



CITY OF
BLOOMINGTON
MINNESOTA



Your *story* **matters.**



**Human Services
Year in Review 2013**

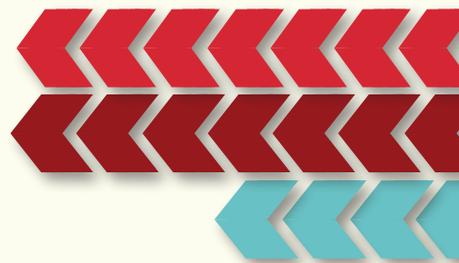


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Welcome!

Bloomington Human Services continues to work with its residents to meet their needs. Listening to people's stories is how we develop programs and services in the community.

The annual report tells its own story about the ways Human Services has worked locally to improve our community. A huge thank you to our residents, partners, volunteers and donors who have supported these efforts.

2013 was a year dedicated to listening to individuals and then making sure their voices were heard. We looked at ways in which people's stories made an impact on individuals and the community.



Lorinda Pearson, Manager
Human Services Division

Our mission is

to assure human services needs are met through the involvement of Bloomington residents and a network of organizations and agencies (contract agencies, faith communities, civic/community groups).

Facts & Figures

Citizen Support Services

8,652 citizens were helped

\$0.39
Net Monthly
Property Tax

Human Services supports families and children with low income, homeless, older adults, multicultural communities and individuals with disabilities. Human Services supports citizens to receive services from local organizations, faith and business communities. The Human Services Division teams with other City departments and divisions to prevent utility shut-offs, foreclosures and to address environmental and nuisance concerns. The largest requested areas of service for 2013 were city services, financial and tax, housing, emergency (clothing, household, auto) and county and state services.

Ways we serve our citizens:



Creekside Community Center

180,000 visitors annually

\$0.71
Net Monthly
Property Tax

This public facility is operated by the Human Services Division. The Division provides the administration, building attendants, maintenance staff and capital improvements for Creekside Community Center, located at 9801 Penn Avenue South. In 2013, the Human Services Division took in approximately \$100,000 in revenue through rentals and contractual space (a 20 percent increase from 2012).

Examples of rental groups include faith communities, veterans associations, homeowner associations, fraternal groups and support groups. The Bloomington Senior Program operates 5 days a week and 3 local and regional non-profit human services agencies lease space and provide services to residents. Creekside Community Center offers 24/7 rental availability, meeting room space, notary services, free Wi-Fi, a library and a place to gather and meet new friends. In 2013, there was an estimated 500 visitors per day, which amounts to 180,000 annually. This includes 1,251 rental meetings and 29,315 rental meeting attendees.



Community Programs

21 programs, 6,423 participants

\$0.39
Net Monthly
Property Tax

Human Services programs and events are developed in response to the changing demographics in Bloomington. Recent statistics indicate Bloomington's largest ethnic populations are Spanish, Somali and Vietnamese. In partnership with citizen groups, Human Services supported the planning and implementation of programs and events that celebrate Bloomington's diversity.

Examples of activities are Diversity Day, Older Americans Month activities and Veterans Day. Partners include Bloomington youth, the Bloomington School District, faith and business organizations, non-profits and the Bloomington Human Rights Commission.



Senior Programs

58 programs, 13,972 participants

\$0.42
Net Monthly
Property Tax

The 2012 Census shows 18.4% of Bloomington's population is age 65 and older. Human Services provides a unique opportunity for older adults in the community to participate in planning, developing and implementing their programs and services at Creekside Community Center. Those programs and services include, but are not limited to the woodshop, lapidary, ceramics, music, poetry, fitness and wellness, computer classes, brain fitness, cards and transportation. All of these activities keep Bloomington older adults happy, healthy and socially connected to their friends and neighbors. This allows older adults to continue living independently in their own homes and contributing back to their community.



Americans with Disabilities Act

25 service requests

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.

\$0.08
Net Monthly
Property Tax

RFP Contracts

In 2013, 7 agencies were funded

The Human Services Division distributes money to non-profit agencies which provide Bloomington residents access to social services. Providing funding to these agencies leverages additional services and dollars to meet the needs of Bloomington residents. Agencies are selected based on input of a City Council selected citizen committee and the following City departments and divisions: Human Services, Public Health, Police, Housing Redevelopment Authority, Environmental Health and Planning.

