

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.

Although we never closed the senior center due to Covid we did have to stop offering in person programming. We were so pleased re-opened our doors to programming in July 2021.

We put up a tent on our patio and rearranged furniture inside to make everyone feel comfortable to connect with us indoors and outdoors or to keep connecting through the array of virtual programs we have offered throughout the pandemic.

We now provide access to almost all the things we offer in different formats; people can mail in for their new parking sticker or come visit us to get one. People can check our website for upcoming programs or call the weekly program line if they don't use the internet. They can request shopping once a week to pick up groceries or prescriptions. We place the order electronically at a local grocery store and volunteers deliver it people and say hello.

Our Friendly Visitors are now visiting weekly with those who are comfortable to meet face to face, others are talking on the phone each week.

Many residents decided they felt safer getting meals delivered to their homes, some are grabbing a lunch to take home each day and others are reconnecting in our dining room at the center.

We now have classes that have some students participating at the center and some are zooming in at the same time from home.

Our amazing volunteers who bring their skills to us allow us to continue to adapt and grow along with those we serve.

Some of us think that a silver lining from Covid is some of the new ways we are needing to do things to stay connected. We stay committed to keep growing.

July 2021 saw the reopening of the senior center for face-to-face programming. To assure that everyone felt as safe and comfortable as possible people we offered outdoor programs under our new tent, on the field at the Hyde Community Center or in the senior center parking lot. The virtual programming that started the prior spring continued to connect hundreds of people. Art classes, lectures, concerts and more helped to decrease isolation and keep people engaged. Through a grant several residents have been able to try out using a tablet to join virtual programming offered by community organizations.

In August we started offering lunch on site at the senior center again. We continue to offer a grab and go option for those wanting to dine at home. The food shopping and delivery program received a second round of CDBG funding that kept close to 300 people connected to food resources and a weekly check in with staff and their delivery volunteer. This service has evolved into a weekly shopping service utilizing Wegman's electronic platform that allows us to call in the food orders in advance and utilize volunteers to pick up and deliver the orders. We can shop at different stores for people utilizing SNAP benefits that may not be eligible on the electronic platform.

We were proud to collaborate with Nourishing Newton, a new partnership between the Chamber of Commerce and local restaurants with funding from the state. The residents we are serving through our food access programs were provided with wonderful meals from local restaurants to enjoy.

The Department continued to meet the transportation needs of NewMo riders as the system expanded to a city-wide service that is now helping commuters get around the city and to connect with other public transit options. The shared rides were reinstated to assure

lower wait times and to maximize the efficiency of the fleet. In late winter a 7th vehicle was added to further improve the system while demand continues to increase. The demand is on track with pre-covid ridership.

The NewCAL planning process has moved forward to a very important point in the designs that reflect the community's consensus on building a new center that creates an age-friendly, barrier-free, fully accessible facility. We will continue to assure that people are aware of their opportunities to engage in and influence the designs as we move closer to construction. Transition plans have been initiated for an interim site that we will continue to offer programs and services in while the building us under construction. The Council on Aging has played a leadership role in bringing the new center construction to fruition. They have assured that the needs and interests of our fast growing and diverse group continues to remain the focus in this planning process.

The Council on Aging awarded the 3rd annual Age-Friendly Award to Holtzman Medical Group for partnering with the city to provide easy access to covid vaccines and boosters to residents.

