



## 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 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. 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 as well as transportation services for the benefit of the general population of Newton.

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.

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 Services:** All staff help seniors understand and connect with services offered through the Newton Senior Center. These 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 volunteers to provide the programs and promotes and markets them to the public.

The Administrative Coordinator tracks and oversees the Department's expenditures and coordinates the vendors that support the operation of the facilities, programs, and services of the department.

## **ACCOMPLISHMENTS**

### **Administrative Accomplishments**

1. Established new Department of Senior Services positioned to have a better understanding of, and a more efficient system for, advocating and addressing the needs of Newton's senior population.
2. Assured our customers of the continued delivery of quality services and programs.

3. Established and articulated our new expanded role and the benefits of the new structure.
4. Changed our presentation and image to the community at large through a new name, logo, and newsletter.
5. Allocated Community Preservation Act funds for the creation of The Park at the Newton Senior Center to provide better visibility for the center.

### **General Services/Program Accomplishments**

1. Increased staff presence, on the main floor of the center, with the construction of a new staff office with CIP funds.
2. Implementation of regularly distributed program evaluations with a focus on outcome measures.
3. Increased programming, utilizing community partnerships, in response to requests.
4. Continued support to our increasing number of volunteers (220) and development of specialized volunteer roles.
5. Improved PR and Marketing of our programs.
6. Coming of Age, New TV Show won two awards for best senior programming for cable access stations in the New England and York region.

### **Social Services/ Outreach and Case Management Accomplishments**

1. 428 seniors received case management/outreach services in FY05; 295 have received case management/outreach services in FY06, year-to-date.
2. Continued identification of at risk elders in the community.

3. Continued work through interagency collaborations to enhance our ability to address client needs.
4. Worked with several financial institutions to stop and prevent seniors from being victims of financial scams.

### **Social Services/Mental Health Accomplishments**

1. 140 people received 628 units of service in FY05; 67 people have received 250 units of service in FY06 year-to-date.
2. Clients reported a decrease in their symptoms of anxiety or depression; an improvement in their relationships with family; and an ability to remain safely in the community.

### **Other Social Services Accomplishments**

1. Provision of educational information through the Coming of Age monthly newsletter, including such topics as: Alzheimer's Disease Awareness, Parenting Adult Children, and New Benefits Under Medicare
2. Social Service programs offered: Housing Issues Forum, Medicare Part D education and counseling; Creation of the Durable Medical Equipment (DME) Donation program; and Creation of an Emergency Relief Account (funded by the Senior Citizens Fund of Newton)

### **GOALS AND OBJECTIVES**

1. **Implementation of new transportation contracts** to provide more options for seniors with transportation needs.

We will assess our ability to expand beyond the current services: Senior Center, Medical Appointment, and Grocery Shopping.

2. Continue to **broaden and adapt programming** to respond to the demographic shift of the incoming Baby Boomers: new volunteer opportunities, assess need to expand or adapt hours of operation, explore offering programs by commercial entities (after public bidding process), and pursuit of private funding/grants.
3. Begin the **National Re-Accreditation process** in January of 2007 to be accomplished by October 2007
4. Pursue funding and/or opportunities to **expand outreach services by applying for CDBG** and changing the Social Work Internship program at the center to involve outreach rather than clinical services. Allowing the Geriatric Clinical Social Worker to refocus on the provision of mental health services.
5. Continue to **improve our new administrative functions** and assess the administrative staff's workload to determine if the payroll function can be accomplished more effectively on-site rather than through Health and Human Services staff.
6. Complete **construction of a vestibule** at our main entrance to provide a more appropriate environment for reception of staff/volunteers and a waiting area for participants that utilize our transportation services.

DEPARTMENT:

502 - SENIOR SERVICES

**CITY OF NEWTON BUDGET  
DEPARTMENT SUMMARY**

OBJECT SUMMARY	ACTUAL 2004	ACTUAL 2005	ORIGINAL	2006		RECOMMENDED 2007	APPROPRIATION CHANGE	
				ADJUSTMENTS	TOTAL		2006 To 2007	
51 - PERSONAL SERVICES	229,356	208,956	204,350	10,288	214,638	237,369	22,731	11%
52 - EXPENSES	32,618	40,675	239,918	0	239,918	242,640	2,722	1%
<b>SUB-TOTALS:</b>	<b>261,974</b>	<b>249,631</b>	<b>444,268</b>	<b>10,288</b>	<b>454,556</b>	<b>480,009</b>	<b>25,453</b>	<b>6%</b>
57 - FRINGE BENEFITS	39,898	38,234	43,814	118	43,932	49,842	5,910	13%
<b>SUB-TOTALS:</b>	<b>39,898</b>	<b>38,234</b>	<b>43,814</b>	<b>118</b>	<b>43,932</b>	<b>49,842</b>	<b>5,910</b>	<b>13%</b>
<b>DEPARTMENT TOTALS:</b>	<b>301,871</b>	<b>287,865</b>	<b>488,082</b>	<b>10,406</b>	<b>498,488</b>	<b>529,851</b>	<b>31,363</b>	<b>6%</b>

FUNCTIONAL ELEMENT SUMMARY	ACTUAL 2004	ACTUAL 2005	ORIGINAL	2006		RECOMMENDED 2007	APPROPRIATION CHANGE	
				ADJUSTMENTS	TOTAL		2006 To 2007	
0150201 HUMAN SERVICES ADMIN	0	0	0	0	0	0	0	0%
0150202 SENIOR SERVICES	301,871	287,865	488,082	10,406	498,488	529,851	31,363	6%
<b>DEPARTMENT TOTALS:</b>	<b>301,871</b>	<b>287,865</b>	<b>488,082</b>	<b>10,406</b>	<b>498,488</b>	<b>529,851</b>	<b>31,363</b>	<b>6%</b>

HUMAN SERVICES ADMIN	ACTUAL 2004	ACTUAL 2005	ORIGINAL	2006		RECOMMENDED 2007	APPROPRIATION CHANGE	
				ADJUSTMENTS	TOTAL		2006 To 2007	
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>

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CITY OF NEWTON BUDGET  
**PERSONAL SERVICES SUMMARY**

ACCOUNT	POSITION TITLE	RANGE	2006 BUDGET		2007 RECOMMENDED	
			FTE	SALARY	FTE	SALARY
511001	Sr Center Director	H10	1	75,628	1	77,653
	Sr Center Social Worker	S08	1	24,104	1	24,808
	Admin Coordinator	S05	1	36,857	1	37,145
	Sr Center Program Coord	S06	1	23,301	1	23,764
	COA Outreach Worker	S06	1	41,087	1	42,422
	Receptionist	S03	0.3	9,451	0.3	9,451
	Weekend Coordinator	QQQ	0.1	4,500	0.1	4,500
<b>Account Totals:</b>			<b>5.4</b>	<b>214,928</b>	<b>5.4</b>	<b>219,743</b>
<b>Report Totals:</b>			<b>5.4</b>	<b>214,928</b>	<b>5.4</b>	<b>219,743</b>