

Senior Services Department

Mission

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



The Senior Services Department provides specialized programs and services, as well as opportunities for Newton's older adults to connect, learn, and grow.

Programs

Fitness Classes – Language Conversation Groups – Billiards – Art Classes – Health Screenings & Education - Card Games – Musical Performances – Social Events – Educational Offerings on Scams, Fire Safety, Dementia, and topics useful to older adults - Lifelong Learning – Support Groups

Services

Information & Referral - Tax Preparation Assistance - Health Benefits Counseling - Friendly Visiting Transportation - Technology Tutoring – Volunteer Opportunities - Caregiving Support

Technical Assistance

The department is a resource for other city departments in best practices for communication efforts, inclusive practices, accessibility, emergency preparedness, and program development to maximize the experience and increase participation of older residents with the city.

The Senior Service Department continued providing excellent services and programs in temporary spaces this year. Programs and services are being offered at Brigham House in Newton Highlands, the Hyde Community Gym, City Hall, and the Newton Free Library. We are thankful for our community partners and other city departments for assisting us with space to continue providing high quality programs and services for Newton's older adults while our new building is built.

We are so excited to have the former Senior Center at 345 Walnut Street was demolished and construction work underway. The Senior Services Department is honored that Mayor Fuller, with the support from the Council on Aging, has officially named the new building the Cooper Center for Active Living after Audrey Cooper.

Audrey Cooper was a dedicated and impactful Newton resident. She co-chaired the effort to create a Senior Center in Newton, served as Chair of the Council on Aging, and President of the Senior Citizen's Fund of Newton. She spent her life working to improve life for Newton residents of all ages, from youngest to oldest. Audrey worked as a secretary at Underwood Elementary School, helped to create early childcare and after-school programs, and served on Newton's Planning and Development Board and Library Board of Trustees.

Older Adult Community Needs Assessment

We are working with the UMass Boston Gerontology Institute to conduct a community needs assessment of residents age 60+. This research will provide information to help us make data-based decisions for operations, services, and programs for the Cooper Center. The project includes key-informant interviews, stake holder focus group, Russian and Chinese speaking focus groups, a survey mailed directly to 5,000 randomly selected residents over 60, and demographic research. The report we will make it available by fall of 2024 and will be available via the city website and community presentations. The study will provide Senior Services, other city departments, and organizations in the City valuable information to plan for the needs of older adults in the city.

New Software System

In FY24 our staff implemented a new software system called myseniorcenter. The program allows us to track program and service participation and provide statistics to allow us to identify areas of strength and areas for growth.

Transportation Services

NewMO transitioned to a senior+ model in September 2023 to provide service for 60+, low income and disabled residents. The Senior Services Department, in partnership with the Planning Department, works diligently to maximize the service experience for residents. The transportation program went out to bid in the winter of 2023 and we are working to transition NewMO into the next phase of transportation service.

Reframing Aging

We will consider adopting best practices to reframe aging to dispel ageism and create an inclusive, welcoming environment at the Cooper Center. Updating language, forward thinking programing, and a refresh of policies and procedures could help reduce ageism and create a welcoming atmosphere at the Cooper Center for the entire community and combat ageist stereotypes.

Next year the Cooper Center for Active Living will open for the Newton community. The Cooper Center will continue Audrey Cooper's legacy of community service and commitment to the residents of Newton. The Cooper Center for Active Living will be home to the Senior Services Department. Open seven days a week, the Center 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 life in our community.

