

CITY OF NEWTON

IN BOARD OF ALDERMEN

BUDGET

PROGRAMS AND SERVICES COMMITTEES REPORT

WEDNESDAY, APRIL 22, 2009

Present: Ald. Johnson (Chairman), Freedman (Vice Chairman), Baker, Hess-Mahan, Merrill, Parker and Sangiolo; Absent: Ald. Brandel

Also Present: Ald. Danberg

Others Present: David Naparstek (Commissioner, Health and Human Services), Stuart Cleinman (Executive Director, Child Care Commission), Barbara Sullivan (Chairman, Child Chair Commission), Jayne Colino (Director, Senior Services), Alice Bailey, Kathy Walker, Joanne Fisher, (Senior Center staff), Mary Claflin, Ellen Krasny, Audrey Cooper (Council on Aging members), Dan Funk (City Solicitor), Nancy Perlow (Director, Newton Library), Beth Wilkinson, Barbara Litzke, Audrey Cooper, Al Costa (Library Trustees), Ryan Hanson (Library), Susan Burstein (Chief Budget Officer), Karyn Dean (Committee Clerk)

The following report primarily includes questions from the Committee. Please refer to any attached presentations for the major points of the departmental budgets. There is more detailed reporting regarding the departmental responses to the Citizen Advisory Group report.

REFERRED TO FINANCE AND APPROPRIATE COMMITTEES

#70-09 HIS HONOR THE MAYOR submitting the FY10-14 Capital Improvement Program, totaling \$192,908,572, and the FY09 Supplemental Capital budget, which require Board of Aldermen approval to finance new capital projects over the next five years.

REFERRED TO FINANCE AND APPROPRIATE COMMITTEES

#70-09(3) HIS HONOR THE MAYOR submitting in accordance with Section 5-1 of the City of Newton Charter the FY10 Budget totaling \$333,411,747, passage of which shall be concurrent with the FY10-FY14 Capital Improvement Program.
Effective date of submission: 4/21/09; last day to pass budget: 6/5/09)

HEALTH & HUMAN SERVICES BUDGET AND CIP

ACTION: APPROVED 3-0-3 (Ald. Johnson, Parker and Sangiolo abstaining; Ald. Baker not voting)

NOTE: David Naparstek, Commissioner of Health and Human Services presented his departmental budget and provided a PowerPoint presentation which is attached to this report.

Committee Questions

Emergency Preparedness

Mr. Naparstek noted that he gave a presentation to the Public Safety and Transportation Committee regarding Emergency Preparedness on March 4, 2009. Please refer to that report for detailed information.

Food Recall Audits

Ald. Baker found a piece of glass in a cereal box and asked what Health and Human Resources role would be in that instance. Mr. Naparstek said that they would notify the state and the state would notify the FDA to see if there was some sort of national event taking place. There is a national database so Newton gets real time information and recall notices.

AED

In response to Ald. Hess-Mahan's question, Mr. Naparstek said that an external defibrillator cost between \$2,000 - \$2,500 with an alarmed cabinet.

Fuel Assistance

Ald. Merrill asked how many calls they had received for fuel assistance. Mr. Naparstek said he didn't know the final number because they would be receiving calls well into May. There were different sources of funds which include City allocated funds, the Cousens Fund and the Benevolent Protective Fund, as well as other sources such as ABCD fuel assistance funds. As people come in and are assessed, the social worker matches the need with the resource and helps the clients fill out the forms.

Activate/Newton

Mr. Naparstek explained that they have applied for a \$60,000 planning grant that would give them the ability to initiate a program called Mass in Motion. This program looks at active living and healthy eating. It would give them the ability to do an assessment and develop a plan along with Parks & Recreation, the Planning Dept., Newton-Wellesley Hospital, the YMCA and others. Right now they have Activate/Newton going again and they are working with Newton-Wellesley Hospital in a program called Spring into Action. Newton-Wellesley is funding this program and the Health and Human Services Dept. is co-sponsoring it and providing a lot of the logistical support. The program runs through the spring. The idea is for people to lose weight and track their diet and exercise on a website that Newton-Wellesley has set up. Ald. Johnson asked how the community was being informed of this program. Mr. Naparstek said that the hospital has put notices in The Tab. There was also a kick-off event at the hospital and about 120 people showed up with about 1/3 being Newton employees. The information is also on the City website. Ald. Johnson asked what the cost of the program is and Mr. Naparstek said he would try to get that information. Mr. Naparstek has since been in touch with the hospital and they are working on compiling information for all programs done in conjunction with the City.

They will provide that report as soon as it is available, but it will take some time to assemble.

Environmental Health Advisory Group

Ald. Sangiolo asked what the Environmental Health Advisory Group has been working on. Mr. Naparstek said they do not have the capacity to staff that group at this time. They have other efforts that are parallel but are not consolidated. For instance, they have an environmental compliance group that looks at all the City's 21E sites. He said those sites are pretty well under control. They work with the School Department on issues that impact students and/or faculty such as air quality issues, environmental and special education needs. They do not have the ability to have an overarching committee to cover the entire City. Bob DeLuca sits in weekly meetings with Public Buildings as they review projects and looks for any issues that might be public health or environmental health related. He also sits in on the Newton North Plan Review Committee each week for the same reason. There is an intake form for the City and School Departments to track any problems that arise. Ald. Sangiolo asked if it would be possible to put this in volunteer services. Perhaps a citizen in the community with expertise in any of these areas would be willing to volunteer their services. Mr. Naparstek said it was a good suggestion.

Emergency Medical Response

Ald. Merrill asked if there was any plan to eliminate fire apparatus from medical calls. Mr. Naparstek said he was not involved in that process and it would be the responsibility of Fire, Police, and the Mayor's office to make those decisions.

Child Care Commission

Ald. Johnson would like to understand how the Commission is funded and how they fund their programs. Mr. Cleinman, Executive Director, said their other funding went specifically to scholarships for low and moderate income families. Almost 100% of what they raise goes directly to scholarships and programs.

Mr. Cleinman works 20 hours per week (with no benefits) and an administrative assistant was just cut back to 12-17 hours, depending on the workload. Mr. Cleinman compiles a monthly written report to the Commission and is in the process of doing a yearly comprehensive report that will be ready in July. Their linkage with the School Department has not been as close as it was when their offices were closer. Ms. Sullivan says they work for the After School Board.

Ald. Johnson said she realizes the Commission does good work but there is room for improvement and perhaps the Commission should be scaled down. She would like to see the Commission work better with Health and Human Services or perhaps the School Department. She wondered if there were any redundancies or inefficiencies that could be addressed by these partnerships. She asked that they take this message back to the School Department.

