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**Wow! Great ideas from Across Georgia**

**Habersham County Paramedicine Program**



**Alicia Vaughn**  
County Manager  
Habersham County



**Jeff Adams**  
Director/Chief  
Habersham County  
Emergency Services

# What is community paramedicine?

Hope Adams & Jim Wood

- “Community paramedicine is an emerging field in health care where EMS providers, including nurses, EMT’s, and paramedics, operate in expanded roles to increase access to primary care and facilitate appropriate use of emergency care resources”



1 Full-Time Nurse, 1 Full Time Nurse/Paramedic & Tahoe & Supplies

Launched in 2017, the paramedicine program provides in-home health care for county residents who might not otherwise receive healthcare or who frequent the local hospital emergency room. The program aims to improve outcomes while also reducing ER visits. It also succeeds in reducing E-911 call volumes.



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# Paramedicine in Habersham



- Habersham was one of the first counties to roll out this program!
- Program started in 2017: 7-year anniversary – 02/25/24
- Primary role is to provide home visits to the underserved who have chronic illnesses (congestive heart failure, mental disorders, lung disease, and diabetes, etc.)
- Assist participants with prescribed treatment plans, picking up Rx, Consults with PCP's, arranging transportation for MD appointments, wound care, monitoring vitals, assist with other basic needs (social services)
- Program greatly reduces number of 911 calls – last year paramedicine program diverted 1,500 calls from dispatch
- Reduces wear and tear on EMS crews and equipment
- Helps assure EMS crews are available for emergency care cases
- Reduces recurring visits to ER- referrals from dispatch,
- Increases quality of life for our citizens!



# What is community paramedicine?

- We gave you the **technical** definition, but it's really all about **people!** Our community paramedicine program is all about the **dedication** and **heart** of our employees who serve, and our **citizens** who receive the care! It is about touching our community in a **“think outside the box way”!**



Links to videos:

<https://youtu.be/dTOBPRmGHOI>

<https://youtu.be/LIFabQ-ZRaU>



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# “Thinking outside the box!”

“Many of the seniors we serve do not have family and cannot afford food, often choosing between groceries or filling needed prescription medications.” - Chad Black

Our paramedicine responders were providing service to two senior citizens when they noticed their handicap-accessibility ramp was in disrepair.

Paramedicine enlisted a team of first responders who used donated funds to purchase supplies and through a team effort the county was able to repair the ramp.



“The camaraderie was great, and we alleviated a safety issue! It just made us feel so much better about getting the couple up and down the ramp”

– Jim Woods



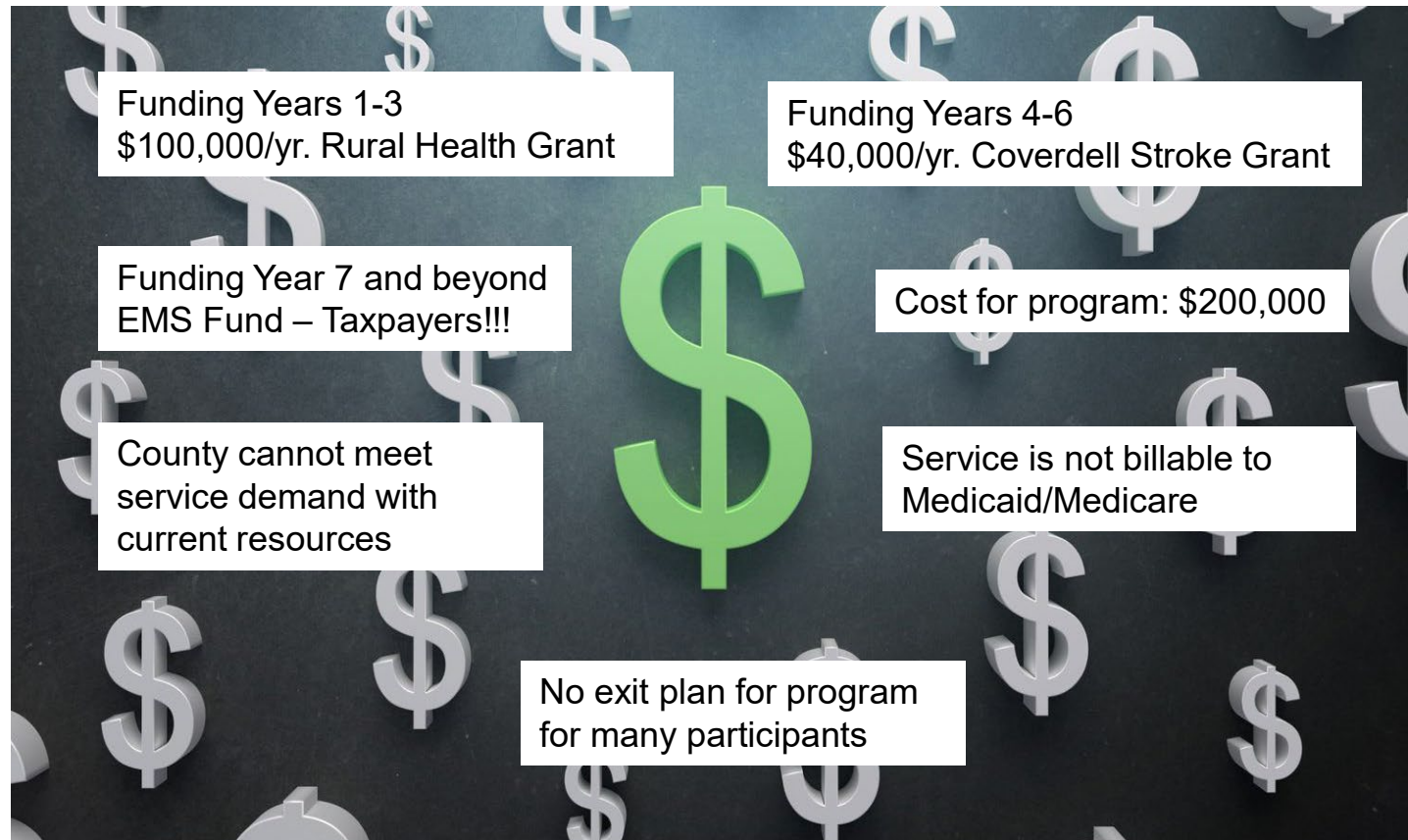
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# Funding & Other Challenges





