

Senior Services

Mission Statement

The mission of the Department of Senior Services is to optimize 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 be important assets to our community.

Fiscal Year 2017 Accomplishments

Programs - Expanded number and variety of programs being offered, as well as availability of programming to a wide and diverse audience; increased partnerships with organizations outside the Senior Center for events and programs.

Transportation - Expanded the number of rides and destinations to the most requested medical destinations outside the city.

Social Services - Provided access to financial assistance, with referral to mental health services; increased number of new referrals to over 50 new clients seen each month

Civic Engagement - Increased number of volunteers by more than 10% with 40 new volunteers recruited. Increased the number of people placed in Tax Work Off Program

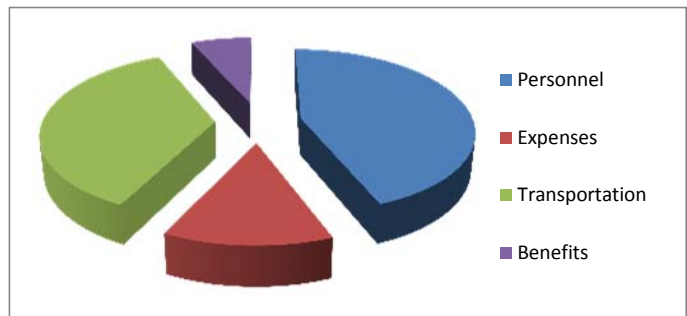
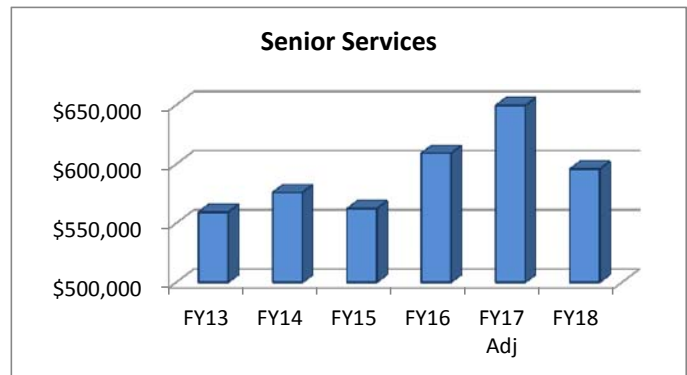
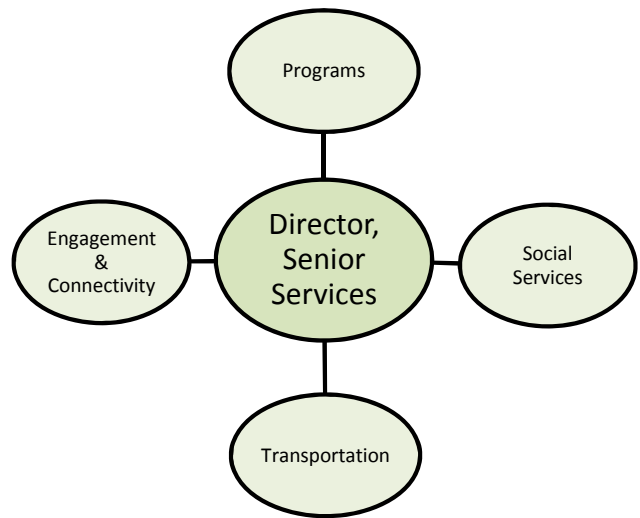
Fiscal Year 2018 Desired Outcomes

Programs - Expand number and variety of programs being offered within the senior center to weekends and evenings, as well as increase number of offsite community based programs to accommodate growing demand.

Transportation - Help to promote the new transportation strategies from Newton in Motion. Add medical destinations most requested by ridership outside of Newton.

Social Services - Provide access to financial assistance, and referral to mental health services; increase number of new referrals seen each month.

Civic Engagement - Promote opportunities for engagement and volunteering; increase number of volunteers recruited and placed in various City departments.