Ald. Sangiolo asked if there was any duplication in the functions of the Child Care Commission and Warmlines. Ms. Sullivan said that Warmlines is a resource referral but they charge for their services and don't really provide scholarships. She didn't feel there was any duplication of services. Ald. Sangiolo said that Ruth Balser was surprised that the Commission was not self-sustaining. Ms. Sullivan said they tried operating in that way for 5 years and it was untenable. Mayor Mann didn't want the program to fail, so he provided funds. Ald. Johnson wanted further evaluation to make sure there were no redundancies. A memo from the Child Care Commission was later provided and was included in the Aldermanic packets.

Response to Citizen Advisory Group Report

Per Capita Costs

Mr. Naparstek explained that about 2/3 of their budget is dedicated to school health services, which in most other communities would be in the School Department's budget. That portion equates to \$1.75M which is for the nurses, the physician and the health assistants. Administration and administrative support are not included in that number. Their budget also includes Veteran's Services (\$205K), which again, is not included in the budget of other communities, but is part of the Human Services effort in Newton. When these costs are taken out of the budget, the per capita cost drops to \$13.62 (which is the lowest amount in comparable communities) from \$34.00 (which is the highest amount in comparable communities) as shown in the CAG report.

Expenditure and Staffing Trends

The expenditure trends for Registered Nurses salaries showed a range of \$19,652 - \$26,425 in 1997 to \$38,772 - \$57,057 in 2008. They have gone from 1 nurse for 3 schools in 1997 to 1 nurse in every school currently. This increase was deemed necessary due to the great increase in children with serious conditions such as asthma, life-threatening allergies, seizures, diabetes, etc.

Demand for Services

The trend for services shows a deeper need with the declining economy. They anticipate new housing, food, camp, and environmental codes, all of which they have a role in enforcing. The Dept. of Environmental Protection, the Dept. of Public Health and some other Human Services providers are being decimated in their numbers. He feels that his department will be called upon to pick up the slack in the essential services they have provided in the past.

Electronic Medical Records

Ald. Hess-Mahan asked if they would have anything to do with electronic medical records. Mr. Naparstek said that law would cover hospitals and other medical practices. The SNAP software they've installed tracks medical records for students.

Beyond the CAG Report

Beyond the CAG report, they are looking to enhance their revenue. They are contracting with UMass Medical, which is a group that maximizes Medicare reimbursement for things like flu clinics. They have brought in as much as \$35,000 in reimbursements in

the past for flu shots. The cost of doing inspections is being looked at more closely. Mr. Naparstek had hoped to have something for this budget cycle, but said it would actually need an ordinance change in order to change the fee structure for things like food inspections, camp licensing and a number of other activities in the City. Mr. Naparstek noted that the challenges in the year ahead will include enhanced disease surveillance, as well as some new and/or expanded state regulations in food protection, housing, lead paint, camps, pools, and new tobacco products and practices.

Revolving Accounts

- Mr. Naparstek explained that they receive a state grant for school nurses and a revolving account is established to receive that money.
- They get \$17,000 from the federal level, to the state level, then to Newton for the emergency preparedness activities. They have budgeted an additional \$2,000 to that revolving account.
- The State Consumer Protection Grant funds two part-time people.
- Holiday Gift and Food Revolving Fund receives the solicited funds for these purposes.
- Community Relations Gifts is an account that needs to be reviewed and may not continue.
- Activate/Newton is a program to promote healthy eating/living as described earlier. They receive donations.
- Youth Services account receives donations to the Youth Commission.
- Emergency Assistance account receives a grants for the Medical Reserve Corp. These are episodic and not recurring.
- NewtonServes solicits funds and they are received by this account.

The Committee voted to recommend approval of the Health and Human Services Department budget.

SENIOR SERVICES BUDGET AND CIP

ACTION: APPROVED 5-0-2 (Ald. Johnson and Sangiolo abstaining)

NOTE: Jayne Colino, Director of Senior Services, presented the departmental budget and provided a PowerPoint presentation which is attached to this report.

Committee Questions

Senior Transportation System FY09

Ms. Colino said that changes were made this past year due to budget cuts. Their goal was to decrease the cost and increase the revenue. Some services were cut and rider contributions were solicited on a sliding scale of \$1, \$2, and \$3. There is also a waiver system. The ridership declined but the revenue increased slightly. They have averaged 450 less rides per month primarily in the outside Newton medical transportation services. Senior Center rides are down by 130 a month which Ms. Colino attributes to the closing of the weekend program. Supermarket rides are down a little and they think people might be going to the store less due to the economy. Long-term care facility visit rides and house of worship rides were discontinued because of budget cuts.

Senior Transportation System FY10

Veterans Taxi won the contract for the transportation services this year. There was a slight increase in the cost, but they were able to reinstate ten medical offices outside the City of Newton trips, and they will begin on July 1. Ald. Sangiolo asked if Springwell covered those trips. Ms. Colino said Springwell would not be able to provide the level of service in FY10 that Newton provides. The customer's feedback on Busy Bee (Springwell's service) has been very dissatisfactory and their hours are quite limited. Ald. Parker asked if house of worship trips would be reinstated. Ms. Colino said she's been working with the Greater Boston Interfaith Organization (GBIO) which helps community organize around an articulated need. Two houses of worship in Newton are currently working with GBIO, Temple Shalom and Temple Emanuel. She said there was a group of advocates that came to her expressing the need in their congregations and they recognized that they needed to contribute to this cause. She remains hopeful at this point. She is also starting to work on reinstating the long-term care facility visits. This is being led by one of the facilities in Newton and hopefully they are reaching out to the others to work something out. Ms. Colino is approaching these new services carefully because she does not want to reinstate some trips and then have to cut them the next year. Ald. Parker asked if there might be rides for seniors to parks and recreational resources around the City. Ms. Colino said they were always looking at ways to expand their services and would continue to do that.

Ald. Sangiolo asked about special permit money. (Some special permits had provisions that the petitioners contribute money to the Nexus transportation system. That system is now defunct.) Ms. Colino said she has spoken with Ouida Young in the Law Dept. Ms. Young explained to her that it was not an easily translated group of special permits. The feeling is that the service that the Senior Center provides is too far removed from the service that Nexus provided. The language in the special permits varied. Some permits called for one-time contributions and several of those have already been satisfied. Three permits are still open for translation and the Law Department is reviewing them. Ms. Colino said there was a spreadsheet that was being developed with this information. The Law Department will send it to the Committee Clerk when it is completed.

Wish List

Ald. Parker asked Ms. Colino what she would do with another 5% in their budget. She said she would like to more deliberately add back trips to the transportation service. She would also like to create a position for an outreach worker to address the increased demand, and another position to help coordinate bringing old and new services out into the community in a more efficient way. She also said some improvements in their building would be desirable.