**Hope Adams and Jim Wood – Georgia  
Emergency Communications Conference  
(GECC) Award of Excellence 2022**



**Habersham County  
2023 Georgia County Excellence Award  
Paramedicine Program**



# Questions





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# **Knowledge Management**

**City of Brookhaven**

# Sustainable Brookhaven



## Framework

Policies set and actions taken by the City affect Brookhaven's legacy for current and future residents. The strategy framework for Sustainable Brookhaven will provide guidance so that the City may act consistently and in alignment with the City Charter and various approved master plans as policies are developed and limited resources are prioritized. The Sustainable Brookhaven strategy framework focuses on five elements, each of which reflects parts of Brookhaven's whole that are impacted by actions, decisions, and policies.

### Elements



Natural Environment



Built Environment



Financial



Organizational



Civic Governance



<https://www.brookhavenga.gov/sustainablebrookhaven>



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# Sustainable Brookhaven - Organizational

- A Sustainable Brookhaven fosters an organizational culture with transparency that seeks to develop talent, connect with the community, and formulate long-term succession planning to serve residents and businesses in the growing and changing landscape of the City.



# Prior Year Recap, Current Year Initiatives, & Coming Year's Commitments

## ***2024 COMMITMENTS***

### **CONTINUE STEPS TO IMPROVE KNOWLEDGE MANAGEMENT**

**Funding Amount:** Included in all Department Operations

**Responsible Department:** City Manager

Information is a precious resource that organizations should endeavor to preserve. Since Brookhaven was incorporated in 2012, founding leaders within the organization have changed, leaving historical knowledge gaps where employee turnover has taken place. In an effort to reduce time and resources spent on onboarding employees and researching legacy issues, the City consolidated essential information in 2020, making it accessible to employees through the intranet platform. In 2021, the City took steps to improve knowledge management, such as providing employee training for different tools and practices and adding SOPs and other key documents to the consolidated knowledge base. This effort will continue annually and to date a total of 27 knowledge management document have been created. This effort will be documented as part of each department head's annual performance evaluation.





# Completed Knowledge Managements








## Knowledge Management

**Knowledge Management** is a feature of **Sustainable Brookhaven**, which is a way of governing and managing in pursuit of lasting economic, social, and environmental development that seeks to avoid and prevent the depletion or permanent damage of Brookhaven's resources, which include the environment, built infrastructure, and civic capital that is the DNA of the City.

Policies set and actions taken by the City affect Brookhaven's legacy for current and future residents. The City of Brookhaven emphasizes the importance of sustainability in its operations and uses a framework of five elements to guide its decision making, striving to touch each element in all that it does. With this in mind, Knowledge Management *clearly articulates Brookhaven's position on issues that are recurring, and fundamentally complex*. Each topic below describes the background on each issues, key developments and/or supporting legislation or documentation, and basic messaging points.

















The strategy framework for Knowledge Management is to provide guidance to staff so that the City may act consistently and in alignment with the City Charter and various approved master plans as policies are developed and limited resources are prioritized.

