

# 2011 Annual Awards Program

## Program Excellence Awards Nomination Form

## Deadline for Nominations: March 11, 2011

Complete this form (sections 1 and 2) and submit with your descriptive narrative.

### SECTION 1: Information About the Nominated Program

Program Excellence Award Category *(select only one)*:

X[ ]  Community Health and Safety

[ ]  Community Partnership

[ ]  Community Sustainability

[ ]  Strategic Leadership and Governance

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| --- | --- |
| Name of program being nominated: | Healthy Living Program |
| Jurisdiction(s) where program originated: | Tamarac, Florida |
| Jurisdiction population(s): | 59,151 |
| Please indicate the month and year in which the program you are nominating was fully implemented. (Note: All Program Excellence Award nominations must have been fully implemented by or before January 31, 2010, to be eligible. The start date should not include the initial planning phase.) |
| Month: | November | Year: | 2009 |
| Name(s) and title(s) of individual(s) who should receive recognition for this award at the ICMA Annual Conference in Milwaukee, Wisconsin, September 2011. (Each individual listed MUST be an ICMA member to be recognized.): |
| Name: | Michael C. Cernech |
| Title: | City Manager | Jurisdiction: | Tamarac, FL |
| Name: |  |
| Title: |  | Jurisdiction: |  |
| Name: |       |
| Title: |       | Jurisdiction: |       |

### SECTION 2: Information About the Nominator/Primary Contact

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| Name of contact: | Rose Cure-Persad |
| Title: | Social Services Supervisor | Jurisdiction: | Tamarac, FL |
| Street address: | 6001 Nob Hill Rd |
| City: | Tamarac | State/Province: | FL |
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| E-mail: | gregw@tamarac.org |

**ICMA**

**2011 Annual Award Program Narrative**

The Chronic Disease Self Management Program, also known as the Healthy Living Program, was implemented in the City of Tamarac in partnership with the Area Agency on Aging and Disability Resource Center (ADRC) in November 2009. The goal of the Healthy Living Program is to enable older adults to build self-confidence to assume a major role in maintaining their health and managing their chronic health conditions.

Program Assessment

As a health conscious local government this program aligns with our City’s Strategic goal of providing programs and services to meet the needs of an increasingly diverse community. Additionally it focuses on the mission of the Parks and Recreation Department which is to provide safe, fun and lifelong leisure activities to enhance quality of life with diverse programs and facilities for the residents of Tamarac and to meet their cultural, social and physical wellness and recreation needs. In determining to partner with the ADRC we found the Healthy Living Program met our strategic goals in several ways by promoting health, education, alternatives, and community outreach programs.

The Healthy Living Program components include: improving health and fitness, nutritional diets, managing sleep and fatigue, using medications correctly, increasing exercise, relaxation techniques and assistance with communication with health providers. The desired outcomes include an increase in healthy behavior, positive changes in health status, increased self-efficacy, better communication with health providers and fewer visits to physicians and emergency rooms. The program operates for 6 weeks for 2.5 hours per week with a recommended class size of 14 to 16 participants. The target audience is

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older adults with chronic diseases. The program is evidenced based. A study funded by Kaiser Permanente showed that patients participating in the Healthy Living Program had fewer visits to the emergency room and fewer hospital days compared to the year prior to completing the program.

Program Implementation and Costs:

In August 2009, the City sent two of our volunteers to training for 4.5 days on the program components including techniques on how to teach and communicate the program to participants. The volunteers instructed the first class for Tamarac residents in November 2009. The program was a huge success and resulted in one of the participants attending training and become a facilitator for future classes. Currently, we are operating two programs with three volunteers. One of the volunteers was a participant from the first class in November 2009 who requested to attend training in order to facilitate the first *Spanish* Healthy Living Program for Tamarac residents. Additionally we conducted our first Healthy Living outreach program at “Kings Point” a large retirement community in Tamarac. Both programs started in January 2011.

