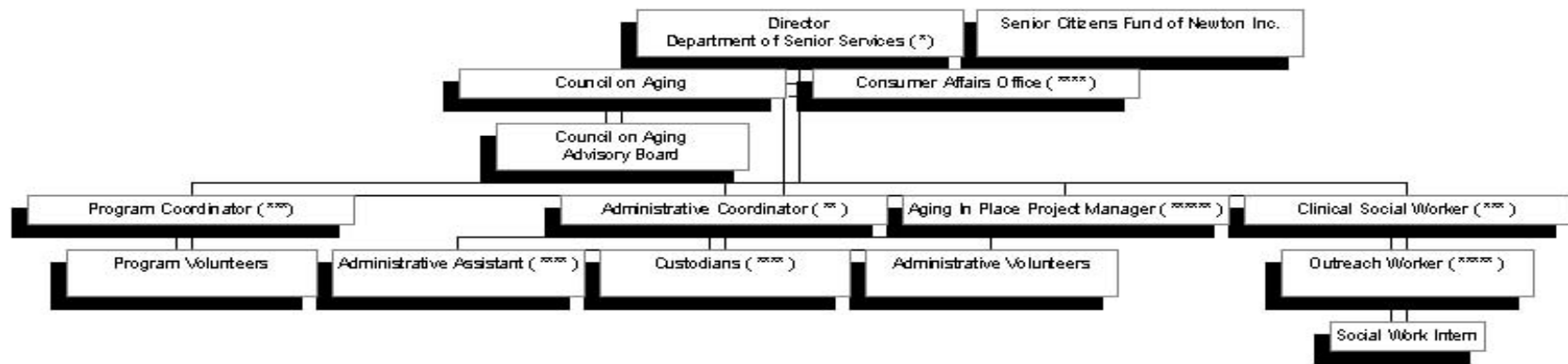


DEPARTMENT:

502 - SENIOR SERVICES

CITY OF NEWTON BUDGET  
ORGANIZATION



**Key**

\* = City funded

\*\*= City & State

\*\*\* = City, State, Feds

\*\*\*\* = State

\*\*\*\*\* = City & Feds

\*\*\*\*\*=State & Feds

## SENIOR SERVICES

### DEPARTMENT DESCRIPTION

The Department of Senior Services' was established in July, 2005 to carry out programs and services that assist and enrich the lives of Newton seniors. These responsibilities include the oversight of the programs and services offered through the Newton Senior Center provision of social services in the community, administration of the Senior Citizen Transportation system, and the coordination of the functions of the Newton Council on Aging.

The Senior Center's mission is to offer a place for older adults to gather in an atmosphere that promotes and utilizes life experiences and skills. The Center's goal is to provide an environment that validates the changing needs and interests of the individual and enhances growth, dignity and connection to each other and the community at large. The center meets its mission and goals by offering programs and resources in the areas of physical and mental health, nutrition, recreation and education.

The Council on Aging's mission is to serve the needs and improve the quality of life for all Newton seniors, focusing on advocacy, education, outreach and legislation. The Department of Senior Services works with the Council on Aging to identify the needs of seniors in the community; to design, advocate for, and implement services to meet those needs; and to educate citizens and enlist their support and participation to meet the needs.

The Department of Senior Services coordinates the Attorney General's Office of Consumer Affairs housed and administered at Newton City Hall.

The City of Newton, Community Development Block Grant funds, The Executive Office of Elder Affairs, Federal Older Americans Act funds, and privately raised funds support the Department of Senior Services.

The Department of Senior Services delivers its services through the following programs.

**Social Services:** The Geriatric Clinical Social Worker and the Outreach Social Worker connect seniors and their families to resources through information and referral and case management. Clients also receive support through crisis intervention and mental health counseling. Case management is offered primarily through the Outreach Social Worker and mental health services are offered primarily through the Geriatric Clinical Social Worker. There is the need for crossover between these two sets of services.

The Geriatric Clinical Social Worker is in a unique position, due to training and experience, to be able to provide both the mental health services and case management – making the provision of services as seamless as possible. The Geriatric Clinical Social Worker also recruits and supervises social work

interns that expand the department's ability to provide case management and counseling services.

