

TO: James L. App, City Manager
FROM: Julie Dahlen, Director, Library and Recreation Services
SUBJECT: Senior Volunteer Services Financial Report for Senior Center Operations
DATE: December 17, 2013

Needs: For the City Council to receive and file the annual Senior Volunteer Services (SVS) Financial Report, reflecting operations at the Senior Center from August 2012 through September 2013.

Facts:

1. The City of Paso Robles owns a Senior Center facility at 270 Scott Street.
2. Resolution #12-087 authorized the outsourcing of Senior Center operations to SVS, starting fiscal year, 2012-2013.
3. Per an administrative services agreement with the City, SVS is required to submit an annual financial report of its operations at the Senior Center.
4. SVS provided a financial report to the City on 9/29/13, reflecting operations at the Senior Center from August 2012 through September 2013.

Analysis and

Conclusion: As required by an administrative services agreement, SVS submitted a financial report of its operations at the Paso Robles Senior Center from August 2012 through September 2013. The attached documents are made available for public review.

Fiscal

Impact: \$3,200 per month, funded from the Recovery Priority part-time staff appropriation and \$15,000 to \$17,000 annually lost annual revenue from Senior Center dues. In subsequent years, a financial benefit will accrue as historic City-funded staffing and operating costs such as supplies, janitorial costs and office equipment replacement are assumed by SVS.

Projected Savings, 1st Year:

- \$110,400 annually -- no need to rehire a full-time coordinator
- \$17,000 annually -- supplies/programming

Estimated Savings, Subsequent Years:

- At least \$3,200 annually -- equipment replacement.
- Up to \$15,000 annually -- utilities.
- Reduced Public Works staff support.
- Reduced risk management liability.

Options:

- a. Receive and file.
- b. Amend, modify, or reject the above options.

Attachments:

- SVS financial report dated September 29, 2013.
- Resolution #12-087, authorizing outsourcing with SVS



Senior Volunteer Services



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September 29, 2013

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Dear Julie:

Attached you will find my report as promised. As an overview to the financials I'd also like to talk a bit about the milestones passed and improvements made during the past year at the Senior Center. When Senior Volunteer Services (SVS) began the partnership with the City we promised to conduct operations in the best interest of the City, the Senior Center, its members, volunteers and program presenters. I believe we have fulfilled that promise and made improvements along the way. As I highlighted for the Senior Citizen Advisory Committee, after we began the contract year on 9/1/12, we have:

- Assured continuous staffing at the Center from 8 a.m. to 5 p.m., Monday through Friday. Smooth transition from all City staff to SVS staff augmenting City staff was accomplished on a timely basis. Immediate replacement of first Coordinator (Sandy), when she resigned to accept another position. Staffing was never compromised.
- Instituted regular meeting with our Senior Center volunteers to gain their feedback and suggestions for ways to improve the standing of the Center in the community.
- Installed a Suggestion Box in the lobby to solicit comments not only from staff, volunteers and members but other visitors to the Center as well.
- Enrolled 129 new members during the year.
- Instructed Center volunteers in use of the DeFibrillator Unit.
- Partnered with Senior Nutrition to host multiple theme-centered programs to the delight of the participants and audiences.
- Managed Senior Center BBQ honoring Paso Robles Senior Volunteer of the Year as a break-even event.
- Improved the appearance of the Center – inside and out; asked that flowering fruit trees be removed for safety. Saved the City further cost as the trees' root systems were encroaching on the sidewalk.
- Attracted donations (both in-kind and monetary) specific for improvement of the Center and/or programs. The SVS 501©3 is attractive to donors.

- Rescheduled programs to accommodate instructors and provide room for program expansion/addition. Most recent program addition is **2 O'Clock Jump** – in response to requests from a number of seniors who were traveling to Morro Bay to participate in a dance class. First offering attracted 12 members and we know this will be a popular program because people can just come to listen and tap their feet or get up and dance. This provides another great opportunity for socialization.
- Produced and distributed issues of bi-monthly Boomer and Senior Newsletters timely and full of interesting information for our members. Suggested greater coverage of our Center programs beyond just a "line item", and toward that end introduced the Mah-Jongg group to the entire membership via a short article and pictures. Their numbers show a marked increase.
- Enhanced exposure and recognition for the Center, its members and other senior members of the community via prompt replacement of the monthly columnist for the Senior News for the Paso Robles Press. When LuLu Bennett moved to Colorado, Marty Durrett volunteered as the new Senior Columnist and has already written three columns for the paper.
- Followed the mantra – "The greater good for the greater number of people," which our Coordinator, Robin quotes frequently and practices daily. She is continuously seeking ways to improve the Center and all it has to offer the seniors of our community. Robin's acceptance by the membership is readily evident. She sends them a clear message of their importance to her by prompt follow-up to any requests or issues needing her attention. Knowing the members by first name is her gift to them.
- Offered multiple opportunities for safe travel as requested by and important to the seniors, with bus pick-up right here at the Senior Center.
- Expanded opportunities for volunteer assignments within the community e.g., the City, CHP, etc.