Senior Liaison Officer

Ald. Hess-Mahan asked if the Senior Liaison Officer had been reinstated at the Police Dept. Ms. Colino said that the officer is in place and is a wonderful resource for them and vice versa. Sometimes there are situations where the police are called and they don't really have the resources to help certain individuals.

Intergenerational Programs

Ald. Parker asked if there were any intergenerational opportunities at the Senior Center. Ms. Colino said there were some high school and UMass students at the Center and a relationship with the Shoah Institute in Boston. Teachers from the public schools often have projects that bring students into the Center. Pairing students with seniors in their homes is trickier because of transportation limitations.

Upper Falls Senior Center

Ald. Merrill asked about the relationship with the Senior Center in Upper Falls. Ms. Colino said that program is a freestanding program organized by members of the community. The Senior Center promotes the program through the Coming of Age Newsletter and they direct people to it who are looking for a program within the Upper Falls neighborhood.

Response to Citizen Advisory Group Report

Ms. Colino said that she hadn't read the entire report, but knew that the mention of the Senior Center was complimentary. The CAG had not communicated with her directly. Some of what they've been asked to think about is overlap with other departments. The Parks & Recreation Department does reach out to Seniors but in a different way. They coordinate with Parks & Recreation to make sure they're not being redundant. She pointed out that if either department had larger spaces, they could perhaps combine some programs. But there are also other resources that become available to a Senior that comes to the Senior Center for a class. They may end up getting other support services that Parks & Recreation could not address. Over 50% of the people who come to the Senior Center are low to moderate income and they offer scholarship programs. Parks & Recreation has taken over day trips and a monthly trip to the mall. Ald. Johnson asked for a list of programs that may be similar in the two departments. The list is attached to this report.

Revolving Accounts

- The State Formula Grant comes from the Executive Office of Elder Affairs and is a per capita amount. They started off this fiscal year at \$7 per elder based on 15,920 elders on the 2000 US census. Fifty cents per elder was cut half way through the fiscal year and they lost \$8K. It has come through on the Governor's and the House Ways and Means budgets to reinstate the fifty cents so they're hoping it comes back. Also, a grant was submitted to the Executive Office of Elder Affairs and they received a fraction of what they asked for.
- The transportation revolving account accepts the rider contributions. More of the contract for services is being budgeted from that this year than from the state formula grant.
- The Senior Center revolving account accepts all the program fees and contributions. Revenue from the Senior Store also goes there.
- The Council on Aging revolving account is overseen by the Council on Aging and receives funds from the sale of the Newton commemorative throws and note cards. Grants are given to senior organizations that need assistance.

- The Senior Center gifts revolving account accepts gifts that are in memory of someone.

CIP

Ald. Parker asked what they would like to see accomplished from their CIP. Ms. Colino said it was their most pressing need to make improvements to their HVAC system to provide optimum air quality. It was her understanding that it was up for approval, but she wasn't sure. The other item they would like would be the permanent installation of a vestibule. The reception area gets very cold in the winter and the volunteers sit there.

The Committee voted to recommend approval of the Senior Services Department budget.

CITY SOLICITOR BUDGET AND CIP

ACTION: APPROVED 4-0-2 (Ald. Johnson and Sangiolo abstaining; Ald. Freedman not voting)

NOTE: Dan Funk, City Solicitor, presented the departmental budget. Mr. Funk explained that the department had to adjust to the loss of a part-time attorney and a part-time secretary this last fiscal year and they did well due to his excellent staff.

He explained that much of their work is mundane and involves hundreds of claims and contracts. These are things that people don't hear about everyday. They keep the Board apprised of the big issues. For example, 230 Lake Avenue was a complicated real estate transaction which was handled creatively and successfully. Mr. Funk said they've done more work for the School Department than ever before. There are a greater number of special education cases that the School Department needs assistance in resolving or trying. They have a good working relationship with them and the idea is to do preventive law whenever possible. The numbers looked skewed in the salary account because the School Department is paying for 2 days a week for one of the attorneys. This has been extremely supportive and has worked out well. Mr. Funk said his department also helps the departments, the Boards and Commissions, and advises the Mayor and School Committee appropriately. They also bought a new scanner to be more efficient in terms of re-typing documents and saving paper.

Mr. Funk said he will have to come back for some more money for labor counsel. He will know better what the money is after the budget discussions are over. It will not be a huge appropriation but it will be something. He also mentioned that they've had to cut their budget for books and resource materials in their law library.

Mr. Funk said they have not had money in their budget in the last several years to pay law clerks. He is trying to get a less experienced law clerk to help but someone they prefer to hire someone with some experience. Boston College has brought them some people who are willing to work as free interns and they also try to get a co-op student from Northeastern. They are competing with employers who will pay, however.

Committee Questions

Ald. Parker asked if the 41A deferral applications were up this year. The statistics are attached to this report.

Trials

Ald. Parker asked about the jury trials that were completed. Mr. Funk said that one involved a former city employee who felt she should have been given an opportunity to come back to work after being unable to work after many years. They got most of the case dismissed with the exception of a handicapped discrimination claim. They didn't think it was valid but offered a settlement to avoid the cost of a trial which was not accepted. The City went to trial and prevailed with the jury. It has been appealed but he was not concerned about that. The other case was a federal trial in US District Court. This was a civil rights claim by someone who claimed false arrest, false imprisonment, police brutality, etc. and the City won on all counts.

Branch Libraries

Ald. Parker asked about the branch library license agreements. Mr. Funk said that Nonantum already had a license agreement and has been in place for a few months. They are in the process of negotiating with Auburndale and Waban and expect those to be ready in short order. He heard that perhaps the YMCA was interested in the Newton Corner branch for some use but he had no further information on that.

Trash/Ambulance/Angino Farm

Ald. Parker asked about the trash collection contract. Mr. Funk said the contracts have all been drafted but it has not been signed yet. Ald. Parker said there was some thought about moving the ambulance service back into the Fire Department. Mr. Funk said the contract with the ambulance company is up within the next few months and he has no instruction yet on what will happen then. Ald. Parker also asked if there was a long-term contract with Angino Farm. Mr. Funk said it still had to be negotiated.

The Committee voted to recommend approval of the City Solicitor's budget.

LIBRARY BUDGET AND CIP

ACTION: APPROVED 4-0-2 (Ald. Johnson and Sangiolo abstaining; Ald. Freedman not voting)

NOTE: Nancy Perlow, Director of the Newton Library, presenting the departmental budget. *Ms. Perlow provided a PowerPoint presentation which is attached to this report.*

Budget Changes

Mr. Perlow noted that money was cut from the budget (\$35,000) this past fiscal year for reduction in Sunday operations (from 5-4 hours). It turned out that they cut too much so they are making up for it by funding overtime for Sundays more this year. In order to accomplish that, they are eliminating a part-time administrative assistant and they are cutting \$10,000 from the materials budget.

