

Senior Services Department

Mission

To help Newton be a livable and age-friendly community while optimizing the quality of life for older adults and those who support them through welcoming, respectful, and meaningful opportunities that engage -older people and empower them to remain independent and to be valuable partners in our community.

The Department of Senior Services meets its mission by: engaging people to share their skills and knowledge, nourishing body and mind, supporting economic security, assuring safe and appropriate housing and by contributing to the knowledge of and access to all the amazing resources Newton has to offer.

Our mission did not change his year, **how** we met it did!

Staff pivoted to focus on helping residents access food and other essential items while remaining safe.

Instead of people coming to the center to socialize over a meal, we delivered them and said hello at the door.

Instead of driving people to the grocery stores and food pantries, we picked up the food, delivered them and said hello. Over 50 new volunteers were vetted electronically using virtual interviews to provide all these connections. Instead of sharing a ride, on NewMO, with other riders to get around Newton, people rode with the amazing drivers.

Rather than coming to the busy bustling senior center to file their taxes or choose a Medicare plan people were helped remotely or in rooms at the center that were converted into to safe spaces to social distance.

Instead of meeting friends to exercise, sing, learn, create, and share, people connected through hundreds of virtual programs that were offered to keep people engaged during this very isolating time. The walls of the senior center were expanded. People were able to share our programs with friends from other cities and towns throughout the U.S. and beyond.

We have all been rewarded by hearing from our residents that we did more than meet our mission this year and that the Department of Senior Services helped them to survive a very challenging year.

Despite the major challenges faced in FY2021 by not only the Department of Senior Services, but more especially by those we served, this past year has been an unexpectedly rewarding one.

On Wednesday March 13, 2020, the doors to the Newton Senior Center closed to the public. Within two weeks we began offering virtual programs. Over 700 virtual programs have been offered since our closing.

Early after the shutdown was lifted the Newton Council on Aging (COA) convened Dr. Michael Mina, renowned epidemiologist, to educate and empower older residents to safely re-engage in their worlds. The COA later convened a panel of local mental health professionals to facilitate a discussion on anxiety and how to manage it in these unusual times.

To continue to address isolation in these electronic times, we were awarded a grant to purchase tablets and data that will allow us to further connect with people who lack the technological ability to do so. We took many approaches to making sure we stayed connected to people and they knew we were thinking of them; 7000 outreach calls, Thanksgiving dinner delivery, holiday cards sent to senior center participants, surprise home baked cookie deliveries, mystery activity gift bags donated by Newtonville Books.

Beginning last March, we implemented a food shopping and delivery service for residents of all ages who were at risk or unable to go shopping on their own. This service helped households who were needing to quarantine as well. Over 200 residents received close to 900 shopping trips. Community Development Block Grant Funds were utilized to assist in the cost of food for eligible residents.

In this new role we organized other ongoing food assistance with the support of

staff from the Department of Public Works and Health & Human Services. Staff helped to coordinate volunteers to deliver the shopping, daily lunch, grab and go and Commodity Supplemental Food Program deliveries. We also coordinated with all the food pantries to deliver food to their patrons who could not come to the pantries in person. Most recently, we worked with the Chamber of Commerce and the Rotary club to support Newton restaurants with funding earmarked in the state budget to bring food to residents experiencing food insecurity. Close to 10,000 meals were delivered to those who would have been able to attend the senior center if it were open. More importantly, these meals represented a social connection every day.

The Department continued to meet the transportation needs of NewMo riders by continuing to provide single rides to residents unless they were living in the same household. Ridership was consistent with past demand. We look forward to returning this system to a shared ride system.

The NewCAL planning process continued to enthusiastically move forward. The many city committees, public officials and residents who have attended the countless meetings and engaged in the conversation see the fruit of their work in the recent site drawings bringing our collective vision to light.

In recent months, our resources have been focused on helping residents understand and access the covid 19 vaccination system. We have successfully connected hundreds of residents who had barriers to accessing the mass vaccination sites. Every shot is one step closer to being together again!!