\$0.37
Net Monthly
Property Tax

\$0.13
Net Monthly
Property Tax

Volunteers

317 volunteers, 30,419 hours

317 volunteers provided time and talent to the City valued at an estimated \$739,486 (\$24.31/hour rate on independentsector.org). Volunteers donated their time with the Human Services Senior Dining Program, Fare For All food distribution, and at special events such as the Youth Leadership Retreat, Diversity Day, Kite Day and the Peace Run.



Lunch & Dinner Programs

15,258 lunches served, 34,211 dinners

The Human Services Division provides a weekday lunch program. Additionally, Human Services partners with Loaves and Fishes to provide a dinner program. These daily meals allow for individuals and families to stretch their food budgets. Many Bloomington citizens who attend food programs are low income and hold several jobs to make ends meet.

\$0.10
Net Monthly
Property Tax

Food Programs

698 Fare For All packages distributed,

1,401 Buyer's Club sales

4,050 Optage Heat and Eat Meals

\$0.04
Net Monthly
Property Tax

Human Services and citizen volunteers make available to the public the Fare For All program which allows for the purchasing and distribution of fresh fruits, vegetables and frozen meats.

The Buyer's Club food mini-market features fresh produce, staples, dry baking goods, pasta and nuts.

Frozen Heat and Eat Meals are available through Optage Senior Dining for purchase to those 60 and older who want to enjoy the freedom to dine when they want to.



2013 Highlights

Oasis for Youth

Oasis for Youth was founded in 2010 after resources and programs for homeless and at-risk youth in the suburbs became an identified need. Oak Grove Presbyterian Church supported the effort by opening their doors as the place for the organization to have their Drop-in Center.

50
percent from
Bloomington

In 2013, Oasis for Youth helped 189 homeless or at-risk youth. Nearly 50 percent of the youth who walk through the doors are from Bloomington.

Support and resources can range anywhere from case management and goal planning to food resources and referrals to shelter and housing programs. Human Services Division staff work with the staff at Oasis for Youth to connect Bloomington youth to resources.

The Human Services Division began funding Oasis for Youth in 2013 to provide coordination of services for homeless and at-risk youth and education to the larger community. President of the Oasis for Youth Board of Directors, Leslie Stiles said, “The community response has been a positive one.”



Stiles mentioned the amount of donations they receive has had an impact and every bit certainly helps.



Oasis for Youth is a place for youth to come to feel safe and connected. The most rewarding part of working with these youth is the fact that they want to come here and share their success stories with us, said Stiles.

Whether the youth have finished a homework assignment and handed it in on time or filled out and applied for healthcare assistance, each success is celebrated. Nikki Beasley, Interim Program Director for Oasis for Youth said it's the small successes these youth experience that are just as important as the big ones.



Bridging

Human Services contracts with Bridging to provide Bloomington residents with a service that focuses on supporting low-income individuals who are either in transition or are moving into their own housing. Individuals may be lacking furnishings because of homelessness, domestic abuse, recent immigration or refugee resettlement. Human Services provides assessments for Bloomington residents to qualify for furniture as a way to help meet this need.

- Each client that comes to Bridging receives 8-12 furniture pieces and 4-6 boxes of household goods.
- Human Services provided initial contract, assessment and follow-up for 97 individuals.
- The Human Services Division contracts with Bridging and funded 57 Bridging assessments.

"Bridging is a great program that cares about people and their needs. Human Services staff were helpful and knowledgeable about the program. Human Services connected us to Bridging and gave us the resources we needed."

-Jeffery and Lucinda Chandler

Dred Scott

Dred Scott Playfield was originally dedicated by the City of Bloomington in 1971, on the recommendation of the Bloomington Human Rights Commission and Bloomington Parks and Recreation. While many people are familiar with the park, few know the history behind Dred Scott. Human Rights Advocate, Frank White approached the City with the idea to rededicate the playfield with a plaque to give background on Dred Scott. "Because so many people are out there every sports season, it was a shame to think that a number of those people wouldn't have any idea who Dred Scott

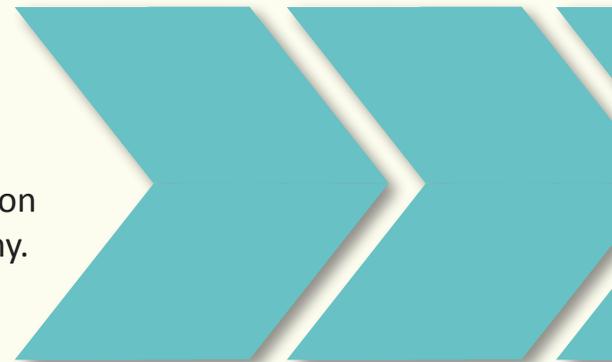


was," said White.



