup> [https://www.ey.com/en\\_us/strategy/macro/economics/us-economic-outlook-december-2023](https://www.ey.com/en_us/strategy/macro/economics/us-economic-outlook-december-2023)  
<sup>3</sup> <https://www.redfin.com/city/5941/MD/District-Heights/housing-market>



reduced by \$0.113 per \$100 of assessed value, or an approximately 14.125 percent decrease.

Fig. 4. District Heights Real Property Tax Rate by Fiscal Year

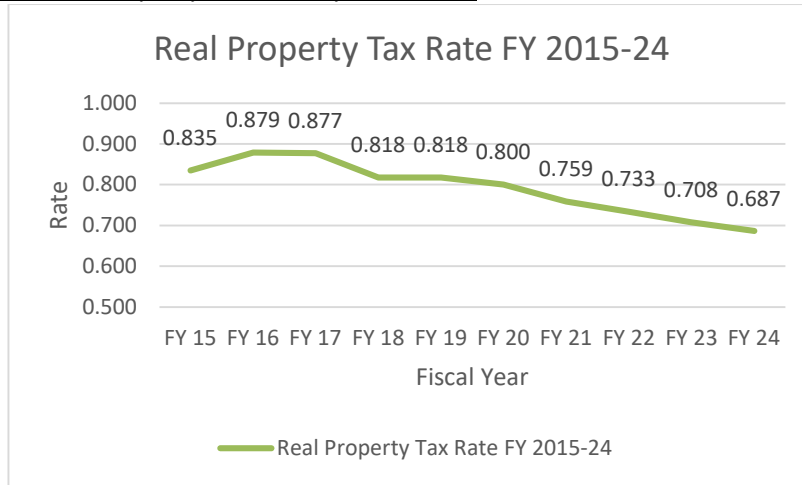


Fig. 5. Real Property Tax Distribution: Greenbelt represents the highest (\$0.828) while College Park represents the lowest (\$0.317) municipal real property tax rate. District Heights sits between Laurel (\$0.710) and Hyattsville (\$0.630). Some jurisdictions differentiate between residential and commercial real property; these rates have been blended to create an average between the two rates for comparison purposes.

City	County	State	Total	Comparison
	\$0.687	\$0.880	\$0.112	\$1.679 6 <sup>th</sup> Highest

Fig. 6. Personal Property Tax Distribution: Capitol Heights represents the highest (\$2.50) while College Park represents the lowest (\$0.84) of those jurisdictions that assess this tax. Eagle Harbor, Fairmount Hights, and Laurel do not assess this tax.

City	County	State	Total	Comparison
	\$1.500	\$2.191	\$0.000	\$3.691 6 <sup>th</sup> Highest

Fig. 7. Utility Tax Distribution: Mount Rainier (\$2.75), Capitol Heights (\$2.50), and Brentwood (\$2.00), and District Heights (\$2.00) are the only municipalities in Prince George’s County that assess this tax.

City	County	State	Total	Comparison
	\$2.00	\$0.00	\$0.28	\$2.28 3 <sup>rd</sup> Highest

**FY 2025 Budget Outlook:** For FY 2024, the City’s real property portfolio was valued at \$491,603,929 by the Maryland Department of Assessments and Taxation. The FY 2025 real property portfolio is anticipated to be valued around \$506,352,046; an approximate 3 percent increase in valuation to reflect the increased value of residential real property. Using this estimate, \$0.01 on the tax rate is equal to \$50,635 in general fund revenue; half a penny is approximately \$25,317. If the City Commission holds the real property tax rate at the current rate of \$0.687 for FY 2025, general fund revenue will increase by approximately \$101,319.

The average rate over the last five fiscal years was \$0.737; increasing the current rate by half a penny to \$0.692, closer to the historical rate, would yield an additional \$126,637 in general fund revenue. Reducing the rate to the estimated constant yield rate, thereby keeping individual residential real estate tax bills the same for property owners, would result in a tax rate of approximately \$0.667 for FY 2025.

On or before February 15, the Maryland Department of Assessments and Taxation will notify the City of

the tax rate that would produce the same revenue from the property tax as was produced the year before. The rates certified to the local governments are known as the "Constant Yield Tax Rates" and are based on the new, net assessable base for that jurisdiction. New property or construction added to the rolls for the first time is subtracted from the calculation and allowances for abatements and other deletions are deducted in arriving at the net assessable base for this purpose. Staff will inform the commission of the actual constant yield rate upon receipt.

The Commission has the opportunity to provide budget guidance to staff about how to prepare the proposed FY 2025 budget. Staff suggests that the Commission consider giving direction to prepare the proposed budget at a specific tax rate, and to further prepare options to increase or decrease the rate depending on operational need. Figure 8, below, shows four scenarios that the Commission could consider. The first scenario is lowering the tax rate to the estimated constant yield rate of \$0.667. The third scenario represents preparing the FY 2025 budget using the current (FY 2024) tax rate; this is estimated to yield approximately \$101,319 in new revenue due to the anticipated appreciate in real property valuation. Scenarios 2 and 4 represent a half penny up and down from the current rate, respectively. Ultimately, staff requests that the Commission identify which scenario the city Manager should prepare the budget at and what range staff should advertise for the proposed budget deliberations. The wider the advertised range, the more flexibility the Commission will have during the FY 2025 budget process.

**Fig. 8. Budget Scenarios by Estimated Rate**

Scenario	Est. Rate	General Fund Impact
1. Est. Constant Yield Rate	\$0.667	\$0; No new or increased services could be funded without significant reductions and/or reorganizations.
2. ½ Penny Down	\$0.682	\$76,001; Some new or increased services could be funded with minimal impact to current services.
3. Current Rate	\$0.687	\$101,319; Some new or increased services could be funded with minimal impact to current services.
4. ½ Penny Up	\$0.692	\$126,637; Some new or increased services could be funded to enhance or improve service levels.

**FY 2025 Proposed Budget Priorities**

1. Capital and Operating Investments: The City relies on a large number of legacy systems, equipment, and methods of conducting business. Often, these are time intensive for the individual staff members involved in the activity. For example, the City relies on the following programs for its accounting, budgeting, and resource planning: excel (budgeting and grants), quickbooks (general ledger), bill.com (some procurement and accounts payable), paylocity (human resources, payroll processing), and planit (uniformed services). Often, these are combined into one interrelated platform referred to as an ERP system (enterprise resource planning system) so that the City’s adopted/amended budget easily relates to the general ledger which easily relates to the procurement and receivables system. Similarly, staff proposes establishing a five-year capital improvement program so that planning for major projects, equipment replacements, and initiatives may be better accomplished and budgeted.
2. Establishing Service Levels and Performance Metrics: Departments and currently in the process of identifying and documenting their current service levels so that they may report more effectively on the delivery of municipal services to residents. In some cases, investment is needed to establish or return municipal services to historic levels. For example, the City previously ran a street sweeping program, however the program was abandoned when the sweeper encountered significant

maintenance issues. The City has not had an active sweeping program since. Staff recently initiated the purchase of a new sweeper using ARPA funds following Commission approval – staff will need to now propose a service level for the revived street sweeping program for the Commission’s consideration.

Staff requests that the Commission identify other priority areas during the budget guidance discussion for the City Manager to include in the proposed budget.

**Draft Motions:**

I, Commissioner \_\_\_\_\_, move that the City Commission forward the budget guidance item to the January 9, 2023 Commission Work Session.

I, Commissioner \_\_\_\_\_, second the motion.



# CITY OF DISTRICT HEIGHTS

## City Meeting

### Thursday, January 4, 2024

### Action Item 4

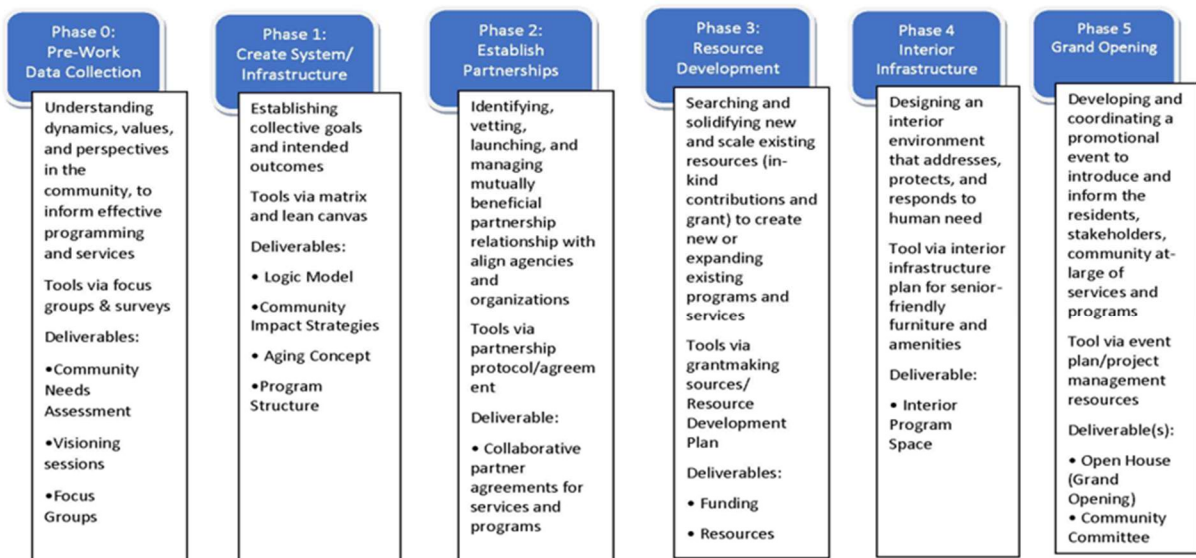
**Title:** District Heights Community Aging & Services Overview  
**Staff Contact:** Dr. Katrina Polk, Director of Community Aging and Senior Services  
**Purpose:** Presentation: Aging Assessment Report & Recommendations—FY 2024

**Summary:** In September 2022, the Mayor and Commission tasked the Community Aging and Services Department to meeting five main goals:

1. Creating a mission, vision, and value proposition for the aging services in District Heights.
2. Establishing a pathway to an evidence-based fundable ecosystem for the center & city.
3. Design and implement programs and services that meet the needs of the community.
4. Assist with the completion of the construction project and exterior and interior design of the senior center.
5. Develop the process for the city to become a designated Age-Friendly City with an emphasis on Dementia Care.

In response, a phasing plan was created and implemented to guide with workflow and goals and objectives.

### The City of District Heights Senior Center Program Development Purpose, Process, & Phasing (April 1<sup>st</sup>, 2023, through December 31<sup>st</sup>, 2023)



As presented to the May Commission, the established preamble commencing program development for the city's aging programs is below.

**Vision:**

We visualize a better tomorrow in the City of District Heights today for residents 50 years of age and older and vulnerable populations through evidence-based active aging and intergenerational programming and resource linkages to supportive services that enrich, empower, and enhance the quality of life with aging in place efforts in our city. We also envision an age-friendly city where individuals can grow and thrive with systems, policies, technology, infrastructure, and resources that address their life needs.

**Mission:**

We seek to improve the lives of aging adults through placed-based intergenerational activities and events with opportunities for social interaction, workforce development, recreation, essential support, education, volunteerism, and community activism to help them age independently and remain connected to their community.

**Core Values:**

WE will respect all who interact with the Center.

WE will embrace differences in skills, knowledge, cultural heritage, ethnicity, gender orientation, and religion of mature people and their families.

WE will guide our residents and the larger community toward life-long well-being.

WE will use collected information from our residents to benefit the larger community.

WE will address diverse interests and needs.

WE will assist aging adults needing information, housing, caregivers, transportation, and other support.

WE will honor the presence and accomplishments of our aging residents in the community, bringing joy and pleasure through education, social events, and recreation.

**Value Proposition:**

Building Trust & Fostering Community: Our community-based programming makes participation more accessible, inclusive, and achievable, increasing utilization of services and allowing residents to age in the place of choice, doing the things they love with their family, friends, and support systems.

- Applies a proven aging framework
- Increases awareness, access, and utilization
- Community focused
- Access to technology
- Aid in the development of more effective programs and services for the demographic
- Uses a trainer-to-trainer process (i.e., creating community health ambassadors)
- Maximizes existing community social capital to establish a stable, sustainable, and replicable program

**Aging Ecosystem:**

The Community Aging and Supportive Service ecosystem is designed to help community-dwelling aging adults remain safely in their homes and delay or prevent institutionalization. More precisely, it provides (and acts as a connection to) specific resources for individuals 50+ and caregivers that include wellness programs, nutritional support, educational programs and activities, health & aging services, intergenerational events, and counseling services for caregivers, as well as linkages to assistance with housing, finances, and home safety. The program also provides community and civic engagement options

through various volunteer opportunities. This programming will enhance individuals' skills and attitudes "to live in and gain more connectivity with local aspects of their communities."

In identifying community aging priorities, the city conducted a formative analysis process, including a qualitative assessment (survey) from July 2023 to September 2023 in which almost 8% of the population participated, and a qualitative evaluation (focus groups) with approximately 23 participants in September, October, and December 2023 to gain more insights on needs and service connections. The study used a narrative inquiry with open-ended interview questions and a structured protocol to collect data. From these processes and the 2021 Census Bureau's American Community Survey, we learned that the city is a community of color, with 96% of its population identifying as Black and a 4% growing Hispanic population, with approximately a total of 30% living below the national poverty level. It has about 6,000 residents, of which over 90% of individuals want to age in place. The average age is 67, with a residential mean of 30 years. Additionally, 18% of the population is 65 and older, 28% is between 50 and 65, and 50% has two or more comorbidities: high blood pressure and diabetes. The city is on the onset of becoming a naturally occurring Retirement Community. Per focus group outcomes, we learned that Advocacy and awareness, Health and Wellness, Aging in Place/Housing, Intergenerational Approach, Education/Workforce Development, and volunteering and Transportation were of great significance and value to residents. Further, all focus group participants indicated a need for more access to health-related communications and services to assist with aging in place. They defined successfully aging as being engaged in activities and socially connected, receiving information in a timely fashion, having awareness of services, and feeling safe and secure in their community.

As a direct result of our data, service demands, and the racial biases in philanthropic and government funding, we designed a community-driven, evidence-based aging model using the International Council on Active Aging's (ICAA) Seven Dimensions of Wellness approach to address the unmet needs identified in the city's assessment report and solidifying applied methods and potential outcomes to be meriting of multi-tiered funding. Based on active aging conceptual research, this proven model has significantly improved the quality of the later years for individuals by encouraging them to stay active and fully engaged through programs and services focusing on emotional, vocational, physical, spiritual, intellectual, social, and environmental aspects and is a "fit" for the city programmatic needs (See item 1). Additionally, as we strive to be one of the 1st designated Age-Friendly Cities in Prince George's County, the model selected and our analytical method were designed and implemented to capture data to meet the World Health Organization and AARP's Age-Friendly Frameworks (See item 2). As indicated below, all the aforementioned contextual factors are aligned with international and national standards so they can successfully deliver best practices for local, state, and regional aging initiatives and meet the requirements to become a dementia-friendly community.

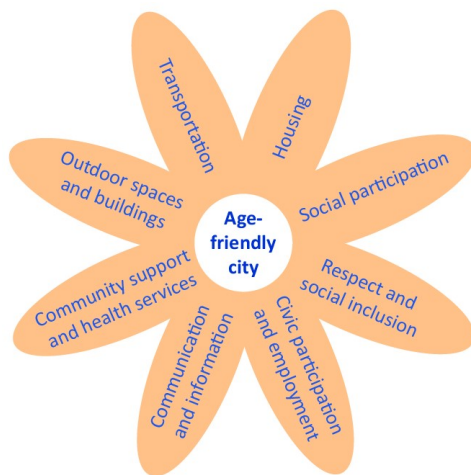
## Aging Models:



### DH Center Program and Service Priorities:

- ADVOCACY & AWARENESS
- HEALTH AND WELLNESS
- AGING IN PLACE/HOUSING
- INTERGENERATIONAL APPROACH
- EDUCATION/WORKFORCE DEVELOPMENT & VOLUNTEERING
- TRANSPORTATION

This Active aging model embodies the philosophy of independent living, a sense of belonging, and connections that match the city's needs to provide programs and services. When appropriately applied, residents can live, grow, and thrive fully as much as possible within the above seven dimensions of wellness. These dimensions overlap and coordinate to provide a rich environment for living. Health and wellness become a valuable framework for serving the wants and needs of individuals as they are engaged in life.



### DH Age-Friendly City Domain Priorities:

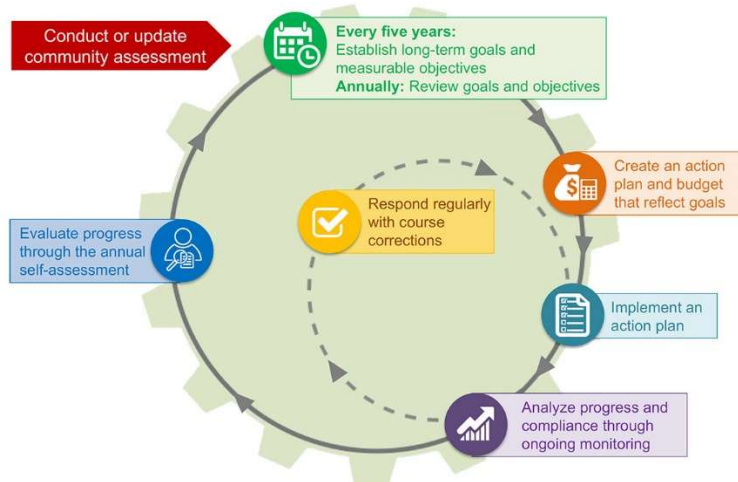
1. ADVOCACY & CIVIC PARTICIPATION
2. COMMUNICATION & INFORMATION
3. COMMUNITY SUPPORT AND HEALTH SERVICES
4. HOUSING STABILIZATION
5. OUTDOOR SPACES AND BUILDINGS
6. RESPECT AND INCLUSION
7. SOCIAL PARTICIPATION

This age-friendly city process encourages active aging by optimizing opportunities for health, participation, and security to enhance the quality of life for the city's residents. To understand the characteristics of an age-friendly city, we must go to the source – older city dwellers. By working with groups in 33 cities, the World Health Organization asked seniors in focus groups to describe the advantages and barriers they experience in eight city living areas. The results from the focus groups led to the development of a set of age-friendly city checklists. The city followed the same process, as seen above.

