

# 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 and value older people and empower them to remain independent and to be important assets 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, Educational, 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, the Department provided over 25,000 rides to important selected destinations: medical appointments, grocery stores and food pantries, the Senior Center, village centers, houses of worship and to work. We are poised to launch a new shared ride system that will provide a dependable on demand service.

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 each month.

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. 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.

- The most notable of the accomplishment for this past year is the launch of 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 Department provided over 25,000 rides in FY19 to important destinations in and around Newton. In Collaboration with the City Transportation Planning Director, we completed a successful aspirational Request for Proposal process take the first steps towards and announced a new service to improve mobility and connection to all the City has to offer through an on-demand ride share service. The new service will begin this summer.

- We continued to expand our program offerings at the Senior Center and throughout the community. A part-time Program Assistant was hired to create partnerships in the community to allow for program growth. We are now offering ongoing programs at The Newton Free Library, Newton Housing Authority sites, The Scandinavian Living Center and The Hyde Community Center. We were selected by the Massachusetts' Councils on Aging (MCOA) to be the site for a Middlesex County Regional 55+ Job Seekers Networking program that

provides training and skills to those looking for employment.

- In response to documented concerns of isolation and loneliness amongst older adult residents in Newton, the Department entered into a partnership with FriendshipWorks to launch a Friendly Visiting program.

- In partnership with the Greater Boston Food Bank we are now offering the Commodity Supplemental Food program (CSFP). the program has grown and now offers over 80 older adult households two bags of shelf stable groceries and fresh produce monthly.

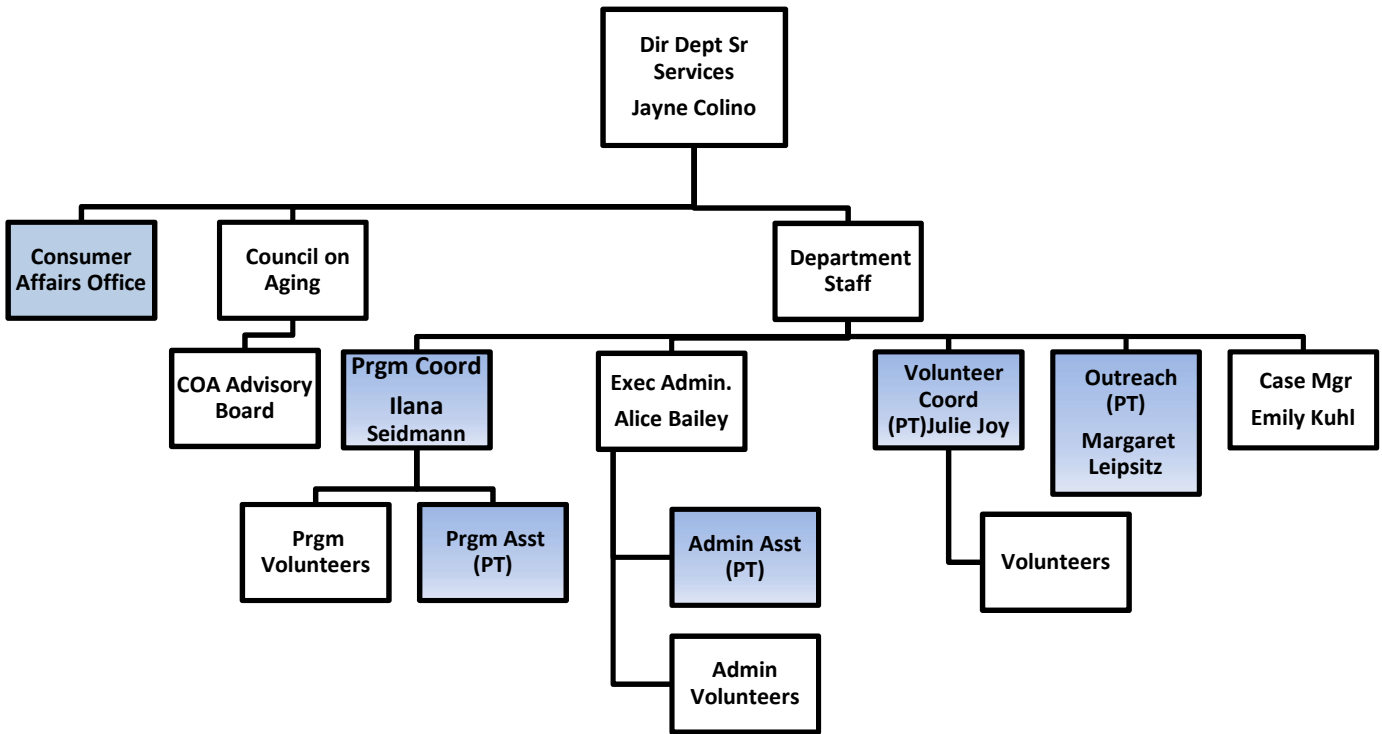
In order to improve older residents' opportunities to remain engaged and contributing to our community the FY2020 budget adds \$100,000 to the Department's budget. We will launch a shared-ride On Demand transportation service that is more responsive to residents individual transportation needs.