Committee Questions

Stimulus Funds

Ald. Parker asked Ms. Perlow if she planned on applying for any of the federal stimulus grants. Ms. Perlow said that Ryan Hanson was looking into it. Mr. Hanson said that there are two pools of potential money: federal money and state money. There is a stabilization fund for the state and 80% of that is used for educational purposes. The other 20% is used at the Governor's discretion and that may include libraries. It is unclear how that will be appropriated right now. Mr. Hanson will keep a close eye on these funds.

Maintenance

Ald. Johnson asked if there were any maintenance issues they would like to see addressed. Ms. Perlow said that there needed to be some work on the HVAC system. The Public Buildings Department is working on repairing it because it was a problem with the timers and it was working round the clock. She noted that the chairs and tables need repair and the carpet needs to be replaced. There is mold on the underside of the roof. Some of it has been repaired and more is scheduled to be done.

Revolving Accounts

- The State Library Aid account receives funds as described in the PowerPoint. They expect to lose about \$8K from that account as circulation to non residents has gone down.
- They are applying for a grant for digitization to the LSTA and this account would receive those funds.
- The Investor Education Gift is the second year of the FINRA grant that they are working on for retirement planning for women.
- The Branch revolving account is new and will receive funds generated from the use of the branch library buildings. Ald. Sangiolo asked if this should not go into Public Buildings. Ms. Burstein said it would keep the reporting less complicated. A resolution was approved last year to establish a revolving account, but the account had not been set up until now (Board Order 260-08(2)).
- The Use of the Library Building Equipment account receives rental money and lost and paid items money.

The Committee voted to recommend approval of the Library budget.

All other items held without discussion.

Motion to adjourn.

Respectfully Submitted,

Marcia Johnson, Chairman

Department of Health and Human Services



Public Health
Prevent. Promote. Protect.

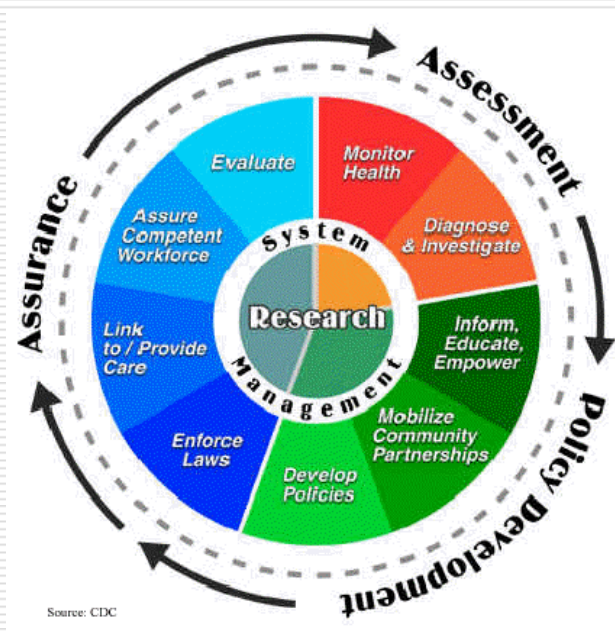
FY10 Budget

- Notable achievements in FY09
 - Objectives for FY10
 - Comments on the Citizen
Advisory Group Report
 - Challenges for FY10
-

Notable accomplishments in FY09

Health & Human Services Advisory Council

- Essential Services Review



Notable accomplishments in FY09

Emergency Preparedness

- ❑ Trained staff to meet NIMS/ICS standards
- ❑ Recruited and trained 30 additional medical reserve corps volunteers
- ❑ Conducted emergency dispensing site exercises
 - Newton – immunized 770
 - Regional – immunized 900



Notable accomplishments in FY09

Environmental Public Health

- ❑ Implemented the Virginia Graeme Baker Pool and Spa Safety Act for public and semi-public pools
- ❑ Conducted successful food recall audits with state Department of Public Health
- ❑ Provided compliance assistance for new EPA regulations on lead paint management



Notable accomplishments in FY09

Public Health Nursing

- ❑ Went live with MAVEN, the Mass. Virtual Epidemiology Network
- ❑ Immunized an average of 12 seniors per month for pneumonia
- ❑ Privatized billing for Medicare reimbursement
- ❑ Hosted 12 nursing students



Notable Accomplishments in FY09

School Health Services

- ❑ Converted to SNAP software in health rooms
- ❑ Conducted Youth Risk Behavior Survey in grades 6-12
- ❑ Recruited a school physician
- ❑ Conducted a pilot in-school flu immunization project
- ❑ Had a successful use of an AED at South
- ❑ Over 105,000 visits to health rooms



Notable Accomplishments in FY09

Human and Volunteer Services

- Coordinated NewtonServes
 - April 26 – community
 - May 3 -- schools

- Published and disseminated 400 volunteer opportunities

- Assisted with response to hate incidents



Notable Accomplishments in FY09

Community Social Worker

- ❑ Assisted with a record number of fuel, food, and housing assistance requests
- ❑ Conducted coat and penny drives
- ❑ Assisted victims of house fires with resources
- ❑ Partnered with Village Bank in Holiday Gift Drive



Selected Objectives for FY10

- ❑ Build upon Activate!Newton foundation (grant?)
- ❑ Emergency preparedness focus on Flu Pandemic
- ❑ Develop and evaluate reportable diseases using MAVEN
- ❑ Expand upon the school-based flu immunization project
- ❑ Evaluate and disseminate YRBS data
- ❑ Recruit volunteers to fill growing needs



Response to the CAG Report: Cost

- The cost of “health and human services” (HHS) includes
 - School health services (\$1.75M+)
 - Veteran’s services (\$205K)

- The actual cost of HHS is:
 - \$13.62/capita v \$34.00 in the CAG
 - Lowest per capita expenditure of the comparable communities

Response to the CAG report: Expenditure trends 1993 - 2008

- Registered nurse salary changes
 - 1997
 - \$19,652 -- \$26,425
 - 2008
 - \$38,772 -- \$57,057

 - Staffing pattern changes
 - 1997 one nurse for 3 schools
 - 2008 a nurse in every school
-

Response to the CAG report: Services

- The demand for services will increase due to:
 - Need for financial assistance
 - New or expanded state and federal regulations
 - Reduction in services provided by the state
-

Response to the CAG report: School health staffing need in 2008

- Medical needs of Newton's school children (School Year 07-08)
 - Asthma 1,040
 - Life-threatening allergies 612
 - Seizure disorder 68
 - Diabetes 32
 - Emergency (911) calls 42

 - Students served by nurse (unduplicated) 62%

Beyond the CAG report

- Revenue enhancement
 - Contracting with UMass Medical to maximize Medicare reimbursement
 - Inspection time study to assess fee structure & efficacy
-