*\* See attached assessment, focus group protocol, and final report.*

## Program Planning:

The city's community aging program planning cycle graphic shows the ongoing planning, implementation, and evaluation cycle. It promotes continuous quality improvement and allows the programming to work toward achieving positive outcomes for individuals 50+. The diagram consists of an outer circle connected to a smaller inner circle and labels naming each cycle step. Applying community-based thoughtful planning is critical to successful programming and achieving desired outcomes. Through this process, the city developed goals, objectives, and expected outcomes, and they will monitor and evaluate progress toward its program goals, which include health and wellness, aging in place, workforce development & community economics, civic engagement, and public safety goals.



## Community Action Impact Plan:

### *Education/Workforce & Economic Development*

Resident households are able to maintain stable housing and participate in the local economy.

1. Increase adult computer skills to increase education, employment opportunities and/or to improve basic life skills for social connectivity and other needs by 20% in FY 2024
2. Grow entrepreneurial small business opportunities by 5% in FY 2024

### *Health & Wellness*

Residents live a healthy lifestyle.

1. Increase residents' physical activity by 20% in FY 2024
2. Increase residents' access to health and wellness services through referrals and on-site assistance by 40% in FY 2024



## Environmental

Residents are engaged in green practices.

Increase residents' implementation of green practices at home and in the community to improve the environment by 10% by FY 2024

## Public Safety

Residents are safe in their neighborhoods.

1. Increase residents' awareness of safety concerns by 30% in FY 2024
2. Decrease social isolation by 20% in FY 2024
3. Improve relationships with City's police department by 20% in FY 2024

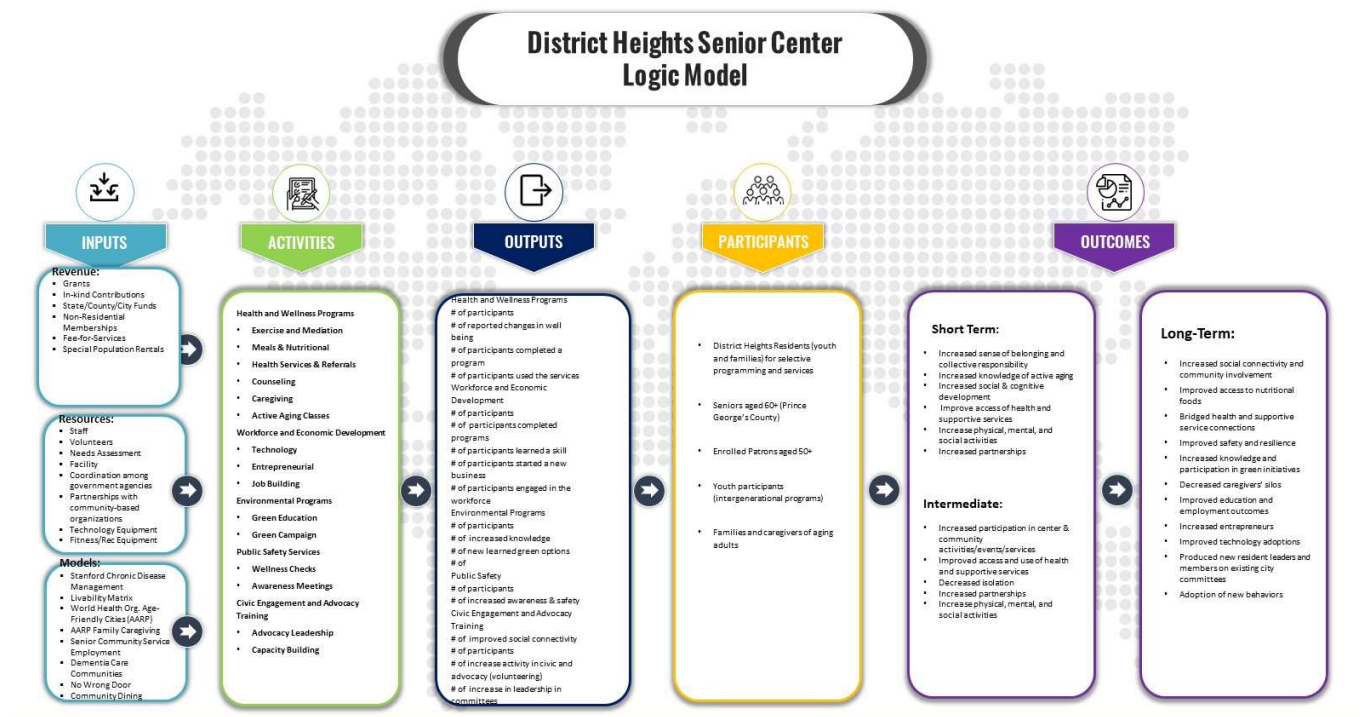
## Civic Engagement

Residents are taking responsibility to improve the city.

1. Improve opportunities to create and implement social change by 10% in FY 2024
2. Improve advocacy knowledge and skills by 10% in FY 2024

## Evaluation:

According to the data associated with identified community priorities, the information was synthesized and listed in the logic model (below), which presents the relationships among the resources, activities, outputs, outcomes, and impact of the community aging program. For funders, this model demonstrates the relationship between the program's activities and its intended effect. This process assists with the evaluation of program impact.



**Programming**

<b>Open Access</b>			
<p>Open Access: Grant accessibility to community space, fitness equipment and classes, and game room on weekdays from 11am – 7pm. <b>Projected start date: January 29<sup>th</sup>, 2023.</b></p> <p>Onsite Activities:</p> <ul style="list-style-type: none"> <li>• Coffee Social Hours (10 am – 12pm)</li> <li>• Fitness classes, i.e. yoga and weight training (2xs a week/morning &amp; evening)</li> <li>• Lunch Option (WellFound Vending Foods)</li> <li>• Bi-Weekly Technology Learning Drop-in Project (Volunteer led/Contractor)</li> </ul> <p>Staff Demands:</p> <ul style="list-style-type: none"> <li>• Executive Director (oversight building and partner management)</li> <li>• Program Manager (program monitoring and management of volunteers and administrative assistant)</li> <li>• One Volunteer (greeter)</li> <li>• Administrative Assistant (sign-in, vendor set-up &amp; safety checks)</li> </ul>			
<b>Proposed Program Budget</b>	<b>Proposed Funding Source</b>	<b>Proposed Service Delivery Method</b>	<b>Proposed Schedule</b>
\$5K (open access materials)	General	Direct	Daily
\$15K Fitness Contractor	General	Contractor for Fitness classes	2xs a week/Morning and Evening
TBD	APRA	Contracting Health Food Vending	Daily
TBD	APRA	Direct/Contractor	2xs a month/Morning and Evening

<b>Health &amp; Wellness</b>
<p>Health and Wellness: Provide programs and service connections to assistance with information on preventive care, workshops on managing ongoing health conditions focused on physical and mental health, opportunities for social connectivity, and access to non-invasive health checks. <b>Projected start date March 1st, 2024.</b></p> <p>Activities:</p> <ul style="list-style-type: none"> <li>• Monthly Health and Wellness &amp; Advocacy Project (AARP 939)</li> <li>• Monthly Community Art Program/Healthcare &amp; Art (PGC Arts and Humanities)</li> <li>• Monthly Caregiving/Dementia Care Program (PGC Aging in Place Partners)</li> <li>• Benefit/Service Counseling—Frequency TBD (Juanita Grant Foundation)</li> <li>• Monthly Aging Mental Health Group Sessions (Partner with DH YSB)</li> <li>• Weekly Wellness Clinic (SLK Health Partner and their health organizations)</li> </ul>

<p>Staff Demands:</p> <ul style="list-style-type: none"> <li>• Executive Director (oversight building and partner management)</li> <li>• Program Manager (program monitoring and volunteers and manage administrative assistant)</li> <li>• Two Volunteers (Wellness Ambassadors—help connect participants to program options)</li> <li>• Administrative Assistant (sign-in, vendor set-up &amp; safety checks)</li> </ul>			
Proposed Program Budget	Proposed Funding Source	Proposed Service Delivery Method	Proposed Schedule
\$ 25K Wellness Clinic	Grants/ARPA	Contract	Weekly
\$5K Mental Health Group Sessions	Grants/ARPA	Direct (Quasi Contractual)	Monthly

<p><b>Public Safety</b></p> <p>Public Safety: Establish programs that prevent, protect, and support aging in place and related emergencies in the community and at home. It helps identify specific public safety needs so individuals can create or implement an emergency plan, ensuring seniors are well-prepared to respond to various scenarios. Also, aging adults can build a strong support network with law enforcement and include them in emergency planning. <b>Projected start date April 1<sup>st</sup>, 2024.</b></p> <p>Activities:</p> <ul style="list-style-type: none"> <li>• Bi-Monthly Community Aging Public Safety Meetings (partner with Police Dept)</li> <li>• Health Wellness Checks Registry—"I am Okay" Placard Project (partner with Police Dept)</li> </ul> <p>Staff Demands:</p> <ul style="list-style-type: none"> <li>• Program Manager (program and volunteer management)</li> <li>• Three or four health and wellness ambassadors (register and respond to health and wellness check calls)</li> </ul>			
Proposed Program Budget	Proposed Funding Source	Proposed Service Delivery Method	Proposed Schedule
\$ 5-10K	ARPA	Direct	Daily

<p><b>Housing</b></p> <p>Aging in Place Program: Collaborate with volunteer groups to support older adults through transformative service projects that help people stay in their homes. <b>Projected start date May 1<sup>st</sup>, 2024.</b></p>			
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Activities:

- Weekly—weekend yard work and minor exterior home maintenance projects
- PRN snow removal

Staffing Demands:

- Executive Director (oversight building and partner management)
- Program Manager (program monitoring and volunteers and manage administrative assistant)
- Volunteers (Volunteer Groups—complete service projects help connect participants to program options)

Proposed Program Budget	Proposed Funding Source	Proposed Service Delivery Method	Proposed Schedule
\$ 10K-20K	ARPA	Direct/Partnership (MOU)	Weekly

**Educational**

Educational: Offer a rich array of stimulating courses, lectures, and activities, along with opportunities for social interaction twice a year vibrant in an educational and social environment for mature adults as a demonstration project. ***Projected start date: July 2024***

Activities:

- Weekly Spanish and Arts and Crafts (partnering with PGCCC's Seasoned Adults Growing Educationally (SAGE).

Staffing Demands:

- Executive Director (oversight building and partner management)
- Administrative Assistant (sign-in, vendor set-up & safety checks)

Proposed Program Budget	Proposed Funding Source	Proposed Service Delivery Method	Proposed Schedule
\$ 10K	Thome Grant/ARPA Grant Request: \$10K for Lifetime Learning Scholarships for 30-40 low-income seniors receiving a housing subsidy.	Contract	Weekly

**Economic and Workforce Development**

Economic and Workforce Development: Offer opportunities to reskill and upskill to participate in the workforce and economic growth, focusing on obtaining jobs and creating wealth for themselves and their families. Also, support entrepreneurship as a fundamental topic for workforce development, building businesses. **Projected start date July/August 1<sup>st</sup>, 2024.**

Activities:

- Weekly workforce development workshops, seminars, and short courses (partner with Recreation Dept., PGCCC and Training Grounds).
- Entrepreneurial development and resources—*frequency TBD* (PGC Economic Development Corp.)

Staffing Demands:

- Executive Director (oversight building and partner management)
- Program Manager (program monitoring and management of volunteers and administrative assistant)
- Administrative Assistant (sign-in, vendor set-up & safety checks)

Proposed Program Budget	Proposed Funding Source	Proposed Service Delivery Method	Proposed Schedule
\$ TBD	ARPA	Contract	TBD

**Community Lunch Program**

Community Lunch Program: PGC Aging and Disabilities is partnering with District Heights to establish a nutritional lunch program serving residents two days a week. The program will begin July 1, 2024. We anticipate 50 participants each day, and the current meal cost is \$4 (\$16—with a \$12 subsidy from the PGC); the program cost is \$20,800 in 2023. Future allocation of city-based taxes and other philanthropic opportunities will sustain this program. Thome Grant Request: \$26K for County lunch program cost in 2024. **Projected start date: July 2024**

Staff Demands:

- Executive Director (oversight building and partner management)
- Program Manager (program monitoring and volunteers and manage administrative assistant)
- Two-Three Volunteers (Food Servers)
- Administrative Assistant (sign-in, vendor set-up & safety checks)

Proposed Program Budget	Proposed Funding Source	Proposed Service Delivery Method	Proposed Schedule
\$ 26K	ARPA/General Fund	Direct	2xs a week

Future Program Considerations FY 2025
<p>Transportation loop program so disenfranchised residents can participate in programs and services at the center and access food and necessities in their community. The program will assist residents with unmet service needs, or access to nearby grocery stores. The city with our partner, AARP Chapter 939's volunteer program will sustain this initiative with schedulers, and the city will absorb operational costs (insurance, fuel, and associated costs). Thome Grant request: \$250K to purchase Ford E-350/450 ADA-Compliant Electric Shuttle Bus and Charging Station.</p> <p>Intergenerational innovation lab where seniors can learn how to use their technology and discover new aging-in-place devices and functional internet search capabilities. We will implement tech and computer classes with an assistive device computer loaner program. This initiative is self-sustaining through Bishop McNamara students and AARP volunteers. Thome Grant Request: \$50K for approximately 20 laptops and ten hotspots with five-year warranties and access to Microsoft Office—ten laptops and hotspots are for the assistive device computer loaner program.</p> <p>Aging in Place Pilot that focuses on ensuring livability and an environment fit for aging adults and their homes: (1) in-home preventative adaptations to reduce the risk of falls for residents aged 60 and older (safe at-home) and (2) Accessory Dwelling Unit requirements and policy implications. Grant Request: One-time consultant fees of up to \$57K plus \$200K for safe-at-home grants for 20 low-income aging homeowners.</p>

**Fiscal Impact:** The total funding necessary for implementing a new community aging ecosystem that meets the identified priorities is approximately \$600K; however, we are pursuing grant funding that will cover ¾ of the estimated cost, leaving a \$100K allocation from a mixture of general and ARPA funds. *The purchase of the vehicle and consultant for the aging in place pilot is a one-time action.*

All contractual opportunities over the required threshold will go through the city's request for quotes process. The process will start immediately for following Commission approval of programming appropriations.

**Opening and Promotion:** The Senior Center Open House (Grand Opening event) is scheduled for Wednesday, March 27, 2024 from 10 am – 2pm (In partnership and sponsored by the Senior Zone: [The Senior Zone - Caring with an Attitude](#)). The program is health and wellness information sessions with day spa activities and the cost is free. The city is receiving sponsorship and in-kind contributions for the entire event—excluding lunch. *Planning meetings and VIP tours will commence in January following the City obtaining possession of the building.*

**Commission Priorities:** The Commission-level discussion associated with this item and following Work Session items will allow the Commission to add, modify, or remove programming for the Senior Center’s launch. Following Commission decision on programming, staff will provide final budget numbers, program parameters, and draft motions to establish the program and appropriate funding.

**Alternatives:** The programming of the Senior Center is at the discretion of the City Commission – the Commission must establish the Center’s budget and programming. Specifically, programs have alternatives that will be brought back to the City Commission for decision, for example, for transportation, the City could try to leverage local nonprofit and/or faith-based institutions’ offer to provide transportation to determine feasibility before procuring a vehicle; partner with recreation for the cost and usage of a vehicle; or institute grassroots campaign to advocate for reinstating the Call a Bus program with the Prince George’s County Department of Transportation.

**Draft Motion:**

I, Commissioner \_\_\_\_\_, move that the City Commission forward the Senior Center programming discussion to the January 9, 2024, Work Session for additional discussion.

I, Commissioner \_\_\_\_\_, second the motion.

**Attachments**

1. Active Aging Community Needs Assessment Questions
2. Assessment & Report
3. Focus Group PowerPoint
4. Draft Volunteer Packet

## Active Aging Community Needs Assessment



Dear Resident,

We invite you to complete this community needs assessment if you are **50 years of age and older.** It is helpful to have as many people participate in the assessment so we genuinely know the interests and needs of the community.

**Do not put your name on this survey. We will keep all the information private.**

If you need any help, please do not hesitate to ask.

Thank you for sharing your time!



# Active Aging Community Needs Assessment

## Getting to Know You

1. How long have you lived here? \_\_\_\_\_
2. How old are you? \_\_\_\_\_
3. How many people live in your household? \_\_\_\_\_
4. How do you identify yourself? <sup>1</sup> Male <sup>2</sup> Female <sup>3</sup> Transgender <sup>4</sup> non-Binary
5. What is your race? (Check all that apply)
  - <sup>1</sup> White <sup>5</sup> Middle Eastern
  - <sup>2</sup> Black or African American <sup>5</sup> Hispanic, Latino, or Spanish origin
  - <sup>3</sup> Asian <sup>6</sup> Other \_\_\_\_\_
  - <sup>4</sup> Native Hawaiian or Other Pacific Islander
  - <sup>5</sup> American Indian or Alaska Native
6. What is the language you speak at home?
  - <sup>1</sup> English <sup>2</sup> Spanish <sup>3</sup> Farsi <sup>4</sup> Chinese <sup>5</sup> Korean <sup>5</sup> Other: \_\_\_\_\_
7. What is your current marital status?
  - <sup>1</sup> Married <sup>2</sup> Separated <sup>3</sup> Divorced <sup>4</sup> Widowed <sup>5</sup> Single
8. Are you a veteran or active member of the U.S. Armed Forces or the National Guard and Reserve? <sup>1</sup> Yes <sup>2</sup> No
9. Are you currently working? <sup>1</sup> Yes <sup>2</sup> No
10. What is your highest level of education you have completed?
  - <sup>1</sup> 8th grade or less
  - <sup>2</sup> 9th – 12th
  - <sup>3</sup> High school diploma or GED
  - <sup>4</sup> Some college, no degree
  - <sup>5</sup> College degree
  - <sup>6</sup> Post graduate degree
11. Do you have a car that you park at the property? <sup>1</sup> Yes <sup>2</sup> No  
If No, what type of transportation do you use to get groceries, go to the doctor, etc.?

