

Senior Services Director

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graph TD; Director[Senior Services Director] --- GS[Geriatric Social Worker]; Director --- PC[Program Coordinator]; Director --- AC[Administrative Coordinator]; GS --- COA[COA Outreach Worker];
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Geriatric Social
Worker

Program Coordinator

Administrative
Coordinator

COA Outreach
Worker

SENIOR SERVICES

DEPARTMENT DESCRIPTION

The Department of Senior Services' 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 Department of Senior Services is funded by the City of Newton, Community Development Block Grant funds, The Executive Office of Elder Affairs, and privately raised funds.

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 a BSW intern that expands the department's case management abilities.

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 and monitoring the 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, general services.

General Programs and Services: All staff help seniors understand and connect with services offered through the Newton Senior Center and in the greater community. Senior Services Department programs and services include: transportation, legal assistance, tax return preparation, lunch, health benefits counseling, and senior parking stickers.

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 also promotes and markets all programs and services to the public.

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 participants use of the departments' programs and services. The Administrative Coordinator supervises two part-time clerical positions, two part-time custodians, as well as a team of volunteers that support administrative responsibilities of the Coordinator.

ACCOMPLISHMENTS

1. **Increased utilization of the Senior Services Transportation System.** Over 22,000 rides were provided in FY07. As of March 1, 2008 over 16,000 rides have been provided, with a projection of 25,000 rides to be provided by the end of FY08. An external evaluation of the transportation system administered by the UMASS Gerontology Institute's Community Mobility Options Program awarded the system the highest score for elder friendliness, ease of access, availability, and affordability to the user. Initial results from an internal evaluation of the services reflect that riders are extremely satisfied. The majority of responders are rating the explanation of the service, ease of scheduling, punctuality, and vehicle access and comfort as excellent.
2. **The Newton Senior Center receives Re- Accreditation from the National Institute of Senior Centers.** After the completion of the Self-Assessment process that began in February 2007, with the involvement of close to 60 volunteers, and representatives from many city departments the center has accomplished many of the goals articulated during last year's budget process by taking action on first year action steps suggested as a result of self-assessment.

For example, documents were updated to **more accurately reflect, to the public, the organizational structure** of the Department of Senior Services; **increased participant involvement** in the operations of the center with the creation of a Participant Advisory Committee; **improved program planning and implementation** through the creation of an evaluation committee and the use of evaluation templates for programs and services; **enhanced community linkages and marketing** of the department's programs and services by providing "annual report" and evaluation statistics in a regularly appearing article in the Coming of Age newsletter, the revamping of the Coming of Age NewTV show, improvements to the department's website, and increased co-sponsorships of programs with other city departments and community based programs; **improved administrative functions** through additional staff training and the implementation of the Information and Referral and Swipe Card modules of ServeTracker, our tracking software. These additions allow us to track the information and referral units of service provided by all staff (517 people have received 957 units of service through 3/31/08). Participants now use bar-coded membership cards to sign into the building and the programs they are attending. This allows us to more accurately track program participation, planning patterns and volunteer hours.

3. The department worked collaboratively with the Massachusetts Association of Council on Aging and Senior Center Directors to **increase state funding to Council on Aging Formula Grant line item**. That line item received a 7.2% increase last year, the largest increase among all

elder affairs line items. This increase was applied locally to our transportation line item due to the increased demand for those services.

4. Year to date (through 3/31/08) 73 different individuals have received 263 sessions of **mental health counseling**. We project that a total of 100 people will access this service by the end of FY08. The outcomes of this service as reported by clients include: decreased feelings of depression and anxiety; improved mood and emotional functioning; increased ability to solve interpersonal problems; decreases sense of isolation; decreased stress; and increased knowledge of psychosocial issues.
5. Year to date (through 3/31/08) 195 different people have accessed 1125 hours of our **case management services**. We project that 261 will access these services by the end of the fiscal year. Outcomes from these services include; securing of public benefits (fuel assistance, food stamps, health insurance, SSI, and The RIDE); assistance in obtaining housing, financial assistance, public and private homecare, employment counseling, specialized mental health services, housing rehab services, and meals on wheels; prevent homelessness and loss of utilities.

GOALS AND OBJECTIVES

1. **Implement changes to the Senior Transportation System** in order to decrease overall cost of the service due to increased demand. Department staff will work with the Newton Council on Aging and The Senior Citizens Fund of Newton Inc. to explore ways to

increase revenues that will sustain the core set of services offered.