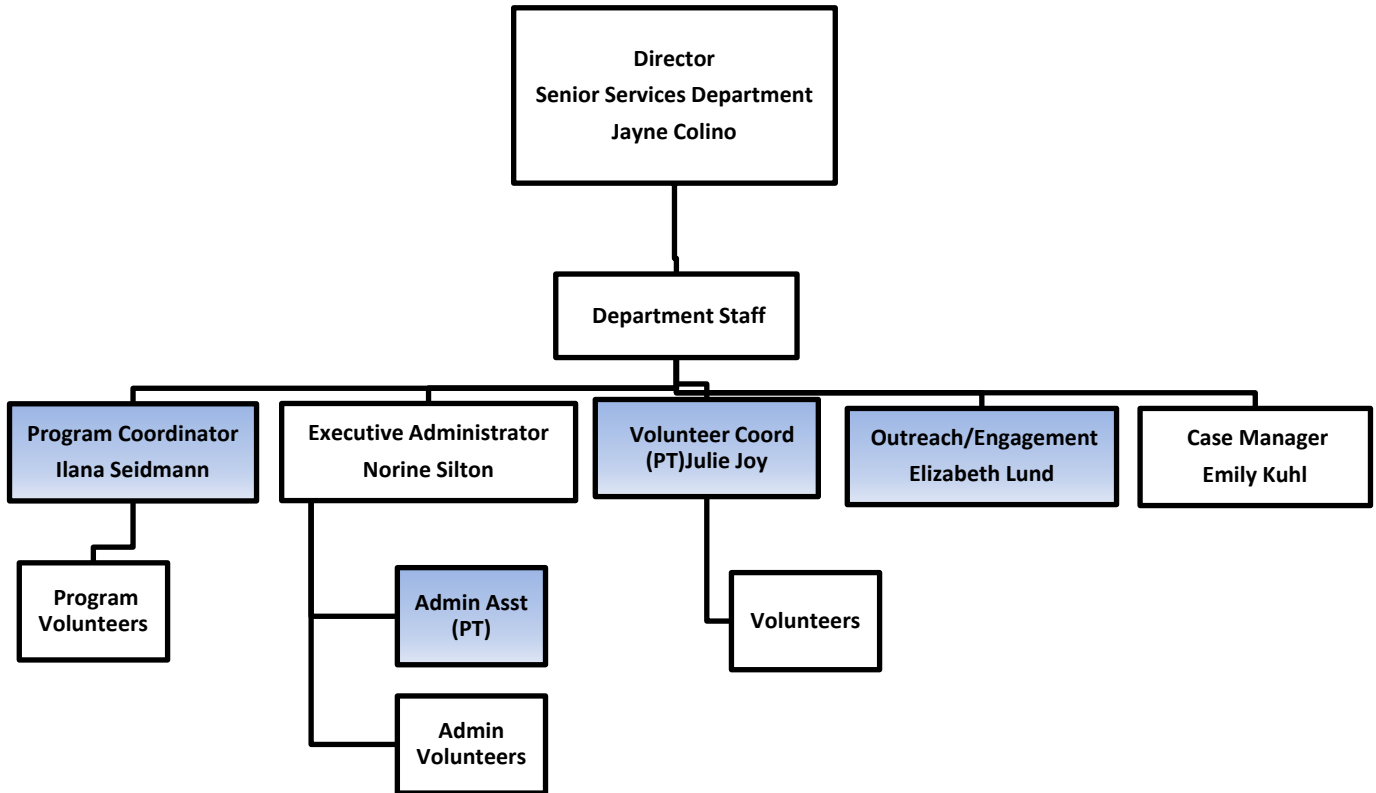
Jayne Colino

Director of Senior Services

SENIOR SERVICES



*Blue shaded is grant funded



Financial and Operating Highlights

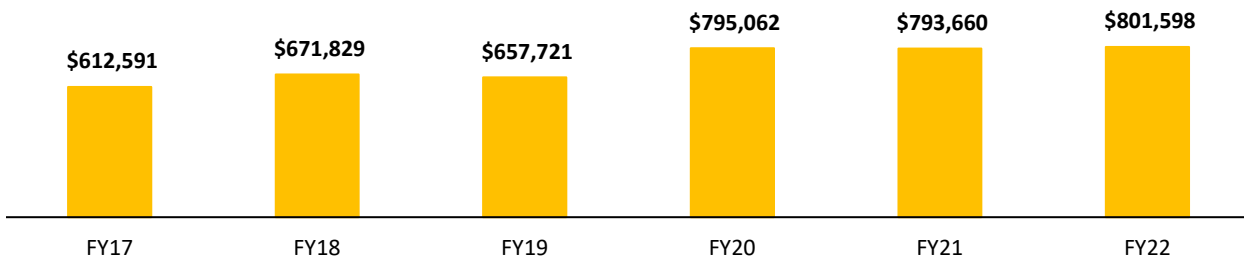
Financial Highlights

	-----Actual----->					Original	Proposed
	FY2017	FY2018	FY2019	FY2020	FY2021	FY2022	
Expenditure by Department							
Senior Services	\$ 612,591	\$ 671,829	\$ 657,721	\$ 795,062	\$ 793,660	\$ 801,598	
Total	\$ 612,591	\$ 671,829	\$ 657,721	\$ 795,062	\$ 793,660	\$ 801,598	
% Incr		9.67%	-2.10%	20.88%	-0.18%	0.82%	

Personnel

Full-Time	2	3	3	3	3	3
Part-Time	2	1	1	1	1	1
Total	4	4	4	4	4	4

Total Senior Services Expenditures



Operating Highlights

- Over 11,000 daily meals were delivered
- 1200 grocery/prescription shopping trips/deliveries provided
- 24 tons of commodity food deliveries to 90 households
- 10000 outreach/check in calls
- Over 1000 virtual program opportunities
- 200+ people assisted in remote Medicare open enrollment
- 40 new volunteers recruited to support food access services.
- Assisted 1000s of residents in accessing covid 19 vaccines.
- Over 12000 non shared rides provided to important destinations in Newton and beyond.

Department of Senior Services

Fiscal Year 2022 Outcomes and Strategies

Outcome 1

Drive Forward Newton's Center for Active Living (NewCAL) Planning Process

We work collaboratively with other city departments, the design team the Newton Council on Aging, the City Council and residents as we move from site selection into program definition, and a specific design that supports a new facility that will strengthen opportunities for connection for

the entire community. We will incorporate newly defined needs that have arisen from Covid into the design; technology in each room that will allow programs to be simultaneously broadcast into people's homes. While the financial repercussions of COVID-19 are likely to impact the timing of NewCAL, we will try to move forward as much as possible.

