




# Senior Services Department

## Mission

*To help Newton be a livable and age-friendly community while optimizing the quality of life for older adults and those who support them through welcoming, respectful, and meaningful opportunities that engage older people and empower them to remain independent and to be valuable partners in our community.*



The Department of Senior Services meets its mission by engaging people to share their skills and knowledge, nourishing body and mind, supporting economic security, assuring safe and appropriate housing, providing volunteer opportunities, transportation options, and by contributing to the knowledge of and access to all the amazing resources Newton has to offer.

The Newton Senior Center is operating out of Brigham House and other city locations including the Hyde Community Center Gym as we prepare for our new building in 2024. Until then we hope to see you in Newton Highlands at our temporary home and look forward to moving back to Newtonville with a state-of-the-art community building and sharing new memories, services, and programs with residents.



Fiscal Year 2023 was an exciting and transformational one for Newton's Senior Services.

With years of work behind them, the Mayor, the Council on Aging, the Senior Services staff and the Public Buildings staff moved forward first with a vision and then a site and design for a new senior center. On August 8, 2022, the Newton City Council voted to approve the funds for NewCAL, and since then, the detailed design process has been underway. The ribbon cutting will be in the fall of 2024 for a new building at the site of the current one, in the heart of Newtonville.

To this end, the Senior Center transitioned out of 345 Walnut Street in November and moved to four temporary sites – Brigham House in Newton Highlands, the Hyde Community Center Gym on Lincoln Street, Room C in the Newton Free Library, and two spaces in City Hall – until NewCAL is completed. The staff did an amazing job of moving operations and services to multiple locations with the least disruption to residents possible.

The fall brought the news that the longtime Director of Senior Services, Jayne Colino, was retiring. The search for a new director began in earnest, and I started work January 9, 2023. Jayne is an extraordinarily well-respected, passionate leader and advocate for older adults. The Department of Senior Services will continue to grow, adapt, and serve older adults modeled on the devotion and care that Jayne has demonstrated for so many years.

Even with all these changes, the Senior Center provided a variety of essential and life-enhancing programs and services as we emerged from the pandemic, including:

- Coordinating over 3,000 programs of which 75% were in person and 25% virtual.
- Helping seniors access and navigate NewMo, which provided 23,428 NewMo rides for seniors. Forty-nine percent of those rides were to medical appointments.
- Coordinating the Senior Center's AARP Tax Team. The team completed 189 tax returns, an increase of 10% over the previous year.

- Coordinating Newton's SHINE program which helps advise on the health insurance needs of everyone on Medicare. Our six SHINE counselors hold over 900 SHINE appointments annually, providing unbiased counseling to seniors signing up for Medicare for the first time and those who wanted to consider different options during the Open Enrolment period.

As winter turns to spring, Senior Services and the people we serve are eagerly looking toward the future. The design plan for NewCAL will be complete in the spring of 2023, and by September 2023 we expect to break ground on this cutting-edge, age-friendly new facility. In the coming year, we will prepare for NewCAL by transitioning to a new software system that will provide a more centralized, comprehensive way to track our statistics so that we can have stronger data to guide future programming. We are also planning with the Council on Aging Board and Advisory Committees and the Senior Fund to conduct a Need's Assessment with UMASS Boston to inform the department, City, and the greater community about the needs of older residents.

We look forward to the fall of 2024, when NewCAL will open to the community. We will be able to offer an accessible, age-friendly, progressive center that will welcome back our participants to Newtonville and will offer extended hours and new and innovative programs, enabling us to serve residents who may never have participated with us before. This community resource will be open seven days a week and will provide opportunities for residents to connect, learn, and be together, including Newtonians of all ages. We cannot wait to be reunited with our senior center participants in one location again and to help more of Newton's older adults enjoy NewCAL.