Department Detail

| | Actual | | | | Adj Budget | | Proposed | |
|-------------------------------------|------------|------------|------------|------------|------------|------------|----------|--|
| | FY2013 | FY2014 | FY2015 | FY2016 | FY2017 | FY2018 | | |
| Expenditure by Core Function | | | | | | | | |
| Personnel | \$ 248,390 | \$ 253,524 | \$ 253,502 | \$ 265,764 | \$ 298,126 | \$ 262,442 | | |
| Expenses | \$ 48,256 | \$ 53,995 | \$ 63,686 | \$ 73,163 | \$ 83,463 | \$ 78,850 | | |
| Transportation | \$ 215,000 | \$ 214,332 | \$ 200,662 | \$ 215,000 | \$ 215,000 | \$ 215,000 | | |
| Benefits | \$ 47,679 | \$ 54,210 | \$ 44,458 | \$ 55,175 | \$ 52,904 | \$ 39,481 | | |
| Total | \$ 559,325 | \$ 576,061 | \$ 562,308 | \$ 609,102 | \$ 649,493 | \$ 595,773 | | |
| % Incr | | 1108.21% | -2.39% | 8.32% | 6.63% | -8.27% | | |
| Personnel | | | | | | | | |
| Full-Time | 1 | 1 | 1 | 1 | 1 | 2 | | |
| Part-Time | 4 | 4 | 4 | 4 | 4 | 2 | | |
| Total | 5 | 5 | 5 | 5 | 5 | 4 | | |

FY2017 Accomplishments - Senior Services

| Outcome #1: Improve the Quality of Life of Newton Seniors | Target | Result |
|---|---------------|---|
| Strategy #1: Expand Needs and Interests of the Diverse Senior Population | | |
| Number of different programs offered per month. | 70 | Year to date: 71 programs per month |
| Unique number of people served per month. | 700 | 588 Avg/mos |
| Total number of times people accessed all programs per month. | 2000 | 1735 avg/mos |
| Number of programs offered with community partners outside the senior center. | 1/month | 5/mos |
| Strategy #2: Outreach for Services and the Age Friendly Livable Community | | |
| Implement the World Health Organizations and AARP Age Friendly initiative. | Sep 2016 | Completed |
| Provide community outreach and education presentations. | 4/month | 5/mos |
| Outcome #2: Contribute to Healthy Aging Access | | |
| Strategy #1: Ensure Transportation Demand is Met | | |
| Promote availability of service to the entire community. | Ongoing | Ongoing |
| Number of rides provided over the course of a month. | 2000 | 2307 avg/mos |
| Number of unique riders serviced throughout the month. | 350 | 300 avg/mos 13,851 rides to date |
| Strategy #2: Improve Transportation and Mobility Services | | |
| Continue collaboration with the Town of Brookline to implement the second year of the Department of Transportation funded mobility management TRIPPS program. | July 2016 | Doubled funding from DOT, created a transportation resource directory |
| Inter-department collaboration for new initiatives | Ongoing | Completed. Helped engage seniors in process through PR |
| Collaborate w/ Planning and Development Department and DPW to utilize outcomes and findings from the Newton in Motion initiative to enhance mobility for seniors. | Ongoing | In process |
| Outcome #3: Improve quality of life and economic stability for all residents | | |
| Strategy #1: Help Residents Access Financial Assistance, Mental and Physical Health Services, Affordable Housing, and Government Benefit Programs | | |
| Number of unique people served per month. | 150 | 105/month |
| Number of hours of service provided per month (units of service.) | 200 | 101 avg hour/ mos |
| Strategy #2: Outreach to the Community to Identify Residents in Need | | |
| Increase community awareness about the resources the city departments offer that promotes financial security through improved outreach and marketing. | Monthly | 5/mos provided by various staff |
| Number of new referrals received per month. | 45 | 45/month |
| Strategy #3: Retirement Planning | | |
| Convene an advisory group of academic and business partners that will develop the content of an unbiased pre-retirement educational series. | Sep 2016 | 3 scheduled starting in May with Library and BU |
| Pilot a pre-retirement educational series. | Jan 2017 | 1st session scheduled for April |
| Strategy #4 Decrease the Risk of Scams and Fraud to Vulnerable Residents | | |
| Provide full-time consumer mediation, advocacy and education in collaboration with the Attorney General's Consumer Affairs office. | Ongoing | Ongoing |
| Outcome #4: Create Age-Friendliness Initiatives | | |
| Strategy #1: Encourage Residents to Contribute Their Skills to Help Others | | |
| Promote volunteer and engagement opportunities through community outreach. | Weekly | Completed |
| Increase by 10% the number of volunteers recruited, trained and placed in city departments and in the community assisting seniors residents in need. | June 2017 | Surpassed goal of 10%, hired volunteer coordinator. |

