



The Lifeline

“The time comes when silence is betrayal.”
— Dr. Martin Luther King Jr., April 4, 1967

Official Newsletter of Fulton County Commissioner Emma I. Darnell

Winter 2015



Commissioner’s Corner

The Bottom Line: Another Look

In government, it is necessary that we spend considerable time and energy on issues related to *resources*. How do we develop the resources needed to meet our responsibility to “protect the health and safety of the people?” How do we collect relevant evidence needed to support the *allocation* and distribution of resources? What can be considered the relevant *facts* or *opinions*? What systems are most cost-effective in the delivery of services? The Strategic Plan (page 3), 2010 Census data (page 2) and Service Impact data (page 3) are among the internal and external sources of objective evidence used by the BOC to resolve “resources” questions.

Further, it is largely because of the importance of *resources* that an “organizational assessment” of Fulton government is now in progress with the technical assistance (pro bono) of the KPMG organization (see page 2). However, even as we focus upon resources, we also know and understand from the evidence that Alvin Toffler was right: “It is no longer true that *resources* limit *decisions*. This is an age,” he said, “when *decisions* MAKE the resources.”

Further, the evidence also indicates that not all *important* decisions facing the nation (and this community) fall within considerations of the “bottom-line.” Dr. King said, “We will live together as brothers or we will perish together as fools.” It is a question of decisions – not resources. It is a question not so much about *who* we are or even what we *possess*. Rather, the question is *what* we are – what we believe – what we stand for.

It is clear the people of Fulton County have made a decision. It is to move forward and create something “higher and better” for our children and grandchildren. From Alpharetta to Palmetto, from Milton to College Park, from Cascade Road to Burdett Road.

Emma I. Darnell, Commissioner, District 6
Fulton County Board of Commissioners

BOC to Review 2015 Tentative Budget

Deep Cuts Recommended for Countywide Services; Millage Rate Increase for South Fulton Tax District

The Budget Commission submitted a “Tentative Budget” to the Board of Commissioners on December 17 that calls for major cuts in appropriations to departments providing direct (county-wide) services to the County’s most vulnerable populations - including the departments of Health and Human Services and Housing and Community Development. FRESH grants targeting low-income children were cut by 50%, Human Services grants including grants supporting senior adults, homeless persons and persons with developmental disabilities were also cut by 44%. The Budget Commission, created by Resolution of the Board of Commissioners in 1953, has also recommended a .55 millage rate increase for the South Fulton Tax District Fund in addition to a 10% fee of \$4 million dollars for General Fund administrative and operational support.

Other highlights of the FY2015 Budget included a 4 percent COLA increase for employees and the partial implementation of a pay and salary classification plan estimated at \$8 million. Called the “Archer Study,” the pay plan was removed from the Tentative Budget by majority vote of the BOC at the December 17 Meeting.

The final Public Hearing for the FY2015 Budget will be held on January 7, Assembly Hall, Government Center, 141 Pryor Street at 10 a.m.

INSIDE THIS ISSUE:

- Fulton County Senior Income Information . . . 2**
- KPMG to Review County Government 2**
- Grady Hospital Customer Service Survey 2**
- Fulton County Mission & Vision 2**
- Office of Aging Proposed Enhancements 3**
- District 6 Services Directory 4**

Grady Health System Quality of Care “Customer Satisfaction Report”

Q3 2013 through Q1 2014

Each quarter Grady Hospital submits the results from a third-party agent (Press-Ganey) that contacts patients after discharge to assess customer satisfaction. Results are sent directly from patients to a program within the Center for Medicare/Medicaid Services known as the Hospital Consumer Assessment of Healthcare Providers and Systems for analysis.

The table below shows data for Q3 2013 through Q1 2014.

Customer Service/Satisfaction Measure	Benchmark	Q3 2013	Q4 2013 to Q3 2014	Target Met
Patients reporting that doctors always communicated well	85	82	not reported	unknown
Patients reporting that staff explained medicines before administering them	85	63	not reported	unknown
Patients reporting that rooms and bathrooms were always clean	85	66	not reported	unknown
Patients reporting they were given instructions about what to do while recovering at home	85	82	not reported	unknown
Patients reporting that they would recommend Grady to others requiring medical care	85	71	not reported	unknown

KPMG to Conduct Organizational Assessment

A pro bono operational assessment of key County functions by KPMG is now in progress. Conducted by KPMG, it is anticipated that the organizational assessment of Fulton County government will not only measure current performance but create a “culture of continuous improvement.” The proposed objectives include cost reduction and service improvement.