## Active Aging Community Needs Assessment

<sup>1</sup> Bus <sup>2</sup> Walk <sup>3</sup> Bike <sup>4</sup> Taxi/Uber <sup>5</sup> Metro Access <sup>6</sup> Someone else drives me

12. Would you be interested in participating in any of the programs and activities below?

<b>Social Activities</b> <input type="checkbox"/> <sup>1</sup> Yes <input type="checkbox"/> <sup>2</sup> No
<b>If YES</b> , check all that applies: <input type="checkbox"/> <sup>1</sup> Arts and crafts <input type="checkbox"/> <sup>6</sup> Gardening <input type="checkbox"/> <sup>2</sup> Cooking <input type="checkbox"/> <sup>7</sup> Games <input type="checkbox"/> <sup>3</sup> Dancing <input type="checkbox"/> <sup>8</sup> Outings <input type="checkbox"/> <sup>4</sup> Discussion groups <input type="checkbox"/> <sup>9</sup> Movies <input type="checkbox"/> <sup>5</sup> Music/singing <input type="checkbox"/> <sup>10</sup> Others _____
<b>Educational Programs</b> <input type="checkbox"/> <sup>1</sup> Yes <input type="checkbox"/> <sup>2</sup> No
<b>If YES</b> , check all that applies: <input type="checkbox"/> <sup>1</sup> Learning another language <input type="checkbox"/> <sup>2</sup> Learning to read <input type="checkbox"/> <sup>3</sup> Financial Planning <input type="checkbox"/> <sup>4</sup> Others _____
<b>Computer Programs</b> <input type="checkbox"/> <sup>1</sup> Yes <input type="checkbox"/> <sup>2</sup> No
<b>If YES</b> , would you be interested in: <input type="checkbox"/> <sup>1</sup> Learning to use a computer <input type="checkbox"/> <sup>3</sup> Learning to use programs to connect with friends/family <input type="checkbox"/> <sup>2</sup> Learning to use the internet <input type="checkbox"/> <sup>4</sup> Others _____
<b>Exercise or Fitness Programs</b> <input type="checkbox"/> <sup>1</sup> Yes <input type="checkbox"/> <sup>2</sup> No
<b>If YES</b> , would you be interested in: <input type="checkbox"/> <sup>1</sup> Walking programs <input type="checkbox"/> <sup>2</sup> Group Exercise <input type="checkbox"/> <sup>3</sup> Improving your strength <input type="checkbox"/> <sup>4</sup> Improving your balance <input type="checkbox"/> <sup>5</sup> Others _____
<b>Wellness and prevention programs</b> <input type="checkbox"/> <sup>1</sup> Yes <input type="checkbox"/> <sup>2</sup> No
<b>If YES</b> , would you be interested in: <input type="checkbox"/> <sup>1</sup> Education (learning about nutrition, medications, diseases like Alzheimer's, etc.) <input type="checkbox"/> <sup>2</sup> Health screenings (mammograms, hearing, vision, etc.) <input type="checkbox"/> <sup>3</sup> Preventing or managing health problems <input type="checkbox"/> <sup>4</sup> Others _____

## Active Aging Community Needs Assessment

**Wellness Clinic** (for answering health questions, checking vital signs, understanding doctor's orders, etc.) <sup>1</sup> Yes <sup>2</sup> No

**Other** (Please list any other interests you may have)

### Physical Health

13. In general, would you say your health is:

<sup>1</sup> Excellent <sup>2</sup> Very good <sup>3</sup> Good <sup>4</sup> Fair <sup>5</sup> Poor

14. Do you have any of the following health conditions?

	Yes	No
A. High blood pressure or hypertension	<input type="checkbox"/>	<input type="checkbox"/>
B. Diabetes or high blood sugar	<input type="checkbox"/>	<input type="checkbox"/>
C. Cancer	<input type="checkbox"/>	<input type="checkbox"/>
D. Chronic lung disease/breathing problems	<input type="checkbox"/>	<input type="checkbox"/>
E. Heart problems	<input type="checkbox"/>	<input type="checkbox"/>
F. Arthritis or rheumatism	<input type="checkbox"/>	<input type="checkbox"/>
G. Eye problems like cataracts, glaucoma, or macular degeneration	<input type="checkbox"/>	<input type="checkbox"/>
H. Neurological problems	<input type="checkbox"/>	<input type="checkbox"/>
I. Memory-related disease	<input type="checkbox"/>	<input type="checkbox"/>
J. Emotional, nervous, or psychiatric problems	<input type="checkbox"/>	<input type="checkbox"/>

15. Do you have other health conditions that you would like to share? \_\_\_\_\_

16. Do you use any of the following assistive devices?

- |  |   |
|--|---|
| <input type="checkbox"/> <sup>1</sup> Eye glasses/contact lenses | <input type="checkbox"/> <sup>6</sup> Motorized scooter |
| <input type="checkbox"/> <sup>2</sup> Wheelchair                 | <input type="checkbox"/> <sup>7</sup> Hearing aids      |
| <input type="checkbox"/> <sup>3</sup> Walker                     | <input type="checkbox"/> <sup>8</sup> Oxygen            |
| <input type="checkbox"/> <sup>4</sup> Cane                       | <input type="checkbox"/> <sup>9</sup> Other _____       |
| <input type="checkbox"/> <sup>5</sup> Assistance of others       | <input type="checkbox"/> <sup>10</sup> None             |

## Active Aging Community Needs Assessment

17. Are you legally disabled? <sup>1</sup> Yes <sup>2</sup> No

18. Do you or anyone in your household have a hearing problem that prevents them from hearing what is said in normal conversation, even with a hearing aid? <sup>1</sup> Yes <sup>2</sup> No

19. Do you or anyone in your household have a vision problem that prevents them from seeing when wearing glasses or contacts? <sup>1</sup> Yes <sup>2</sup> No

20. Do you or anyone in your household have any condition that substantially limits one or more basic physical activities such as walking, climbing stairs, reaching, lifting, or carrying?  
<sup>1</sup> Yes <sup>2</sup> No

21. I need help with...

**YES**

**NO**

	YES	NO
A. Bathing/showering	<input type="checkbox"/>	<input type="checkbox"/>
B. Dressing	<input type="checkbox"/>	<input type="checkbox"/>
C. Get in and out of bed/chair	<input type="checkbox"/>	<input type="checkbox"/>
D. Using the toilet	<input type="checkbox"/>	<input type="checkbox"/>
E. Controlling your bladder	<input type="checkbox"/>	<input type="checkbox"/>
F. Eating	<input type="checkbox"/>	<input type="checkbox"/>
G. Using the telephone	<input type="checkbox"/>	<input type="checkbox"/>
H. Shopping	<input type="checkbox"/>	<input type="checkbox"/>
I. Preparing meals	<input type="checkbox"/>	<input type="checkbox"/>
J. Housekeeping	<input type="checkbox"/>	<input type="checkbox"/>
K. Doing laundry	<input type="checkbox"/>	<input type="checkbox"/>
L. Traveling to places out of walking distance	<input type="checkbox"/>	<input type="checkbox"/>
M. Managing medications	<input type="checkbox"/>	<input type="checkbox"/>
N. Managing money or finances	<input type="checkbox"/>	<input type="checkbox"/>
O. Managing relationships	<input type="checkbox"/>	<input type="checkbox"/>

### **Physical Activity**

22. How many days a week are you physically active for at least 30 minutes? \_\_\_\_ Days

## Active Aging Community Needs Assessment

23. Is there anything that keeps you from engaging in physical activity?

<sup>1</sup> No

<sup>3</sup> Don't know what to do

<sup>2</sup> Not motivated

<sup>4</sup> Physical or health limitations

### **Volunteering**

24. Do you participate in volunteer activities? (share your time, skills, talents to help other, give back, help a neighbor, do community service, etc.) <sup>1</sup> Yes <sup>2</sup> No

25. How long have you been active as a volunteer?

<sup>1</sup> More than 5 years <sup>2</sup> 3-4 years <sup>3</sup> 1-2 years <sup>4</sup> Less than 1 year

26. How often in the past month have you participated in volunteer activity?

<sup>1</sup> More than 50 HRS

<sup>2</sup> 30 - 49 HRS

<sup>3</sup> 10-29 HRS

<sup>4</sup> Less than 10 HRS

<sup>5</sup> I have not participated in volunteer activities during the past month

27. Please describe where you volunteer and the type of activities you perform.

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28. Please describe why you choose to engage in volunteer activities.

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### **Community and Support Network**

29. Do you have a home health aide? <sup>1</sup> Yes <sup>2</sup> No

30. Do you have family or friends in the area? <sup>1</sup> Yes <sup>2</sup> No

31. Do you have family or friends who call you regularly? <sup>1</sup> Yes <sup>2</sup> No

32. Do you have family or friends who visit you regularly? <sup>1</sup> Yes <sup>2</sup> No

33. How would you describe the amount of help your family members or friends provide?

<sup>1</sup> I do not need help

<sup>2</sup> Do not provide help

<sup>3</sup> Limited help

## Active Aging Community Needs Assessment

<sup>4</sup> Moderate help

<sup>5</sup> Lots of help

### **Digital Impact**

34. Do you have internet services? <sup>1</sup> Yes <sup>2</sup> No

35. Do you have access to a computer or mobile phone? <sup>1</sup> Yes <sup>2</sup> No

36. What is your preferred connection to the internet? <sup>1</sup> Computer <sup>2</sup> Mobile Phone

37. How are you receiving City Information? <sup>1</sup> Website <sup>2</sup> Public Meetings <sup>3</sup> Community

38. Do you participate in the City's Public Hearings and, or Work sessions? <sup>1</sup> Yes <sup>2</sup> No

Additional Participant Comments:

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## **Data Collection & Analysis**

### *Volunteer Program Metrics and Indicators to Track*

1. Total number of hours volunteered
2. Number of volunteer opportunities or activities
3. Money raised through volunteering
4. Digital reach of volunteer-related content
5. Volunteer retention rate over time
6. Organizational costs per volunteer hour, including money and time spent on training and materials
7. Volunteer participation rates
8. Volunteer satisfaction rate
9. Pay rate analysis on salary of volunteer job based on Dept of Labor

### *Volunteer Program Evaluation Questions*

1. On a scale of 1 through 5, how satisfied are you with your experience as a volunteer?
2. How likely are you to recommend our volunteer opportunities to friends, coworkers, or family?
3. What would you change about your volunteer experience?
4. Do you feel that your volunteering has made a difference? If so, how?
5. How likely are you to volunteer with us again?

## ***Volunteer Role Description***

We are recruiting a reliable Volunteer to join our organization. As a Volunteer, your responsibilities will include completing tasks assigned by the Supervisor, upholding the City of District Heights' values, and maintaining high professionalism with all stakeholders. You are required to arrive on time, follow instructions, and improve the organization's overall operations. You must have problem-solving skills.

## ***Volunteer Duties:***

- Completion of relevant training might be required.
- A willingness to learn and work as part of a team.
- A high degree of professionalism and the ability to follow instructions.
- Respect and diligence.
- Good time management and reliable transport.
- A personable manner.

## ***Volunteer Requirements:***

- Understand your role and responsibilities as well as the rules and safety regulations of the organization.
- Complete the relevant training and ask questions if you need clarification on anything.
- Complete all duties assigned by the staff and report any issues immediately.
- Observe the rules and safety regulations of the city and center while carrying out tasks.
- Arrive on time for duty and remain professional in your interactions with all stakeholders.
- Make recommendations for improvement where feasible and appropriate.
- Deliver presentations or reports, if necessary.
- Communicate with the staff if you are running late or need more time to fulfill your duties.
- Completion of food handlers training might be required.
- A willingness to learn and work as part of a team.
- A high degree of professionalism and the ability to follow instructions.
- Respect and diligence.
- Good time management and reliable transport.
- A personable manner.

## ***Volunteer Qualifications:***

- Must present a professional appearance and a friendly manner.
- Must be dependable and punctual.
- Be courteous and personable when dealing with the public.
- Be self-directed, willing to take the initiative, and detail-oriented.
- Respect and maintain confidentiality of [organization name] volunteers, partners, and donors.
- Computer skills are desired but optional.

## ***Time Commitment***

- Once per week for 2-4 hours
- Weekdays and weekends when needed



**Outstanding Volunteers should be diligent, meticulous, and take pride in their work!**

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## Volunteer Interest Form

### PERSONAL INFORMATION

Date: \_\_\_\_\_

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_ Middle Initial: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Work Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_

Email Address: \_\_\_\_\_ How did you learn about Emmaus? \_\_\_\_\_

Name of organization represented: \_\_\_\_\_

Are you 18 or older?  Yes  No

Are you a senior (65 or older)?  Yes  No

Occupation: \_\_\_\_\_

Other professional interests: \_\_\_\_\_

Please summarize your volunteer experience: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Have you worked with seniors before? If yes, in what capacity? \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

### **Languages (other than English)**

I speak: 1. \_\_\_\_\_ 2. \_\_\_\_\_ 3. \_\_\_\_\_

I write: 1. \_\_\_\_\_ 2. \_\_\_\_\_ 3. \_\_\_\_\_

I read: 1. \_\_\_\_\_ 2. \_\_\_\_\_ 3. \_\_\_\_\_

### EMERGENCY CONTACT

Name: \_\_\_\_\_ Relationship: \_\_\_\_\_ Phone: \_\_\_\_\_

**VOLUNTEERING** *Please mark all the areas of service that interest you:*

### **Senior Support**

Grocery Delivery       Grocery Stocking & Packing       Reassurance & Comfort Calls       Advocacy

Transportation of Seniors to Events (on-call)       Senior Center Activity Facilitator       Special Events

Thanksgiving Meal Prep/Delivery       Christmas Meal & Gift Prep/Delivery       Easter Basket Delivery

**Specific Skills/Knowledge/Talents of Interest to Seniors** *Please select all that apply or write in your own!*

Painting/Drawing       Gardening       Reading Aloud       Poetry       Journaling       Memoir Writing

Knit/Crochet       Sewing/Embroidery       Singing/Playing Musical Instrument(s)       Presentation

Cooking/Baking       Spiritual Support       Hairdressing       Manicure/Pedicure       Cultural Education

Relaxation/Meditation       Reiki       Massage Therapy       Art/Music Therapy       Financial Literacy

Emergency Preparedness       Basic Computer/Internet Instruction       Other: \_\_\_\_\_

---

**Office Administration Support**

Mass Mailings       Data Entry       Phoning       Filing       Translation       Event-Planning

Fundraising       Grant Writing       Photography       Research/Analysis       Editing/Proofreading

Social Media Integration       Website Assistance       Join our Resource Development Committee!

**AVAILABILITY**

Monday      Tuesday      Wednesday      Thursday      Friday      Saturday      Sunday  
 10am-2pm       10am-2pm       10am-2pm       10am-2pm       10am-2pm       9am-12pm       10am-2pm

2-6pm       2-6pm       2-6pm       2-6pm       2-6pm       12-4pm       2-6pm

Other: \_\_\_\_\_

How much time can you commit to?     Daily     Weekly     Biweekly     Monthly     Bimonthly     Seasonal

*Thank you for your interest in volunteering! We reach out to build trust with seniors by providing support, advocacy, and services that help them remain active, respected, independent, and vital members of their community, and we could not do this without YOU, our volunteers.*



2003

## Starting a Volunteer Program in an Organization

Points of Light Foundation

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# Starting a Volunteer Program in an Organization

## TABLE OF CONTENTS

Needs Assessment  
Building Organizational Support  
Volunteer Advisory Committee  
Program Mission and Vision  
Volunteer Program Tracking Systems

---

### PROGRAM PLANNING

Instituting a new volunteer program or reenergizing an existing one involves a process that covers a range of management functions—from needs assessment, volunteer position development, and recruitment, to supervision, evaluation, and recognition. These processes are interdependent and together create a synergy that will enliven your volunteer program. Once instituted, an effective approach to volunteer management will perpetuate itself.

Planning a volunteer program within an organization means changing standard practices and routines. Funds must be acquired and budgeted, relationships must be formed to link the volunteer program into the organization, job descriptions and working relationships must be modified, and policies created and approved to accommodate care recipients.

There are many advantages to establishing a volunteer program beyond that of accomplishing a job with minimal expense. Involving the community in volunteer programs increases public support and helps them understand the work and planning behind management decisions. With volunteers,

*(Continued on page 2)*



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## Starting a Volunteer Program in an Organization

*(Continued from page 1)*

you can expand existing programs beyond the limits imposed by personnel ceilings and budget reductions and begin and complete projects more efficiently. Instituting a volunteer program is not easy nor can it be done instantaneously. Planning a volunteer program includes job development, interviewing, supervision, evaluation, and recognition.

### NEEDS ASSESSMENT

The first step in volunteer program planning involves conducting a needs assessment of the local communities the program will serve and making decisions as to whether the volunteer program can help meet some of those needs. Organize a half-day needs assessment retreat for your organization centered around the question: "If we had more time or expertise, we would..." This exercise can help you create a more abundant selection of volunteer opportunities that address the important organizational needs your staff can not currently address. It is also the first step toward realizing the potential of professionals, and towards helping staff see volunteers as a resource and not competition.



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### Questions to ask before conducting a needs assessment

1. What is your organizational vision and mission?
2. What are you trying to accomplish in your community? What is the program's purpose?
3. How do volunteers fit into the program's mission, strategies, and goals?
4. How could volunteers best meet the program's needs to serve more people and make a greater difference in the community?
5. How can volunteers help meet program goals?

