



Making  
Local  
Impact

**Human Services  
Year in Review**

# 2014

# What We Do

The **vision** of the Human Services Division is to strengthen the quality of life of Bloomington citizens by addressing relevant community issues through its expertise, resources and partnerships.

The Divisions' **mission** is to assure human services needs are met through the involvement of Bloomington residents.

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# Building Community

Working endlessly to provide exceptional services for our residents is an integral part of who we are in Human Services. Through community building and relationships with contract agencies, Human Services is able to tap into different resources available to ensure human services needs are being met.

Whether it's understanding the impact a warm meal can provide for individuals and families during a given week or in offering opportunities for residents to give back to the community they know and love. Leveraging partnerships and encouraging services to be brought to the local level is just part of the work we do in Human Services. Examples of our efforts in building community and making local impact can be seen throughout this year's annual report.

Fostering relationships with our partners and continually advocating for our residents is an important part of what we do. Human Services is more than connecting the dots, it's about building community, one we can all be proud to be a part of.

A handwritten signature in black ink that reads "Lorinda Pearson". The signature is written in a cursive, flowing style.

Lorinda Pearson, Manager  
Human Services Division



# Areas of Impact

**Creekside Facility** 1,095 rental meetings and 26,981 attendees

**Senior Programs** 60 programs, 14,300 participants

**Community Programs** 24 programs, 7,000 participants

**Contracts** 8 agencies were funded

**Citizen Support** 16,000 residents served

**Food/M meal Programs** 66,237 individuals benefited

**Volunteers** 350 volunteers, 30,419 total hours (an estimated \$740,000 value) - \$24.31/hour rate on [independentsector.org](http://independentsector.org)

**Americans with Disabilities Act** 23 service requests

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*Top 5 requested services:*

**#1 Food Programs**

**#2 Health/Wellness**

**#3 City Services**

**#4 Housing**

**#5 County/State Services**

# Citizen Focused

Relationships play a huge role in ensuring basic needs of Bloomington citizens are met. That's why community outreach is important not only to the Human Services Division, but to other organizations serving Bloomington as well. The winter clothing drive is an example of how working together can create a more proactive approach in meeting identified needs.

Social workers from the Bloomington Public Schools reached out to Human Services when they noticed children were arriving to school without adequate winter clothing items. Human Services responded by setting up a winter clothing drive in partnership with local faith communities and participating Bloomington public schools.

More than 1,000 items were collected for Pre-K - high school students. Collected items included winter boots, snow pants, coats, hats, mittens, scarves and socks. Four elementary schools are now hosting clothing closets and social workers at those sites distribute items to identified students.

Deirdra Yarbro, District Homeless Liaison said the winter clothing drive was more than she could have hoped for. "Human Services made it all possible. For being the first attempt at the community-wide winter clothing drive, it was a huge success." Human Services hopes to continue its efforts with another winter clothing drive for 2015.

## *Did you know?*

The Human Services Division works alongside Environmental Health, Public Health, the Police Department and Legal to problem solve on properties which require more City support. Shannon Rohr, Environmental Health Program Coordinator, said working together has allowed for a more collaborative approach to dealing with specific situations. Overall this has had a positive impact on residents in the community.

Generally, Human Services is referred during situations where an individual or family is faced with personal or financial constraints whether that is with putting food on the table or paying for a heat or electric bill. Rohr said Human Services brings compassion and empathy to residents during these types of situations, but it's the education and knowledge of services and programs available to particular situations that has really helped.

**The impact**  
**1,000 winter clothing**  
**items were collected**  
**for Bloomington Public**  
**School students.**



