

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 offers a dynamic set of programs at the Newton Senior Center and other locations around Newton. Last year 5000 older residents participated in hundreds of programs ranging from Art and Music, Education, Health and Fitness, Language, Technology, Affinity and Support Groups, Food Programs and Volunteer opportunities. Support Groups and specific programming help people who are caregivers, bereaving, living with Parkinson's, Low Vision or Dementia or wanting to declutter and downsize.

The Department also provides services that support older adults' ability to stay engaged in the community. The City of Newton is a leader in the area of keeping people engaged through transportation. Last year we launched NewMo or Newton in Motion, an affordable on demand shared ride system. NewMO provides access to important selected destinations: medical appointments, grocery stores and food pantries, the Senior Center, village centers, houses of worship and to work. We are on target for providing over 25,000 rides this year.

Our Social Services Case Manager helped over 400 people access housing, home care and financial assistance through Fuel Assistance, SNAP benefits, Property Tax Relief and community funds. We administer the Commodity Supplemental Food Program that provides two bags of groceries and produce to close to 60 households each month. This year our case manager has focused on providing Dementia Friends training to city staff, volunteers and members of the community.

The SHINE program helps to demystify Medicare options through personal consultation sessions with trained counselors during open enrollment and throughout the year for those newly exploring health care options as they turn 65. This past year 526 were empowered to make the right Medicare choices.

The AARP/IRS program helps eligible residents file their income taxes and access programs at the state and federal level that stretch the dollar. Residents have accessed hundreds of pieces of Durable Medical Equipment through our loan program that help them rehab and live more safely.

This past year has been a successful one for the Newton Department of Senior Services, even with the significant challenges of COVID-19.

- The most notable of the accomplishment for this past year is the progress that has been made on the Newton's Center for Active Living (NewCAL) project. Newton is planning for the future of programs and services for the older residents of Newton and the entire community. A commitment from the Mayor and intensive community engagement has positioned Newton to build a large, well equipped, comfortable Center to meet the unique interests and needs of older adults, both those currently using the Senior Center and many others who are not. The Center will foster a special sense of community and belonging for this growing group. When spaces within this facility are not programmed for older adults, the goal is to offer well managed, quality and enriching community and multigenerational experiences for all residents of Newton. The project is in the site selection phase and has successfully engaged with hundreds of residents to build consensus to find the most suitable site for the future home of this important community asset.
- The Department provided 25,000 rides in FY20 to important destinations in and around Newton. In collaboration with the City Transportation Planning Director, we implemented NewMO (Newton in Motion), a new service to improve mobility and connection to all the City has to offer through an affordable on-demand ride share service. Close to 40% of the rides had been shared, prior to the pandemic. Riders are paying 50 cents/ride if they receive a public benefit (food stamps, fuel assistance, Mass Health) and up to \$5.00/ride. We are currently evaluating the effectiveness of the service from the rider perspective and with cost in mind as COVID-19 has made a ride-share model infeasible for the foreseeable future.

- We continued to expand our program offerings at the Senior Center and throughout the community. We are now offering ongoing programs at The Newton Free Library, The Stone Institute, The Scandinavian Living Center and The Hyde Community Center.
- In response to documented concerns of isolation and loneliness amongst older adult residents in Newton, the Department entered into a partnership with FriendshipWorks, an organization that has a 35+year mission of eliminating isolation and loneliness. We have matched over 40 people to meet weekly in older residents' homes to share time, interests and create friendships in our effort to decrease isolation and loneliness.
- In partnership with the Greater Boston Food Bank we offer the Commodity Supplemental Food program (CSFP). The program has grown and now offers over 80 older adults two bags of shelf stable groceries and fresh produce monthly.
- This past year we were able to add a full-time custodian to our staff. In FY21 we have been approved to combine two part-time positions into a full-time Outreach and Engagement Coordinator's position to enhance our outreach, marketing and community connections.
- When COVID-19 erupted, we quickly pivoted. While we had to close the Senior Center, we are offering Zoom classes. We are calling all our older residents, checking in and saying hello. 7000 phone calls have been made by 15 different volunteers to residents living alone 60+. We have been providing food, pharmacy and other essential item deliveries.