**The Purpose Statement:**  
is a written statement that explains the object for which anything exists or is done or made

**Example:** The purpose of the Grand View Food Bank Volunteer Program is to coordinate the distribution of donated food to those in need in the community through the efforts of volunteers.

### Whom to Ask

The incorporation of a volunteer program into an organization can impose many changes in the jobs and working relationships of paid staff. A joint planning process where organization leaders, staff, board members, care recipients, and current volunteers are able to share their needs and perspectives is vital. In the joint planning process, the parties work to overcome differences and reach agreement on how the volunteer program can be most effectively designed, organized and managed to pursue its mission and goals.

*(Continued on page 4)*





## Starting a Volunteer Program in an Organization

### How to Gather Information

There are several methods for conducting a needs assessment – interviews, telephone surveys, mail surveys, focus groups, e-mail or web surveys. The pros and cons of the different methods are weighed in a

chart at the end of this document.. Volunteer programs will select a method

### Who Has a Stake in Strengthening or Starting Your Volunteer Program?

- Staff
- Current volunteers
- Clients and program participants
- Community organizations
- Advisory groups
- Potential volunteers

### How Can I Determine Our Volunteer Needs?

- Interviews
  - Tests
  - Surveys
  - Task forces
  - An analysis of existing information (called a content analysis)
  - SWOT analysis
  -
- See Appendix A for a more detailed list-

for conducting a needs assessment based on resources available, staff time , and the availability of different types of resources in the community.

In an organization that has paid staff, a volunteer coordinator should begin the process of creating volunteer jobs by

gaining staff involvement. Volunteers

are best utilized with staff support. Volunteer coordinators should consult with staff in the process of volunteer program development.

It is important to engage staff by discussing the needs of their program as and where they are having problems reaching their goals.



## Starting a Volunteer Program in an Organization

### Questionnaire to assess staff attitudes:

#### The level of experience of paid staff working with volunteers.

- Have they ever supervised volunteers before?
- Have they ever worked in an agency that involved volunteers?
- Do they volunteer themselves at an agency?

#### The level of comfort of staff in working with volunteers.

- Are there positions that staff feel volunteers should not be doing?
- Are there program elements, such as additional staff training that should be instituted before volunteers are placed?

#### The level of fears that staff feel towards working with volunteers.

- Are there risk management issues?
- Are there worries about loss of staff jobs?

### Volunteer Advisory Committee:

Another model and an excellent use of volunteers is a volunteer advisory committee organized specifically to benefit the volunteer program. It serves as a support for the volunteer program, and its function is to provide advice.

**Recommendation:** The position description for advisory board members should clarify that policies about the volunteer program are subject to

*(Continued on page 6)*



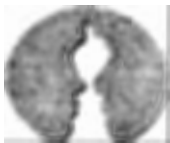
# Starting a Volunteer Program in an Organization

*(Continued from page 5)*

approval by the Board of Directors. Advisory committee members should understand that they are not there to give orders but to advise and assist.

## What Do I Do When I Have Compiled the Results?

- Make a list of the benefits that can be created for the organization, its mission, and the people it serves by involving volunteers in specific ways.
- Make sure the results are shared with those who can help build or rebuild the volunteer program.
- Use the information to guide your unit in the planning process to improve or create a volunteer program.
- Draft project descriptions with clearly state goals and objectives and engage volunteers in designing the implementation strategy.
- Design project-based volunteer opportunities that reflect the long-term volunteer involvement your organization desires.
- Consider what short-term, high impact project you can create that will make use of the skills adults have accumulated in their work lives.
- Explore volunteer position sharing and team volunteering options when developing projects.
- Think creatively about projects that could be done by groups of volunteers at various times throughout the year.
- Design and frame your volunteer projects as if you were engaging consultants or project managers. Let volunteers play an active role in setting project goals, procedures, and timelines to help build their commitment to the work.
- Provide opportunities for advancement. Reward increased commitment and accomplishments with increased recognition and responsibility.
- Ask volunteers what skills they wish to develop or competencies they need to demonstrate.
- Develop a volunteer track for volunteers specifically looking for continued and increased involvement.



# Starting a Volunteer Program in an Organization

## MISSION AND VISION

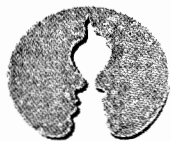
Effective volunteer program planning begins with the mission of the program. As a volunteer coordinator, you hold an important key to turning the mission into action. It is your job to develop and fill volunteer positions in order to provide the services and care highlighted in the mission. Volunteer programs therefore facilitate the kinds of volunteer participation that will allow the organization to accomplish its mission. Even for established programs, revisiting the mission statement can be helpful when considering an expansion of services or when changes occur in the population or geographic area served by the program.

Mission statements can talk about meeting a need, solving a problem, or defining an organization's purpose. An organization's mission statement is usually no more than a brief paragraph that pinpoints the specific reason(s) for being. (McCurley, p. 11)

### *An Example of a Mission Statement*

The Mission of the Grand View Food Bank is to provide surplus, gleaned, donated, and purchased food to the poor.

Often an organization will also have a stated "vision" that expands on the mission with a description of a desired future. The vision is a mental image or view of broad elements that an organization or program wishes to accomplish, based on its mission. The vision clarifies the future the program is try-



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ing to create. It has been found that a program's volunteers are most effective when there is a broadly understood and widely articulated vision of the role of volunteers in fulfilling the program's mission. When considering a di-

### *Examples of a Vision Statement*

The Grand View Food Bank was organized to address the issue of poor nutrition and hunger among those living in poverty in the town of Grand View. The organization mobilizes volunteers and staff to acquire surplus food-stuffs that can be given to the hungry. It also works to educate anyone interested in the rudiments of healthy eating.

rection for your volunteer program that is based on the mission and vision, revisit the questions on page 3 of this document.

Use the answers to these questions to help you outline a strategy for using volunteers. Consult with volunteers, staff, and others—such as coalition members and board or advisory committee members—who know and understand the organization. Together you can devise a mission-based strategy for working with volunteers.



## Starting a Volunteer Program in an Organization

### VOLUNTEER PROGRAM TRACKING SYSTEMS

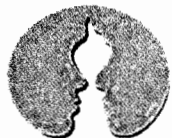
Most volunteer programs have a large computer database with addresses, hours served, awards presented, and other vital information. The most direct means by which computers can streamline the management process is with the use of a volunteer database, made possible by one of the many different types of software. Organizations can create their own if they have such programs as,

- Microsoft Access, Filemaker Pro, Excel, or Lotus Approach.
- For a listing of pre-packaged volunteer tracking software, contact [nonprofit.gov@PointsofLight.org](mailto:nonprofit.gov@PointsofLight.org).

*(Continued on page 10)*

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## Starting a Volunteer Program in an Organization

*(Continued from page 9)*

### Steps to ensure an effective database:

- **Create a Records Advisory Team.** This can be volunteers who use the database or have knowledge about databases.
- **Create a written process for working with the database.** Written documents about database instructions mean there is less chance for error.
- **There needs to be a Record keeping King or Queen.** While several people might be keeping the records up-to-date, one person needs to take the lead and report to the volunteer coordinator.
- **Train, train, train.** Volunteers using the record-keeping database are less likely to make mistakes if they are trained. Volunteers need to attend up-grade training as the program is improved.
- **Limit the access.** The only people who can access the database are those with training, and that includes other paid staff. It is easy to do this by using the security parts of the program in the database. The King or Queen of the database should be in charge of access.
- **Clean up.** Many volunteers serve in more than one capacity and that makes it likely they may appear more than once in the database. There should be a regular system for eliminating duplicates in the records and checking the accuracy of the information, you have.
- **Stay on top of Input.** Keep the database viable by timely input of data. This is an ideal job for teens or college students in computer classes—under the supervision of the King or Queen of the Data Base. A good database is only useful if you make changes regularly.
- **Make a maintenance schedule.** Most databases systems have ways to identify problems. Establish a check-up system.
- **Think disaster.** Organize a disaster plan. Back up records once per month in an off-site location, e.g. get the software vendor for your program to make some suggestions and/or involve technology savvy volunteers in this planning.



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Adapted from <http://www.volunteertoday.com/May02managesuper.html>

# Starting a Volunteer Program in an Organization

## APPENDIX A: Methods for Conducting Needs Assessments

### Interviews

#### PRO

Can get the highest quality data  
Offers the potential to ask more questions  
Can record non verbal responses that are nonverbal

Best completion or return rate

#### CON

Is expensive  
Takes a long time to complete  
Interviewer bias can skew the results

### Telephone Surveys

#### PRO

Inexpensive  
Short completion time  
Easy to organize  
Can be done after work hours

#### CON

Can be perceived by respondent as a nuisance  
Must have trained interviewers or can lose validity and reliability  
Can lose flexibility  
No visual cues or information

### Mail Surveys

#### PRO

People can remain anonymous  
Can be done on respondent's time table

#### CON

Very costly  
Has low return rate (15%-20%)  
No two way communication  
Need to have the questions designed by person who knows how to do it—expensive  
No chance to correct confusion on part of the subject.

### Focus Groups

#### PRO

Free exchange of information  
Can address various areas of concern  
Uses an experienced facilitator to get the best results  
Inexpensive

#### CON

Need more than one group to insure the validity of results  
Need to keep record of what is said  
People need to know clearly their purpose or they can go off of the topic

### Email/Web Surveys

#### PRO

Quick  
Inexpensive  
Reach a lot of people easily

#### CON

No two way communication  
Need expertise to design questions—can be expensive  
No chance to correct confusion on part of the subject.  
Responses not anonymous



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### WHERE TO GET MORE INFORMATION

Looking for more information on volunteer program planning or want to access resources we used? Check out these references:

1. Volunteer Management Catalog of the Points of Light Foundation  
[www.PointsofLight.org/catalog](http://www.PointsofLight.org/catalog) at 1-800-272-8306 or [marketplace@PointsofLight.org](mailto:marketplace@PointsofLight.org) for publications on many topics including marketing and media.
2. McCurley, Steve and Rick Lynch. *Volunteer Management: Mobilizing All the Resources of the Community*. Downers Grove, IL: Heritage Arts Publishing, 1996.
3. McCurley, Steve, and Rick Lynch. *Essential Volunteer Management*. London: Directory of Social Change, 1997.
4. Wolf, Thomas. *Managing a Nonprofit Organization in the Twenty-First Century*. New York: Fireside Books, 1997.
5. Macduff, Nancy. *Volunteer Screening: An Audio Workbook*. Walla Walla, WA: MBA Publishing, 1996.
6. Energize, Inc. <http://www.energizeinc.com>
7. Volunteer Today <http://www.volunteertoday.com>
8. Budgeting for Volunteer Programs [www.PointsofLight.org](http://www.PointsofLight.org) (Navigation: Resources/Tip Sheets and Resource Packets]



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## ***Volunteer Policy and Procedures***

Volunteers are valuable resources to the City of District Heights, its staff, and its residents. Volunteers are given meaningful assignments, treated as equal co-workers, receive effective training and supervision, and will receive recognition for work accomplished. In return, volunteers agree to actively perform their duties to the best of their abilities and to remain loyal to the values, goals, and policies of the City.

Volunteers may be involved in all programs and activities of the City and serve at all levels of skill and decision-making. Volunteers will not, however, be used to displace paid employees.

### ***Becoming a Volunteer***

**Applications.** Anyone interested in becoming a volunteer with the City will be asked to complete a volunteer interest form. The form includes basic contact information, areas of interest, and emergency contact information.

**Interviews.** Each prospective volunteer may be interviewed by a designated employee or volunteer to determine the applicant's qualifications, available days and hours, and preferred volunteer position.

**Background checks.** Additional screening procedures may be instituted when volunteers are placed in direct contact with the public, responsible for financial or other valuable organizational resources, or in other positions identified by the City. These procedures may include reference checks, criminal background checks, etc. Volunteers who refuse permission to conduct these checks will not be accepted for placement.

**Placement.** In placing a volunteer in a position, attention will be paid to the interests and capabilities of the volunteer and to the requirements of the volunteer position. No placement shall be made unless the requirements of both the volunteer and the Director can be met. No position should be given to an unqualified or disinterested volunteer.

**Orientation.** All volunteers are required to attend a general orientation on the nature and purpose of the organization. Volunteers will be asked to attend an orientation within the first week of their volunteer placement.

**Minors.** Volunteers must be aged 13 or older. Volunteers who have not reached the age of 18 will be assigned to a non-hazardous environment and comply with all appropriate requirements of child labor laws.

**Program specific policies.** Individual programs may have specific standards and procedures. Volunteers are required to abide by program policies and procedures in addition to those contained in this document. Directors are responsible for sharing this information with the volunteers and should give out copies of written policies as part of the volunteer's training.

**Dismissal of a volunteer.** Volunteers who do not adhere to the rules and procedures of the City or who fail to perform their volunteer assignments at a satisfactory level may be subject to dismissal. No volunteer will be terminated until the volunteer has had an opportunity to discuss the reasons for possible dismissal with the Director or City Manager.

**Reasons for dismissal.** Possible grounds for dismissal may include, but are not limited to, the following: gross misconduct or insubordination, being under the influence of alcohol or drugs, theft of property or misuse of organization equipment or materials, abuse or mistreatment of participant or co-workers, failure to abide by the City's policies and procedures, and failure to satisfactorily perform assigned duties.

**Exit interviews.** Exit interviews will be conducted with volunteers who are leaving their positions. The interview should ascertain why the volunteer is leaving the position, suggestions the volunteer may have about improving the position, and the possibility of involving the volunteer in some other capacity with the City in the future.

### ***General Guidelines***

**Attendance.** Volunteers and supervisors work together to determine a schedule that works for both parties. Volunteers are asked to call the Director and provide as much notice as possible when unable to fulfill their commitment to serve as scheduled.

**Dress code.** As representatives of the organization, volunteers, like staff, are responsible for presenting a good image to participants and the community. Volunteers are to dress appropriately for the conditions and performance of their duties. Some programs may have specific dress code requirements that will need to be adhered to.

**Smoking.** The center and grounds are tobacco free. This includes products related to smoking, chewing tobacco, snuff, or smokeless tobacco.

**Solicitations.** Staff and volunteers are not to engage in any type of solicitation while serving the City, with the exception of City sponsored programs. Any staff or volunteer wishing to solicit funds or in-kind gifts on behalf of the City must receive prior approval from the Director.

**Volunteers becoming employees.** Should a volunteer decide to apply for a paid position within the City, he or she will go through the same hiring process as any other individual. The volunteer may use staff and other volunteers as job references.

**Accident procedures.** Volunteers must immediately report any injuries while volunteering. The Director will provide an Accident Report to be completed immediately. If a volunteer witnesses an accident, they should notify the Director. A written report must also be completed.

**Safety procedures.** Each staff and volunteer are expected to obey safety rules and exercise caution in all work activities. Immediately report any unsafe conditions or hazardous situations that you observe to staff. If you are unsure how to do a job safely, ask staff.

**Participant, staff and volunteer rights.** All participants, staff and volunteers have the right to be treated in a considerate and respectful manner that emphasizes human dignity.

**Participant/staff relationships.** Volunteers must always maintain a professional relationship with program participants. Volunteers should not engage in personal associations with participation and should discourage any attempts on the part of the participants to develop such relationships.

**Confidentiality.** Information, both verbal and written, regarding participants, employees or volunteers is always to be kept confidential. Any volunteer that interacts with donors is also asked to keep confidential the specifics of the donor activity. It is mandatory that all information be held in the strictest confidence, both within and outside of the center.

**Conflict of interest.** No person who has a conflict of interest with any activity or program of the city, whether personal, philosophical, or financial shall be accepted or serve as a volunteer. Those volunteers who find themselves to be in a conflict situation should immediately report the nature of the conflict to the Director.

**Drug free workplace.** The possession, distribution or use of alcohol or illegal drugs at the center or while volunteering in any program is forbidden.

**Equal opportunity.** It is the policy of the City not to discriminate against any volunteer because of race, religion, creed, sex, age, national origin or ancestry, disability, or veteran's status.

**Grievance.** Whenever a volunteer has a job-related question, problem or concern with the City there are people available to help resolve the matter. The volunteer should discuss the issue with the Director. It is expected that most disagreements will be dealt with at the lowest level of the chain of command. If informal conflict resolution fails to resolve a volunteer's problem, a grievance may be completed and submitted to the City Manager.

**Harassment.** It is the policy of the City that it will not permit verbal or physical conduct by an employee or volunteer which harasses, disrupts or interferes with another's work performance or which creates an intimidating, offensive or hostile environment.

**Medications for clients.** Volunteers may not administer medications of any kind, including over-the-counter medicines, to participants.

**News media inquiries.** No volunteer may give information concerning the City or any of its programs or participants to the news media unless specifically authorized to do so by the Director. These inquiries should be referred to the Communications Dept.

**Representation of the organization.** Prior to any action or statement which might significantly affect or obligate the city, volunteers should seek prior consultation and approval from the Director. These actions may include but are not limited to public statements to the press, lobbying efforts with other organizations, collaborations or joint initiatives, or any agreements involving contractual or other financial obligations. Volunteers are authorized to act as representatives of the City as specifically indicated within their volunteer placement and only to the extent of such written specifications.