We will work together towards inventing our "next" normal as we to continue to offer virtual programming while phasing face to face programs back into the schedule. There may be ways we engage that we together have not even imagined. We hope to also see people re-connecting at off-site locations, including outdoor facilities. An emphasis will be placed on outreach to center participants that may not have had the opportunity to connect to our virtual programs during the pandemic. A tablet loan program will be piloted that will allow us to introduce the technology needed to help them easily connect to all our virtual programs. This pilot is part of a larger regional program with other local senior centers funded by the Executive Office of Elder Affairs.

Outcome 2

Re-Engage older residents in community-based programs post Covid

Department of Senior Services

Fiscal Year 2022 Outcomes and Strategies

Outcome 3

Promote Transportation Services as a Key Element of Increased Community Engagement

Continue to educate older residents about NewMo and the benefits of using it. Measures will be taken to return this service to a shared ride model as more riders become vaccinated. We will continue to educate people on all the transportation options that are available to them to assure the broadest access to destinations that contribute to Healthy Aging. We are closely

monitoring NewMO and will further evaluate this service as we approach the last year in our contract.

In response to the financial, physical, and emotional health challenges that COVID-19 has created, the Department will provide the services to support these needs in many ways, including the continued provision of Case Management services. Older residents will receive assistance to access programs that help to “stretch” their dollars: Fuel Assistance, Food Stamps (SNAP), housing and home care assistance and property tax relief. Support groups will be offered that help to address mental health issues: clutter support, caregiving, Connecting Through Covid, Parkinson’s, etc. Services will work with new and ongoing partners that provide food access services to assure that those older residents identified during the pandemic continue to have access to healthy food options.