### Knowledge Management Topics:

-  Knowledge Management - Annexation Process (13 MB)
-  Knowledge Management - Bicycle Use in the City (145 KB)
-  Knowledge Management - Booting (136 KB)
-  Knowledge Management - Calendar Notifications (146 KB)
-  Knowledge Management - Cartecay Stormwater Issues (16 MB)
-  Knowledge Management - City Cameras (95 KB)
-  Knowledge Management - Colonial Bridge Maintenance (6 MB)



# Completed Knowledge Managements...Continued

-  Knowledge Management - Crosswalk Requests (171 KB)
-  Knowledge Management - DeKalb Schools Surplus Real Property Rights (17 MB)
-  Knowledge Management - Dresden Apple Valley Open Space (44 MB)
-  Knowledge Management - Fences on City Property (128 KB)
-  Knowledge Management - Firearms Inside Government Buildings (137 KB)
-  Knowledge Management - Fireworks (219 KB)
-  Knowledge Management - Fishing (188 KB)
-  Knowledge Management - Flag Display (650 KB)
-  Knowledge Management - Flooding Complaint 1295 Woodbine Road (7 MB)
-  Knowledge Management - Gas Leaf Blowers (94 KB)
-  Knowledge Management - Golf Cart Use in the City (141 KB)
-  Knowledge Management - Granite Curbs (165 KB)
-  Knowledge Management - Greenspace Calculations (2 MB)
-  Knowledge Management - Historic Resource (7 MB)
-  Knowledge Management - Hunting In The City Rev 2023 (149 KB)
-  Knowledge Management - Intergovernmental Agreements (271 KB)

# Completed Knowledge Managements...Continued

-  Knowledge Management - Invasive Vegetation (169 KB)
-  Knowledge Management - Kendrick Road Closure (450 KB)
-  Knowledge Management - Mayor and City Council Members Expense Budgets (727 KB)
-  Knowledge Management - Mosquito Control (9 MB)
-  Knowledge Management - Noise Complaints (987 KB)
-  Knowledge Management - Open Meetings (151 KB)
-  Knowledge Management - Proposed Parkside Park Extension (5 MB)
-  Knowledge Management - Railroad Right-of-Way (162 KB)
-  Knowledge Management - Requests for Riprap Installation on Private Property (166 KB)
-  Knowledge Management - Schools in Brookhaven (201 KB)
-  Knowledge Management - Solicitor-Peddlers-Door to Door Sales-Similar Occupations Permitting (187 KB)
-  Knowledge Management - Solid Waste/Sanitation (321 KB)
-  Knowledge Management - Temporary Signs (146 KB)
-  Knowledge Management - Traffic Calming Devices (5 MB)
-  Knowledge Management - Tree Rights (182 KB)
-  Knowledge Management - Wildlife Trapping (554 KB)



# Knowledge Management



## Key: Standardized Format

### KNOWLEDGE MANAGEMENT

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**ISSUE TITLE:** Flag Display on City Property

**CREATION DATE:** July 27, 2021

**DATE OF LAST EDIT:** Feb. 21, 2024

**OWNER (PERSON OR DEPARTMENT):** Christian Sigman, City Manager

**CONTACT INFORMATION:** [ChristianSigman@BrookhavenGA.gov](mailto:ChristianSigman@BrookhavenGA.gov)

office (404) 637-0513      mobile (678) 727-2135

**REVIEWED BY:** Burke Brennan, Communications Director (Feb. 21, 2024)

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### BACKGROUND:

The questions concerning the display of the United States (US), State of Georgia (State) and City of Brookhaven (City) flag come up occasionally, especially after the death of a nationally, regionally or locally prominent person. In addition, occasionally a question is asked about flying non-governmental flags on City property. Also, the depiction of the US flag on government vehicles, uniforms, etc. has been a topic in some communities.

This knowledge management document was created so staff may explain concisely and consistently to residents and elected officials the City's policy concerning the display of flags on City of Brookhaven property and in City of Brookhaven facilities.

### ISSUE SUMMARY:

The City of Brookhaven has flag poles in the following locations:

- Public Safety Building (1793 Briarwood Road, Brookhaven, Georgia 30324) three illuminated poles, one each for the US, State and City flags
- Murphey Chandler Park (two poles...near football stadium "Mustang Field" and baseball stadium "Major's Field") Both Illuminated

### CURRENT CITY POLICY:

On July 27, 2021, the City Council approved a resolution concerning the display of flags on City property. Generally, the City of Brookhaven flag policy follows the guidance and protocols established by the federal Flag Code and the State of Georgia Office of Protocol. Links to these governmental entities follow:

<https://www.usa.gov/flag>  
[Georgia-Protocol-guide-.pdf](#)