FY2018 Desired Outcomes - Senior Services

Outcome #1: Improve Quality of Life of Newton Seniors

Target

Strategy #1: Expand Needs and Interests of the Diverse Senior Population

| | |
|--|-----------|
| Number of different programs offered per month. | 75 |
| Unique number of people served per month. | 750 |
| Total number of times people accessed all programs per month. | 2500 |
| Number of community based programs per month. | 10 |
| Expand programming to weekends and evenings to connect with more seniors | July 2018 |

Strategy #2: Outreach for Services and the Age Friendly Livable Community

| | |
|---|----------------|
| Prioritize findings from listening sessions and key interviews through engaging participants in working groups. | September 2017 |
| First draft of Planning for Livable All Age-Friendly Newton (PLAAN) for World Health Organization (WHO.) | January 2018 |

Outcome #2: Greater Access to Destinations that Help Seniors

Target

Strategy #1: Ensure Transportation Demand is Met

| | |
|--|---------|
| Promote services to community through PLAAN and marketing. | Ongoing |
| Number of rides provided over the course of a month. | 2500 |
| Number of unique riders serviced throughout the month. | 350 |

Strategy #2: Improve/Expand Transportation and Mobility Services

| | |
|---|--------------------------|
| Add requested destinations that have been tracked through DataStat process. | July 2017 |
| Recruit more Transit Advisors for TRIPPS program. | Increase by 5 volunteers |
| Promote new strategies implemented through Newton in Motion. | ongoing |

Outcome #3: Improve the Quality of Life and Economic Stability for Seniors

Target

Strategy #1: Provide Case Management for Our Many Programs

| | |
|---|-----|
| Number of unique people served per month. | 150 |
| Number of hours of service provided per month (units of service.) | 200 |

Strategy #2: Outreach to the Community to Identify Residents in Need

| | |
|---|----|
| Increase community awareness about the resources the city departments offer that promotes financial security through improved outreach and marketing. | 5 |
| Number of new referrals received per month. | 55 |

Strategy #3 Decrease the Risk of Scams and Fraud to Vulnerable Residents

| | |
|--|---------|
| Provide full-time consumer mediation, advocacy and education in collaboration with the Attorney General's Consumer Affairs office. | Ongoing |
|--|---------|