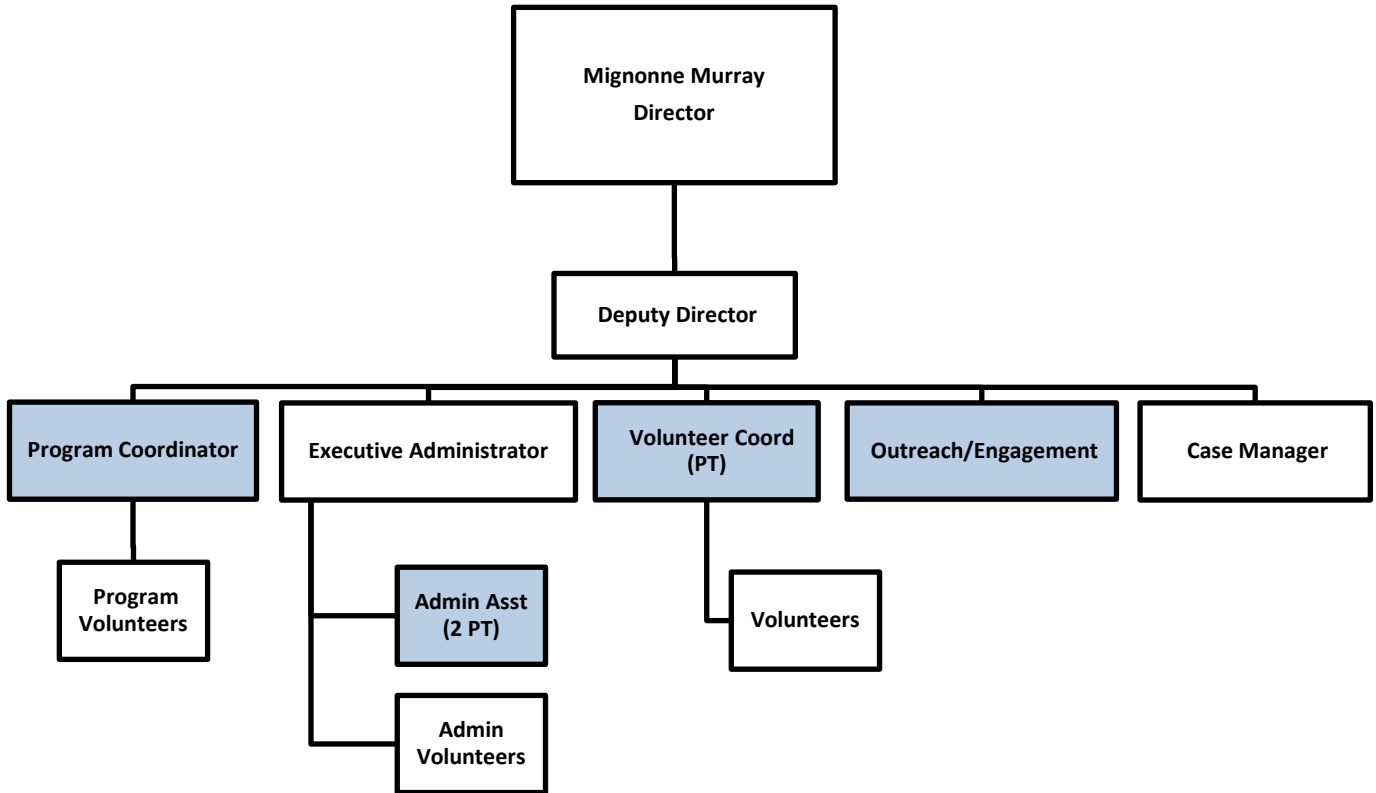
*Mignonne Murray*

Director of Senior Services

# SENIOR SERVICES



\*Blue shaded is grant funded



# Financial and Operating Highlights

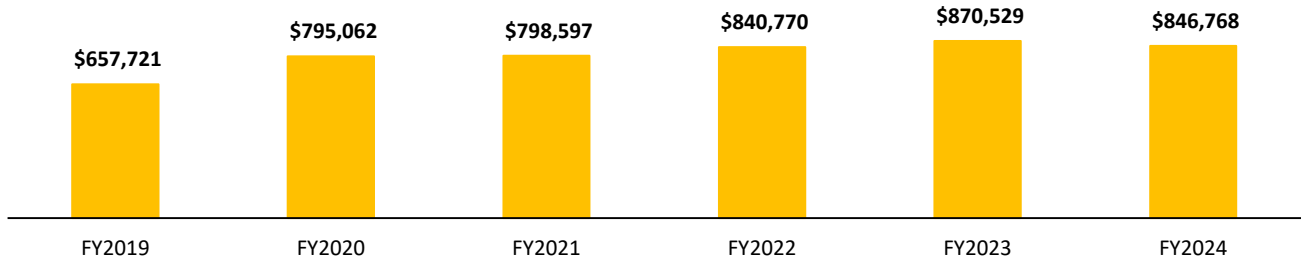
## Financial Highlights

	< -----Actual ----->				Original	Proposed
	FY2019	FY2020	FY2021	FY2022	FY2023	FY2024
<b>Expenditure by Department</b>						
Senior Services	\$ 657,721	\$ 795,062	\$ 798,597	\$ 840,770	\$ 870,529	\$ <b>846,768</b>
<b>Total</b>	\$ 657,721	\$ 795,062	\$ 798,597	\$ 840,770	\$ 870,529	\$ 846,768
<b>% Incr</b>	7.37%	20.88%	0.44%	5.28%	3.54%	<b>-2.73%</b>