# Sustaining Knowledge Management Documents

- Each Knowledge Management has an assigned owner
- Reviewed annually as part of performance evaluation in January
- Enterprise review annually by the City Attorney for any law changes
- Enterprise review annually by the Communications Department for messaging



## Contact:

Christian Sigman, City Manager  
Brookhaven, GA

[Christian.Sigman@BrookhavenGA.gov](mailto:Christian.Sigman@BrookhavenGA.gov)

(678) 727-2135







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# Interactive FY24 Budget

**Charlene Marsh, MPA**  
Assistant to the City Manager





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# Budget Presentations Over the Years

FY08 FY20  
FY21 FY22

# Sample Budget Proposal Worksheet

ACCOUNT DETAILS >		FY24 ADJUSTMENTS <		
Account Name ▾	Account Code ▾	2023 Current Budget ▾	Base ▾	Adjustment Input ▾
		\$427,700	\$425,006	0 \$ ▾
REGULAR EMPLOYEES	100-6000-51.1100	182,400	213,399	0 \$ ▾
OVERTIME	100-6000-51.1300	1,000	2,036	2,000 x ▾
GROUP INSURANCE	100-6000-51.2100	35,500	42,949	0 \$ ▾
FICA/MEDICARE CONTRIB	100-6000-51.2200	14,100	13,357	0 \$ ▾
RETIREMENT CONTRIBUTI	100-6000-51.2400	14,700	16,978	0 \$ ▾
OTHER EMPLOYEE BENEFI	100-6000-51.2500	0	0	1,000 x ▾
UNEMPLOYMENT INSURAI	100-6000-51.2600	300	300	0 \$ ▾
WORKER'S COMPENSATIC	100-6000-51.2700	100	187	0 \$ ▾
PROFESSIONAL SERV.-OTI	100-6000-52.1206	0	0	0 \$ ▾
REPAIRS & MAINT-BUILDI	100-6000-52.2200	24,900	19,900	10,000 x ▾
CIVIC PARTICIPATION	100-6000-52.3201	44,300	43,200	63,410 x ▾
WELCOME CENTER	100-6000-52.3235	46,300	11,200	11,200 x ▾

Proposed ▾	Account Description ▾
\$466,480	
213,399	Proposed changes to current positions incorporate
2,000	Description
42,949	Description
13,357	Description
16,978	Description
1,000	Description
300	Description
187	Description
0	Description
10,000	Description
63,410	Description
11,200	Brochures, Nocross Books/Swag, Museum, Events



# Sample Budget Proposal Supplemental Information



MARY

Template Used: Basic [Change](#)

## Main

Narrative

1878 / 2000000

**B I U**  



### Department Description:

The Norcross Cultural Arts Department is comprised of four entities: The Welcome Center & Museum, The Fire Museum, The Norcross Cultural Arts & Community Center and The Rectory. It also includes the City's Downtown Manager which oversees the daily operation of the above-mentioned facilities as well as manages the downtown historic district. The downtown manager serves as the liaison between the City of Norcross and the downtown merchants as well as the DDA. The Welcome Center provides information and advice to the general public about attractions, amenities, events, accommodations, transportation, history, local government and other facilities in the local area and countywide. The Cultural Arts & Community Center hosts city activities but also serves as a reasonable rental venue as a benefit to our community. The Rectory hosts art exhibits throughout the year in partnership with our local art community.








### Department Mission/Goals:

The goal of the Cultural Arts Department is to provide multicultural, educational and entertainment information and activities for the enrichment of the entire Norcross community.

## Supporting Documents

Support your proposal narrative with file attachments.

Supported filetypes: .pdf, .doc, .docx, .zip, .txt, .csv, .xls, .xlsx, .jpeg, .jpg, .png, .gif, .bmp

 <b>HNBA_FY2024_BUDGET_REQ...</b> <a href="#">Download</a> <a href="#">Delete</a>	 <b>Cultural_Arts_Tourism_Assist...</b> <a href="#">Download</a> <a href="#">Delete</a>	 <b>C__E_Assitant_Full_Time_-_E...</b> <a href="#">Download</a> <a href="#">Delete</a>	 <b>Newly_Proposed_Activities_N...</b> <a href="#">Download</a> <a href="#">Delete</a>
 <b>Georgia_Stage_Quote_04272...</b> <a href="#">Download</a> <a href="#">Delete</a>	 <b>Estimate_SE020344_from_S...</b> <a href="#">Download</a> <a href="#">Delete</a>	 <b>5_YR_Capital_Projects_Maste...</b> <a href="#">Download</a> <a href="#">Delete</a>	





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# **FY24 Interactive Budget**

**Developed Using OpenGov Reporting & Transparency**

# Course Evaluation

**Please, please, please**

**Fill out our survey!**



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