Outcome #4: Create Age-Friendliness Initiatives

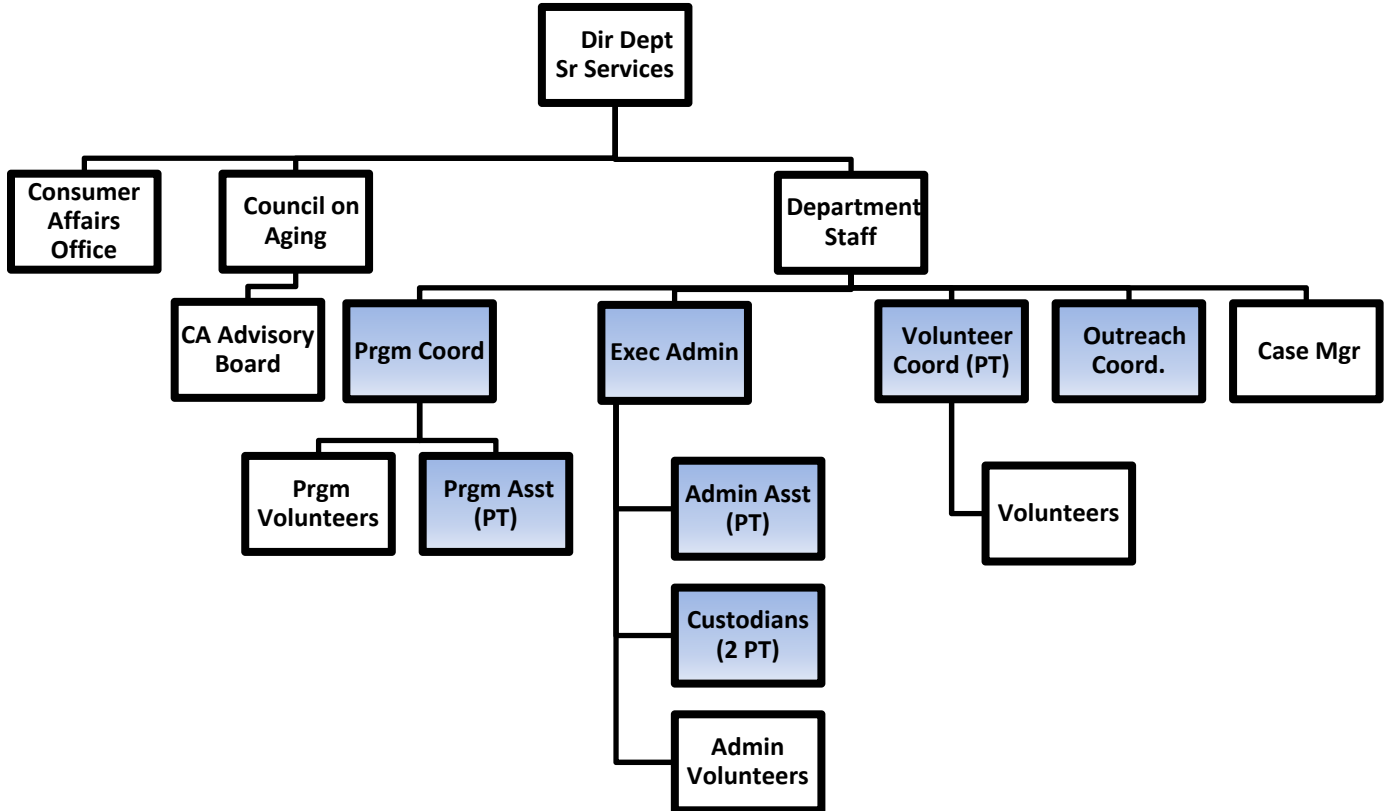
Target

Strategy #1: Encourage Residents to Contribute Their Skills to Help Others

| | |
|--|-----------|
| Promote volunteer and engagement opportunities through community outreach. | 5/month |
| Increase by 20% the number of volunteers recruited, trained and placed in City departments and in the community assisting seniors residents in need. | June 2018 |
| Create telephone reassurance/visiting program for isolated seniors. | July 2018 |

SENIOR SERVICES

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



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

CITY OF NEWTON BUDGET
 DEPARTMENT LEGAL LEVEL OF CONTROL

| | ACTUAL 2015 | ACTUAL 2016 | AMENDED 2017 | YTD 4/4/2017 | RECOMMENDED 2018 | CHANGE 2017 to 2018 |
|--------------------------------|----------------|----------------|-----------------|-----------------|---------------------|------------------------|
| SENIOR SERVICES SUMMARY | | | | | | |
| 51 - PERSONAL SERVICES | 243,895 | 265,764 | 298,126 | 210,426 | 262,442 | -35,684 |
| 52 - EXPENSES | 263,581 | 288,163 | 298,463 | 267,926 | 293,850 | -4,613 |
| 57 - FRINGE BENEFITS | 44,458 | 55,175 | 52,904 | 39,628 | 39,481 | -13,423 |
| TOTAL DEPARTMENT | 551,934 | 609,103 | 649,493 | 517,980 | 595,773 | -53,720 |
| SENIOR SERVICES | | | | | | |
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FUND: 01 - GENERAL FUND
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CITY OF NEWTON BUDGET
DEPARTMENTAL DETAIL