# Celebrating Diversity

## *Americans with Disabilities Act (ADA)*

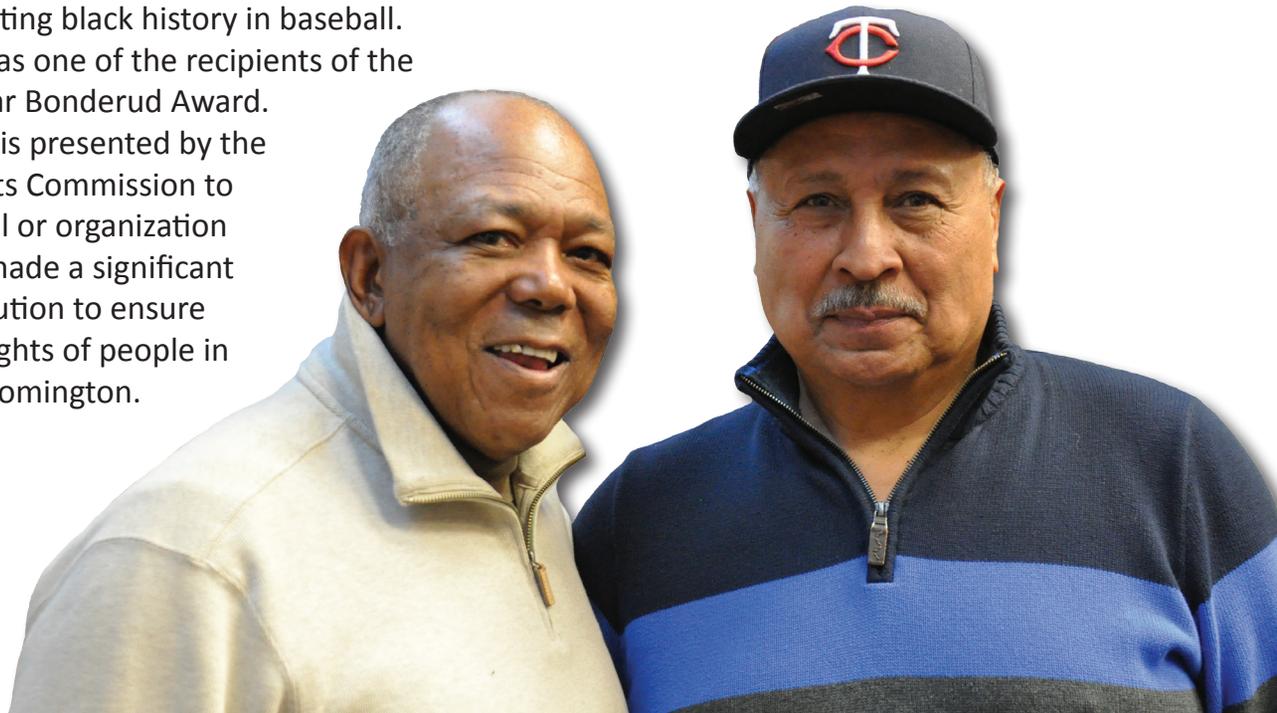
Staff within Human Services act as the City Council-appointed Americans with Disabilities Act (ADA) designee. The job responsibility is to address and advise on areas of facility and program accessibility. In addition, the ADA designee is responsible for handling ADA complaints and inquiries. The Division took 23 service requests in 2014.

## *Black Baseball in Minnesota*

Author and baseball historian, Frank M. White, shared the untold story of African American baseball players; individuals who were denied locally to flourish and play the game of baseball during Black History Month events and activities. White's research included Bloomington history which uncovered the Oxboro Hearth baseball team that played at Callan Meadow Field, which was located near what is now known as the "Old Cedar Bridge," on the south side of the Minnesota river. White was recognized for his leadership in Bloomington Human Rights Commission activities, which included celebrating black history in baseball.

White was one of the recipients of the 2014 Omar Bonderud Award.

This award is presented by the Human Rights Commission to an individual or organization that has made a significant contribution to ensure the rights of people in Bloomington.



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# Better With Age

The 2013 American Fact Finder U.S. Census shows 32.2% of Bloomington's population is age 55 and older. In order to best serve this population, Human Services has tailored its 50+ Program to be a way for older adults to continue to be part of the Bloomington community. Whether it's fitness or educational seminars, the 50+ Program allows for the introduction of new program ideas through the help of individuals looking to share their passion with others. Fitness classes such as Chair Yoga were introduced in 2014 and proved successful as participants continued to fill up the classes.



Although many programs take place at Creekside Community Center, the impact the 50+ Program has on participants and the Bloomington community stretches far beyond its walls. The Needleworkers group has more than 50 participants who meet Thursdays, 9 - 11:30 a.m. Dianne Riley, 50+ Leader of the Needleworkers, said the group donates items each year to local charities. In 2014, the Needleworkers donated 4,141 items which included mittens, hats, baby items and blankets.

# Life at Creekside

Creekside Community Center was purchased from the Bloomington School District in 1975. Life at Creekside has changed over the years, but the purpose has remained the same; to best serve Bloomington residents. Whether it's a room rental, programs and activities, or individuals and families coming for a warm meal, a lot goes on inside the facility. In 2014, an estimated 500 visitors per day passed through the halls of the community center, which amounts to 180,000 visitors annually.

Human Services provides the administration, staff, and capital improvements for the community center. 2014 brought in 1,095 rental meetings and 26,981 attendees. The Human Services Division took in approximately \$127,108 in revenue through rentals and contractual space, a 27 percent increase from 2013.