Challenges in FY10

- Growing demand for services
 - Economic downturn
 - Unforeseen laws and regulations
 - Reduction in state resources

Challenges in FY10

- ❑ Enhanced disease surveillance will increase demand on resources
 - ❑ New or expanded state regulations in
 - Food protection
 - Housing
 - Lead paint management
 - Recreational camps for children
 - Swimming pools
 - ❑ New tobacco products and practices
-



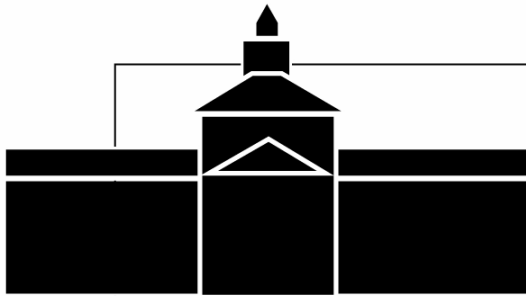
Thank you!



FY 2010 Budget Presentation

**City of Newton
Department of Senior Services**

Newton Council on Aging



The Senior Center



MISSION STATEMENTS

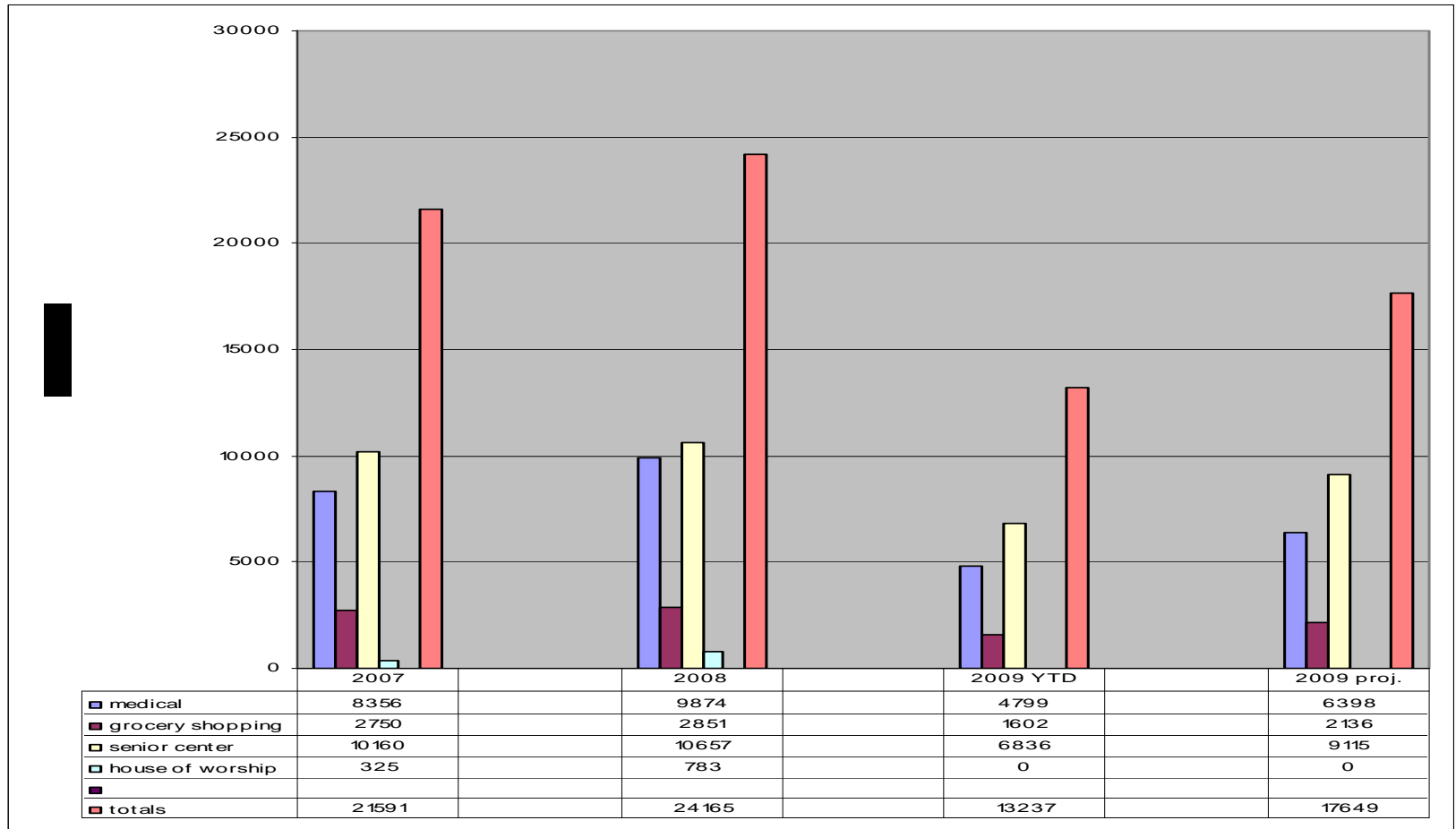
- **The Department of Senior Services-** “...to assist and enrich the lives of Newton Seniors.”
- **The Newton Senior Center-** “ ...connection with each other, resources, and the greater community”
- **The Newton Council on Aging-** “...to serve the needs and improve the quality of life of all Newton Seniors...”



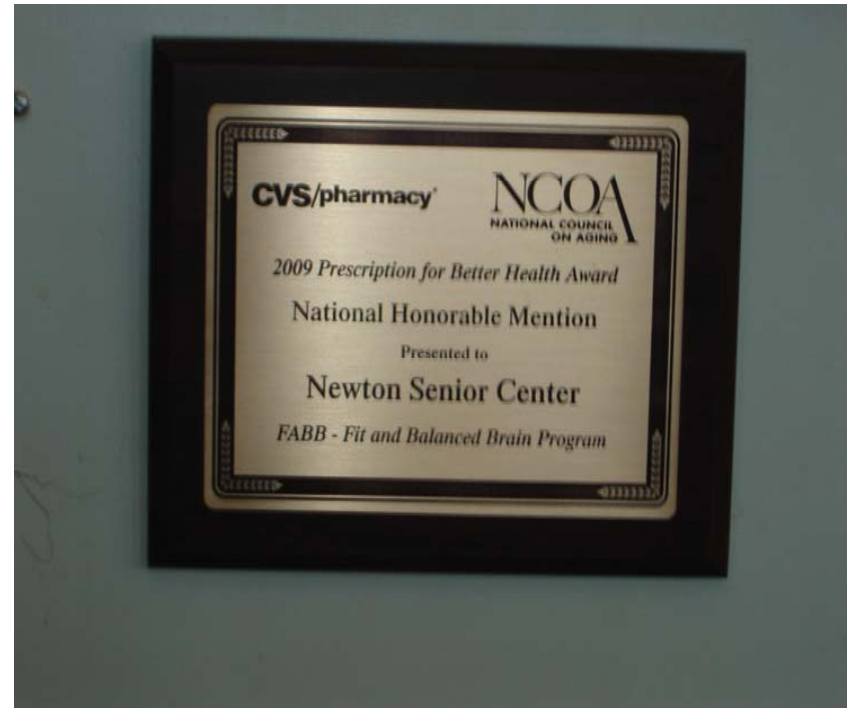
SUMMARY OF ACCOMPLISHMENTS

- **Implemented changes to the Senior Transportation System.**
- **Increased community awareness of the programs and services offered by the department.**
- **Increased collaborative programs and co-sponsorship of programs and services.**
- **Transition of Senior Tax Work-Off Program.**
- **Creation of a Participant Advisory Council.**
- **Improved tracking of departmental usage data.**