Referrals to Social Services come from seniors themselves and others, including: family, neighbors, healthcare providers, police, religious organizations, and other human services agencies. The seniors who are referred require assistance in accessing services; making significant life style decisions; and maintaining safety in the community. The needs fall into six (6) general categories: housing, home services, health care, financial assistance, family, and general services. Social service staff makes referrals to other community services, monitor services, and re-assess needs.

**General Programs and Services:** Through information and referral all staff help seniors understand and connect with services offered through the Newton Senior Center and in the greater community.

The Program Coordinator develops and implements programs in the areas of: fitness, health, recreation, education, art and music. The Program Coordinator recruits, trains, places and supervises volunteers to provide the programs. The Program Coordinator promotes and markets all programs and services to the public. The Program Coordinator is responsible for fundraising and development of program sponsorship.

The Administrative Coordinator tracks and oversees the Department's income and expenditures and coordinates the vendors that support the operation of the facilities, programs, and services of the department. This position is responsible for all data entry and tracking of participant's use of the departments' programs and services. The Administrative

Coordinator supervises one part-time clerical position, two part-time custodians, as well as a team of volunteers that support administrative responsibilities of the Coordinator.

Hired in July 09, with state and federal grant funds, the Aging in Place Projects manager was hired to oversee, develop, and implement programs and services that support senior residents' goal of aging in place in Newton. These programs include; the Senior Tax Work Off Program, a new grant funded Home Contractor Referral service, an older employee-training program, and community (as opposed to senior center) based programs.

## ACCOMPLISHMENTS

1. **Reinstated previously cut services to the Senior Transportation System:** in July 09, the top 10 previously most utilized medical destination sites outside the city of Newton were reinstated. In April 10, Long-Term Care and House of Worship Transportation were reinstated.
2. **Completed a needs assessment through survey/interviews** with houses of worship to determine: the services/programs being offered to senior congregants, their un-met needs and, the congregations' willingness to collaboratively implement Department of Senior Services satellite programs/services in their facilities.
3. **Received an Older Americans Act grant** through Springwell Elder Services to implement a Home Contractor Referral Program. This service offers lists of contractors that provide certain home repair, maintenance, and

modification services. Each contractor must fulfill certain criteria to be placed on the list. The goal of this program is to support seniors who have chosen to remain in their home and age in place in Newton.

4. **Implementation of the Case Management data-tracking module of ServeTracker.** The social workers are now inputting all client notes, units of service, and billable hours (for the purpose of CDBG funding) in one central and secure data site.
5. **Increased Community awareness about the Department of Senior Services** and all it has to offer through improvements to the department's website, increased community presentations, and a newly established role with the Tab as a regular contributor of articles relevant to older readers and their goals of aging in place.

## **GOALS AND OBJECTIVES**

### **Making Government More Effective**

1. Activity: **Provide community presentations and focus groups** that will raise awareness of and increase access to the options that encourage seniors to Age in Place in Newton.

Goal: To **promote the Department of Senior Services as the leader** in establishing Newton as a **livable community** that supports and encourages seniors to age in place. The **outcomes** of these efforts are to **increase awareness and timely access to** currently available services/programs; to

**more effectively coordinate** with other senior service providers; to **reduce duplicative efforts** of both the agencies serving Newton's senior population and the customers attempting to access these services.

The outcomes of these efforts will be tracked and measured by:

- The increase in the number of speaking events from FY09 to FY10.
- Asking attendees of community events to fill out an evaluation survey that will measure their awareness of senior services before and after the presentation.
- Using ServeTracker software, the increase in the Information and Referral calls will be measured. These calls are tracked as both a unit of service and in a notes section also by source of call, reason for call, and call disposition.
- Using ServeTracker software, the increase in the number of new case management cases opened.

### **Stretching for Excellence**

2. Activity: **Implementation of community-based satellite programs**, in collaboration with houses of worship and other community-based organizations with some financial support from the Senior Citizens Fund of Newton Inc.