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## Volunteers

Human Services has a wonderful group of volunteers who donate their time with a number of programs and activities including the 50+ Program, Fare For All distribution, community events such as Kite Day, and other requests throughout a given year. In 2014, 350 volunteers donated 30,419 hours of their time, estimating to a total of \$740,000 (\$24.31/hour rate on independentsector.org).

# Stretching Food Dollars

For many Bloomington residents, having access to a variety of food programs locally not only allows for healthy food options but the ability to stretch food budgets. For low-income individuals and families, these programs allow for healthy choices to happen.

Partnering with organizations that offer quality food support such as VEAP, Loaves and Fishes, Optage Senior Dining, and Fare For All help bring these types of services to the community in order to continue meeting the needs of our residents.

Other programs include the Buyer's Club, which is a food mini-market featuring fresh produce, staples, dry baking goods, pasta and nuts and Share in the Feast which is a partnership between Human Services and local the faith community to provide a free Thanksgiving meal. Programs like these make it easy for individuals to be able to enjoy a holiday meal and smaller portion sizes for groceries.

**Out of the 66,237 individuals who have benefited from food programs:**

**35,193** Dinners served

**14,587** Lunches served

**13,250** Optage frozen meals

**1,725** Fare For All packages

**1,349** Buyer's Club sales

**133** Share in the Feast

## The **impact**

The number of Fare For All packages sold more than doubled compared to 2013.



# Community Rockstars

*Our go-to agencies that we rely on to help ensure citizens are served.*

## **Citizen Engagement**

Bloomington Sister City Organization

## **Food Programs**

The Food Group

- Fare For All

Goldstar Restaurant Services

Loaves and Fishes Too

Meals on Wheels \*

Optage

- Senior Dining
- Delivered Frozen Meals

## **Financial Services**

Hennepin County

- Financial Services
- Childcare Assistance
- Child Protection

Prepare + Prosper

## **Legal Assistance**

HOME Line \*

Conflict Resolution Center

## **Senior Programs**

AARP Minnesota

- Monthly Meetings
- Tax Assistance
  - Drivers Safety

Bloomington Senior Music Program

- Bloomingtones
- Creekside Crickets

Dakim, Inc.

Happy Feet

Let's GO Fishing

Martin Luther Care Center

- Creekside Adult Day Services

Senior Community Services \*

- Senior Outreach
- H.O.M.E. Program

Volunteers of America

- Senior Resources Retired Senior

Volunteer Program (RSVP)

- Bone Builders

## **Services & Program**

Bloomington School District 271

- Family Literacy Academy \*
- Metro South Adult Basic Education

Bridging, Inc. \*

Cornerstone \*

Community Services

Intervention Program

Oasis for Youth \*

Volunteers Enlisted to Assist People (VEAP) \*

## **Translator/Interpreter Services**

Garden and Associates

Language Line

## **Transportation**

Metropolitan Council – Metro Mobility

\*Request For Proposal (RFP) award agencies

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# Show Me The Money

General Fund Total



*Donations:*

In-kind - \$22,581.56  
Cash - \$10,758.80

## Combined Expenditure Distribution

Creekside Facility	27%
Senior Programs	16%
Community Programs	15%
Contracts	15%
Citizen Support	14%
Food/Meal Programs	6%
Volunteers	4%
Americans with Disabilities Act	3%

# Human Services Division

Civic Plaza

1800 West Old Shakopee Road

Bloomington, MN 55431

952-563-8733, TTY 952-563-8740

Creekside Community Center

9801 Penn Avenue South

Bloomington, MN 55431

952-563-4944, TTY 952-563-4933

[humanservices@BloomingtonMN.gov](mailto:humanservices@BloomingtonMN.gov)

The City of Bloomington complies with all applicable provisions of the Americans with Disabilities Act (ADA), Section 504 of the Rehabilitation Act of 1973, and does not discriminate on the basis of disability in the admission or access to, or treatment or employment in, its services, programs, or activities. Upon request, accommodation will be provided to allow individuals with disabilities to participate in all City of Bloomington services, programs and activities. The City has designated coordinators to facilitate compliance with the Americans with Disabilities Act of 1990 (ADA), and to coordinate compliance with Section 504 of the Rehabilitation Act of 1973 as mandated by the U.S. Department of Housing and Urban Development regulations. For information, contact the Human Services Division, City of Bloomington, 1800 West Old Shakopee Road, Bloomington, MN 55431-3027; (952)563-8733 (Voice); (952)563-8740(TTY). Upon request, this information can be available in Braille, large print, audio tape and/or electronic format.

**FIND US ONLINE!**  
[BloomingtonMN.gov](http://BloomingtonMN.gov)