According to White, the idea to rededicate the playfield turned into so much more. "It meant a lot to me to pay honor to some people who maybe didn't get as much recognition as they should have,"

he said. On Wednesday, May 22, 2013 the Human Rights Commission celebrated the legacy of Dred and Harriet Scott at Bloomington Civic Plaza. Cosponsors for the event included the City of Bloomington Parks and Recreation Division, U.S. District Court – District of Minnesota, the Federal Bar Association Minnesota Chapter, Donaldson Company and the Toro Company. There were more than 300 people in attendance at this event which included remarks by Lynne Jackson, great-great granddaughter of Dred and Harriet Scott, proclamation reading by Mayor Gene Winstead and a historical reenactment.





The City of Bloomington installed four interpretative plaques at Dred Scott Playfield. “No matter which place you walk in the Dred Scott Playfield, you have a chance to be reminded of a significant piece of not only U.S. history, but Minnesota history and Bloomington’s history as well. And that’s something to be proud of,” said White.

Scott was brought as a slave to Minnesota’s Fort Snelling in the 1830’s by his owner, a U.S. Army doctor. During that time he married another slave, Harriet. They lived in this free territory but then later relocated to St. Louis, Missouri. Scott believed that having lived in a free state, he and his wife should be free citizens and brought their case to the U.S. Supreme Court. Their petition to be freed was denied. It is believed by many that this was a catalyst to the Civil War, and later to the U.S. Constitution’s 13th, 14th and 15th amendments.

Information and referral

Storm Cleanup



Photo taken by Pastor Mike Olmstead from Evergreen Church.

The Human Services Division received and responded to more than 50 phone calls and emails in a two day period after the August 6th storm. Because the storm did not meet the criteria for a City storm emergency pick up, the City provided a short-term debris drop-off site for Bloomington residents.

With continued requests for debris removal coming from seniors and people with disabilities, Human Services took action and worked with faith communities, non-profits and businesses to provide manpower and financial resources to assist older adults, low-income individuals

or families and people with disabilities with the cleanup process. Human Services contacted Evergreen Church, which was one of five congregations that volunteered their time with CityServe. CityServe is an event that looks for projects that have been identified as needs in Bloomington. Projects can be for an elderly neighbor, a single parent, or a non-profit or a park that needs attention.

CityServe held their event Sunday, August 25, 2013 to take care of projects that had been identified in the community. As a result of the storm, two projects had been identified. Pastor Mike Olmstead from Evergreen Church said CityServe had 20-30 volunteers helping with the two main projects to clear debris for elderly residents. A third project was also identified the day of the event, as CityServe volunteers were driving; they stopped to help elderly individuals clear the debris from their property.

50
calls and
emails

Creekside Community Center

Senior Program

Coffee Talk events have proven to be a way for the Human Services Division to present current and relevant topics to the community.



Healthcare is a relevant topic for many individuals, especially with the new healthcare law. Individuals inquired about MNSure and how the new healthcare law would affect them. An insurance company representative presented on the topic and discussed the penalties, tax and required insurance.

20
sessions

Another related topic was Medicare updates and the open enrollment process. A representative and licensed agent from an insurance company discussed what changes to expect for 2014, the difference between open enrollment, disenrollment and special enrollment, the supplement vs. advantage plans and what is covered by Medicare for long term care and home health care. Whether it is a topic that will have an impact on residents or may just be of interest, the Coffee Talk events have been instrumental in getting information out to individuals.