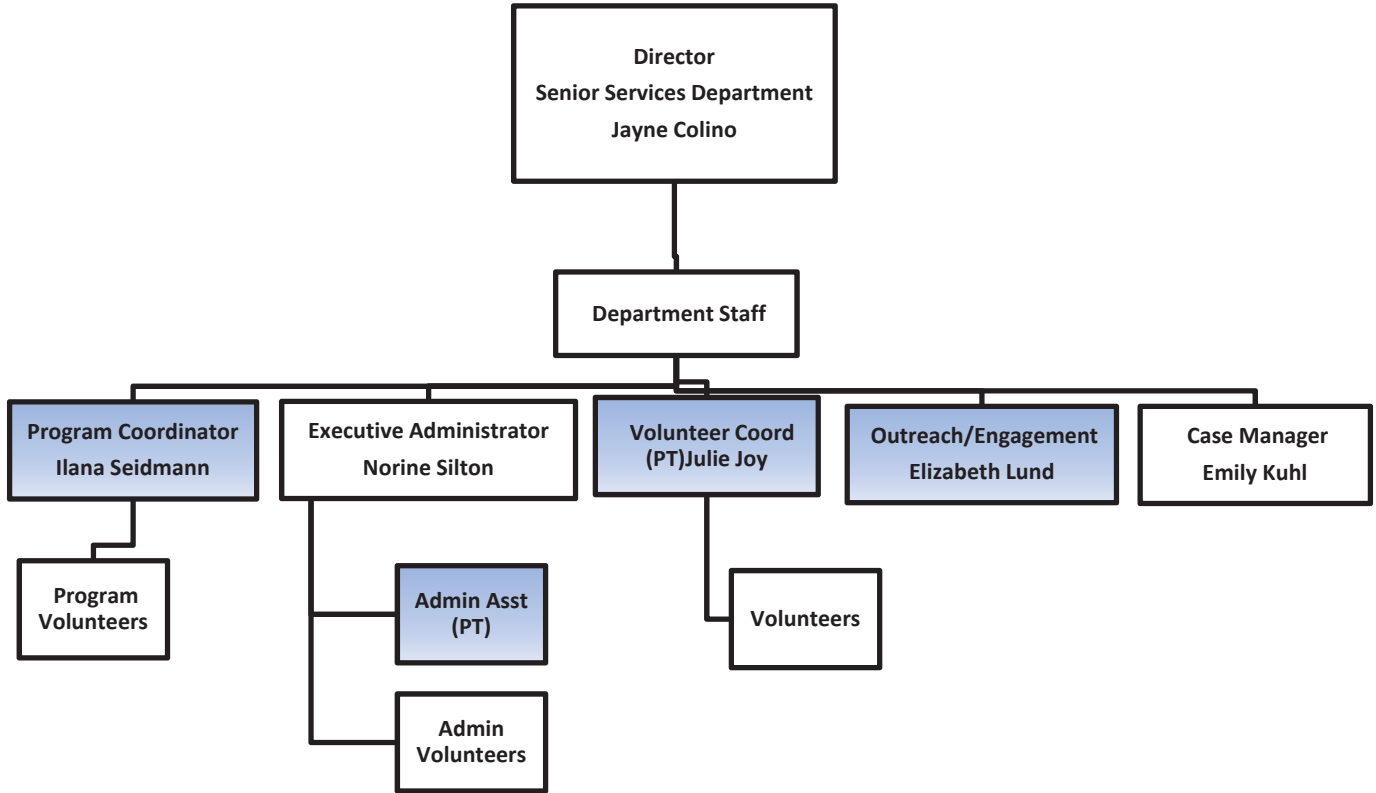
Jayne Colino

Director of Senior Services

SENIOR SERVICES



*Blue shaded is grant funded



Financial and Operating Highlights

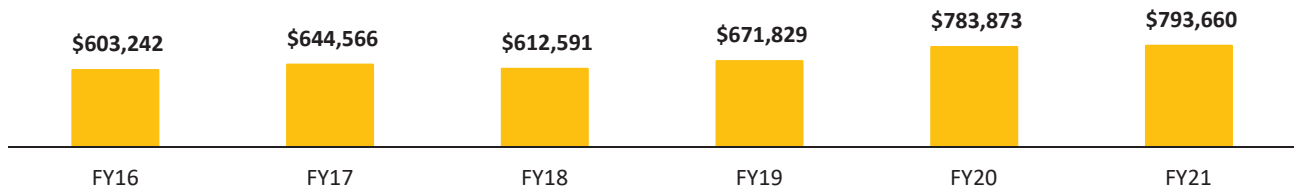
Financial Highlights

	Actual			Adj Budget		Proposed
	FY2015	FY2016	FY2017	FY2018	FY2019	FY2021
Expenditure by Department						
Human Services	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Senior Services	\$ 603,242	\$ 644,566	\$ 612,591	\$ 671,829	\$ 783,873	\$ 793,660
Total	\$ 603,242	\$ 644,566	\$ 612,591	\$ 671,829	\$ 783,873	\$ 793,660
% Incr		6.85%	-4.96%	9.67%	16.68%	1.25%

Personnel

Full-Time	1	1	2	3	3	3
Part-Time	4	4	2	1	1	1
Total	5	5	4	4	4	4

Total Senior Services Expenditures



Operating Highlights

- 1500 people participated in recreational programs
- 347 pieces of Durable Medical Equipment were loaned
- 526 people accessed SHINE Counseling (consultation on Medicare options)
- 92 households received Commodity Foods
- 500 people participated fitness classes
- 3700 parking stickers were sold (allows residents 65+ to park at designated spots for free)
- 345 people participated in Shredding Day
- 53 people participated in the Tax Work Off program
- 200 volunteers provided services at the center and around the city
- 49 people participated in the Memory Café (a social opportunity for people with Dementia)
- 100 people received computer tutorir
- 150 participated in a wide variety of art classes

Department of Senior Services

Fiscal Year 2021 Outcomes and Strategies

Outcome 1

Drive Forward Newton's Center for Active Living (NewCAL) Planning Process

Design, locate and develop programs and services for a new community center that meets the evolving needs and interests of older residents of Newton, now and in the future. We work collaboratively with other city departments, the design team the Newton Council on Aging and residents as

we move from program definition, to site selection and a specific design that supports a new facility that will strengthen opportunities for connection. While the financial repercussions of COVID-19 is likely to impact the timing of NewCAL, we will try to move forward as much as possible.