## Personnel

Full-Time	3	3	3	3	4	4
Part-Time	1	1	1	1	1	1
<b>Total</b>	4	4	4	4	5	5

## Total Senior Services Expenditures



## Operating Highlights

- Organized and funded over 3,000 programs of which 75% were in person and 25% virtual
- Volunteer AARP Tax Preparers completed over 200 tax returns for aging adults free of charge
- Volunteer SHINE Medicare counselors met with over 900 aging adults saving them over \$200,000 in medical and pharmaceutical fees. Counseling Services are provided free of charge
- Provided social services for over 300 aging adults assisting with services like housing, fuel assistance, community resources, memory care, financial support, food insecurities, home care, protective services, and other general support services

# Department of Senior Services

## Fiscal Year 2024 Outcomes and Strategies

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### Outcome 1

#### Prepare for Opening of NewCAL

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The Department will work with the Working Group, Council on Aging, the Senior Fund, and many City Departments to drive the NewCAL project to completion and prepare for the opening in fall of 2024. The Department will provide input and monitor

the interior design, fixtures, fittings, equipment, and opening timeline. We will create comprehensive policies and procedures, staffing plans, marketing strategies, and new programming in advance of the opening. We will engage with residents, City Boards and Commissions, community groups, nonprofit organizations, and other City departments to provide wide access to and wonderful programs in this unique and exciting community asset.

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### Outcome 2

#### Transition to New Software System

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The Department will transition to a new software system in FY24. This system will enable the department to use one central system to enter data for programs, services, volunteer hours, and scheduling. The new software will also generate reports about

the age of participants who attend different programs, so staff can use the data to create programming for different demographics. The staff and relevant volunteers will be trained on the program and how to migrate data to the new system. The staff will be proficient in the system prior to NewCAL's opening and will have started to register participants into the program and provide key tags for sign in at the new building. Participants will use a key tag when they enter NewCAL and sign in for the programs they will be attending that day.

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### Outcome 3

#### Conduct Community Needs Assessment

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Senior Services with the Council on Aging and Senior Fund is retaining UMass Boston Center for Social & Demographic Research on Aging, Gerontology Institute, to conduct a community needs assessment to determine the needs and interests of

Newton's adult population. (A previous assessment, "Living and Aging in Newton: Now and In the Future" was completed in 2014.) The study will include demographic information regarding older adults in Newton as well as input from focus groups, interviews, and a comprehensive survey. The information gathered will be presented to the community and used toward future planning for the department.

# Department of Senior Services

## Fiscal Year 2024 Outcomes and Strategies

The Department of Senior Services will continue to provide high quality programs and services for older adults of Newton while in transition to NewCAL. A full program of Zoom and in-person activities and events will continue in our temporary spaces. Residents continue to have access to services such as social services information, referrals, assistance with housing search, support groups, parking stickers, volunteer opportunities, educational programs, and fitness classes.

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### Outcome 4

#### Provide High Quality Programs and Services for the Older Adults of Newton

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### Outcome 5

#### Provide High Quality Transportation Services

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The Department will work with Planning & Development to bid out the next iteration of the NewMo transportation program during the first half of FY2024. The goal will be to refine the current senior transportation system with a primary focus on ensuring seniors having access to high-quality transportation services, possible with more flexible hours and reduced administrative burden for the department. A wide range of options will be examined through the bidding process.