422
participants
(duplicated)

Little Free Library

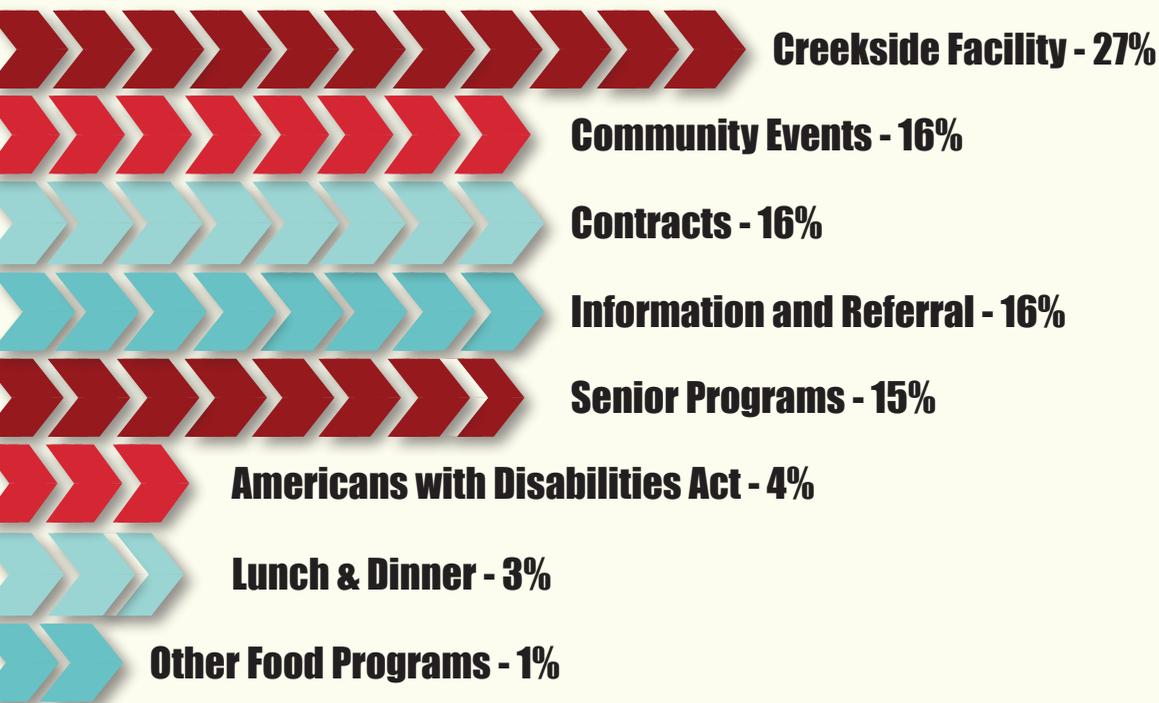
Installed and dedicated in 2013, Creekside Community Center's Little Free Library was built by Senior Leader Lenn Lacher and painted by his wife Mary. It was dedicated on Saturday, June 15, 2013 at the Creekside Open House. This Little Free Library is one of an estimated 15,000 registered Little Free Libraries in the world. This unique program started in 2009 and continues to grow one library at a time! Stop by Creekside and share your favorite stories. Take a book, leave a book. Donations for books are always accepted, especially children's books.



Budget



Combined expenditure distribution:



Donations:

In-kind:
\$28,075.06
Cash:
\$4,205.17

Contract Organizations

Citizen Engagement

Bloomington Sister City Organization

Bloomington United for Youth

Food Programs

Emergency Foodshelf Network

Fare For All

Goldstar Restaurant Services

Loaves and Fishes Too

Meals on Wheels *

Optage

Senior Dining

Delivered Frozen Meals

Financial Services

AccountAbility Minnesota

Hennepin County

Financial Services

Childcare Assistance

Child Protection

Legal Assistance

HOME Line *

Conflict Resolution Center

Senior Programs

AARP Minnesota

Monthly Meetings

Tax Assistance

Drivers Safety

Bloomington Senior Music Program

Bloomingtones

Creekside Crickets

Happy Feet

Martin Luther Care Center

Creekside Adult Day Services

Senior Community Services

Senior Outreach *

H.O.M.E. Program *

UCare Enhance Fitness

Volunteers of America

Senior Resources Retired Senior

Volunteer Program (RSVP)

Bone Builders

Services & Programs

Bloomington School District 271

Family Literacy Academy *

Metro South Adult Basic Education

Bridging, Inc. *

Cornerstone

Community Services *

Intervention Program *

Free Phone MN

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

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

FIND US ONLINE!

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.

7/2014