Working with the Planning Departments' Transportation Planner and Via, our current provider, the Department of Senior Services will continue to educate older residents about our shared ride transportation system NewMo and the technologies available to access the service. We will continue to educate people on all the transportation options that are available to them to assure the broadest access to destinations that contribute to Healthy Aging. We are closely monitoring the use of NewMO and will modify the service, as needed, to provide a user friendly, safe, reliable and affordable service.

We will improve the promotion of programs and services throughout Newton that supports community engagement. Specifically, the Department will increase the number of volunteer and civic engagement opportunities through paid, volunteer and Tax Work Off jobs at the Newton Senior Center and in the greater community.

Outcome 2

Promote Transportation Services as a Key Element of Increased Community Engagement

Especially with the financial, physical and emotional health challenges that COVID-19 has created, the Department will support the financial health of older residents in many ways, including the continued

Outcome 3

Promote Elder Economic Security

Department of Senior Services

Fiscal Year 2021 Outcomes and Strategies

provision of Case Management services. Older residents will receive assistance to access programs that help to “stretch” their dollars: Fuel Assistance, Food Stamps (SNAP), housing and home care assistance and property tax relief. Senior Services will work with the Assessor’s Office to promote property tax assistance benefits broadly to assure those who could benefit from deferring their taxes, the Tax Work Off program and other benefits are aware and able to apply easily for this support.

The Department will continue to provide financial educational programs on timely topics. Specifically, we will continue to collaborate with the Newton Free Library on offering programs on planning for retirement.