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FUND: 0001 - GENERAL FUND  
 DEPARTMENT: 502 - SENIOR SERVICES

**CITY OF NEWTON BUDGET  
 DEPARTMENT LEGAL LEVEL OF CONTROL**

	ACTUAL 2020	ACTUAL 2021	ACTUAL 2022	ORIGINAL 2023	RECOMMENDED 2024	CHANGE 2023 to 2024
<b>SENIOR SERVICES SUMMARY</b>						
51 - PERSONNEL SERVICES	287,491	289,871	335,121	356,710	353,438	-3,272
52 - EXPENSES	431,197	429,611	422,537	426,800	368,600	-58,200
57 - FRINGE BENEFITS	73,440	79,115	83,112	87,019	124,730	37,711
<b>TOTAL DEPARTMENT</b>	<b>792,128</b>	<b>798,597</b>	<b>840,770</b>	<b>870,529</b>	<b>846,768</b>	<b>-23,761</b>
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CITY OF NEWTON BUDGET  
DEPARTMENTAL DETAIL

	ACTUAL 2020	ACTUAL 2021	ACTUAL 2022	ORIGINAL 2023	RECOMMENDED 2024	CHANGE 2023 to 2024
<b>502 - SENIOR SERVICES</b>						
<b>0150209 - SENIOR SERVICES</b>						
<b>PERSONNEL SERVICES</b>						
511001 FULL TIME SALARIES	279,198	283,871	328,121	312,233	309,827	-2,406
511101 PART TIME < 20 HRS/WK	0	0	0	36,977	38,611	1,634
514001 LONGEVITY	4,951	4,500	5,500	5,500	3,000	-2,500
515003 SPECIAL LEAVE BUY BACK	2,933	0	0	0	0	0
515006 VACATION BUY BACK	1,342	0	0	0	0	0
515102 CLEANING ALLOWANCE	2,000	1,500	1,500	2,000	2,000	0
<b>TOTAL PERSONNEL SERVICES</b>	<b>290,424</b>	<b>289,871</b>	<b>335,121</b>	<b>356,710</b>	<b>353,438</b>	<b>-3,272</b>
<b>EXPENSES</b>						
521000 ELECTRICITY	26,916	10,750	19,649	27,000	25,000	-2,000
521100 NATURAL GAS	7,160	11,828	11,292	13,500	8,500	-5,000
523000 WATER & SEWER SERVIC	7,015	1,803	3,786	10,000	0	-10,000
524010 OFFICE EQUIPMENT R-M	2,246	432	3,861	2,500	2,500	0
527500 RENTAL/LEASE - PROPER	613	424	100	0	0	0
530100 CONSULTANTS	0	0	23	50,000	0	-50,000
531700 MAILING SERVICES	1,327	0	2,795	0	0	0
531900 TRAINING EXPENSES				0	2,500	2,500
534010 TELEPHONE	1,757	1,773	1,667	600	1,000	400
534020 CELLULAR TELEPHONES			3,459	0	2,600	2,600
534100 POSTAGE	397	1,149	18,858	1,000	1,000	0
534200 PRINTING	1,334	944	468	1,000	3,000	2,000
538300 TRANSPORTATION SERVI	350,000	352,928	274,999	275,000	275,000	0
538900 RECREATION/LEISURE AC	17,535	33,077	74,901	35,000	35,000	0
542000 OFFICE SUPPLIES	5,564	4,281	2,926	5,000	5,000	0
545000 CLEANING/CUSTODIAL SU	4,272	777	1,515	5,000	5,000	0
571000 VEHICLE USE REIMBURSE	149	0	6	1,000	100	-900
571100 IN-STATE CONFERENCES	0	0	214	0	0	0
571200 REFRESHMENTS/MEALS	1,584	5,000	1,008	0	0	0
573000 DUES & SUBSCRIPTIONS	3,327	4,446	1,008	200	2,400	2,200
<b>TOTAL EXPENSES</b>	<b>431,197</b>	<b>429,611</b>	<b>422,537</b>	<b>426,800</b>	<b>368,600</b>	<b>-58,200</b>
<b>FRINGE BENEFITS</b>						
57DENT DENTAL INSURANCE	974	1,240	1,204	1,204	1,257	53
57HLTH HEALTH INSURANCE	63,916	69,396	72,171	75,059	102,834	27,775
57LIFE BASIC LIFE INSURANCE	57	57	52	114	118	4
57MEDA MEDICARE PAYROLL TAX	4,223	4,144	4,793	5,172	6,254	1,082
57OPEB OPEB CONTRIBUTION	4,270	4,278	4,891	5,471	14,267	8,796
<b>TOTAL FRINGE BENEFITS</b>	<b>73,440</b>	<b>79,115</b>	<b>83,112</b>	<b>87,019</b>	<b>124,730</b>	<b>37,711</b>
<b>TOTAL SENIOR SERVICES</b>	<b>795,062</b>	<b>798,597</b>	<b>840,770</b>	<b>870,529</b>	<b>846,768</b>	<b>-23,761</b>
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