Senior Transportation System Comparative Usage Data



National Awards



SERVTRACKER SOFTWARE

Why collect Data?

- Improved Customer Service
- Program and Service Planning
- Accountability to current and potential funders
- Utilized in program evaluation process
- Improved marketing of programs



Client Name:Alice Bailey



Aerobics Tues

Computer Drop In

Band

Drop In

Bingo Tues

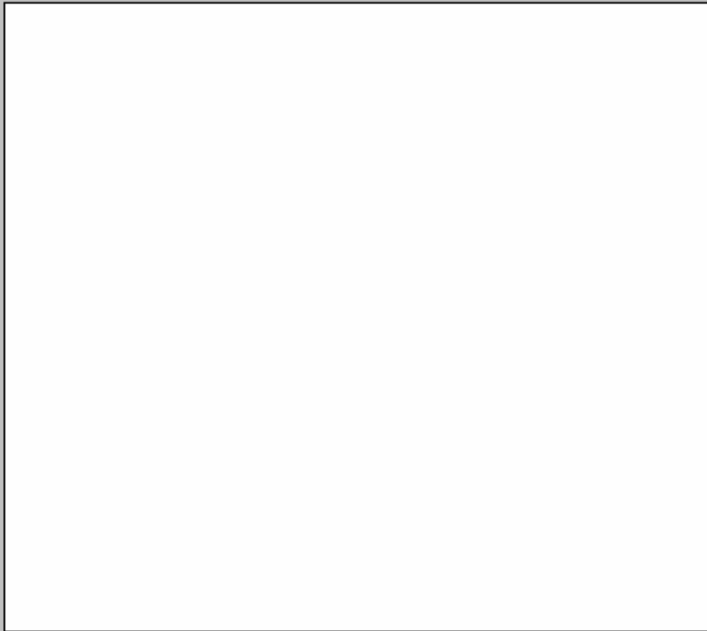
Drop In Games

BRIDGE LESSONS

Lunch

Computer Class

Muscle Tues



Finish

Previous

Next

Cancel

Remove Selected

Newton Council On Aging
345 WALNUT STREET NEWTONVILLE, MA 02460-
Unduplicated Client Count and Total Units by Service Provided

For Reporting Range Between: 7/1/2008 And 4/21/2009
Printed: 4/21/2009 2:53:01 PM

Service	RACE										GENDER		AGE						Disabled	Low Income	Live Alone
	Clients	Units	Indian	Asian	Black	White	Hispanic	Unknown	Multi-Racial	Other	M	F	<55	55 - 64	>60	65+	75+	85+			
Congregate	276	4844	0	6	1	67	0	86	0	6	45	124	32	65	183	176	134	65	0	0	241
Info and Referral	526	983	0	1	0	36	0	185	0	7	102	278	221	59	261	240	174	62	0	0	505
Recreation	1589	22506	0	7	3	175	3	532	0	19	290	695	378	293	953	889	578	210	3	0	1478
Supportive Services	552	1551	0	6	1	51	1	172	0	6	102	269	162	78	321	310	229	84	2	0	528
Transportation	439	11388	0	1	2	41	0	138	0	8	37	259	94	77	273	266	237	109	1	0	423

Unduplicated
(all services above): 2347 41272.00 0 9 3 186 3 829 0 22 419 1059 779 371 1541 1197 822 330 5 0 2347

Newton Council On Aging
345 WALNUT STREET NEWTONVILLE, MA 02460-
Unduplicated Client Count and Total Units Provided by Activity - Recreation

For Reporting Range Between: 7/1/2008 And 4/21/2009

Printed: 4/21/2009 2:47:36 PM

Activity	RACE										GENDER		AGE						Disabled	Low Income	Live Alone
	Clients	Units	Indian	Asian	Black	White	Hispanic	Unknown	Multi-Racial	Other	M	F	<55	55 - 64	>60	65+	75+	85+			
Aerobics F	72	873	0	1	0	18	1	18	0	6	2	47	4	20	51	48	31	10	0	0	58
Aerobics Tues	94	868	0	0	0	33	1	24	0	5	2	62	2	23	71	68	49	12	0	0	75
BEYONED BALANCE	30	145	0	0	0	5	0	6	0	0	2	22	5	5	21	20	14	2	1	0	28
FABB Center	22	84	0	0	0	4	0	12	0	0	1	7	3	4	15	13	9	2	0	0	21
Line Dancing	31	454	0	0	0	0	0	15	0	2	0	15	4	6	21	20	12	3	0	0	30
Muscle Fri	67	768	0	0	0	24	0	17	0	3	2	47	3	20	48	44	28	9	0	0	55
Muscle Tues	103	927	0	0	0	31	1	25	0	4	9	66	5	28	73	67	47	16	0	0	86
TaiChi	61	313	0	0	0	9	0	22	0	1	5	38	4	15	46	39	19	5	1	0	55
Tap-exercise	20	56	0	0	0	1	1	9	0	0	1	6	5	6	9	9	4	0	0	0	20
Yoga Chair Th	73	949	0	0	0	15	2	23	0	3	5	40	8	18	49	45	36	20	0	0	64
Yoga Chairs M	56	543	0	0	0	13	1	16	0	0	5	28	4	16	39	35	27	12	0	0	53
Yoga Mats Thurs	42	300	0	0	0	11	0	15	0	1	3	24	4	11	30	24	17	7	0	0	36
Unduplicated (all activities):	350	6280.00	0	1	0	72	3	107	0	8	23	202	32	80	310	238	165	67	2	0	350

Client Data & Service Requests (right-click mouse button for additional options)

Last Name: First name: MI: Title:
Family Id: Relationship: Is client anonymous:
Member Id: Nick name: Is this record an institution:



Information & Referral Notes - Alice Bailey

- 4/20/2009 Alice's daughter called and spoke with JC about the transportation system. She is concerned that her mother's memory is declining and wants to talk with her about giving up her license all together. JC gave her details about the transportation services and referred to KL for additional assistance. JC
Edit View Delete
- 4/8/2009 dispatcher called from Veteran's to report that Alice is struggling with keeping reservations correct. They have dispatched several trips that were no shows. JC
Edit View Delete
- 3/24/2009 Alice called and spoke with JF with questions about transportation. JF gave details about system. JF
Edit View Delete
- 3/16/2009 alice called about transportation. I explained system to her. Don't think she really understood.ab
Edit View

Add New Note



Reg dt: Last chg dt: Last chg time:

Non-case managed service termination

MA

Show pending

... About this client

Undo Change

Save Record



Goals and Objectives FY2010

- **Implement new transportation services contract.**
- **Complete assessment of services and unmet needs that affect a senior's goal to Age in Place.**
- **Initiate recruitment of new Senior Tax Work -Off volunteers.**
- **Provide additional staff training in the use of ServeTracker.**
- **Improve emergency and safety protocol and procedures.**
- **In cooperation with the Participant Advisory council develop a Participant Grievance Policy and Procedure**
- **Continued exploration and pursuit of funds for an additional Outreach Worker.**

We Thank You!!!



**List of similar programs
Offered by
Department of Senior Services and Parks and Recreation Department**

Although Parks and Rec. and Senior Services offer what may appear to be some similar programs, each department targets a different group of older adults. There may be seniors who have found their own connection to programs that either department offers. The programs offered by each department provide opportunity for socialization and connection. The Department of Senior Services recognizes that all the programs that are offered at the center are a vehicle for outreach to connect participants to other services offered by the department and other community resources.

The following are the list of similar programs: (**facilitated by volunteers)

Aerobics

Card games** (although each dept offers different games)

Crafts/Sewing**

Dancing (line dancing is the only dance program both departments offer, senior services offers lessons, parks and rec. offers opportunity to dance)

Tai Chi

41A Deferral Application Statistics for Fiscal Years 2007, 2008 and 2009 to date

Information obtained from assessing department on 5/5/2009

FY 2009

New applications: 12 (of which 3 are still pending approval)

Carryover deferrals from previous years: 52

Payoffs (due to death of taxpayer or sale of property): 8 (to date)

FY 2008:

New applications: 5

Carryover deferrals from previous years: 56

Payoffs: 17

FY 2007:

New applications: 10

Carryover deferrals from previous years: 61

Payoffs: 9

Newton Free Library

Programs and Services Committee
Meeting

April 22nd, 2009

Library Mission Statement

The mission of the Newton Free Library is to provide in an accessible and equitable manner the widest possible range of library services for the informational, educational, cultural and recreational enrichment of all members of the Newton Community.*

In pursuit of that goal, the Library provides:

- An extensive collection of print, non print and e-resources
- Comprehensive reference services
- Educational and cultural programming
- A full range of services for Children

*Approved by the Newton Free Library Board of Trustees, March 2, 2004.

Library Use and Rankings

Visitors increased 50,000 Jul/Dec 2007 vs Jul/Dec 2008

FY08	Jul-Dec 2007	July-Dec 2008
656,214	299,611	349,602

Adequate technology is a focus

- Virtual Library services (24/7 Reference and Databases)
- www.newtonfreelibrary.net
- Use of these resources is growing

The Library is top-ranked for libraries of its size/budget

- Hennen's American Public Library Ratings
 - Ranked 5th compared to public libraries in communities of the same size
- LJ Index of Public Library Service
 - Earned a star 3 star rating based on operating expenditures compared to peer libraries

Accomplishments

The Library continues to loan more items than any other library building in the state

Circulation increased slightly from FY07 to FY08

Circulation	FY07	FY08	% Change
Adult	1,263,738	1,285,145	
Children's	665,810	669,880	
Total Circulation	1,929,138	1,955,025	+1.3%

% of Circulation in the Library Buildings for Newton Residents

FY07	FY08	July-Dec 2008
77.5%	79.3%	81.3%

Accomplishments

Interlibrary loans TO libraries were higher than loans FROM libraries

Activity	FY07	FY08	% Change
Interlibrary Lending	122,714	135,418	+10%
Interlibrary Borrowing	102,089	114,400	+12%

Accomplishments

The Library has a significant portfolio of online services and technology resources, delivered in-Library, through the Library's website and through partnerships or via participation in commercial social networking sites:

The Minuteman Catalog allows patrons to

- Search for and reserve materials and museum passes, make interlibrary loan requests
- Pay fines, manage renewals
- Recommend materials to others
- Added recently – reserve new feature films

The Library's Website allows patrons to

- Access 24/7 Reference Services: The reference staff has joined a cooperative to provide access to online reference service 24 hours/day and seven days/week.
- Email the Library for reference. The Reference staff responds in one business day.

Accomplishments

Online Social Networking. The Library is active online, marketing its reference services through in-house and commercial activities that are fresh and current.

- **Blogs.** The Library offers interactive blogs for adults and children through its website. Topics include books and reading, job searching, ESL, poetry, travel, retirement.
- **Books for You.** Patrons can sign up for personalized book recommendations based on their reading preferences.
- **Bookletters.** Monthly annotated booklists on 40 topics. 2,250 patrons subscribe via email.
- **Bibliographies and Pathfinders.** Available on the website and includes Newton History.
- **Flickr.** The Library's Flickr site contains hundreds of Library images and is often cited as a model of how to use a site such as Flickr to market library services.

Accomplishments

The Library

- Subscribes to 44 online databases, 26 of which Newton residents can access from home via the Library's Website. The Library also offers access to an additional 37 databases (36 with home access) provided by Minuteman and the State.
- Offers monthly in-Library training classes for using the Internet at our Internet Technology and Training Center. Topics include applying for a job, using travel resources, reader's advisory.

The Website provides 24/7 service when the Library is known to be closed...

1,010	Visitors on Veteran's Day November 11 th 2008
463	Visitors Christmas Day December 25 th 2008
707	Average visitors on a Summer Sunday in 2008

...and on days when the Library has a normal schedule

1,373	Visitors during operating hours on March 5 th 2009
374	Visitors during closed hours on March 5 th 2009 (21% of the total)

Accomplishments

The Library regularly pursues grant opportunities to extend the reach of its service offerings and value to the community.

Mother Goose on the Loose

\$7,500 LSTA federal grant administered through the MA Board of Library Commissioners

- Allowed the Children's Room to offer innovative, emergent literacy programs for babies, toddlers and their caregivers
- In-Library and community outreach components
- In addition the Children's Department expanded programming for FY08:

FY07 Programs	FY08 Programs	% change
390 outreach	602 outreach	+54%
775 in-house 551 Main Library only	774 in-house 582 Main Library only	+6% increase for ML

Foundation for Racial, Ethnic and Religious Harmony / A Legacy for Literacy

\$1,500 Grant for a series of Cultural Competency Workshops for tutors, and to purchase materials on diverse cultures for the literacy collection.