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# AGING IN PLACE

NEEDS ASSESSMENT REPORT

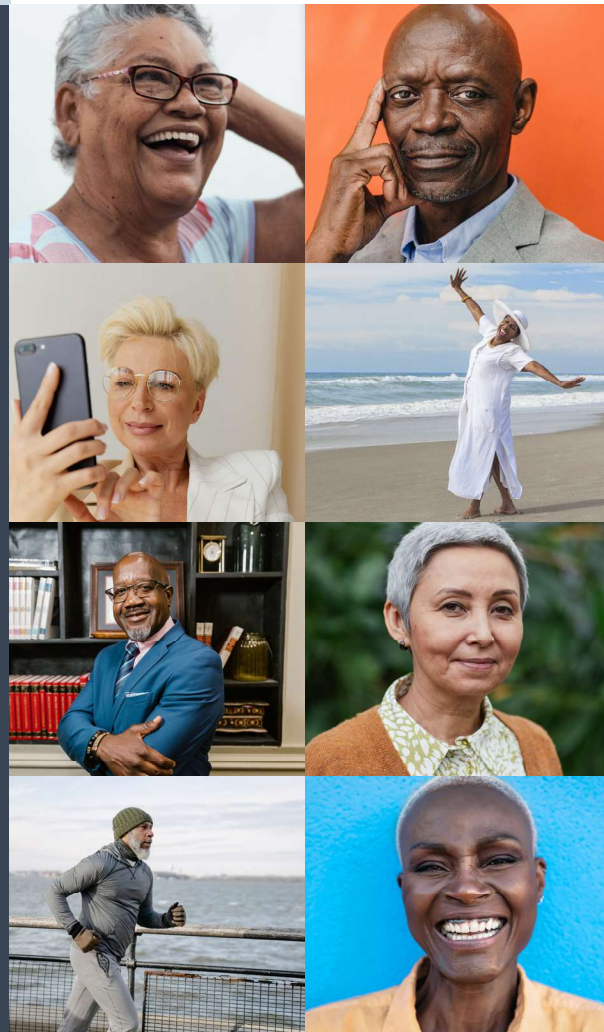
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COMMUNITY AGING

Prepared by

**DR. KATRINA POLK**

Director of Community Aging and Services





*"Aging is not 'lost youth' but a new stage of opportunity and strength."*

- Betty Friedan

## #factsandstats

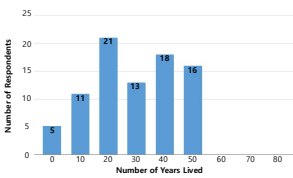
Older adults are living longer, and their preference to age in place continues to grow: an overwhelming 90% of people in the United States 50 years of age and over desire to age in place for as long as possible. At the same time, the number of people aged 60 and older as a proportion of the global population will double from 11 percent in 2006 to 22 percent by 2050—at which time there will be more people aged 60 and older than children ages 0 to 14 in the population for the first time in human history. If the City of District Heights is to secure a stable future for our aging population—especially for low-income seniors, who are the most vulnerable of all—now is the time to explore innovative solutions that lengthen the possibility of independent living, improve the quality of life and community involvement, and forestall or prevent nursing home placement. The City's combination of a senior center, programs, and services and becoming an Age-Friendly City represents both a potential solution and a model for the future.

District Heights 50+ aging adult population is approximately 37% of the total residency, and the individuals aged 50-79 are the largest cohort at an estimated 25%. Our goal is to establish a senior center with the right-sized programs and services to improve the quality of life for residents and educate them and their families and caregivers about available resources to help grow and thrive in the City. We offer the community and the surrounding areas a safe and accessible location for educational, social, nutritional, and recreational opportunities.



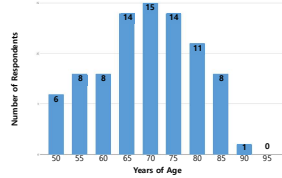
**DISTRICT HEIGHTS SENIOR CENTER**  
2000 Marbury Drive  
District Heights, MD 20747  
United States  
301-336-1402

How long have you lived here?



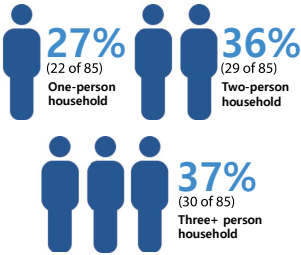
Most of the residents who responded to the survey 55% (47 of 85) have lived in District Heights for 30 years or more. \* One person has lived in the city for 80 years.

How old are you?

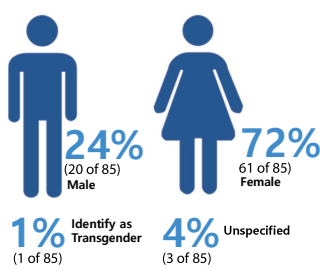


Most of the residents who responded to the survey 57% (49 of 85) are between the ages of 61 and 70 years old. Of survey respondents, the average age is 67. The youngest responder was 50 years old, and the oldest responder was 90 years old.

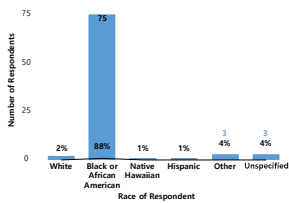
How many people live in your household?



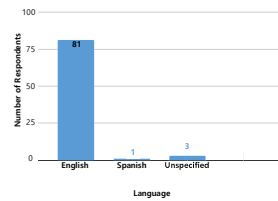
How do you identify yourself?



What is your race?



What is the language you speak at home?



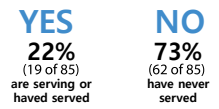
What is your current marital status?



Single	32	38%
Divorced	1	1%
Widowed	12	14%
Separated	15	18%
Married	22	26%
<b>Total</b>	<b>85</b>	

Unspecified 4% (3 of 85)

Are you a veteran or active member of the U.S. Armed Forces or the National Guard and Reserve?



Are you currently working?



What is your highest level of education you have completed?



8th grade or less	0	0%
9th - 12th	4	5%
High School or GED	11	19%
Some College	32	38%
College Degree	10	9%
Post Graduate Degree	14	16%
<b>Total</b>	<b>85</b>	

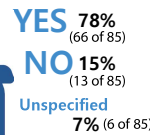
Unspecified 6% (5 of 85)

Do you have a personal computer or a smart phone?



Unspecified 8% (7 of 85)

Do you have a car?



If No, what type of transportation do you use to get groceries, go to the doctor, etc.?

Bus	0	0%
Walk	2	2%
Bike	0	0%
Taxi/Uber	1	1%
Metro Access	1	1%
Someone else drives me	7	8%
Combo	11	13%
<b>Total</b>	<b>85</b>	

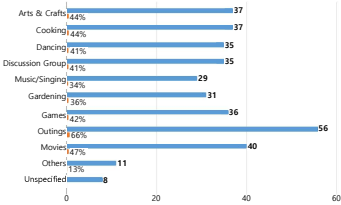


Would you be interested in participating in any of the programs and activities below?

**SOCIAL ACTIVITIES**

**YES 93%**  
(79 of 85)  
are interested

**NO 1%**  
(1 of 85)  
is not interested

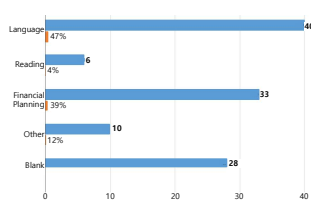


Other requests and comments included: My walking limits me • Chess (2) • Play pool • Pool Tables • Tennis/sports • Cards • Playing ball • Gambling

**EDUCATIONAL PROGRAMS**

**YES 73%**  
(62 of 85)  
are interested

**NO 58%**  
(12 of 85)  
are not interested

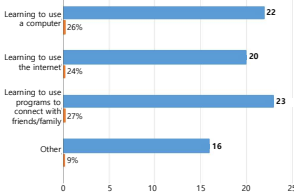


Other requests and comments included: Get my GED • Computer • Business • Computer • Culture • GED Class • Computers • College

**COMPUTER PROGRAMS**

**YES 54%**  
(46 of 85)  
are interested

**NO 21%**  
(18 of 85)  
are not interested

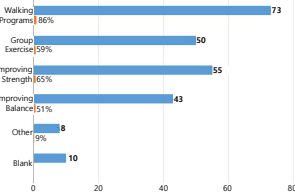


Other requests and comments included: Arthritis in hands • Business • Using hot spots, connecting to TV, etc.

**EXERCISE & FITNESS PROGRAMS**

**YES 89%**  
(76 of 85)  
are interested

**NO 5%**  
(4 of 85)  
are not interested



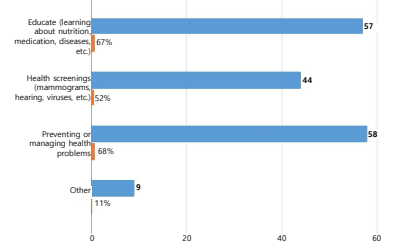
Other requests and comments included: Weight Loss • Balance weigh • Physical therapy • Jogging • Yoga • Water Aerobics

**WELLNESS & PREVENTION PROGRAMS**

Would you be interested in participating in any of the programs and activities below?

**YES 53%**  
(39 of 74)  
are interested

**NO 47%**  
(35 of 74)  
are not interested



Would you be interested in participating in any of the programs and activities below?

**YES 63%**  
are interested

**NO 21%**  
is not interested

In general, would you say your health is:



Excellent	6	7%
Very Good	29	34%
Good	30	35%
Fair	15	17%
Poor	1	1%
<b>Total</b>	<b>85</b>	

Unspecified  
**15%**  
(5 of 85)

Do you have any of the following health conditions?

	YES	%	NO	%	TOTAL
High blood pressure or hypertension	54	64%	22	26%	76
Diabetes or high blood sugar	29	34%	38	45%	67
Cancer	3	4%	52	61%	55
Chronic lung disease/breathing problems	5	6%	53	62%	58
Heart problems	10	12%	48	56%	58
Arthritis or rheumatism	38	48%	27	32%	65
Eye problems like cataracts, glaucoma, or macular degeneration	25	29%	38	45%	63
Neurological problems	9	11%	46	54%	55
Memory-related disease	5	6%	51	60%	56
Emotional, nervous, or psychiatric problems	6	7%	50	59%	56

Do you use any of the following assistive devices?

Eyeglasses/contact lenses	69
Wheelchair	2
Walker	4
Cane	10
Assistance of others	7
Motorized scooter	2
Hearing aids	3
Oxygen	2
Other	0
None	12
<b>Total</b>	<b>99</b>

Do you or anyone in your household have a vision problem that prevents them from seeing when wearing glasses or contacts?

**YES**  
12%  
(10 of 85)

**NO**  
82%  
(70 of 85)

Are you legally disabled?

**YES**  
18%  
(15 of 85)  
are disabled

**NO**  
75%  
(64 of 85)  
are not disabled

Do you or anyone in your household have a hearing problem that prevents them from hearing what is said in normal conversation even with a hearing aid?

**YES**  
9%  
(8 of 85)

**NO**  
84%  
(71 of 85)

Do you or anyone in your household have any condition that substantially limits one or more basic physical activities such as walking, climbing stairs, reaching, lifting, or carrying?

**YES**  
24%  
(20 of 85)

**NO**  
67%  
(57 of 85)

I need help with...

	Yes	% Yes	No	% No	Total
Bathing/showering	2	2%	62	73%	64
Dressing	0	0%	62	73%	62
Get in and out of bed/chair	3	4%	61	72%	64
Using the toilet	1	1%	62	73%	63
Controlling your bladder	3	4%	60	71%	63
Eating	0	0%	62	73%	62
Using the telephone	1	1%	60	71%	61
Shopping	6	7%	57	67%	63
Preparing meals	4	5%	58	68%	62
Housekeeping	11	13%	54	64%	65
Doing laundry	8	9%	55	65%	63
Traveling to places out of walking distance	11	13%	55	65%	66
Managing medications	1	1%	61	72%	62
Managing money or finances	6	7%	57	67%	63
Managing relationships	1	1%	61	72%	62

How many days a week are you physically active for at least 30 minutes?

Of the 78 respondents, residents reported that they were physically active for at least 30 minutes, an average of 4.7 days per week.

Is there anything that keeps you from engaging in volunteer activities?

No	55	65%
Not motivated	7	8%
Don't know what to do	3	4%
Physical or health limitations	16	19%
<b>Total</b>	<b>81</b>	

VOLUNTEERING

Do you participate in volunteer activities? (share your time, skills, talents to help other, give back, help a neighbor, do community service, etc.)

**YES**  
51%  
(47 of 85)

**NO**  
49%  
(45 of 85)

How long have you been active as a volunteer?

More than 5 years	21	43%
3-4 years	5	10%
1-2 years	6	12%
Less than 1 year	17	35%
<b>Total</b>	<b>49</b>	

How often in the past month have you participated in volunteer activity?

More than 50 HRS	4	7%
30 - 49 HRS	4	7%
10-29 HRS	6	10%
Less than 10 HRS	19	32%
I have not participated in volunteer activities during the past month	26	44%
<b>Total</b>	<b>59</b>	

Please describe why you choose to engage in volunteer activities.

- It is my purpose to help others
- I enjoy interacting with others
- I have been playing in a group setting and at a 3rd church for many years
- I enjoy being around people have no local friend
- They concern me
- Like to serve and love helping
- Social engagement and help others in need
- To stay active
- Social environment & give back to the community
- I find it very fulfilling
- To help improve the quality of life for others
- To contribute my skills and talent to a community that deserves the best
- I'm a minister
- It was with a company I worked for
- Started little after retirement, wanted to help and also keep busy
- I enjoy helping others youth and seniors
- Keep my community clean
- To assist and helping others where and when I can while I can
- For the betterment of the city
- To stay engaged, and educated
- I wanted to be the change in my community
- To teach students the tools to solve machinal math challenges in robotic competitions
- safe community
- To keep my mind stimulated and body active
- Our community needs help
- I like being busy and helping others
- To connect with like-minded people
- Motivation
- Give and share knowledge, programs, services to those who may not know
- Helps my mental health & physical strength
- I like to help where I can when I can
- Not able to work, to keep my mind active
- trash removal
- Because I like being active with others and helping them out I thank god
- I have health well enough to help
- Just who I am. Have always been a volunteer in some capacity such as meals on wheels, cub scout, parent groups, etc.
- Fun, outings, community
- I care

Please describe where you volunteer and the type of activities you perform.

- City of DH, AARP (State and County) Veteran Related Committees (County and City)/NCNW Church
- I Volunteer my tome as the keyboard player at 2 different churches
- Volunteer for the "grab & Go" food distribution at my main church Dog rescue. local city government
- Capital area food bank
- AARP 939, DNC, food pantry, helping the sick and disabled Volunteer at my church (share food program) packaging and distributing of free food
- First Baptist Church of DH, Andrews AFB, Spouses Club, Thrift Shop
- Senior and homeless
- Checking on older people, taking them to Dr appointments, etc. Service on ministries in the church
- Seniors and Homeless
- Activist
- At church, visiting the sick and shut in
- I volunteer with passing out grocery at a food pantry (elementary school) i do not recall
- Presently doing review of STEM related grant proposals & assisting my neighbors by keeping them informed of community information
- Forestville Pregnancy Center, First Baptist Church of District Heights Forestville Pregnancy Center, First Baptist Church of District Heights Started little after retirement, wanted to help and keep business. Started little after retirement, wanted to help and keep business
- Church food distribution and senior transportation
- Grass cutting and home improvement, area clean up, trash pick-up
- Assisting my granddaughter with care, she has cerebral palsy, also volunteer with several church activities
- Cap, charter committee, website committee, holiday committee
- Various activities and community involvement with non-profit & fraternal organizations, church, and community-based services
- Church teaching Bible study classes; volunteer as the church administrator
- DH Summer Campers gardening workshop, Clinton Demo gardening, Fiesta Place Garden, judging gardens
- Once worked with students who were competing in robotics competition
- Neighborhood watch
- Church/Trustee; charter committee/DH; BOSE committee/DH; July Birthday Ministry/Church
- Community garden
- I am not a active volunteer at present .I have been involved with this community private schools library and gardening
- Active in the horticultural community in various ways, BOD for National Garden Clubs, Garden Club President
- Neighborhood
- Woodland Springs food bank & Street village
- Help pass out food and help the children with arts and crafts
- Sorting mail
- In the neighborhood at the food bank I pass out food
- At the local elementary school my grandchildren go to and at the food bank in my neighborhood
- I have volunteer in helping my neighbor and telling others about DH office staff
- Small pkgs from store, share when i have more than I need, Share spiritual books and check on neighbors
- AARP Sunshine club , raising 3 grandchildren, civil action patrol
- Bowling, Quilting, raffle tickets
- CAP neighborhood watch

COMMUNITY AND SUPPORT NETWORK

Do you have a home health aide?

**YES**  
0%  
(6 of 85)

**NO**  
95%  
(6 of 85)

Do you have family or friends in the area?

**YES**  
91%  
(6 of 85)

**NO**  
5%  
(6 of 85)

Do you have family or friends who call you regularly?

**YES**  
89%  
(76 of 85)

**NO**  
4%  
(3 of 85)

Do you have family or friends who visit you regularly?

**YES**  
84%  
(71 of 85)

**NO**  
11%  
(9 of 85)

How would you describe the amount of help your family members or friends provide?

I do not need help	49%	42
Do not provide help	1%	1
Limited help	22%	19
Moderate help	14%	12
Lots of help	13%	11

DIGITAL IMPACT

Do you have internet access?

**YES**  
86%  
(73 of 85)

**NO**  
5%  
(4 of 85)

Unspecified 9% (8 of 85)

What is your preferred connection to the

Computer	34%	29
Mobile	40%	34
Both	20%	17
Unspecified	7%	6

Do you have access to technology?

**YES**  
93%  
(79 of 85)

**NO**  
1%  
(1 of 85)

Unspecified 6% (5 of 85)

How do you currently receive information from the City?

Website	37%	32
Public Meeting	1%	1
Community	16%	14
Combination	32%	28
Unspecified	11%	10

Do you participate in the City Meeting?

**YES**  
40%  
(34 of 85)

**NO**  
52%  
(44 of 85)

Unspecified 8% (8 of 85)

## QUOTES

"We demand better Age-Friendly customer service from government agencies and local businesses in our community."

"We would love to have a mobile app to make us more aware of community services and programs."

"We want our center to have high participation and utilization, intergenerational activities, volunteering and advocacy opportunities, and a supportive community and residents."

"How and where residents age is critical to the city."

"We hope communication, space accessibility and transportation will be prioritized".

"We need to be intentional in bridging the gap and building relationships in all parts of District Heights neighborhoods."

"Intergenerational programs are important; we want to help younger people as they help us."

## RECOMMENDATIONS

Work with advocacy organizations to build a strong relationship with those who represent aging residents and can effectively change policies that impact this population and their ability to age in place. Advocacy work in the city is essential to creating positive change for older residents and the process of aging.