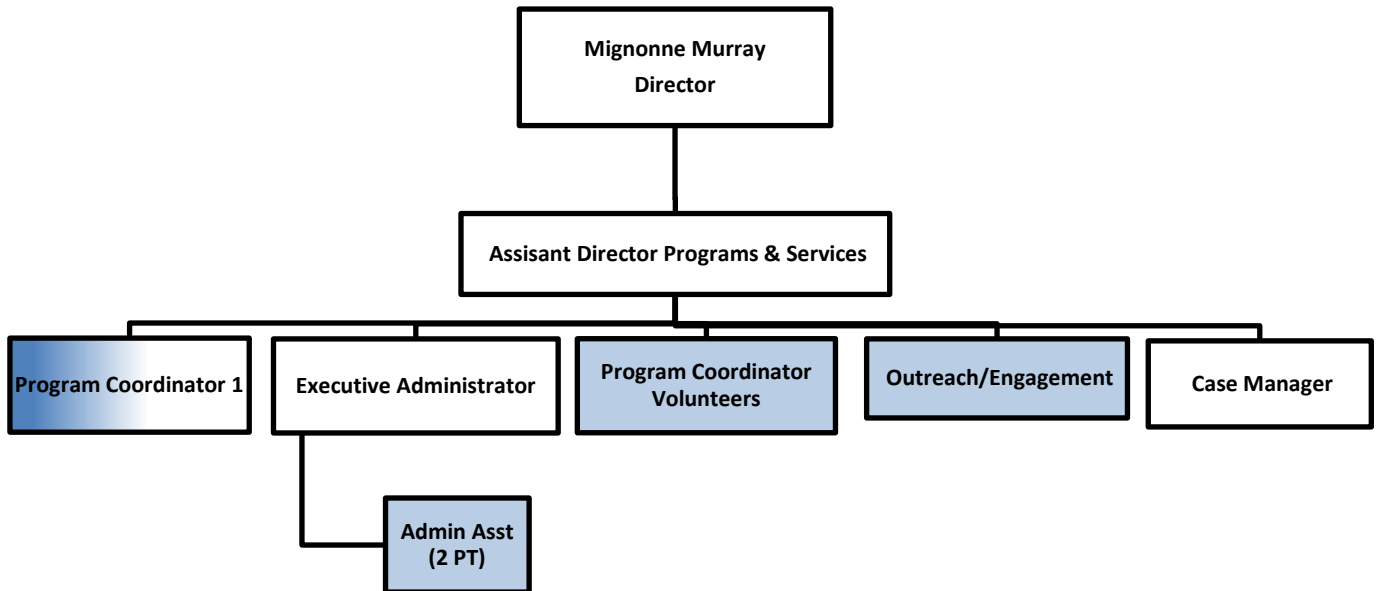
Mignonne Murray

Director of Senior Services

SENIOR SERVICES



*Blue shaded is grant funded



Financial and Operating Highlights

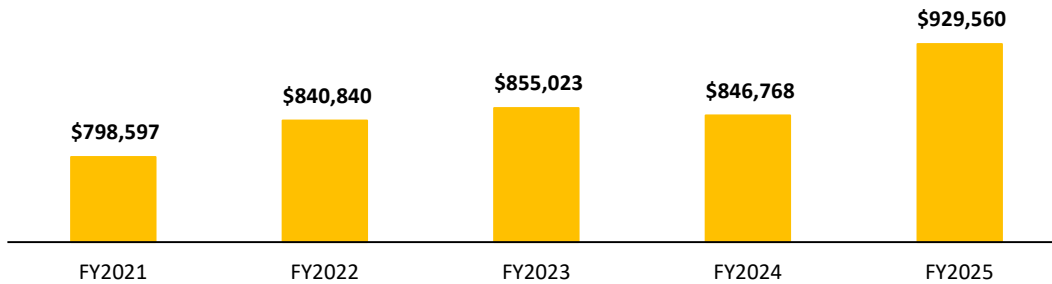
Financial Highlights

	< -----Actual ----->			Original	Proposed
	FY2021	FY2022	FY2023	FY2024	FY2025
Expenditure by Department					
Senior Services	\$ 798,597	\$ 840,840	\$ 855,023	\$ 846,768	\$ 929,560
Total	\$ 798,597	\$ 840,840	\$ 855,023	\$ 846,768	\$ 929,560
% Incr		5.29%	1.69%	-0.97%	9.78%

Personnel

Full-Time	3	3	3	4	4
Part-Time	1	1	1	1	1
Total	4	4	4	5	5

Total Senior Services Expenditures



Operating Highlights

In the first 6 months of FY24

8,000 people have participated in events and programs

350+ people have received services from Senior Services Case Manager

12,500 rides provided by NewMO

Percentage breakdown of participants by age

55-69 years old 23%

70-79 years old 46%

80+ 31%

Department of Senior Services

Fiscal Year 2025 Outcomes and Strategies

Outcome 1

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

The Department of Senior Services will continue to provide high quality programs and services for older adults of Newton while preparing to open the Cooper Center. A full program of Zoom and in-person activities and events will continue in our temporary spaces. Residents will 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.

The Department will work with the Public Buildings Department, Health Department and Human Services, Parks, Recreation and Culture, the Council on Aging, the Senior Citizen Fund, and many other City Departments to prepare for and promote the Cooper Center in advance of opening in

the fall of 2025. 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.

Outcome 2

Prepare to Open the Cooper Center for Active Living

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

Newton's adult population. The project includes interviews with key city officials, focus groups and a comprehensive survey which was mailed to 5,000 residents and available online resulted in over 2,800 responses. The Department will work with UMass to complete analysis. We expect to finalize the report in the fall of 2024. The Council on Aging will review the information, guide the department on the needs of Newton residents, and be a resource for other city departments and other organizations in Newton that serve older adults.

Outcome 3

Complete Older Adults' Community Needs Assessment

Department of Senior Services

Fiscal Year 2025 Outcomes and Strategies

The Department will work collaboratively with the Planning Department to award the next transportation contract and design a program that addresses the needs of older adults and is responsive to the feedback from users. Users need reliable, customer friendly service. If funding allows, the most requested service improvements are increased hours, expanded coverage area, and high-quality call center customer service. Senior Services will assist residents transition to the new system through outreach to make the transition as smooth as possible and avoid disruption to residents' transportation needs.