Goal: To **increase the numbers of seniors who benefit** from participating at the Newton Senior Center by replicating **some of the quality programs** offered there in at least **four areas of the city where there is a**

**predominance of residents over the age of 60.** The provision of these programs will also help to **increase community awareness** and to **decrease the duplication of efforts** among the many community-based organizations that support Newton seniors.

The outcomes of these efforts will be tracked and measured by:

- The number of newly implemented programs
- The numbers in attendance
- Asking attendees of satellite programs to fill out an evaluation survey that will ask them to report the benefit/outcome the program had for them. The survey will also measure if there was an increased awareness of the available senior services before and after their participation.

### **Investing for the Future**

3. Activity: **Increase case management capacity** through the pursuit of funds (and in-kind services) for an additional Outreach Worker.

Goal: **To assure an effective and timely response to the increased demand** for case management services and assistance with specialized needs that arise from our customers.

The outcomes of these efforts will be tracked and measured by:

- The number and amount of funding requests submitted.
- Internship placements from collaborative agencies.

4. Activity: **Evaluate the Department of Senior Services transportation services.**

Goal: Survey all transportation customers, within the first six months of FY11, to **assess** that the services are **meeting the priority needs**, to **plan for future changes** to the system based on rider needs, and to assure that the **funds are being utilized in the most effective manner.**

The outcomes of these efforts will be tracked and measured by:

- Using ServeTracker data on riders, destinations, and unmet needs.
- Analysis of rider survey data.

5. Activity: Continue to use the ServeTracker software program to **measure the usage/growth** in *all* the programs/services that are currently offered by the Department of Senior Services.

Goal: to assure the most **cost effective use of funds** and to support the **appropriate implementation of future programs** that will continue to **meet the needs of the fast growing and ever changing senior population** in Newton.

DEPARTMENT:  
502 - SENIOR SERVICES

**CITY OF NEWTON BUDGET  
DEPARTMENT SUMMARY**

OBJECT SUMMARY	ACTUAL 2008	ACTUAL 2009	2010			RECOMMENDED 2011	APPROPRIATION CHANGE	
			ORIGINAL	ADJUSTMENTS	TOTAL		2010 To 2011	
51 - PERSONAL SERVICES	230,609	223,609	233,792	0	233,792	228,980	-4,812	-2%
52 - EXPENSES	320,091	285,135	301,444	-400	301,044	301,444	400	0%
<b>SUB-TOTALS:</b>	<b>550,700</b>	<b>508,744</b>	<b>535,236</b>	<b>-400</b>	<b>534,836</b>	<b>530,424</b>	<b>-4,412</b>	<b>-1%</b>
57 - FRINGE BENEFITS	53,085	47,752	59,201	0	59,201	50,322	-8,879	-15%
<b>SUB-TOTALS:</b>	<b>53,085</b>	<b>47,752</b>	<b>59,201</b>	<b>0</b>	<b>59,201</b>	<b>50,322</b>	<b>-8,879</b>	<b>-15%</b>
<b>DEPARTMENT TOTALS:</b>	<b>603,785</b>	<b>556,497</b>	<b>594,437</b>	<b>-400</b>	<b>594,037</b>	<b>580,746</b>	<b>-13,291</b>	<b>-2%</b>

FUNCTIONAL ELEMENT SUMMARY	ACTUAL 2008	ACTUAL 2009	2010			RECOMMENDED 2011	APPROPRIATION CHANGE	
			ORIGINAL	ADJUSTMENTS	TOTAL		2010 To 2011	
0150201 HUMAN SERVICES ADMIN	0	0	0	0	0	0	0	0%
0150202 SENIOR SERVICES	603,785	556,497	594,437	-400	594,037	580,746	-13,291	-2%
<b>DEPARTMENT TOTALS:</b>	<b>603,785</b>	<b>556,497</b>	<b>594,437</b>	<b>-400</b>	<b>594,037</b>	<b>580,746</b>	<b>-13,291</b>	<b>-2%</b>

HUMAN SERVICES ADMIN	ACTUAL 2008	ACTUAL 2009	2010			RECOMMENDED 2011	APPROPRIATION CHANGE	
			ORIGINAL	ADJUSTMENTS	TOTAL		2010 To 2011	
51 - PERSONAL SERVICES	0	0	0	0	0	0	0	0%
<b>SUB-TOTALS:</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0%</b>
<b>Element Totals:</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0%</b>