I could go on and on but know you already have a full appreciation of our successful first year. I'm looking forward to a continuing partnership where we all benefit.

Let me know if you have any questions. Otherwise, onward and forward!

Yours in service,



Marie Brinkmeyer
Executive Director
Senior Volunteer Services

Encl.

SENIOR VOLUNTEER SERVICES

Report to City of El Paso de Robles Pursuant to Article 1.06 of Administrative Services Agreement
Period September 1, 2012 through August 31, 2013

REVENUES

Administrative Fee from City of El Paso de Robles	\$ 38,400
Membership Fees	\$ 7,003
Newsletter Advertising Revenue	\$ 2,940
Facility Rentals	\$ 660
Coffee Sales	\$ 579
BBQ Ticket Sales	\$ 58
	<u>\$ 49,640</u>

DONATIONS RESTRICTED FOR SENIOR CENTER \$ 3,727

IN-KIND CONTRIBUTIONS (GAMES) \$ 162

COSTS AND EXPENSES FOR PROVISION OF SERVICES

Salaries/Wages	Note 1	\$ 24,220
Payroll Taxes		\$ 2,447
Coffee Service/Supplies		\$ 4,095
Office Supplies		\$ 1,117
Newsletter Paper/Postage		\$ 1,269
Program Supplies		\$ 809
Computer Software/Web		\$ 411
Recruiting Expense		\$ 315
Dues and Subscriptions		\$ 248
Bookkeeping		\$ 140
Advertising/Promotion		\$ 117
Staff Training		\$ 90
Mileage		\$ 83
Criminal Background Checks		\$ 50
Equipment		\$ 40
Other Miscellaneous		\$ 35
Total		<u>\$ 35,486</u>

Note 1 - Relates to on-site Coordinator and part-time staff. Does not include allocation of costs for 160 hours spent on site by SVS Administrator

Source - SVS Accounting Records for Senior Center Program

RESOLUTION NO. 12-087

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF PASO ROBLES
TO OUTSOURCE SENIOR CENTER STAFFING AND PROGRAMMING
TO SENIOR VOLUNTEER SERVICES

WHEREAS, the City of Paso Robles currently owns and operates a Senior Center at 270 Scott Street; and

WHEREAS, historically, the Senior Center has been staffed with one full-time Recreation Coordinator, one half-time Recreation Staff Assistant (funded by the Senior Endowment Fund) and support from Public Works staff for room set ups and occasional janitorial service; and

WHEREAS, due to the recession, staffing levels for LRS and Public Works have been significantly reduced; Senior Center staffing is operating without a full-time Recreation Coordinator; and

WHEREAS, at the March 24, 2012 Recovery Workshop, City Council unanimously directed staff to explore contract service opportunities with Senior Volunteer Services to address short-term staffing needs. Additionally, Council approved a \$60,000 annual increase in expenditures for part-time LRS staff support, a portion of which may be allocated to contracting with Senior Volunteer Services; and

WHEREAS, Senior Volunteer Services has submitted a viable proposal for taking over staffing and programming of the Senior Center; and

WHEREAS, the Paso Robles Senior Advisory Committee voted unanimously at its May 8, 2012 meeting to endorse outsourcing Senior Center staffing and programming to Senior Volunteer Services and to continue to support a half-time staff assistant with the Senior Endowment fund; and

WHEREAS, while the City will experience a small cost increase in the short term (funded from the Recovery priority part-time staff appropriation), ultimately, a financial benefit will accrue as historic City-funded staffing and operating costs (such as supplies, janitorial costs, office equipment replacement, etc.) are assumed by Senior Volunteer Services.

THEREFORE BE IT HEREBY RESOLVED by the City Council of the City of El Paso de Robles to outsource Senior Center staffing and programming to Senior Volunteer Services at a cost of \$3,200.00 per month funded from recently allocated recovery funding.


ADOPTED by the City Council of the City of El Paso de Robles at a regular meeting of said Council held on the 5th day of June, 2012, by the following vote:

AYES: Steinbeck, Strong, Gilman, Hamon, Picanco

NOES:

ABSTAIN:

ABSENT:


Duane Picanco, Mayor

ATTEST:


Caryn Jackson, Deputy City Clerk