| | ACTUAL FY2015 | ACTUAL FY2016 | AMENDED 2017 | YTD 4/4/2017 | RECOMMENDED 2018 | CHANGE 2017 to 2018 |
|----------------------------------|------------------|------------------|-----------------|-----------------|---------------------|------------------------|
| 502 - SENIOR SERVICES | | | | | | |
| 0150202 - SENIOR SERVICES | | | | | | |
| PERSONAL SERVICES | | | | | | |
| 511001 FULL TIME SALARIES | 238,407 | 255,829 | 293,051 | 213,233 | 256,442 | -36,609 |
| 511101 PART TIME < 20 HRS/WK | 0 | 4,905 | 0 | -4,905 | 0 | 0 |
| 513001 REGULAR OVERTIME | 1,613 | 956 | 0 | -478 | 0 | 0 |
| 514001 LONGEVITY | 2,875 | 2,075 | 3,075 | 1,075 | 4,500 | 1,425 |
| 515102 CLEANING ALLOWANCE | 1,000 | 2,000 | 2,000 | 1,500 | 1,500 | -500 |
| TOTAL PERSONAL SERVICES | 243,895 | 265,764 | 298,126 | 210,426 | 262,442 | -35,684 |
| EXPENSES | | | | | | |
| 5210 ELECTRICITY | 17,731 | 21,851 | 32,000 | 16,657 | 25,000 | -7,000 |
| 5211 NATURAL GAS | 9,128 | 10,308 | 12,000 | 5,715 | 10,000 | -2,000 |
| 5230 WATER & SEWER SERVIC | 9,264 | 13,117 | 12,500 | 9,995 | 17,500 | 5,000 |
| 52401 OFFICE EQUIPMENT R-M | 209 | 69 | 900 | 400 | 900 | 0 |
| 53401 TELEPHONE | 871 | 1,253 | 1,000 | 404 | 750 | -250 |
| 5341 POSTAGE | 798 | 966 | 1,000 | 888 | 1,000 | 0 |
| 5342 PRINTING | 0 | 340 | 1,000 | 0 | 1,000 | 0 |
| 5383 TRANSPORTATION SERVI | 200,662 | 215,000 | 215,000 | 215,000 | 215,000 | 0 |
| 5389 RECREATION/LEISURE AC | 14,454 | 10,000 | 10,000 | 7,810 | 10,000 | 0 |
| 5420 OFFICE SUPPLIES | 4,649 | 4,593 | 5,000 | 4,983 | 5,000 | 0 |
| 5450 CLEANING/CUSTODIAL SU | 4,811 | 8,458 | 5,000 | 4,999 | 5,000 | 0 |
| 5710 VEHICLE USE REIMBURSE | 76 | 507 | 1,363 | 4 | 1,000 | -363 |
| 5711 IN-STATE CONFERENCES | 730 | 1,500 | 1,500 | 1,070 | 1,500 | 0 |
| 5730 DUES & SUBSCRIPTIONS | 200 | 200 | 200 | 0 | 200 | 0 |
| TOTAL EXPENSES | 263,581 | 288,163 | 298,463 | 267,926 | 293,850 | -4,613 |
| FRINGE BENEFITS | | | | | | |
| 57DENTAL DENTAL INSURANCE | 1,320 | 1,543 | 1,349 | 934 | 538 | -811 |
| 57HLTH HEALTH INSURANCE | 35,882 | 43,353 | 43,948 | 31,634 | 32,251 | -11,697 |
| 57LIFE BASIC LIFE INSURANCE | 94 | 57 | 57 | 38 | 57 | 0 |
| 57MEDA MEDICARE PAYROLL TAX | 4,717 | 5,132 | 4,000 | 3,378 | 3,805 | -194 |
| 57OPEB OPEB CONTRIBUTION | 2,445 | 5,091 | 3,551 | 3,645 | 2,830 | -721 |
| TOTAL FRINGE BENEFITS | 44,458 | 55,175 | 52,904 | 39,628 | 39,481 | -13,423 |
| TOTAL SENIOR SERVICES | 551,934 | 609,103 | 649,493 | 517,980 | 595,773 | -53,720 |
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FUND: 01 - GENERAL FUND
 DEPARTMENT: 502 - SENIOR SERVICES

**CITY OF NEWTON BUDGET
 PERSONAL SERVICES SUMMARY**

| ACCOUNT | POSITION TITLE | 2017 | | | 2018 | | |
|---------|------------------------|--------|------------|----------------|--------|-------------|----------------|
| | | RANGE | FTE | SALARY | RANGE | FTE | SALARY |
| 511001 | CASE MANAGER | S7-5 | 0.9 | 49,669 | S7-6 | 1.00 | 54,424 |
| | DIR , SENIOR SVCS | H10-21 | 1.0 | 103,573 | H10-23 | 1.00 | 106,704 |
| | EXEC ADMINIST. | S8-9 | 0.9 | 60,835 | S8-10 | 0.93 | 62,660 |
| | PROGRAM COORD | S7-5 | 0.6 | 31,703 | S7-6 | 0.60 | 32,654 |
| | Account Totals: | | 3.5 | 245,780 | | 3.53 | 256,442 |
| | Report Totals: | | 3.5 | 245,780 | | 3.53 | 256,442 |