



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, 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 Seniors 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 individuals and others, including family, 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 and promotes and markets them 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. The Administrative

Coordinator supervises two part-time clerical positions as well as a team of volunteers that support administrative responsibilities of the Coordinator.

ACCOMPLISHMENTS

1. Implementation of the newly expanded transportation contract that was executed July 1st 2006. The service continues to offer rides to medical appointments, grocery stores, and the senior center. Improvements included adding rides to houses of worship, to long-term care facilities and hospitals to visit significant others, and expanded grocery-shopping opportunities. The new system simplified access to all these services by providing a "one stop" telephone reservation line. YTD over 12,500 rides have been provided in the first 6 months of the contract compared to just over 15,000 during all of fy06.
2. Updated senior center website and created departmental brochure to reflect the re-organization and expansion of Senior Services Department.
3. Completion of the construction of the Park at the Newton Senior Center. Construction was made possible with the use of Community Preservation Act and privately raised funds.
4. Initiated the National Institute of Senior Centers Re-Accreditation's Self-Assessment process with the recruitment of close to 60 volunteers. The process is to be completed in October 2007.
5. The Director of The Department of Senior Services was elected as the Massachusetts's Delegate to the National Institute of Senior Centers (NISC).

6. Created an Emergency Preparedness Series with the goal of empowering the senior population to create a personal emergency preparedness plan in order to stay safe in the event of an emergency. The program is also aired on New TV.
7. The Department responded to the new Medicare D prescription drug program through the provision of MediFair , a public forum, to educate people 60 and over on healthcare coverage and Medicare D options.
8. 311 seniors received case management/outreach services in FY06; 220 have received case management/outreach services in FY07, year-to-date.
9. Recruited Bachelor of Social Work intern to help address the growing demand for outreach/case management services.
10. Mental health support and counseling provided 109 people 545 units of service in FY06; 78 people have received 315 units of service in FY07 year-to-date. This projected increase in mental health services is due, in part, to changes made last year to the Social Work Intern program.
11. As a result of mental health services, clients reported a decrease in their symptoms of anxiety or depression; an improved emotional mood or well-being ; connection with each other and the center.

GOALS AND OBJECTIVES

1. **Completion of evaluation of newly expanded senior transportation services.** The department is working in conjunction with UMASS Gerontology Institute's

Community Mobility Options Program to assess the effectiveness of transportation options for seniors in Newton. UMASS is using an assessment tool developed by the Beverly Foundation who is a leader in supplemental transportation programs. The department will begin to implement recommendations to improve transportation services. The Department will be adding a prescription pick up/delivery service to the system with funding from the Charles River Region Massachusetts Medical Society.

2. **Implementation of 1st year action steps** developed and recommended by the Self Assessment Committee and the National Institute of Senior Centers as a result of the National Senior Center Re- Accreditation process to be completed in October 2007.
3. **Improve marketing of the department's services and programs** through the implementation of recommendations of the Service Opportunities After Retirement's (SOAR) Management Consultant Group.
4. **Advocate for increased CDBG funding** for Outreach Worker, Clinical Social Worker and Program Coordinator.
5. Work in collaboration with Massachusetts Council on Aging (MCOA) **to increase state funding to the council on aging line item.** Any increase in state funding will be utilized to support the growth of our outreach/case management services.

6. **Improve administrative and operational functions** by expanding the use of Serve Tracker (a software program that helps to track utilization and trends within departmental programs) through a series of staff trainings.

DEPARTMENT:

502 - SENIOR SERVICES

**CITY OF NEWTON BUDGET
DEPARTMENT SUMMARY**

OBJECT SUMMARY	ACTUAL 2005	ACTUAL 2006	ORIGINAL	2007		RECOMMENDED 2008	APPROPRIATION CHANGE	
				ADJUSTMENTS	TOTAL		2007 To 2008	
51 - PERSONAL SERVICES	208,956	205,357	237,369	0	237,369	235,195	-2,174	-1%
52 - EXPENSES	40,675	238,979	242,640	0	242,640	242,640	0	0%
SUB-TOTALS:	249,631	444,337	480,009	0	480,009	477,835	-2,174	0%
57 - FRINGE BENEFITS	38,234	46,031	49,842	0	49,842	53,894	4,052	8%
SUB-TOTALS:	38,234	46,031	49,842	0	49,842	53,894	4,052	8%
DEPARTMENT TOTALS:	287,865	490,368	529,851	0	529,851	531,729	1,878	0%

FUNCTIONAL ELEMENT SUMMARY	ACTUAL 2005	ACTUAL 2006	ORIGINAL	2007		RECOMMENDED 2008	APPROPRIATION CHANGE	
				ADJUSTMENTS	TOTAL		2007 To 2008	
0150201 HUMAN SERVICES ADMIN	0	0	0	0	0	0	0	0%
0150202 SENIOR SERVICES	287,865	490,368	529,851	0	529,851	531,729	1,878	0%
DEPARTMENT TOTALS:	287,865	490,368	529,851	0	529,851	531,729	1,878	0%

HUMAN SERVICES ADMIN	ACTUAL 2005	ACTUAL 2006	ORIGINAL	2007		RECOMMENDED 2008	APPROPRIATION CHANGE	
				ADJUSTMENTS	TOTAL		2007 To 2008	
51 - PERSONAL SERVICES	0	0	0	0	0	0	0	0%
SUB-TOTALS:	0	0	0	0	0	0	0	0%
Element Totals:	0	0	0	0	0	0	0	0%

SENIOR SERVICES	ACTUAL 2005	ACTUAL 2006	ORIGINAL	2007		RECOMMENDED 2008	APPROPRIATION CHANGE	
				ADJUSTMENTS	TOTAL		2007 To 2008	
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**CITY OF NEWTON BUDGET
PERSONAL SERVICES SUMMARY**

ACCOUNT	POSITION TITLE	RANGE	2007 BUDGET		2008 RECOMMENDED	
			FTE	SALARY	FTE	SALARY
511001	Sr Center Director	H10	1	77,653	1	77,952
511001	Sr Center Social Worker	S08	1	24,808	1	24,904
511001	Admin Coordinator	S05	1	37,145	1	37,287
511001	Sr Center Program Coord	S06	1	23,764	1	23,855
511001	COA Outreach Worker	S06	1	38,264	1	39,620
511001	Receptionist	S03	0.3	9,451	0.3	9,451
511001	Weekend Coordinator	QQQ	0.1	4,500	0.1	4,500
Account Totals:			5.4	215,585	5.4	217,569
Report Totals:			5.4	215,585	5.4	217,569