Apply the co-location concept to collaborate with organizations operating evidence-based wellness programs and services with demonstrated successful outcomes (i.e., aging and health presentations, healthy cooking demonstrations, fitness classes, social connectedness events, and arts and crafts activities). Establish a relationship with health service organizations to deliver effective community-based services to residents needing preventive services (i.e., vaccination clinics, podiatry, noninvasive procedures, and ask-the-doctor programming). Having programs and services co-located increases awareness, access, and utilization rates.

Establish an Academy for Lifelong Learning with educational partners to offer free and low-cost classes, events, and activities for adults aged 50 and older in the areas of technology, health and wellness, financial planning, community service projects, memory practicums, literary discussion groups, genealogy, arts and crafts, history, and other learning opportunities. Adopting a philosophy of lifelong learning can expand social circles, encourage critical thinking and independence, and strengthen connections to the community and city.

Leverage existing workforce development platforms to provide training, coaching, and job-seeking tools needed to compete with confidence in today's job market or redeploy skills and reinvent careers for adults aged 50 years and older so they can reimagine the next phase of life. Engage aspiring entrepreneurs with hands-on support to successfully launch businesses, including developing a business plan and executive summary, learning how to get investment ready, practicing pitches, and accessing funding for launching and growing a business. Nearly 51% of this country's small businesses are run by entrepreneurs older than 50.

Develop a senior volunteer cohort that operates as an outlet for professional skills, talents, and interests; bring a sense of accomplishment and fulfillment; and provides growth, learning opportunities, and critical elements to successful aging experiences. Train community residents as health ambassadors to serve as contact points for distributing information about the city's programs and services available to aging adults and caregivers. Senior volunteerism demonstrates a benefit to society, themselves, and the government.

Engage external volunteer groups in creating an aging-in-place program as a critical safety net for yard work and minor services. The program will support vulnerable older adults through transformative volunteer service projects that help them stay in their own homes. A healthy, safe, and comfortable place to call home is essential for all of us.

Bridge transportation gaps, as the result of the Call-A-Bus program termination that served the city, by launching new transportation program so low-income and nondriving seniors can be transported to the senior center to access programs and services for unmet needs. Develop and implement a transportation loop program will increase utilization rates for disadvantaged residents so they can equitably participate in community focused activities.

Establish and implement a connected community concept called a "village" for the city and adjacent municipalities; it will serve as an "Aging Service Network Model" to improve access to supportive services, enhance the quality of independent living experiences, enable us to pursue high-level funding including federal multi-year and other resource development opportunities with strategic alliances, and lengthen residential longevity—lessening the burden of nursing home placement within this population. A new standard of aging supportive services within targeted municipalities will enhance community-based Long-Term Services & Supports (LTSS) Options, emphasizing services not currently accessed and, or under-utilized.

Create a sustainable, replicable, fundable, innovative, evidence-based active aging model with a national appeal that attracts sponsorship, philanthropic support, and government funding in which we can evaluate the model and process. Adopt a culturally enriched framework that is person-centered with a community-focused approach. Collaborate with organizations to advance projects that can become sustainable solutions to the challenges facing aging adults. Achieve equitable outcomes with specific objectives and prioritize equitable strategies and services that address systemic barriers, racial and ethnic disparities, and other biases perpetuating aging instability.

## QUALITATIVE INSIGHTS

### Center Program and Service Priorities:

Advocacy & Awareness  
Health and Wellness  
Aging in Place/Housing  
Intergenerational Approach  
Workforce Development & Volunteering  
Transportation

### Age-Friendly City Domain Priorities:

1. Communication & Information
2. Housing Stabilization
3. Community Support and Health Services
4. Respect and Inclusion
5. Outdoor Spaces and Buildings
6. Social Participation
7. Advocacy & Civic Participation
8. Transportation

### Defining Successfully Aging:

Good Health  
Social Connectivity  
Receiving Relevant Information Timely  
Awareness of Services  
Feeling Safe and Secure

### Defining Feeling Healthy:

Mobility  
Inspired/Motivated  
Supported (Family, Friends & Services)  
Having a Process to Age  
Mentally Stabled  
Live to See Another Day  
Financially Sustained

### We use technology for:

Communication  
Information and Research  
Pay Bills

Connect to Resources and Services  
Employment Search  
Purchases



# VISUALIZING A BETTER TOMORROW IN THE CITY OF DISTRICT HEIGHTS TODAY FOR RESIDENTS 50 YEARS OF AGE AND OLDER



## Address

2000 Marbury Drive  
District Heights, MD 20747  
United States



## Phone

Phone: 301-336-1402



## Website

[www.districtheights.org](http://www.districtheights.org)  
[polkk@districtheights.org](mailto:polkk@districtheights.org)



# Seniors Focus Group Programs & Services

Presented by:  
DR. KATRINA POLK



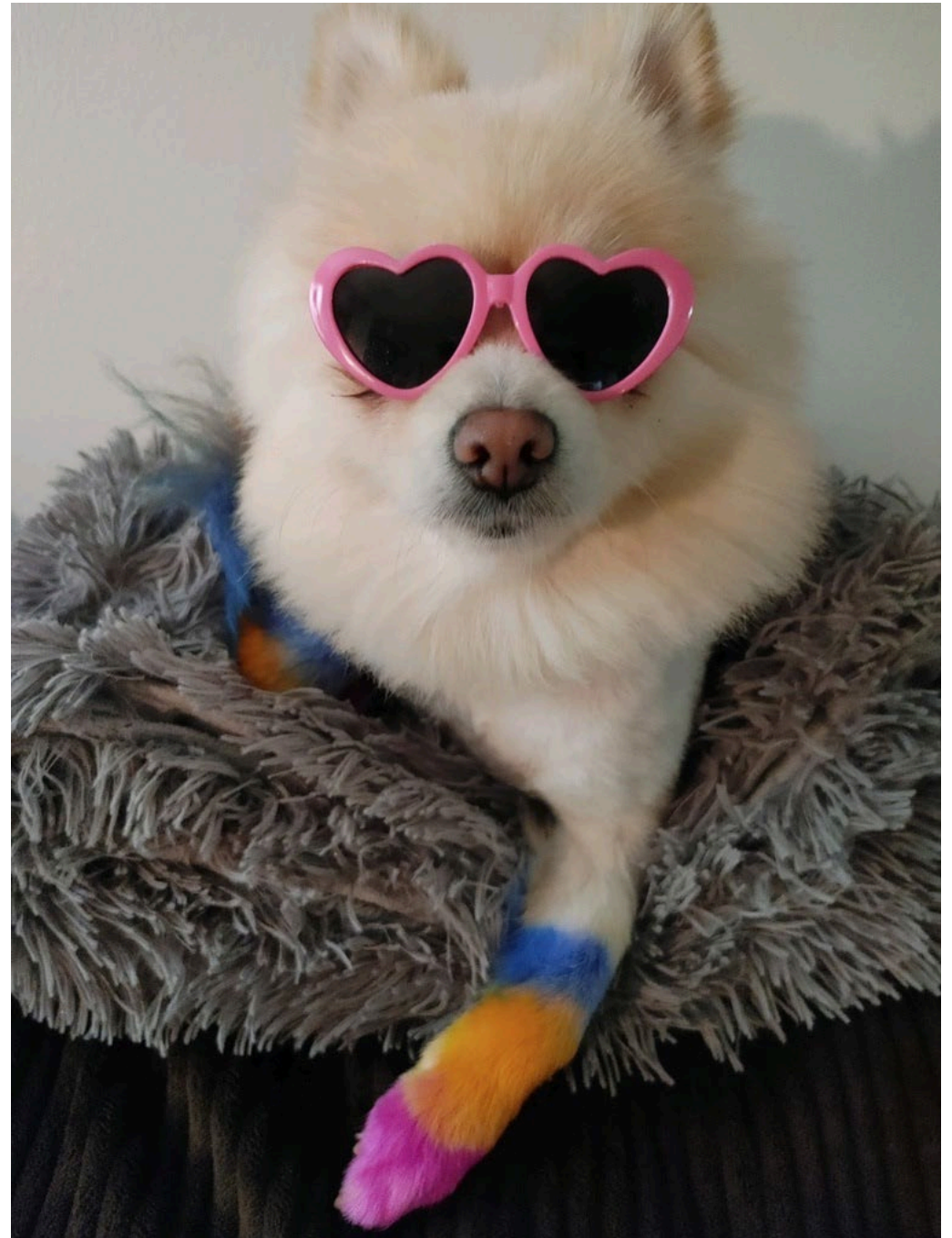
# Today's Agenda

- Welcome and Introductions—10 minutes
- Overview of Focus Group: 5 minutes  
Overall, Purpose & Goals
- Focus Group Instructions: 10 minutes  
Ground Rules
- Group Discussion—90 minutes
- Adjourn



# ME

- Dr. Katrina Polk, I am a social scientist with 30-plus years of experience in aging and community development and program design and evaluation (locally, nationally, and internationally).
- I have five children and six grandchildren
- Live in Ward 8 with great niece
- Born in Philadelphia (20-year DC Resident)
- Caregiver for 40+ years
- I watch Christmas movies all year, LOL!



## ***Active Aging Community Needs Assessment***

As part of our research, we are interviewing you to assess opportunities to create aging programs and services for the Incorporated city of District Heights that are community-driven and address unmet needs and health and racial inequities.

# Pass the peas....



**Introduce yourself.**



**Information to share:**

Your name (or nickname)

Share one word to describe how you are feeling  
about the new senior center

# Focus Group Procedure



Conversation style discussion where we I will ask questions about your experience.



Everything you say will be confidential and not attributed to you—your name will never be used.



The focus group will be recorded for note taking and clarification purposes **only**. No one outside of the working group will be able to listen to the recording.




The focus group will be transcribed, analyzed and summarized.

# Ground Rule

A focus group is an extended conversation among a small group of individuals that focuses on a specific topic.

- Be active and be present.
- There is no right or wrong answer
- Listen to understand
- Respect each other's opinions--build on each other's diversity
- All dialogue must be constructive and productive
- One mic means one person speaking at a time.
- Be open and honest—don't hold back; you are free to express yourself
- Respect each other's privacy--what is shared in the group stays in the group
- Other?



A photograph of two women sitting at a table in a meeting. The woman on the left is older, with short white hair and glasses, wearing a yellow top. The woman on the right is younger, with dark hair and glasses, wearing a dark top. They are both looking at each other and appear to be in conversation. The background is a blurred office setting with a window grid.

**WELCOME!**  
**Let's Get Started**



# Discussion Topics

## Successful Aging

- How would you define successful aging?
- What is essential to aging successfully?
- How have your life experiences influenced the course of your life and how you age?
- What are your suggestions on how to age well and recommendations for specific interventions to promote healthy aging?

## Health Services

- What does feeling healthy mean? Why?
- What health concerns are your highest priorities in your life right now?
- Who do you currently see/go to for your health services
- What are your expectations of community health service providers?
- Why is mental health important to you as you age?
- As a community, how can we promote mental health in adults over 65



# Discussion Topics

## Aging-in Place

In your experience, what are the most significant unmet needs in your community in the following areas? And, Why?

- Transportation
- Housing
- Social Participation
- Respect and Social Inclusion
- Civic Participation and Employment
- Communication and Information
- Community Support and Health Services
- Outdoor Spaces and Buildings
- Other...?



# Discussion Topics

1. In your view, what project or program might meet one or more of the above eight unmet needs in your community?
2. Do you think dementia care and services are becoming more critical in our community?
3. Please raise your hands if their answer to the following question is yes:

***Do you or someone you know requires help with:***

- ***Applying for benefits and accessing food banks***
- ***Connecting to friends, family, or activities***
- ***Learning cooking, housekeeping, shopping***
- ***Scheduling appointments and transportation***
- ***Getting a home health aide***



# Discussion Topics

## **Community Services**

- What are your perceptions and/or experiences with community services & Prince George's County?
- Have these services or providers helped you reach your personal goals?

## **Fall Risk**

- If you have ever had a fall, what do you believe to be the cause? If not, do you know someone who has?
- Have you previously attended a program or class focusing on balance of fall precautions? Why?
- or why not? What would prompt your attendance to a fall prevention of balance awareness program?

## **Digital Divide**

- What do you typically use the Internet for?
- What about your friends?
- Do you visit sites like YouTube?
- What about Facebook? Or Instagram?
- Are there other sites that you and your friends use to send messages to each other?

# Discussion Topics

Now, we'd love to hear any big-picture reactions or visions you may have when you imagine this project. From your perspective:

- a. How do you envision success for a project like this? What specific goals/visions do you have that you would like to see actualized?
- b. What might contribute to the success of a project like this?
- c. What kinds of challenges or hurdles might there be for a project like this?
- d. Do you have recommendations?



**THANK YOU!**





## CITY OF DISTRICT HEIGHTS FAMILY & YOUTH SERVICES BUREAU

6421 Atwood Street ★ District Heights, Maryland 20747

Phone: (301) 336-7600 ★ Fax: (301) 499-2121

Email: [ysb@districtheights.org](mailto:ysb@districtheights.org)

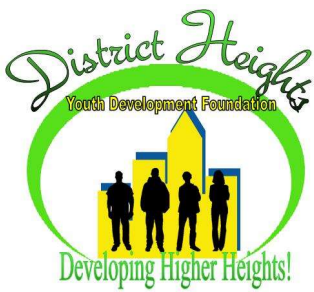
### December 2023

#### STRATEGIC FOCUS

- Crucial to the Youth Service Bureau's (YSB) sustainability in providing licensed, professional mental/ behavioral health services is having a strong team of clinicians to provide support to the residents of District Heights and surrounding communities. The YSB is actively seeking support to recruit and retain qualified candidates for the agency.
- The YSB is actively focusing on supporting our families through advocacy with MAYSB and providing information and resources within the community and greater Prince George's County.

#### COMPLETED




- **Monday, December 4th:** The YSB staff completed hands on recertification CPR/AED training with CPR Certification LLC. Staff have been certified for two years and have received their certificates.
- **Wednesday, December 6-8th:** The YSB clinical staff attended a 3 day training for clinical certification for Trauma Focused Cognitive Behavioral Therapy. This training includes consultations with 10 bi-weekly consultation cohort meetings for clinical staff with the training facilitator set to begin in February of 2024.
- **Wednesday, December 13<sup>th</sup>:** The YSB director attended the training sponsored by the City's leadership for enhancing the workforce culture of the City of District Heights department leadership. The YSB director also attended a meeting with the city manager and the ICMA for a future podcast interview.
- **Thursday, December 14<sup>th</sup>:** The YSB clinical staff attended the annual MAYSB conference: Crossing the Cultural Divide – Working with Latine Families. This training provided our clinicians with the information to increase our agency's competency to work with Latine families that reside within the county while recognizing their history and experience.
- **Friday, December 15<sup>th</sup>:** The YSB submitted monthly reports to Department of Family Services (DFS) re: Mental/Behavioral Health Program. As of November 30<sup>th</sup>: 14 new formal; 20 carryover formals; 0 formal closed and 3 informal closed clients that have received services in the YSB (Formal clients are served for 4 sessions or more. Informal clients were served for 3 sessions or less.) We had a staff of 4 clinicians over this time period.
- **Friday December 15<sup>th</sup>:** The YSB partnered with the City's Active Aging/Senior Center Director and senior volunteers to host their Holiday themed family engagement event for families. Attendees were treated to family activities of decorating Christmas ornaments and holiday themed sugar cookies donated by Dr. Polk, Director of the Active Aging Center. This event hosted 35 attendees (parents and children).



**The District Heights Youth Development Foundation**  
**2000 Marbury Drive \* District Heights MD 20747**  
**301-336-7600 \* fax 301-499-2121**  
**[www.developinghigherheights.org](http://www.developinghigherheights.org)**

*"Developing Higher Heights"*

## **December 2023**

-  The YDF continues to engage in its partnership with the Hope In Action Antiviolence Collective within Prince George's County.
-  **Tuesday, December 19<sup>th</sup>:** The YDF donated 20 turkeys to District Heights Elementary School for families in need as identified by the school staff. Turkeys were also donated to families in need, that are receiving mental health services at the Youth Services Bureau.
-  For more information, please email at [ydf@dhydf.org](mailto:ydf@dhydf.org).

Respectfully Submitted,

A handwritten signature in blue ink, appearing to read "Katrina Emerson".