SENIOR SERVICES	ACTUAL 2008	ACTUAL 2009	2010			RECOMMENDED 2011	APPROPRIATION CHANGE	
			ORIGINAL	ADJUSTMENTS	TOTAL		2010 To 2011	
51 - PERSONAL SERVICES	230,609	223,609	233,792	0	233,792	228,980	-4,812	-2%
52 - EXPENSES	320,091	285,135	301,444	-400	301,044	301,444	400	0%
<b>SUB-TOTALS:</b>	<b>550,700</b>	<b>508,744</b>	<b>535,236</b>	<b>-400</b>	<b>534,836</b>	<b>530,424</b>	<b>-4,412</b>	<b>-1%</b>
57 - FRINGE BENEFITS	53,085	47,752	59,201	0	59,201	50,322	-8,879	-15%
<b>SUB-TOTALS:</b>	<b>53,085</b>	<b>47,752</b>	<b>59,201</b>	<b>0</b>	<b>59,201</b>	<b>50,322</b>	<b>-8,879</b>	<b>-15%</b>
<b>Element Totals:</b>	<b>603,785</b>	<b>556,497</b>	<b>594,437</b>	<b>-400</b>	<b>594,037</b>	<b>580,746</b>	<b>-13,291</b>	<b>-2%</b>

DEPARTMENT:

**502 - SENIOR SERVICES**

**CITY OF NEWTON BUDGET  
PERSONAL SERVICES SUMMARY**

ACCOUNT	POSITION TITLE	RANGE	2010 BUDGET		2011 RECOMMENDED	
			FTE	SALARY	FTE	SALARY
511001	Sr Center Director	H10	1	88,459	1	88,459
	Sr Center Social Worker	S08	0.48	27,835	0.48	27,835
	Admin Coordinator	S06	0.9	45,006	0.9	45,006
	Sr Center Program Coord	S06	0.54	26,368	0.54	26,368
	COA Outreach Worker	S06	1	42,050	0.85	37,137
<b>Account Totals:</b>			<b>3.92</b>	<b>229,717</b>	<b>3.77</b>	<b>224,805</b>
<b>Report Totals:</b>			<b>3.92</b>	<b>229,717</b>	<b>3.77</b>	<b>224,805</b>