Accomplishments

Smart Investing at your Library – Retirement Planning Club for Women

\$46,100 two-year grant from the Financial Regulatory Authority Investor Education Foundation (FINRA) and the American Library Association

- Members as well as the general public attend monthly meetings with speakers on such topics as mutual funds, asset allocation, social security, and library resources
- Includes educational modules and a blog through the Library's website
- Includes funds for books, newsletters, and databases relevant to the grant topic
- The grant also allowed the library to work with a marketing firm to design a new logo, tagline, and brochure that will help attract new patrons and market library services
- Over 100 women registered for the Club
- NPR produced a story on the Library's Club. The interviews and highlights were a segment on national NPR radio Saturday, February 28, 2009, and is now available through the NPR website

Foundation for Racial, Ethnic and Religious Harmony / Programs and Communications

Provided the Programs Office with a grant to present a Black History Month event.

Accomplishments

Young Adult Services Grant

The Young Adult Librarians continued to implement a \$20,000, two-year LSTA federal grant administered through the Mass. Board of Library Commissioners.

- Formed a teen advisory board
- Created and furnished a new Young Adult Area on the second floor
- Presented many successful young adult programs
- Purchased many new young adult books



Accomplishments

Adult programs and exhibits are vibrant and plentiful in FY 2009

- 299 adult programs and exhibits were planned and presented at the library including art shows and receptions, club meetings, concerts and lectures/author talks.
- Close to 11,000 patrons attended these events.
- Partnerships with City agencies and community organizations (among others)
 - Department of Public Works
 - Health and Human Services
 - Newton Schools Foundation
 - Newton History Museum
 - Newton Symphony Orchestra
 - Green Decade/Newton

In addition, the Director of Programs and Communications was honored by being selected to serve on the Public Relations Committee of the Massachusetts Board of Library Commissioners. The committee is engaged in a multi-year effort to increase awareness of libraries and their services and to increase library use throughout the Commonwealth.

Goals and Objectives

Goal 1: The Library will meet patrons' reference and circulation needs in FY10

Objective A. The Library will maintain current levels of circulation staff productivity in the face of significant demand.

- Circulation of print materials is expected to rise in FY09.
- Newton staff charges out more items per hour open and per FTE than any other library in the area.
- We will continue to satisfy customer service demands effectively with current circulation staff.

Goals and Objectives

Goal 2: The Library will provide suitable and ample collections of materials to meet the needs of the community.

Objective A. Continue to maintain a collection that satisfies the great majority of our borrower's needs.

- 6% of the 1,955,025 items that the Newton Free Library loaned to its patrons in FY08 came from another library in the Minuteman Library Network.
- This was the smallest % in the Network, and we will continue to maintain this low percentage in FY09 and FY10.

Objective B. Evaluate and extensively develop book, audio visual, and electronic collections using FY10 Collection Goals and Objectives.

- Areas designated for development are based on a yearly analysis of user needs.
- Areas that are developed should show significant increases in circulation from FY09.

Goals and Objectives

Goal 3: Promote and develop on-line resources so that Library users are able to further access a 24/7 Newton Free Library at www.newtonfreelibrary.net

Objective A. Evaluate and extensively develop on-line databases.

Objective B. Create online index to Newton newspapers, accessed from the Library's website.

Objective C. Develop an online system for processing ESL student and tutor applications.

Objective D. Create web-appropriate format for presentation of popular booklists for children.

Objective E. Make the website more user friendly.

www.newtonfreelibrary.net hits			
FY '07	FY '08	% Change	Projected FY '09
440,000	486,842	+11%	550,000

Goals and Objectives

Goal 4: Ensure that the Newton Free Library makes use of the most cutting edge technology in its operations.

Objective A. Expand the number and quality of computers available to users.

Objective B. Attract tech-savvy users through incorporation of new technologies.

Objective C. Provide library users with three self-check workstations.

Goal 5: Library users will have digital access to local history resources.

Objective A. Develop digitization program for the library.

Objective B. Apply for grants to digitize library collections of Newton historical photographs.

Goal 6: Patrons will be offered continuing excellent customer service.

Objective A. Provide library users with knowledgeable, well-trained, and helpful librarians with technology and customer service training.

Objective B. Upgrade Druker Auditorium with easy to use technology for programs.

Objective C. Provide clearer and consistent signage in the library for patrons.

State Aid To Public Libraries

Consists of

- Library Incentive Grant – awards are distributed to all certified municipalities based on population (In FY09 \$0.75 per capita)
- Municipal Equalization Grant – awards are distributed to all certified municipalities using a calculation based on the state lottery formula.
- Non resident Circulation Offset – awards are distributed to municipalities whose libraries report circulation to patrons from other certified Massachusetts municipalities. The Library receives a non-resident circulation offset based on the number of on-site loans to residents of other municipalities. In FY08, the Newton Library loaned 337,338 items and was reimbursed \$.1279 per transaction in FY09 (\$43,146).

State Aid To Public Libraries

- To receive State Aid to Public Libraries a municipality and its library must be certified by the Board of Library Commissioners as meeting a municipal requirement for the current fiscal year and as having met certain minimum standards of public library service in the previous fiscal year.
- The library's budget must meet statutory standards of a 2.5% increase over the average of the previous 3 years of municipal appropriations. If this standard is not met, the library will need to petition for a waiver of the municipal appropriation requirement from the Massachusetts Board of Library Commissioners.
- When considering a waiver the Mass. Board of Library Commissioners requires a worksheet by the municipality that demonstrates that the library's budget was not disproportionately reduced as compared to other municipal departments.

State Aid To Public Libraries

Minimum standards of public library service:

- Be open to all residents
- Make no charge for normal library service
- Be kept open a minimum number of hours per week (for Newton the standard is 63 hours per week and 6 days per week, including some evening hours)
- Employ trained library personnel
- Expend a reasonable portion of the library's total budget on library materials
- Lend books to other libraries in the Commonwealth
- Report nonresident circulation

State Aid To Public Libraries

When a public library is not certified:

- The public library will not receive any State Aid to Public Libraries monies
- Libraries in certified municipalities are not required to lend library materials to the library in the noncertified municipality
- Libraries in certified municipalities are not required to extend reciprocal library services, beyond in-library use of their materials, to residents of the noncertified municipality
- The library will not be eligible to apply for grants under the Library Services and Technology Act
- In addition Newton as a Regional Reference Center would lose the Regional Reference contract and funds provided to the library for this service.