Katrina Emerson, Director

District Heights Family & Youth Services Bureau



# CITY OF DISTRICT HEIGHTS

MARYLAND

## Balance Sheet

As of November 30, 2023

### ASSETS

#### Current Assets

##### Checking/Savings

10000 · Truist - Checking - 1460	1,314,890
10005 · Trust - Payroll - 5731	6,160
10010 · Truist - Forfeiture - 6119	14,837
10015 · Industrial Bank - CD 2165	6,791
10020 · Truist - Mayor's Youth Council	3,402
10040 · MLGIP - PNC	3,069,099
1072 · Bill.com Money Out	217,961

Total Checking/Savings 4,633,139

##### Other Current Assets

1010 · Cash - Petty Cash	700
1046 · Cash 2020 CDA Bonds	1,572,644
1055 · Accrued Interest Receivable	2,134
1065 · Personal Prop Tax Receivable	14,444

Total Other Current Assets 1,589,922

Total Current Assets 6,223,061

#### Fixed Assets

1500 · Municipal Buildings	66,386
1510 · Land Improvements	2,043,670
1520 · Parking Lot	54,000
1530 · Equipment	790,962
1540 · Automobile & Truck	852,509
1550 · Municipal Center	1,723,349
1560 · Parks & Playground	1,306,849
1570 · Infrastructure	112,939
1580 · Investment if GFA	-6,419,896
70002 · Furniture & Fixtures	112,498

Total Fixed Assets 643,265

#### Other Assets

1420 · Amts to be Prov for Auto Lease	76,818
---------------------------------------	--------

Total Other Assets 76,818

**TOTAL ASSETS 6,943,144**





**Balance Sheet**  
**As of November 30, 2023**

**LIABILITIES & EQUITY**

**Liabilities**

**Current Liabilities**

**Accounts Payable**

20000 · Accounts Payable 93,879

**Total Accounts Payable 93,879**

**Other Current Liabilities**

2005 · Accounts Payable - Accrual 46,125

2010 · Security Deposits 2,550

2020 · Deferred Property Taxes 57,539

2021 · Deferred Revenue ARPA Funds 2,883,945

2031 · Auto Leases 76,818

2100 · Payroll Current Liabilities 50,803

2111 · Direct Deposit Liabilities 1,584

2176 · Colonial 11

2410 · Accrued Comp S/T 18,379

2420 · Accrued Comp - L/T 193,518

**Total Other Current Liabilities 3,331,271**

**Total Current Liabilities 3,425,150**

**Long Term Liabilities**

2300 · Amts to be Prov for GLTD 2016 -193,518

2302 · Amts to be Prov for GLTD 2020 -2,100,225

2311 · 2016 CDA Bonds Payable 3,130,000

2312 · 2020 CDA Bonds Payable 1,766,000

2314 · Premium on Bonds Payable 2020 334,225

2401 · Amts to be Prov for GLTD 2016 B -3,130,000

**Total Long Term Liabilities -193,518**

**Total Liabilities 3,231,632**

**Equity**

30000 · Opening Balance Equity 4,484,646

32000 · Retained Earnings -13,878

Net Income -759,257

**Total Equity 3,711,512**

**TOTAL LIABILITIES & EQUITY 6,943,144**





# CITY OF DISTRICT HEIGHTS

MARYLAND

## Budget vs. Actual

### November 2023

	<u>Nov 23</u>	<u>YTD Actual</u>	<u>Budget</u>	<u>Variance</u>	<u>Budget</u>
<b>Income</b>					
I · Local Taxes	318,520	2,086,188	1,469,716	616,472	3,527,318
II · State Shared Taxes	181,140	450,994	380,368	70,626	912,884
III · License & Permit - City/County	21,978	58,203	106,170	-47,967	254,808
IV · Youth Service Bureau	10,492	11,960	102,500	-90,540	246,000
V · Recreation Revenues	1,699	11,694	15,000	-3,306	36,000
VI · Fines & Vehicles Releases	31,608	125,203	123,958	1,245	297,500
VII · Miscellaneous	17,508	560,878	0		
VIII · Use of Fund Balance	0	0	229,167	-229,167	550,000
VIII · Grants/Other/Misc.	0	0	1,708	-1,708	4,100
<b>Total Income</b>	<u>582,945</u>	<u>3,305,120</u>	<u>2,428,588</u>	<u>876,533</u>	<u>5,828,610</u>
<b>Expense</b>					
00 · Non-Departmental	249,079	549,489	714,465	-164,975	1,714,715
01 · Mayor and Commission	12,395	42,589	59,053	-16,464	141,728
02 · General Government	97,172	403,815	257,811	146,004	618,747
03 · Youth Services Bureau	37,509	116,563	152,097	-35,535	365,033
04 · Parks Rec Culture	58,782	234,537	213,879	20,658	513,309
05 · Code	20,379	73,449	79,154	-5,705	189,970
06 · Senior Center	30	552	0		
07 · Public Works	111,136	515,449	594,408	-78,959	1,426,579
08 · Police	95,588	419,387	357,720	61,667	858,529
09 · American Rescue Plan	27,726	1,162,175	0		
50009 · Contractual Services	0	85	0		
5953 · Construction Managers	1,275	20,700	0		
61000 · Prior Year Expenses	0	525,586	0		
<b>Total Expense</b>	<u>711,069</u>	<u>4,064,377</u>	<u>2,428,588</u>	<u>1,635,789</u>	<u>5,828,610</u>
<b>Net Income</b>	<u>-128,124</u>	<u>-759,257</u>	<u>0</u>	<u>-759,257</u>	<u>0</u>



**CITY OF DISTRICT HEIGHTS**  
**PARKS and RECREATION DEPARTMENT**

2000 MARBURY DRIVE  
DISTRICT HEIGHTS, MARYLAND 20747-2399

-----  
TELEPHONE: (301) 336-5633

**JANUARY 2024 City Report**

**RECREATION – CLASSES AND PROGRAMS UPDATE:**

- Senior Christmas Party – December 8, 2023
- DH Christmas Tree Lightening Ceremony – December 8, 2023
- Senior Trip Publick Play House - Holidays in Harmony – December 15, 2023
- Childrens Christmas Party – December 16, 2023
- DH Elementary School Concert – December 21, 2023
- Christmas Play Annie - December 22, 2023, 7:00 pm

**CULTURE EVENTS AND ACTIVITIES**

**DECEMBER**

- Senior Christmas Party – December 8, 2023, 12:00 pm – 3:00 pm  
Attendance - 255
- DH Christmas Tree Lightening Ceremony – December 8, 2023, 5:00 pm – 6:00 pm  
Attendance - 50
- Senior Trip Publick Play House - Holidays in Harmony - December 15, 2023 – 11:00 am  
Attendance 100
- Childrens Christmas Party – December 16, 2023, 12:00 pm – 2:00 pm  
Attendance - 200
- DH Elementary School Concert – December 21, 2023, 5:30 pm – 7:30 pm  
Attendance - 300
- Christmas Play Annie - December 22, 2023, 7:00 pm – 9:00 pm  
Attendance 200

**JANUARY**

- Private Rental – Saturday, January 13, 2024
- Private Rental – Saturday, January 20, 2024

Respectfully submitted,  
Parks and Recreation Department



## **CITY OF DISTRICT HEIGHTS**

**Recreation/Cultural Department**  
2000 MARBURY DRIVE  
DISTRICT HEIGHTS, MARYLAND 20747-2399

-----  
**TELEPHONE: (301) 336-5633**

### **DECEMBER 2023 City Report**

#### **PARKS, RECREATION AND CULTURE DEPARTMENT**

#### **RECREATION - SERVICE AND RETENTION UPDATE:**

<b>CLASS/ PROGRAM/ ACTIVITY</b>	<b>NUMBER OF VISITORS Sept. 2023 – Dec. 2023</b>
• Chair Aerobics -	211
• Line Dance -	207
• Open Gym	694
• Fitness Room	105
• TOPS	57
• Morning Walk	84
• District Heights Step Team	157
• AARP	29
• Xtreme Generations	436

**Respectfully submitted,  
Parks and Recreation Department**

# **MONTHLY REPORT**

**COMMUNICATIONS/MEDIA  
DEPARTMENT**



**DATE: JANUARY 4, 2024**

**TIME: 7:00 PM**

# GROSS STATISTICS



## YOUTUBE ENGAGEMENT

Traffic source	Views ↓	Watch time (hours)	Average view duration	Impressions	Impressions click-through rate
<input type="checkbox"/> Total	296	36.5	7:23	2,814	6.0%
<input type="checkbox"/> Suggested videos	103 34.8%	1.4 3.9%	0:49	1,231	6.3%
<input type="checkbox"/> Channel pages	52 17.6%	12.6 34.6%	14:33	630	6.2%
<input type="checkbox"/> Browse features	35 11.8%	10.0 27.5%	17:11	526	4.9%
<input type="checkbox"/> Direct or unknown	34 11.5%	4.4 12.0%	7:41	—	—
<input type="checkbox"/> YouTube search	31 10.5%	4.4 12.0%	8:26	408	6.1%
<input type="checkbox"/> External	29 9.8%	1.6 4.4%	3:19	—	—
<input type="checkbox"/> Other YouTube features	11 3.7%	2.0 5.5%	11:00	—	—
<input type="checkbox"/> Playlists	1 0.3%	0.1 0.2%	3:21	19	0%

# 2,814

2,814 Impressions for the month of December.



### In December, people watched your videos 294 times



In the month of December, our channel has been viewed 294 times. 5 new subscribers.

# GROSS STATISTICS



## INSTAGRAM ACCOUNTS REACHED

During the month of December, we reached a total of 1,229 accounts with 4,524 impressions.

# 4,524



# 443

Total number of followers as of December 31, 2023: 443  
Increase of 27 overall followers.

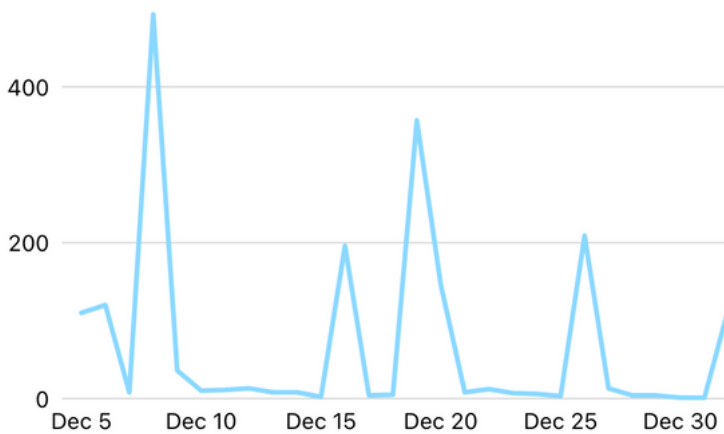


# GROSS STATISTICS



## Facebook reach ⓘ

1.7K ↑ 67.7%



## FACEBOOK POST REACH

During December, we have reached 1,700 accounts.

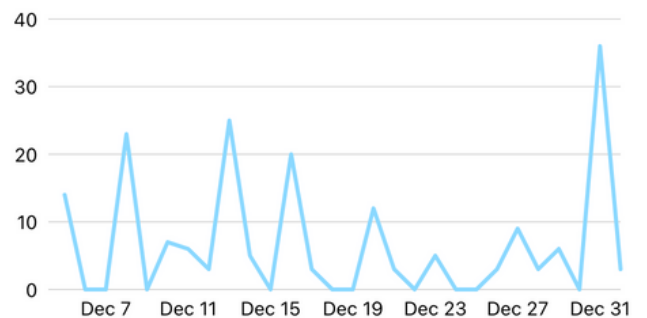
# 186

Facebook Page Visits

## Visits

Facebook visits ⓘ

186 ↑ 15.5%



## FACEBOOK PAGE VISITS

During the month of December, we increased our page and profile visits by 15.5%



www.districtheights.org



Page title and screen class	↓ Views	Users	Views per user	Average engagement time	Event count
	5,980 100% of total	1,760 100% of total	3.40 Avg 0%	0s	10,071 100% of total
1 District Heights, MD	1,185	656	1.81	0s	2,517
2 Police Department   District Heights, MD	322	213	1.51	0s	612
3 Search Results   District Heights, MD	204	109	1.87	0s	210
4 Departments   District Heights, MD	189	147	1.29	0s	439
5 Trash Collection   District Heights, MD	159	106	1.50	0s	347
6 Government Directory   District Heights, MD	145	89	1.63	0s	183
7 Job Opportunities   District Heights, MD	143	81	1.77	0s	199
8 User account   District Heights, MD	138	60	2.30	0s	191
9 License & Permit Fees   District Heights, MD	122	56	2.18	0s	202
10 Calendar   District Heights, MD	119	40	2.98	0s	144

## DEFINITIONS

- **Views-** The number of app screens or web pages your users saw. Repeated views of a single screen or page are counted. (screen\_view+ page\_view events).
- **Users-** The total number of active users.
- **Views per user-** The average number of mobile app screens or web pages viewed per user.
- **Average engagement time-** The average length of time that the app was in the foreground or the website had a focus in the browser.
- **Event count-** The number of times your users triggered an event.
- **Conversions-** The number of times your users triggered a conversion event.



# CODE ENFORCEMENT REPORT

## December 2023

### SECTION 413 - ABANDONED VEHICLES

Nov	Dec	
8	8	Vehicles identified as Abandoned, Unregistered, and Under Repair
8	7	15 Days stickers have been posted(Private Property)
0	0	Vehicles towed - <u>Citations Issued</u>
0	0	Vehicles removed by owners
1	0	Vehicles had new tags affixed
7	7	Correction date of next month
0	1	Requested Extension
<b>32</b>	<b>39</b>	<b>Total Notices</b> from Jan 2023

### SECTION 402 – VIOLATION OF HOUSING CODES

18	12	Notices posted to private homes for violations
5	7	Notices mailed to private homes reference city violations and notifications
3	4	Stop Work Orders issued
9	4	Building permit - posted/email
2	3	License applications received and processed

### MANDATORY INSPECTIONS

6314-A Marlboro Pike - Commercial - Initial  
 6908 Kipling Parkway - Rental - Initial  
 6112 Marlboro Pike - Commercial - Initial  
 2311 Roslyn Avenue - Rental - Initial  
 6027 Marlboro Pike - Commercial - Initial  
 6307 Elmhurst Street - Rental - Initial  
 6342 Marlboro Pike - Commercial - Initial  
 2210 Roslyn Avenue - Rental - Initial  
 6216 Marlboro Pike - Commercial - Initial  
 6723 Gateway Boulevard - Rental - Initial

**CODE ENFORCEMENT REPORT**  
**December 2023**

**REVENUE**

<b>PERMITS</b>	<b>AMOUNT</b>	<b>REVENUE</b>
Commercial License	1	\$ 235.00
Rental License	2	\$ 200.00
Building Permits	4	\$ 1,321.62
Alarms Permits	1	\$ 20.00
<b>Total</b>	<b>8</b>	<b>\$ 1,776.62</b>

**JOURNAL**

Performed construction inspection on building permits

Performed housing or commercial inspections requested by property owners or renters on vacant properties only

Violation concentrated on: Section 413 - Storage of Wrecked or Junked Vehicles

<b>POLICE DEPARTMENT</b>	<b>October</b>	<b>November</b>	<b>December</b>
<b>CALLS FOR SERVICE</b>			
<b>Total CFS Received</b>	<b>469</b>	<b>472</b>	<b>523</b>
HOMICIDE	0	1	0
SEXUAL ASSAULT	0	1	1
ROBBERY AND ATTEMPT	1	1	1
ASSAULT	1	2	3
BURGLARY	0	1	2
AUTO THEFTS	6	1	5
ATTEMPTED AUTO THEFTS	0	0	0
VANDALISM	1	1	3
THEFTS	4	1	2
DOMESTIC CFS	24	12	29
<b>TOTAL (MOST SERIOUS)</b>	<b>37</b>	<b>21</b>	<b>46</b>
<b>REPORTS WRITTEN</b>			
MOTOR VEHICLE ACCIDENTS	2	8	2
ACCIDENT HIT & RUN	1	4	4
IMPOUNDS	10	16	64
RECOVERED STOLEN AUTOS	1	1	0
MISSING PERSON	3	0	1
<b>TOTAL</b>	<b>17</b>	<b>29</b>	<b>71</b>
<b>ARREST</b>			
ADULTS	2	3	8
Summons in Lieu/Criminal Citation	0	0	0
J-2 / JUVENILES	0	0	0
Warrant Service	0	2	4
<b>TOTAL</b>	<b>2</b>	<b>5</b>	<b>12</b>
<b>TRAFFIC/PARKING ENFORCEMENT</b>			
<b>SPEED CAMERA CITATIONS ISSUED</b>	<b>3,347</b>	<b>2,787</b>	<b>4,041</b>
<b>MOVING VIOLATIONS ISSUED</b>	<b>69</b>	<b>169</b>	<b>714</b>
WARNINGS ISSUED	20	101	284
OTHER MOVING VIOLATIONS	33	52	102
RADAR/SPEEDING	0	0	0
STOP SIGNS	12	25	83
SEAT BELTS	0	0	0
EQUIPMENT REPAIR ORDER (ERO)	1	4	4
DUI/DWI - ALCOHOL	0	0	0
<b>PARKING CITATIONS/NOTICES</b>	<b>24</b>	<b>15</b>	<b>24</b>
<b>TOTAL Violations Issued</b>	<b>90</b>	<b>197</b>	<b>497</b>
<b>REVENUE</b>			
CRASH/INCIDENT REPORTS	\$50.00	\$0.00	\$10.00
PARKING CITATIONS	\$440.00	\$50.00	\$350.00
SPEED CAMERA CITATIONS	\$32,987.67	\$24,690.00	\$32,245.45
VEHICLE RELEASES	\$450.00	\$600.00	\$2,925.00
DONATION (PUBLIC SAFETY)	\$0.00	\$0.00	\$0.00
SURPLUS VEHICLE	\$3,000.00	\$0.00	\$0.00
<b>TOTAL</b>	<b>\$36,927.67</b>	<b>\$25,340.00</b>	<b>\$35,530.45</b>



# CITY OF DISTRICT HEIGHTS

2000 MARBURY DRIVE  
DISTRICT HEIGHTS, MARYLAND 20747-2399

TELEPHONE: (301) 336-1402

FAX: (301) 350-3660

*Mayor*  
Cynthia Miller

*Vice Mayor*  
Xander Harcourt

*Commissioner*  
Pamela Janifer

*Commissioner*  
Gyasi Gomez

*Commissioner*  
Anthony Tilghman

## **City of District Heights Department of Public Works Monthly Report**

Reporting Period: December 1<sup>st</sup> – December 31<sup>st</sup>

### **\*\*Highlights\*\***

1. In the "Monday.com" workflow application, we received 21 Work Order Requests from 11 residents, 4 General Government, 4 DPW Operations, and 1 DH Police Department. Out of these, 16 have been completed, 4 are in progress and awaiting WSSC and Pepco, and 1 is awaiting approval for the start date.
2. The ribbon-cutting ceremony for the official opening of District Heights City Playgrounds took place on December 6. The project was led by the Parks and Recreation department, with Jeffrey Taylor at the helm.
3. The DH Annual Tree Lighting Ceremony on December 8th was a success, thanks to the collaborative efforts of DPW, Parks & Recreation and First Baptist Church of District Heights.
4. DPW worked tirelessly to set up and break down for the DH Senior Christmas Party held on December 7-8 and the Kids Christmas Party on December 16th.
5. Leaf Collection experienced a brief pause from December 15-21 due to emergency maintenance and service. Services resumed on December 21, and despite the inconvenience, DPW worked through December 22nd-29th to complete Sections 1-4. Leaf Collection has now concluded.