## Jayne Colino

Director of Senior Services

# SENIOR SERVICES

\*Blue shading represents positions that are grant funded to some degree.



# Financial and Operating Highlights

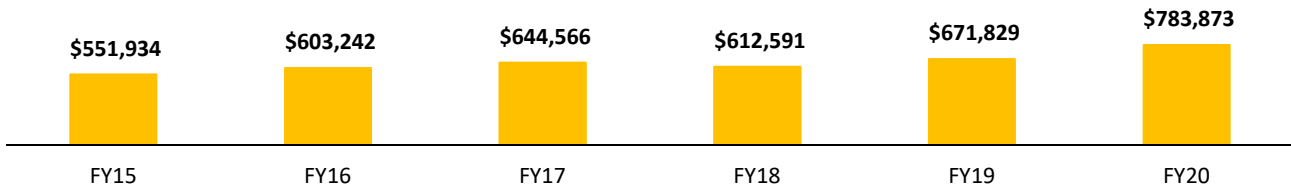
## Financial Highlights

	-----Actual-----				<-Adj Budget-> <-Proposed->	
	FY2015	FY2016	FY2017	FY2018	FY2019	FY2020
<b>Expenditure by Department</b>						
Human Services	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Senior Services	\$ 551,934	\$ 603,242	\$ 644,566	\$ 612,591	\$ 671,829	\$ 783,873
<b>Total</b>	\$ 551,934	\$ 603,242	\$ 644,566	\$ 612,591	\$ 671,829	\$ 783,873
<b>% Incr</b>		9.30%	6.85%	-4.96%	9.67%	16.68%

## Personnel

Full-Time	1	1	1	2	3	3
Part-Time	4	4	4	2	1	1
<b>Total</b>	5	5	5	4	4	4

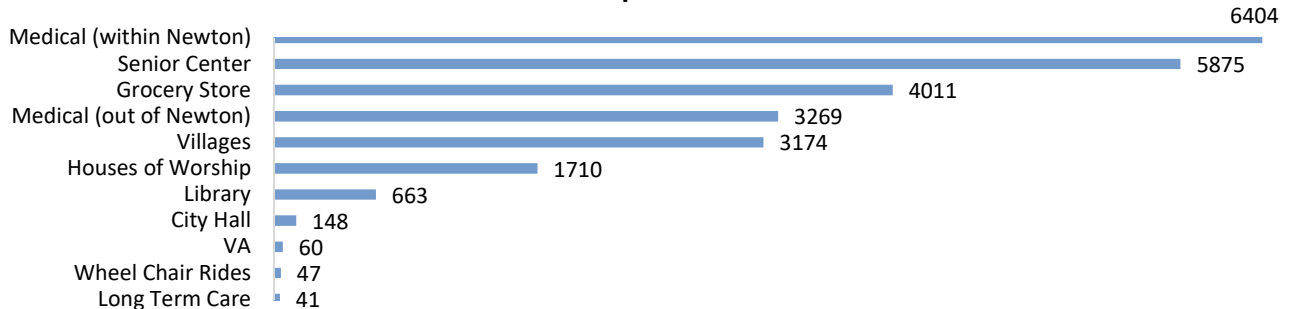
## Total Senior Services Expenditures



## Operating Highlights

- 2000 people participated in recreational programs
- 337 pieces of Durable Medical Equipment were loaned
- 400 people accessed SHINE Counseling (consultation on Medicare options)
- 99 households received Commodity Foods
- 400 people participated fitness classes
- 2000 parking stickers were sold (allows residents 65+ to park in municipal lots at designated spots for free)
- 200 people participated in Shredding Day
- 45 people participated in the Tax Work Off program
- 200 volunteers provided services at the center and around the city
- 57 people participated in the Memory Café (a social opportunity for people with Dementia)

## Total Rides per Destination



# Department of Senior Services

## Fiscal Year 2020 Outcomes and Strategies

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### Outcome 1

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

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we move from program definition, to site selection and specific facility design that supports for a new facility that will strengthen opportunities for connection.

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

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Working with the Planning Departments' Transportation Planner and Via, our new provider, the Department of Senior Services will help to educate older residents about our new shared ride transportation system and the technologies available to access the service. Riders will be able to request on-demand rides by calling, emailing or using the Via app. We will offer community learning sessions and individual support to current and future riders on how to best utilize this 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 will monitor closely the use of Via and modify the service, as needed, to provide a user friendly, 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.