Outcome 4

Promote Physical, Mental and Financial Health

FUND: 0001 - GENERAL FUND
 DEPARTMENT: 502 - SENIOR SERVICES

**CITY OF NEWTON BUDGET
 DEPARTMENT LEGAL LEVEL OF CONTROL**

	ACTUAL 2018	ACTUAL 2019	ACTUAL 2020	ORIGINAL 2021	RECOMMENDED 2022	CHANGE 2021 to 2022
SENIOR SERVICES SUMMARY						
51 - PERSONNEL SERVICES	261,989	270,432	290,424	286,169	297,611	11,442
52 - EXPENSES	293,591	327,520	431,197	429,700	422,700	-7,000
57 - FRINGE BENEFITS	57,010	59,770	73,440	77,791	81,287	3,496
TOTAL DEPARTMENT	612,591	657,721	795,062	793,660	801,598	7,938
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CITY OF NEWTON BUDGET
DEPARTMENTAL DETAIL

	ACTUAL 2018	ACTUAL 2019	ACTUAL 2020	ORIGINAL 2021	RECOMMENDED 2022	CHANGE 2021 to 2022
502 - SENIOR SERVICES						
0150209 - SENIOR SERVICES						
PERSONNEL SERVICES						
511001 FULL TIME SALARIES	254,939	263,324	279,198	252,008	259,214	7,206
511101 PART TIME < 20 HRS/WK	0	28	0	0	0	0
511102 PART TIME > 20 HRS/WK	0	0	0	28,161	31,897	3,736
513010 REGULAR OVERTIME	0	180	0	0	0	0
514001 LONGEVITY	4,500	4,500	4,951	4,500	5,250	750
515003 SPECIAL LEAVE BUY BAC	0	0	2,933	0	0	0
515005 BONUSES	1,050	900	0	0	0	0
515006 VACATION BUY BACK	0	0	1,342	0	0	0
515102 CLEANING ALLOWANCE	1,500	1,500	2,000	1,500	1,250	-250
TOTAL PERSONNEL SERVICES	261,989	270,432	290,424	286,169	297,611	11,442
EXPENSES						
521000 ELECTRICITY	21,568	26,465	26,916	30,000	28,000	-2,000
521100 NATURAL GAS	14,183	13,499	7,160	10,000	10,000	0
523000 WATER & SEWER SERVIC	6,064	11,314	7,015	15,000	10,000	-5,000
524010 OFFICE EQUIPMENT R-M	0	0	2,246	900	900	0
527500 RENTAL/LEASE - PROPER	0	0	613	0	0	0
530100 CONSULTANTS	0	0	0	0	50,000	50,000
531700 MAILING SERVICES	0	0	1,327	0	0	0
534010 TELEPHONE	907	892	1,757	600	600	0
534100 POSTAGE	975	1,376	397	1,000	1,000	0
534200 PRINTING	221	0	1,334	1,000	1,000	0
538300 TRANSPORTATION SERVI	214,640	250,000	350,000	350,000	275,000	-75,000
538900 RECREATION/LEISURE AC	24,249	13,137	17,535	10,000	35,000	25,000
542000 OFFICE SUPPLIES	4,993	4,509	5,564	5,000	5,000	0
545000 CLEANING/CUSTODIAL SU	4,531	4,616	4,272	5,000	5,000	0
571000 VEHICLE USE REIMBURSE	511	378	149	1,000	1,000	0
571100 IN-STATE CONFERENCES	549	1,245	0	0	0	0
571200 REFRESHMENTS/MEALS	0	0	1,584	0	0	0
573000 DUES & SUBSCRIPTIONS	200	90	3,327	200	200	0
TOTAL EXPENSES	293,591	327,520	431,197	429,700	422,700	-7,000
FRINGE BENEFITS						
57DENT DENTAL INSURANCE	992	1,010	974	816	1,204	388
57HLTH HEALTH INSURANCE	48,167	51,390	63,916	69,396	72,172	2,776
57LIFE BASIC LIFE INSURANCE	61	57	57	57	57	0
57MEDA MEDICARE PAYROLL TAX	4,042	3,864	4,223	4,280	4,315	35
57OPEB OPEB CONTRIBUTION	3,749	3,450	4,270	3,242	3,539	297
TOTAL FRINGE BENEFITS	57,010	59,770	73,440	77,791	81,287	3,496
TOTAL SENIOR SERVICES	612,591	657,721	795,062	793,660	801,598	7,938
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