### **\*\*Operations and Logistics\*\***

1. Winter Snow Removal:
  - Drafted official snow removal plan final will be completed January 15<sup>th</sup>
2. Community Cleanup Initiative:
  - Responded to various resident concerns related to the "Street Sweeper" and collaborated with the City Manager to minimize the impact on residents.
  - Gathered and properly disposed of waste materials, fostering a healthier community.
  - Cleaned and maintained pathways and communal spaces within the community.
3. Community Cleanup Initiative:
  - Addressed multiple resident concerns regarding the "Street Sweeper" and currently working in collaboration with the City Manager to develop a plan that minimizes the impact on residents. The draft of the plan is expected to be completed by January/February.
  - Collected and responsibly disposed of waste materials, contributing to the overall well-being of the community.
  - Cleaned and maintained pathways and communal spaces within the community.

4. Community Cleanup Initiative:
  - Addressed multiple resident concerns regarding the "Street Sweeper" and currently working in collaboration with the City Manager to develop a plan that minimizes the impact on residents. The draft of the plan is expected to be completed by January/February.
  - Collected and responsibly disposed of waste materials, contributing to the overall well-being of the community.
  - Cleaned and maintained pathways and communal spaces within the community.

**\*\*Upcoming Initiatives\*\***

1. Training: The UDEMY Training implementation plan has been crafted for a rollout in January/February. This plan strategically integrates diverse courses to improve employee skills and cultivate a dynamic learning culture within the organization. Training sessions will cover Project Management, Operations, Inclement Weather, HAZMAT, and Safety for Public Works staff.
2. Grant(s): *Prince Georges County Community Gardens Mini Grant*
  - Funds projects promoting food security through regenerative agriculture and sustainable gardening practices. It supports the creation and expansion of community gardens, emphasizing changes in land cover, growth of fresh produce, conversion to native plants, soil health improvement, community engagement, and overall community resilience. Due Date 8 weeks prior to project starts date.
3. The Bates Recycling and Trash Containers Replacement Plan is currently in progress, with dedicated efforts to secure pricing and explore potential options for resident rollout.
4. Infrastructure Improvement Projects in collaboration with the City Manager:
  - Developing a preliminary Street Sweeping Plan.
  - Assessing Basic Site Plans for the Annex (6114 Marlboro Pike, 2355 Scott Key Drive & Parcel 241); currently reviewing plans received from ADTEK.

This report underscores the commitment of the Department of Public Works to uphold and improve the residents' quality of life in the City of District Heights.

Submitted by:

*Lakeesha Washington*

**Lakeesha Washington, Deputy Director of Public Works**



# CITY OF DISTRICT HEIGHTS

## City Meeting

### Human Resources Monthly Report

#### January 4, 2024

Staff Contact: Nikki Pancho, Human Resources

**Summary:** Table 1 provides an overview of current Human Resources operations while table 2 describes important upcoming HR dates and deadlines. Table 3 outline current HR initiatives.

*Table 1. Monthly HR Overview*

Category	Metric
Current Number of Vacancies	5
Current Number of Positions in Recruitment	5

*Table 2. Upcoming Dates and Deadlines*

Event	Date
Annual Benefits Open Enrollment	
Annual Anti-Harassment Training - Supervisors	Completed 12/1/23 (via Paylocity)
Professional Development – Leadership Training	January 11, 2024
Annual Anti-Harassment Training – All Employees	Due February 5, 2024 (via Paylocity)
Administrative Staff Training (Office & Etiquette)	Due February 15, 2024 (via Udemy)
Administrative Staff Conversational Spanish Training	TBA

*Table 3. HR Initiatives*

Initiative	Anticipated Completion	Status
Departmental Review	March 12, 2024	In progress
Personnel Manual Review	June 30, 2024	In progress

*Table 1. Current Vacancies*

1. Police Officer 1
2. Police Officer 1
3. Corporal 1
4. Laborer (Landscaping)
5. Aging Activity and Volunteer Manager

*Table 2. Trainings*

We are excited to announce that the City is taking a proactive step towards enhancing our professional development process. To better serve our community and empower our workforce with the latest skills and knowledge, we are introducing an Annual Training Schedule that will be refreshed monthly.

This new scheduling approach aims to provide a comprehensive outlook on the training programs available throughout the year while allowing the flexibility to incorporate new learning opportunities and respond to emerging needs as they arise.

Key points of the new Annual Training Schedule:

**Monthly Updates:** The training schedule will be updated at the start of each month, ensuring that the content remains relevant and up to date with the latest industry standards and regulatory requirements.

**Forward Planning:** By laying out a yearly plan, employees will be able to schedule and plan their participation in training sessions well in advance, fostering better personal and departmental time management.

**Diverse Learning Opportunities:** The schedule will include a variety of training formats, such as workshops, webinars, and self-paced online courses, to cater to different learning preferences and schedules.

**Feedback Loop:** We will implement a feedback system where employees can suggest topics or changes to the training schedule, ensuring that it meets the evolving needs of our workforce and community.

#### *Table 3. HR Initiatives*

As part of our commitment to continuous improvement and organizational excellence, we want to provide you with an update on the current initiatives that are underway within our departments.

#### **Departmental Reviews:**

We are currently in the midst of our comprehensive departmental reviews. These reviews are crucial as they allow us to assess our workflows, identify areas for enhancement, and ensure alignment with our strategic objectives. We appreciate your cooperation and active participation in these reviews, as your insights and feedback are invaluable to this process.

#### **Personnel Manual Updates:**

Concurrently, we are working diligently to update our personnel manual. These updates are being made to reflect the latest in compliance standards, best practices in human resources, and to incorporate changes based on recent feedback and organizational developments.

**At Pepco, we are committed to delivering safe, reliable energy** to our customers and communities in Maryland. As part of that commitment, we will be upgrading a transmission line that runs between our Oak Grove and Talbert substations in Prince George’s County.

## Why It’s Important



**Provides continued reliability** for nearly 45,000 customers in the area.



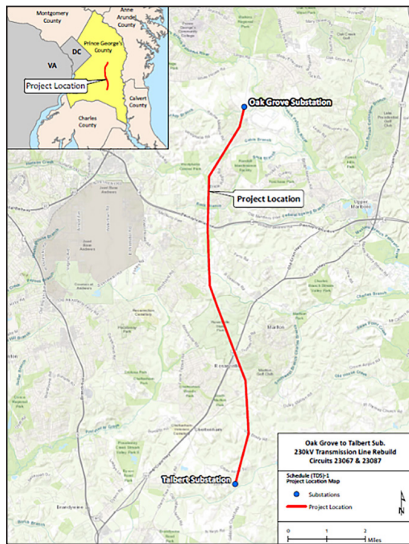
**Strengthens local energy infrastructure** against more extreme weather, like major storms and hurricanes.



**Modernizes critical infrastructure** in Prince George’s County, while helping to increase its resiliency and longevity.

## Project Timeline & Details

This work is expected to begin in the summer of 2024 and includes rebuilding 10.2 miles of critical transmission lines along our property in central Prince George’s County. The work will begin at our Oak Grove substation in Upper Marlboro and continue south along our property, crossing Rt. 4 and Rt. 301 and ending at our Talbert substation in Brandywine.



The project will replace the 62 aging lattice structures that hold the lines with stronger steel poles that are capable of withstanding more severe weather. The current lines and supporting infrastructure were built in 1968 and have served the area for more than 50 years. While well maintained, some equipment is approaching the end of its intended service life and needs to be modernized.

Transmission lines are an important part of the local energy grid as outages to this critical infrastructure can impact tens of thousands of customers. By carrying energy at high voltages, the transmission system can efficiently move large amounts of power over long



distances. When it reaches communities where it is needed, electricity from the transmission system is reduced to lower voltages at substations, before being delivered along the distribution system to homes and businesses.

## Safety

Safety is our top priority. While the majority of this work will be conducted on Pepco-owned property, we are coordinating with the Prince George’s County Department of Transportation to create traffic control plans to help ensure work is completed safely and to minimize disruption. Installation of the equipment may require lane closures and parking restrictions in some locations. Appropriate notice will be provided ahead of this work and signage will be used to direct traffic when needed.

## We Value Community Input

We are committed to keeping customers informed every step of the way through community outreach, updates on our website and social media channels, and more. If you have questions, please contact Tony Ruffin, Pepco external affairs manager, at [aruffin@pepco.com](mailto:aruffin@pepco.com).

## Enhancing Reliability Across Maryland

This project is part of our broader strategic effort to strengthen and modernize the energy grid in Maryland. This effort includes dozens of targeted projects in communities across Prince George’s and Montgomery counties to harden our critical energy infrastructure and build a climate ready grid that is more resilient to changing weather patterns. Visit [pepco.com/reliability](https://pepco.com/reliability) to learn more.





*District Heights*  
PLAYGROUND





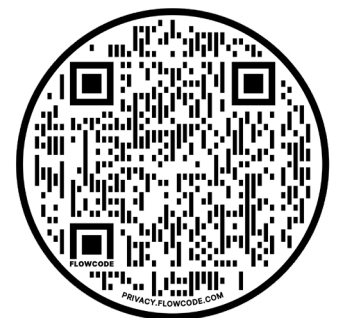
School Years  
2023 - 2024  
CTE.NEED.MERIT

# Scholarship Program for Linnel Driving School & Coalition for Public Safety Training in Schools, Inc. (CPSTS)

*"Prince George's County Public Schools is not sponsoring, endorsing, or recommending the activities announced in this flyer/material."*



*"Providing Pathways  
for Youth to Employment"*



**Scholarship Program Application For  
The Coalition for Public Safety Training in Schools, Inc. (CPSTS)**

**Scholarship Application Requirements**

FOR AN APPLICATION TO BE CONSIDERED, YOU MUST:

1. Be a **resident**, living in Prince George's County Maryland.
2. Be a member of a PGCPSS High School Junior or Senior ages 16 to 18 years.
3. Have a commitment from parents to ensure the student attends and participate in all sessions.
4. Must meet the eligibility requirements of
  - A)** Enrolled in a CTE Program with a 2.0+ GPA, **or**
  - B)** Qualify for the Free and Reduced Lunch program with a 2.0+ GPA **or**
  - C)** Have a 3.0+ GPA as of last marking period.
5. Free and Reduced Lunch program copy of the approval letter must be submitted.
6. Complete and sign the application.
7. Write a 250-word essay on this subject: **How will a driver's license help you to gain sustainable employment in your chosen course of study.**
8. Submit completed application and required documents, including signed Parental/Guardian Letter, most recent **Report Card [Transcripts will NOT be accepted]** to: info@cpsts.org by **February 28, 2024.**
9. Follow all instructions and use the Check List to ensure application is complete. Incomplete applications will disqualify the application.

**PLEASE NOTE:**

1. This application applies to **High School Juniors and Seniors.**
2. Return completed application by **February 28, 2024.**
3. **\*DO NOT** use school email address

**DEADLINE: Applications must be received by February 28, 2024.**

For further information, please contact:  
Mr. William Taylor at (240) 508-4203 or [info@cpsts.org](mailto:info@cpsts.org)  
Mr. Linwood Nelson at (301)996-2459 (cell)  
(301) 341-1700 (office)

**Scholarship Program Application For  
The Coalition for Public Safety Training in Schools, Inc. (CPSTS)**

**CHECK ONE:**    **CTE**    with a 2.0+ GPA    CTE Program Name \_\_\_\_\_  
                  **FARM**    with a 2.0+ GPA    3.0+ GPA

**SCHOLARSHIP APPLICATION** *(Please PRINT and answer all questions)*

School Name: \_\_\_\_\_ Grade: \_\_\_\_\_

Full Name: \_\_\_\_\_ D.O.B.: \_\_\_\_\_ Age: \_\_\_\_\_

Home Address: \_\_\_\_\_

City State & Zip; \_\_\_\_\_ Gender: \_\_\_\_\_ Race: \_\_\_\_\_

\*Applicant's Email: \_\_\_\_\_

**(A school email address is NOT to be used)**

Applicant's Cell Phone: \_\_\_\_\_

Applicant's Home Telephone Number: \_\_\_\_\_

PRINT Parent/Guardian's Name: \_\_\_\_\_

Parent Phone # and Email:

*(Home)*    Phone: \_\_\_\_\_

                  Email: \_\_\_\_\_

Parent Phone # and Email:

*(Work)*    Phone: \_\_\_\_\_

                  Email: \_\_\_\_\_

I agree that the use of an electronic signature shall be of the same legal effect, validity, or enforceability as a manually executed signature.

Parent/Guardian Signature: \_\_\_\_\_

**Scholarship Program Application For  
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**MANDATORY ESSAY QUESTION:** Write a 250 words essay, please answer the following question:

***How will a driver's license help you to gain sustainable employment in your chosen course of study?***

Essay **MUST** be typed below and include your **Full Name and Birthday (month/year)**

**Scholarship Program Application For  
The Coalition for Public Safety Training in Schools, Inc. (CPSTS)**

**Standard Operating Procedures and Policies**

1. All students are expected to arrive timely, prepared to take notes and participate in all classrooms (in person or virtual) and Behind the Wheel activities.
2. There will be respect between all students, parents/guardians, and all Linnel Driving School instructors and staff, everyone will be treated with kindness, respect, and a level of professionalism.
3. All classroom and cars are to be treated with appreciation and not to be damaged or vandalized. **If so, it will be the responsibility of the parent/guardian for reimbursement of any the damages.**
4. No profanity, horse playing, disrespect toward the instructor (or fellow classmates or disruptive classroom activities including, but not limited to spitting, cussing, yelling, inappropriate conversation, classroom cell phone use, abusive behavior entering and exiting of the classroom will NOT be tolerated and can be grounds for immediate removal from the program.
5. **Students who fail to attend two (2) classes** will be removed from the scholarship program and the scholarship withdrawn. The decision for student removal is left to the discretion of Linnel Driving School or the Coalition for Public Safety Training in Schools, Inc.
6. Students are required to notify the Coalition for Public Safety Training in Schools, Inc., or Linnel Driving School of a change of address prior to the completion of the 10-week course.
7. Students who pass the Final Exam (Week 10) **MUST** wait 45 days to contact Linnel Driving School to schedule Behind-the-Wheel evaluations.
8. All Behind-the-Wheel evaluations **MUST** be completed within 1 year from the date of the Final Exam where the grade scored was 80% or better.
9. Any negative issues will be addressed by the following process:  
**Step One:** Parent/Guardian, Student and Instructor telephone conference.  
**Step Two:** Mandatory Parent/Guardian classroom attendance to assist in minimizing disruptive behavior.  
**Step Three:** Student removal from program

**I agree that the use of an electronic signature shall be of the same legal effect, validity, or enforceability as a manually executed signature.**

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(Printed Parent/Guardian Name)

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(Signature of Parent/Guardian)

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(Date)



**Scholarship Program Application For  
The Coalition for Public Safety Training in Schools, Inc. (CPSTS)**

**Maryland Motor Vehicle Administration Requirements**

1. Maryland Motor Vehicle Administration (MVA) requires each student who drives the car to have a valid learner's permit. Also, all students must hold a valid learner's permit for nine months before taking the MVA Road Test to get his or her license. Students are required to obtain **60** hours of driving practice with a parent or mentor during the holding period.
2. Maryland Motor Vehicle Administration requires the parent's participation and involvement in training students in the car with practice.
3. Students are required to have at least **20** hours of Behind-the-Wheel practice with the parent or mentor before the **1<sup>st</sup>** Behind-the-Wheel **evaluation**.
4. Students are required to have at least **40** hours of Behind-the-Wheel practice with the parent or mentor before the **2<sup>nd</sup>** Behind-the-Wheel **evaluation**.
5. Students are required to have at least **60** hours of Behind-the-Wheel practice with the parent or guardian before the **3<sup>rd</sup>** Behind-the-Wheel **evaluation**.
6. Students participating in the virtual training are required to remain active on camera for the entire training period in order to receive lesson credit.
7. Students who successfully obtain a Maryland Driver's License are also eligible for a reimbursement of up to \$50 for the license fee. Contact CPSTS for Details.

**I agree that the use of an electronic signature shall be of the same legal effect, validity, or enforceability as a manually executed signature.**

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<b>Printed Student's Name</b>	<b>Student's Signature</b>	<b>Date</b>
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**I agree that the use of an electronic signature shall be of the same legal effect, validity, or enforceability as a manually executed signature.**

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<b>Printed Parent/Guardian Name</b>	<b>Parent/Guardian Signature</b>	<b>Date</b>
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**DOWNLOAD ADOBE READER FREE TO SUBMIT APPLICATION - <https://get.adobe.com/reader/>**

Scholarship Program Application For  
The Coalition for Public Safety Training in Schools, Inc. (CPSTS)

## STUDENT APPLICANT CHECKLIST

(This is to be kept for your records-please do not submit)

Important: Please use this checklist as your own level of accountability. Upon the submission of your scholarship application, and supporting documents you will receive a congratulatory email with your next step.

All applications & documents **MUST** be submitted electronically using the 'SUBMIT' button or emailed to info@CPSTS.org. Do not hand deliver applications or documents to any location.

	<b>Required Printed Parent/Guardian Name &amp; Contact Information</b>	Needed on pages 3, 5 and 6
	<b>Required Signed Parent/Guardian Signatures</b>	Needed on pages 3, 5, and 6
	<b>Report Card with GPA</b>	Must be from the most recent marking quarter with GPA
	<b>Free and Reduced Lunch Approval Letter</b>	If Free and Reduced Lunch eligibility claimed on page 3
	<b>CTE Program Name</b>	If CTE eligibility claimed on page 3
	<b>Printed and answered ALL questions</b>	Mandatory
	<b>250 - Word Essay</b>	Mandatory
	<b>Must return all 3 pages of Parental/Guardian Letter (Located on CPSTS Website)</b>	Mandatory
	<b>Required Signed Student Signature</b>	Needed on page 6

**Applicants will NOT be contacted for missing or omitted documents.  
Incomplete application packages will automatically disqualify the applicant.**