The Healthy Living Program is funded through a grant that was awarded to the ADRC by the Health Foundation of South Florida. The grant provides each ADRC partner $200 for implementation costs and $800 for all completed classes of 12 or more participants. The City of Tamarac utilized the $200 to buy supplies needed to start up the classes which included training books and other general office supplies. The first class given in November received $800 for completing the program according to requirements. The money received was used to buy healthy incentives such nutritional snacks, pedometers, informational material and promotional t-shirts for participants. The fiscal impact to the City was minimal which included three hours of staff time for pre-implementation, coordination activities, general oversight and post-class reporting.

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Program Outcomes

The participants of the Healthy Living Program take a pre-test at the beginning of the first class and a post-test at the end of the six week course. The purpose of the test is to measure the participant knowledge and learned outcomes during the duration of the course. Test results showed a vast improvement in knowledge regarding nutrition, label reading, food preparation, relaxation exercises and techniques of how to better cope with their chronic disease, and participants felt more comfortable understanding their issues and communicating their needs to health providers as well as learning how to obtain other community resources.

Our City is a diverse community of approximately 59,000 people made up of residents from every corner of the world – Tamarac is enriched by this diversity. We recognized that the Healthy Living Program benefited our Tamarac residents in various ways and thus took the initiative to implement a Spanish version of the class. Offering the class in Spanish gapped the language barrier and opened up a means of communication so further cross programming could occur. Not only did the Hispanic residents benefit from the class and were able to address their chronic conditions, the class was a great platform in introducing other services available to them that could enhance their lifestyles and well-being.

Another important outcome of the Healthy Living Program was the major involvement and dedication of the volunteers and how the program has helped them become leaders in their own communities. A few of the volunteers found it a challenge at first but once they began facilitating the program and continued with the classes they felt it was a gratifying experience. The participant that took the first Healthy Living class in November 2009 and later volunteered to become a facilitator for the first Spanish Healthy Living Program has grown in confidence. When she first came to the program she was shy, timid and afraid to speak in a group; today she speaks with confidence and has taken on a leadership role in

the program. A tremendous change in her personal life has also occurred as a

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result of her facilitating this program. One of our newest volunteers developed a health issue prior to the start of the class. However, she was so determined to bring the benefits of the program to the Kings Point community that she facilitated the six week program while undergoing medical procedures. She stated that she thought this program was too important for her not to do it. This volunteer has become a leader in her own housing community as she spreads the news about this program.

Program Analysis

One of the lessons learned during the first class given in November 2009 was the importance of cohesiveness and teamwork among the facilitators (a.k.a. volunteers). This concept was tested when two facilitators had different views and personalities. To resolve this issue we focused on the goal of the program and had meetings to overcome their differences for the remaining classes. The meetings also resulted in staff acquiring different volunteers to facilitate future classes.

We also experienced some logistical problems with supplies and managing the paperwork that is required for this program. This was solved by having all required paperwork put into a carrying file for the facilitators to carry around prior to beginning the class. City staff was responsible for making copies and the facilitators had all required paperwork without having to ask repeatedly therefore allotting them more time to concentrate on the content of the program.

Feedback

The Healthy Living Program along with the first Spanish Healthy Living class has been well received by our residents. One of our Hispanic residents stated “*my first class I loved and I find it important to attend; I would like to attend more classes like this*.” Another resident who took the class at our retirement community Kings Point stated “*this letter is to thank you for the healthy living with chronic disease workshop. My situation is the same, sane the word chronic,*

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*however my attitude is different. This is a direct result of attending the workshop and seeing others in the same situation. I move more than I have in years again as a result of the workshop. Thank you for your help*”.

Overall, this program has proven to be a win-win for everyone. Our residents, volunteers and local government all benefit in this program in every way. The residents get valuable education on how to handle their chronic disease, our volunteers get a sense of accomplishment, community involvement and leadership and our local government is able to offer a program that meets our vision and mission at no cost to our residents.

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