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### Outcome 2

#### Roll out New and Improved Senior Transportation Service as a Key Element of Increased Community Engagement

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### Outcome 3

#### Promote Elder Economic Security

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Assistance, Food Stamps (SNAP), housing and home care assistance and property tax relief. With the

The Department will support the financial health of older residents in many ways, including the continued provision of Case Management services. Older residents will receive assistance to access programs that help to "stretch" their dollars: Fuel

# Department of Senior Services

## Fiscal Year 2020 Outcomes and Strategies

recent increase the financial eligibility for the Property Tax Deferral Program, Senior Services will work with the Assessor's Office to promote this benefit broadly to assure those who could benefit from deferring their taxes 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.

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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 and Age-Friendly business awards).

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### Outcome 4

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

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FUND: 01 - GENERAL FUND  
 DEPARTMENT: 502 - SENIOR SERVICES

CITY OF NEWTON BUDGET  
 DEPARTMENT LEGAL LEVEL OF CONTROL

	ACTUAL 2017	ACTUAL 2018	AMENDED 2019	YTD 4/11/2019	RECOMMENDED 2020	CHANGE 2019 to 2020
<b>SENIOR SERVICES SUMMARY</b>						
51 - PERSONAL SERVICES	291,880	261,989	279,823	216,001	290,424	10,602
52 - EXPENSES	298,463	293,591	331,350	292,189	431,200	99,850
57 - FRINGE BENEFITS	54,223	57,010	60,656	45,746	62,249	1,592
<b>TOTAL DEPARTMENT</b>	<b>644,566</b>	<b>612,591</b>	<b>671,829</b>	<b>553,937</b>	<b>783,873</b>	<b>112,044</b>
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CITY OF NEWTON BUDGET  
DEPARTMENTAL DETAIL

	ACTUAL FY2017	ACTUAL FY2018	AMENDED 2019	YTD 4/11/2019	RECOMMENDED 2020	CHANGE 2019 to 2020
<b>502 - SENIOR SERVICES</b>						
<b>0150202 - SENIOR SERVICES</b>						
<b>PERSONAL SERVICES</b>						
511001 FULL TIME SALARIES	287,283	254,939	239,613	210,922	247,207	7,594
511102 PART TIME > 20 HRS/WK	0	0	34,210	0	36,217	2,007
513001 REGULAR OVERTIME	-478	0	0	180	0	0
514001 LONGEVITY	3,075	4,500	4,500	2,500	5,500	1,000
515005 BONUSES	0	1,050	0	900	0	0
515102 CLEANING ALLOWANCE	2,000	1,500	1,500	1,500	1,500	0
<b>TOTAL PERSONAL SERVICES</b>	<b>291,880</b>	<b>261,989</b>	<b>279,823</b>	<b>216,001</b>	<b>290,424</b>	<b>10,602</b>
<b>EXPENSES</b>						
5210 ELECTRICITY	30,423	21,568	18,166	18,166	30,000	11,834
5211 NATURAL GAS	9,040	14,183	10,000	6,091	10,000	0
5230 WATER & SEWER SERVIC	11,763	6,064	15,000	7,440	15,000	0
52401 OFFICE EQUIPMENT R-M	900	0	234	0	900	666
5301 CONSULTANTS	0	0	12,500	0	0	-12,500
53401 TELEPHONE	1,048	907	750	351	600	-150
5341 POSTAGE	1,000	975	1,000	483	1,000	0
5342 PRINTING	1,000	221	1,000	0	1,000	0
5383 TRANSPORTATION SERVI	215,000	214,640	250,000	250,000	350,000	100,000
5389 RECREATION/LEISURE AC	16,793	24,249	10,000	1,650	10,000	0
5420 OFFICE SUPPLIES	4,553	4,993	5,000	2,994	5,000	0
5450 CLEANING/CUSTODIAL SU	5,000	4,531	5,000	3,808	5,000	0
5710 VEHICLE USE REIMBURSE	244	511	1,000	276	1,000	0
5711 IN-STATE CONFERENCES	1,500	549	1,500	840	1,500	0
5730 DUES & SUBSCRIPTIONS	200	200	200	90	200	0
<b>TOTAL EXPENSES</b>	<b>298,463</b>	<b>293,591</b>	<b>331,350</b>	<b>292,189</b>	<b>431,200</b>	<b>99,850</b>
<b>FRINGE BENEFITS</b>						
57DENTAL DENTAL INSURANCE	1,237	992	1,012	777	1,050	38
57HLTH HEALTH INSURANCE	43,350	48,167	52,396	39,530	53,445	1,049
57LIFE BASIC LIFE INSURANCE	57	61	57	42	57	0
57MEDA MEDICARE PAYROLL TAX	4,625	4,042	3,999	2,903	4,197	197
57OPEB OPEB CONTRIBUTION	4,954	3,749	3,192	2,494	3,500	308
<b>TOTAL FRINGE BENEFITS</b>	<b>54,223</b>	<b>57,010</b>	<b>60,656</b>	<b>45,746</b>	<b>62,249</b>	<b>1,592</b>
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