20% of Fulton Seniors at Federal Poverty Level

Fulton County Household Income Past 12 Months*

	Population Estimate	% of Population
Householders Age 65 & Over	64,311	100%
Income less than \$10,000	6,019	9%
Income less than \$14,999	6,276	10%
Income less than \$19,999	6,602	10%
Income less than \$24,999	6,602	10%
Persons with income \$24,999 or less	22,092	34%
Income more than \$25,000	42,219	66%

* 2013 inflation-adjusted dollars). All data retrieved from U.S. Census Bureau/American Factfinder, subject to its disclaimers to accuracy and margins of error



Fulton County Strategic Plan 2012-2014

OUR VISION & MISSION

VISION

To become an organization that simultaneously delivers quality programs, services, outstanding customer value, and sound financial performance.

MISSION

To cultivate safe, healthy, livable communities through the delivery of quality services.

OPERATING VALUES

- Prevention & Proactivity
- Fiscal Responsibility
- Service Excellence
- Equity
- Ethics
- Respect

DIRECT SERVICES

- Health & Human Services
- Community Services
- Justice System

SUPPORT SERVICES

- Finance
- Information Technology
- General Services
- Personnel
- Purchasing
- Office of the County Manager

Office Of Aging 2015 Proposed Enhancements: FY 2015 Budget Hearing

FUND 100 ENHANCEMENTS: PROGRAMS

Requested	Enhancement Requested	Approved	Denied	Impact of Original Enhancement Request
Contracted Services				
Home Delivered Meals	\$208,552	x		Increase service capacity to address waitlist and 2015 projections. Enhancement will allow for an additional 48,116 meals to be provided, serving and additional 307 people.
Congregate Dining/Senior Centers	\$112,298		x	Increase service capacity to address waitlist and 2015 projections. Enhancement will allow for an additional 25,909 meals to be provided, serving an additional 165 people.
In-Home Services	\$192,631		x	Increase service capacity to address waitlist and 2015 projections. Enhancement will allow for an additional 10,138 hours of service (homemaker, personal care and respite).
Home Repair	\$100,000		x	Increase service capacity to provide home repair/ modification services to 50 seniors currently on the waitlist.
Transportation Services				
Senior Transportation	\$408,304		x	Increase service capacity to address waitlist. Enhancement will provide services to 614 seniors currently on the waitlist.
Multipurpose Facilities				
Programs and Meals	\$293,000		x	Enhance programming, provide support for expanded hours, and continue with meal services.
Capital Improvements	\$275,000	x		Replace small equipment items, purchase emergency kits, and repair/ replace large items (walk in cooler, carpet, and bathroom fixtures etc.).
Other - Adult Day Program	\$200,000	x		Replace old furniture that has become stained, soiled, faded and damaged. New furniture will included features that assist with transfers and have increased durability (non-porous material).
Other				
Congregate Dining/Senior Centers	\$742,000		x	\$650,000 to purchase/ \$92,000 to lease a building for the Bethlehem Senior Center.
Congregate Dining/Senior Centers	\$20,000	x		\$20,000 will be used to purchase kitchen and fitness equipment for the Neighborhood Senior Centers.
	TOTAL \$2,551,785	\$703,552	\$1,848,233	\$703, 552 in enhancements approved; \$1,848,233 in enhancements denied.

FUND 100 ENHANCEMENTS: PERSONNEL

(3) Temp-to-Perm Vocation Education	\$170,541		x	Enhance art programming at the Senior Multipurpose Facilities.
(2) Temp-to-Perm Administrative	\$78,522		x	Increase administrative support at the Senior Multipurpose Facilities. Aides A12
(1) New Position- Administrative	\$31,131		x	Increase administrative support at the Senior Multipurpose Facilities. Aide A12
(3) Part time Temporary Positions	\$78,541		x	Enhance programming at the Senior Multipurpose Facilities. (29 hours)
(1) New Position- Human Services	\$77,432		x	Establish a Health and Fitness Coordinator position at the HJC Bowden Program Coordinator C42 Facility to enhance programming.
	TOTAL \$436,167	\$0	\$436,167	\$0 in personnel enhancements approved; \$436,167 in enhancements denied.