2. **Increase community awareness of all the programs and services offered by the department.** Staff will schedule at least one monthly community presentation to housing groups, church groups, adult caregivers, retiree groups, and any other interested parties.
3. **Increase the number of collaborative programs and co-sponsorship of programs and services.** Staff will pursue additional opportunities to work in collaboration with organizations that support or share our mission to improve the quality of life for Newton Seniors.
4. **Provide additional staff training in the use of ServeTracker.** Staff will be trained in the use of additional functions of this software. Specifically the social services staff will be trained in the use of the Case Management module in order to better track those services and to centralize electronic record keeping.
5. **Administer community-based focus groups** with multi cultural agencies and other senior service providers to assess senior related needs and to continue to define our target population.
6. **Establish a Participant Grievance Policy and Procedure** to allow an opportunity for participants to officially communicate concerns and grievances.
7. **Evaluate the overall environment and atmosphere of the senior center.** Staff will administer an evaluation survey to acquire information from our customers about their perceptions of the center's atmosphere and suggestions for improved experiences for all.

8. **Exploration and pursuit of funds for an additional Outreach Worker.** Due to the increased demand for case management and specialized needs that arise from our customers additional outreach hours are required to continue to meet the needs of Newton's senior population.

DEPARTMENT:

502 - SENIOR SERVICES

**CITY OF NEWTON BUDGET
DEPARTMENT SUMMARY**

OBJECT SUMMARY	ACTUAL 2006	ACTUAL 2007	ORIGINAL	2008		TOTAL	RECOMMENDED 2009	APPROPRIATION CHANGE	
				ADJUSTMENTS				2008 To 2009	
51 - PERSONAL SERVICES	205,357	212,179	235,195	12,149		247,344	234,695	-12,649	-5%
52 - EXPENSES	238,979	242,422	242,640	81,650		324,290	305,411	-18,879	-6%
SUB-TOTALS:	444,337	454,601	477,835	93,799		571,634	540,106	-31,528	-6%
57 - FRINGE BENEFITS	46,031	48,434	53,894	0		53,894	54,193	299	1%
SUB-TOTALS:	46,031	48,434	53,894	0		53,894	54,193	299	1%
DEPARTMENT TOTALS:	490,368	503,036	531,729	93,799		625,528	594,299	-31,229	-5%

FUNCTIONAL ELEMENT SUMMARY	ACTUAL 2006	ACTUAL 2007	ORIGINAL	2008		TOTAL	RECOMMENDED 2009	APPROPRIATION CHANGE	
				ADJUSTMENTS				2008 To 2009	
0150201 HUMAN SERVICES ADMIN	0	-709	0	0		0	0	0	0%
0150202 SENIOR SERVICES	490,368	503,744	531,729	93,799		625,528	594,299	-31,229	-5%
DEPARTMENT TOTALS:	490,368	503,036	531,729	93,799		625,528	594,299	-31,229	-5%

HUMAN SERVICES ADMIN	ACTUAL 2006	ACTUAL 2007	ORIGINAL	2008		TOTAL	RECOMMENDED 2009	APPROPRIATION CHANGE	
				ADJUSTMENTS				2008 To 2009	
51 - PERSONAL SERVICES	0	-709	0	0		0	0	0	0%
SUB-TOTALS:	0	-709	0	0		0	0	0	0%
Element Totals:	0	-709	0	0		0	0	0	0%

SENIOR SERVICES	ACTUAL 2006	ACTUAL 2007	ORIGINAL	2008		TOTAL	RECOMMENDED 2009	APPROPRIATION CHANGE	
				ADJUSTMENTS				2008 To 2009	
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DEPARTMENT:
502 - SENIOR SERVICES

CITY OF NEWTON BUDGET
PERSONAL SERVICES SUMMARY

ACCOUNT	POSITION TITLE	RANGE	2008 BUDGET		2009 RECOMMENDED	
			FTE	SALARY	FTE	SALARY
511001	Sr Center Director	H10	1	82,928	1	86,715
511001	Sr Center Social Worker	S08	1	26,770	1	28,177
511001	Admin Coordinator	S06	1	42,605	1	44,592
511001	Sr Center Program Coord	S06	1	25,054	1	26,725
511001	COA Outreach Worker	S06	1	41,561	1	44,410
Account Totals:			5	218,917	5	230,620
511101	Receptionist	QQQ	0.2	9,360	0	0
511101	Weekend Coordinator	QQQ	0.1	5,096	0	0
Account Totals:			0.3	14,456	0	0
Report Totals:			5.3	233,373	5	230,620