Outcome 4

Provide High Quality Transportation Services

Outcome 5

Foster Community Collaboration through Relationship Building

relationship building to leverage community resources. Foster relationships and information sharing for the benefit of expanded knowledge base of resources to better serve older adults and build relationships that will allow for easier communication.

Senior Services will outreach to organizations that serve Newton's older adults as well as other city departments such as the Health Department, and Recreation, Parks, and Culture. The purpose of which is to create pathways for communication and cooperation through

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

CITY OF NEWTON BUDGET
 DEPARTMENT LEGAL LEVEL OF CONTROL

	ACTUAL 2021	ACTUAL 2022	ACTUAL 2023	ORIGINAL 2024	RECOMMENDED 2025	CHANGE 2024 to 2025
SENIOR SERVICES SUMMARY						
51 - PERSONNEL SERVICES	289,871	335,121	350,379	353,438	470,509	117,071
52 - EXPENSES	429,611	422,607	425,072	368,600	368,600	0
57 - FRINGE BENEFITS	79,115	83,112	79,572	124,730	90,451	-34,279
TOTAL DEPARTMENT	798,597	840,840	855,023	846,768	929,560	82,792
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CITY OF NEWTON BUDGET
DEPARTMENTAL DETAIL

	ACTUAL 2021	ACTUAL 2022	ACTUAL 2023	ORIGINAL 2024	RECOMMENDED 2025	CHANGE 2024 to 2025
502 - SENIOR SERVICES						
0150209 - SENIOR SERVICES						
PERSONNEL SERVICES						
511001 FULL TIME SALARIES	283,871	328,121	329,960	309,827	385,450	75,623
511101 PART TIME < 20 HRS/WK	0	0	0	38,611	38,759	148
514001 LONGEVITY	4,500	5,500	6,333	3,000	4,300	1,300
515006 VACATION BUY BACK	0	0	12,086	0	0	0
515101 CLOTHING ALLOWANCE	0	0	500	0	0	0
515102 CLEANING ALLOWANCE	1,500	1,500	1,500	2,000	2,000	0
519700 CURRENT YEAR WAGE RE	0	0	0	0	40,000	40,000
TOTAL PERSONNEL SERVICES	289,871	335,121	350,379	353,438	470,509	117,071
EXPENSES						
521000 ELECTRICITY	10,750	19,649	27,223	25,000	25,000	0
521100 NATURAL GAS	11,828	11,292	13,433	8,500	8,500	0
523000 WATER & SEWER SERVIC	1,803	3,786	979	0	0	0
524010 OFFICE EQUIPMENT R-M	432	3,861	6,267	2,500	2,500	0
527500 RENTAL/LEASE - PROPER	424	100	175	0	0	0
530100 CONSULTANTS	0	23	4,765	0	0	0
531700 MAILING SERVICES	0	2,795	4,858	0	0	0
531900 TRAINING EXPENSES	0	0	2,760	2,500	2,500	0
534010 TELEPHONE	1,773	1,667	951	1,000	1,000	0
534020 CELLULAR TELEPHONES	0	3,459	4,473	2,600	2,600	0
534100 POSTAGE	1,149	18,858	4,583	1,000	1,000	0
534200 PRINTING	944	468	3,371	3,000	3,000	0
538300 TRANSPORTATION SERVI	352,928	274,999	275,000	275,000	275,000	0
538900 RECREATION/LEISURE AC	33,077	74,901	55,793	35,000	35,000	0
542000 OFFICE SUPPLIES	4,281	2,926	4,046	5,000	5,000	0
545000 CLEANING/CUSTODIAL SU	777	1,515	1,455	5,000	5,000	0
546100 RECREATION SUPPLIES	0	70	0	0	0	0
571000 VEHICLE USE REIMBURSE	0	6	578	100	100	0
571100 IN-STATE CONFERENCES	0	214	0	0	0	0
571200 REFRESHMENTS/MEALS	5,000	1,008	0	0	0	0
573000 DUES & SUBSCRIPTIONS	4,446	1,008	14,361	2,400	2,400	0
TOTAL EXPENSES	429,611	422,607	425,072	368,600	368,600	0
FRINGE BENEFITS						
57DENT DENTAL INSURANCE	1,240	1,204	1,054	1,257	1,208	-49
57HLTH HEALTH INSURANCE	69,396	72,171	66,302	102,834	71,607	-31,227
57LIFE BASIC LIFE INSURANCE	57	52	52	118	114	-4
57MEDA MEDICARE PAYROLL TAX	4,144	4,793	5,081	6,254	6,242	-12
57OPEB OPEB CONTRIBUTION	4,278	4,891	7,082	14,267	11,280	-2,987
TOTAL FRINGE BENEFITS	79,115	83,112	79,572	124,730	90,451	-34,279
TOTAL SENIOR SERVICES	798,597	840,840	855,023	846,768	929,560	82,792
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