The Lifeline

Commissioner Emma I. Darnell
Fulton County Board of Commissioners



(404) 612-8222



www.emmadarnell.com



www.facebook.com/themighty6



emma.darnell@fultoncountyga.gov



141 Pryor St. Suite 10023
Atlanta, Georgia 30303



Join our E-Mail/Mailing List by
visiting www.emmadarnell.com

DISTRICT 6 SERVICES DIRECTORY

Office of Commissioner Emma I. Darnell

Fulton County Government Center

141 Pryor Street, S.W. Suite 10023

Atlanta, Georgia 30303

(404) 612-8222

emma.darnell@fultoncountyga.gov

Corey Adams, Chief of Staff

(404) 612-7164, corey.adams@fultoncountyga.gov

Fulton Industrial

Boulevard (FIB) Office

5440 Fulton Industrial Blvd

Atlanta, Georgia 30336

COUNTY SERVICES

Children and Young Adult Services 404-612-3726

Health Services 404-612-1211

Neighborhood Centers

• West Fulton Behavioral Health Center..... 404-691-9627
475 Fairburn Road, SW, Atlanta, GA 30331

• College Park Regional Health Center 404-765-4155
1920 John Wesley Avenue, College Park, GA 30337

• Adamsville Regional Health Center 404-613-4215
3700 Martin Luther King Jr. Drive, SW Atlanta, GA 30331

Other Health Services

• Behavioral (Mental) Health..... 404-613-3675
• Developmental Disabilities 404-613-3675

Library, Arts and Culture

• Auburn Avenue Research Library, 101 Auburn Ave. NE 404-730-2130

• Aviation Community Cultural Center,
3900 Aviation Circle, NW 404-612-8600

• Central Library HQ, One Margaret Mitchell Square..... 404-730-1700

• College Park Library, 3647 Main Street 404-762-4060

• Fairburn Library, 60 Valley View Drive 770-306-3138

• Hapeville Library, 525 King Arnold Street 404-762-4065

• Palmetto Library, 9111 Cascade Palmetto Highway 404-613-4075

• South Fulton Library, 4055 Flat Shoals Road, 770-306-3092

• Southwest Arts Center, 915 New Hope Road..... 404-613-3220

• Southwest Library, 3665 Cascade Road SW 404-699-6363

• South Fulton Arts Center, 4645 Butner Road 404-612-3087

Juvenile Court 404-612-4401

Senior Services 404-613-6000

• Camp Truitt Senior Center 404-762-4802

4320 Herschel Road, College Park 30337

• Hapeville Senior Center 404-762-3660

527 King Arnold Street, Hapeville 30354

• New Beginnings Senior Center..... 404-612-8984

66 Brooks Street, Fairburn 30296

• Palmetto Senior Center 770-463-4990

510 Turner Avenue Palmetto 30268

• Quality Living Services Senior Center 404-699-1686

4001 Danforth Road Southwest, Atlanta 30331

Multipurpose Facilities

• Harriett G. Darnell Senior Multipurpose Facility..... 404-699-8580
677 Fairburn Road, Atlanta 30331

• H.J.C. Bowden Senior Multipurpose Facility..... 404-762-4821

2885 Church Street, East Point 30344

Municipal Services (unincorporated south Fulton County)

Economic Development..... 404-612-1021

Fire Rescue..... 404-612-5700

Parks and Recreation 404-612-4058

Police..... 404-612-3001

Zoning 404-612-7800

Public Works 404-612-7400

Transportation 404-612-0520

Code Enforcement 404-612-TELL(8355)

COUNTY AGENCIES *Funded but not Operated by Fulton County*

Courts..... 404-613-5313

Grady Health System

• East Point Clinic 404-616-2886
1595 West Cleveland Avenue, East Point 30344

Board of Tax Assessors 404-612-6440

5600 Stonewall Tell Road, Room 224, College Park, GA 30049

Tax Commissioner 404-613-6100

5600 Stonewall Tell Road, Room 224, College Park, GA 30049

Registration and Elections..... 404-612-7020