DEPARTMENT:  
502 - SENIOR SERVICES

CITY OF NEWTON BUDGET  
**CLASSIFICATION DETAIL**

ACCOUNT	DESCRIPTION	EXPENDED FY2008	EXPENDED FY2009	CURRENT YEAR 2010				RECOMMENDED	APPROPRIATION CHANGE BETWEEN FY2010 AND FY2011	
				APPROPRIATION	ADDITIONAL APPROPRIATION	TOTAL APPROPRIATION	YTD EXPENSES			
<b>502 - SENIOR SERVICES</b>										
<b>0150201 - HUMAN SERVICES ADMIN</b>										
<b>PERSONAL SERVICES</b>										
511001	FULL TIME SALARIES	0	0	0	0	0	0	0	0	0%
<b>PERSONAL SERVICES TOTALS:</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0%</b>
<b>FUNCTIONAL ELEMENT TOTALS:</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0%</b>
<b>0150202 - SENIOR SERVICES</b>										
<b>PERSONAL SERVICES</b>										
510CD	CDBG PERSONAL SVS ADVANCE	0	0	0	0	0	-2,430	0	0	0%
511001	FULL TIME SALARIES	212,214	216,116	229,717	0	229,717	192,633	224,805	-4,912	-2%
511101	PART TIME < 20 HRS/WK	14,320	0	0	0	0	0	0	0	0%
514001	LONGEVITY	2,075	2,075	2,075	0	2,075	675	2,175	100	5%
515002	SEVERANCE PAY	0	3,418	0	0	0	0	0	0	0%
515101	CLOTHING ALLOWANCE	0	0	0	0	0	0	0	0	0%
515102	CLEANING ALLOWANCE	2,000	2,000	2,000	0	2,000	2,000	2,000	0	0%
<b>PERSONAL SERVICES TOTALS:</b>		<b>230,609</b>	<b>223,609</b>	<b>233,792</b>	<b>0</b>	<b>233,792</b>	<b>192,878</b>	<b>228,980</b>	<b>-4,812</b>	<b>-2%</b>
<b>EXPENSES</b>										
5210	ELECTRICITY	22,722	24,297	25,680	0	25,680	15,624	25,680	0	0%
5230	WATER & SEWER SERVICES	6,955	7,559	6,600	0	6,600	4,683	6,600	0	0%
52401	OFFICE EQUIPMENT R-M	835	596	900	0	900	472	900	0	0%
5274	RENTAL - EQUIPMENT	360	135	390	0	390	0	390	0	0%
53401	TELEPHONE	1,652	1,200	1,200	-400	800	756	1,200	400	50%
53403	BEEPERS	0	0	0	0	0	0	0	0	0%
5341	POSTAGE	800	791	800	0	800	696	800	0	0%
5342	PRINTING	448	97	777	0	777	34	777	0	0%
5383	TRANSPORTATION SERVICES	272,000	225,666	248,881	0	248,881	416,628	248,881	0	0%
5412	HEATING OIL	11,445	22,112	13,150	0	13,150	12,569	13,150	0	0%
5420	OFFICE SUPPLIES	900	916	923	0	923	1,259	923	0	0%
5450	CLEANING/CUSTODIAL SUPPL	813	813	813	0	813	813	813	0	0%



ACCOUNT	DESCRIPTION	EXPENDED FY2008	EXPENDED FY2009	CURRENT YEAR 2010				RECOMMENDED	APPROPRIATION CHANGE BETWEEN FY2010 AND FY2011	
				APPROPRIATION	ADDITIONAL APPROPRIATION	TOTAL APPROPRIATION	YTD EXPENSES			
5710	VEHICLE USE REIMBURSEMENT	662	604	830	0	830	310	830	0	0%
5711	IN-STATE CONFERENCES	300	300	300	0	300	300	300	0	0%
5730	DUES & SUBSCRIPTIONS	200	49	200	0	200	200	200	0	0%
<b>EXPENSES TOTALS:</b>		<b>320,091</b>	<b>285,135</b>	<b>301,444</b>	<b>-400</b>	<b>301,044</b>	<b>454,343</b>	<b>301,444</b>	<b>400</b>	<b>0%</b>
<b>FRINGE BENEFITS</b>										
57DENTAL	DENTAL INSURANCE	1,157	846	811	0	811	638	811	0	0%
57HLTH	HEALTH INSURANCE	47,628	42,817	54,830	0	54,830	35,678	46,021	-8,809	-16%
57LIFE	BASIC LIFE INSURANCE	170	160	170	0	170	127	170	0	0%
57MEDA	MEDICARE PAYROLL TAX	4,130	3,929	3,390	0	3,390	3,127	3,320	-70	-2%
<b>FRINGE BENEFITS TOTALS:</b>		<b>53,085</b>	<b>47,752</b>	<b>59,201</b>	<b>0</b>	<b>59,201</b>	<b>39,572</b>	<b>50,322</b>	<b>-8,879</b>	<b>-15%</b>
<b>FUNCTIONAL ELEMENT TOTALS:</b>		<b>603,785</b>	<b>556,497</b>	<b>594,437</b>	<b>-400</b>	<b>594,037</b>	<b>686,792</b>	<b>580,746</b>	<b>-13,291</b>	<b>-2%</b>
<b>01D502 - SENIOR CENTER</b>										
52	EXPENSES	0	0	0	0	0	0	0	0	0%
<b>TOTALS:</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0%</b>
<b>FUNCTIONAL ELEMENT TOTALS:</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0%</b>
<b>SENIOR SERVICES TOTALS:</b>		<b>603,785</b>	<b>556,497</b>	<b>594,437</b>	<b>-400</b>	<b>594,037</b>	<b>686,792</b>	<b>580,746</b>	<b>-13,291</b>	<b>-2%</b>