Since Newton’s acceptance into the Network of Age-Friendly Communities by the World Health Organization and AARP in 2016, Senior Services and the Newton Council on Aging have been engaging the community to raise awareness and to prioritize actions and goals that will help Newton continue to expand and enhance the programs and services that make Newton Age-Friendly. Domain Action Teams on the Council on Aging are working with staff to implement new initiatives e.g., ride share service, friendly visiting/ isolation awareness campaign and planning for new directions that will further Newton’s Age-Friendly status (NewCAL, housing advocacy, zoning reform, improved public communications/outreach about all age-friendly efforts and opportunities in Newton). Our implementation plan will be submitted to WHO/AARP this year for approval.

Outcome 4

Implement and Develop Actions from Planning for a Livable All Age-Friendly Newton (PLAAN)

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

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

	ACTUAL 2017	ACTUAL 2018	ACTUAL 2019	ORIGINAL 2020	RECOMMENDED 2021	CHANGE 2020 to 2021
SENIOR SERVICES SUMMARY						
51 - PERSONAL SERVICES	286,979	261,989	270,432	290,424	286,169	-4,255
52 - EXPENSES	298,463	293,591	327,520	431,200	429,700	-1,500
57 - FRINGE BENEFITS	54,223	57,010	59,770	62,249	77,791	15,542
TOTAL DEPARTMENT	639,665	612,591	657,721	783,873	793,660	9,787
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CITY OF NEWTON BUDGET
DEPARTMENTAL DETAIL

	ACTUAL FY2017	ACTUAL FY2018	ACTUAL FY2019	ORIGINAL 2020	RECOMMENDED 2021	CHANGE 2020 to 2021
502 - SENIOR SERVICES						
0150209 - SENIOR SERVICES						
PERSONAL SERVICES						
511001 FULL TIME SALARIES	287,283	254,939	263,324	247,207	252,008	4,801
511101 PART TIME < 20 HRS/WK	-4,901	0	28	0	0	0
511102 PART TIME > 20 HRS/WK	0	0	0	36,217	28,161	-8,056
513010 REGULAR OVERTIME	-478	0	180	0	0	0
514001 LONGEVITY	3,075	4,500	4,500	5,500	4,500	-1,000
515005 BONUSES	0	1,050	900	0	0	0
515102 CLEANING ALLOWANCE	2,000	1,500	1,500	1,500	1,500	0
TOTAL PERSONAL SERVICES	286,979	261,989	270,432	290,424	286,169	-4,255
EXPENSES						
521000 ELECTRICITY	30,423	21,568	26,465	30,000	30,000	0
521100 NATURAL GAS	9,040	14,183	13,499	10,000	10,000	0
523000 WATER & SEWER SERVIC	11,763	6,064	11,314	15,000	15,000	0
524010 OFFICE EQUIPMENT R-M	900	0	0	900	900	0
534010 TELEPHONE	1,048	907	892	600	600	0
534100 POSTAGE	1,000	975	1,376	1,000	1,000	0
534200 PRINTING	1,000	221	0	1,000	1,000	0
538300 TRANSPORTATION SERVI	215,000	214,640	250,000	350,000	350,000	0
538900 RECREATION/LEISURE AC	16,793	24,249	13,137	10,000	10,000	0
542000 OFFICE SUPPLIES	4,553	4,993	4,509	5,000	5,000	0
545000 CLEANING/CUSTODIAL SU	5,000	4,531	4,616	5,000	5,000	0
571000 VEHICLE USE REIMBURSE	244	511	378	1,000	1,000	0
571100 IN-STATE CONFERENCES	1,500	549	1,245	1,500	0	-1,500
573000 DUES & SUBSCRIPTIONS	200	200	90	200	200	0
TOTAL EXPENSES	298,463	293,591	327,520	431,200	429,700	-1,500
FRINGE BENEFITS						
57DENT DENTAL INSURANCE	1,237	992	1,010	1,050	816	-234
57HLTH HEALTH INSURANCE	43,350	48,167	51,390	53,445	69,396	15,951
57LIFE BASIC LIFE INSURANCE	57	61	57	57	57	0
57MEDA MEDICARE PAYROLL TAX	4,625	4,042	3,864	4,197	4,280	83
57OPEB OPEB CONTRIBUTION	4,954	3,749	3,450	3,500	3,242	-258
TOTAL FRINGE BENEFITS	54,223	57,010	59,770	62,249	77,791	15,542
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