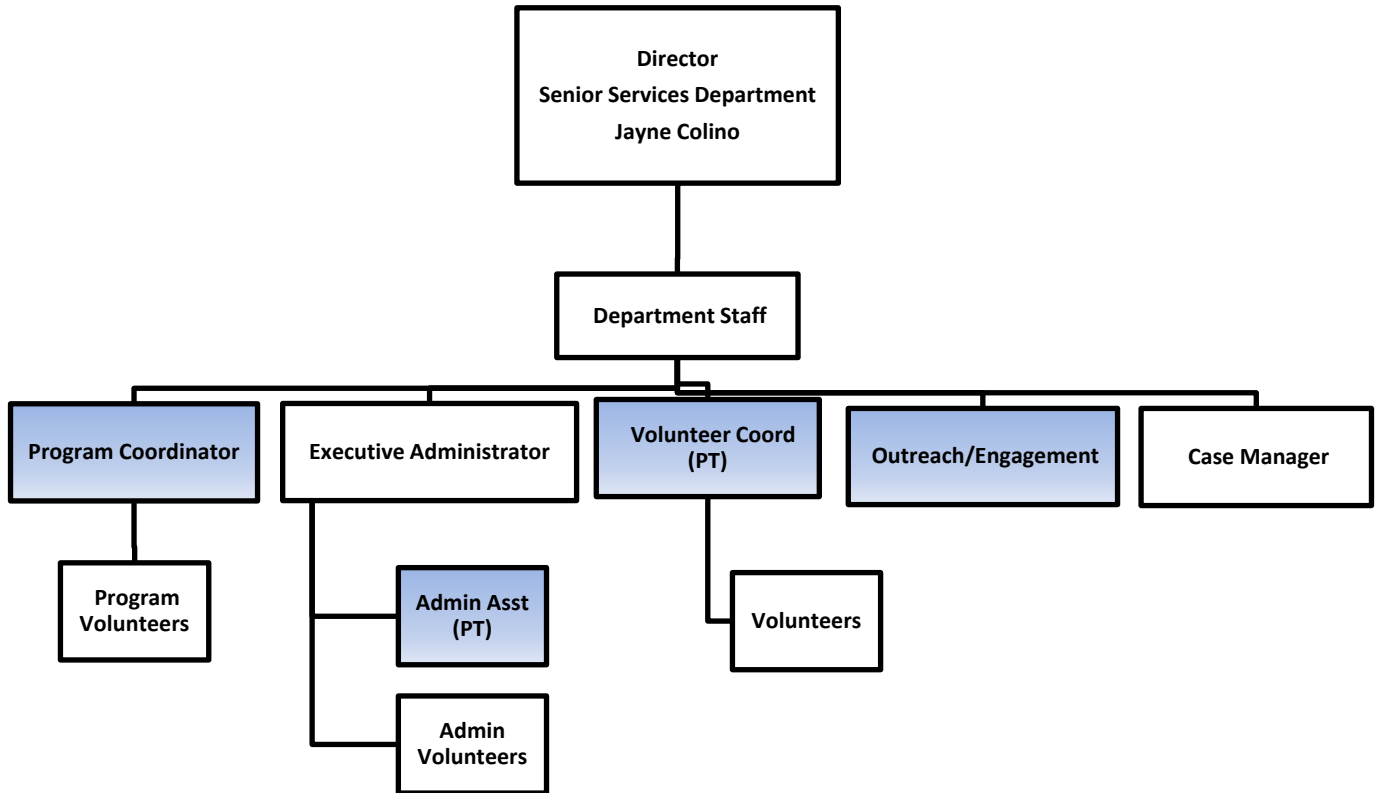
Jayne Colino

Director of Senior Services

SENIOR SERVICES



*Blue shaded is grant funded



Financial and Operating Highlights

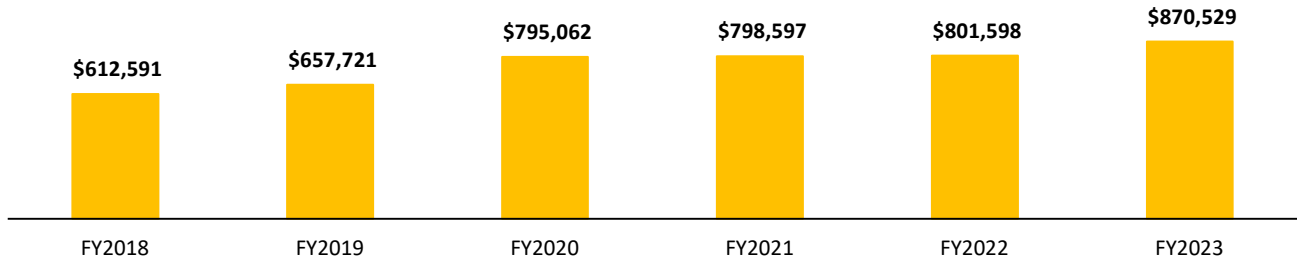
Financial Highlights

	<-----Actual----->				Original	Proposed
	FY2018	FY2019	FY2020	FY2021	FY2022	FY2023
Expenditure by Department						
Senior Services	\$ 612,591	\$ 657,721	\$ 795,062	\$ 798,597	\$ 801,598	\$ 870,529
Total	\$ 612,591	\$ 657,721	\$ 795,062	\$ 798,597	\$ 801,598	\$ 870,529
% Incr		7.37%	20.88%	0.44%	0.38%	9.01%

Personnel

Full-Time	3	3	3	3	3	4
Part-Time	1	1	1	1	1	1
Total	4	4	4	4	4	5

Total Senior Services Expenditures



Operating Highlights

700 in person ongoing and special programs were enjoyed
 350 Virtual programs encouraged people to connect from home
 200 people received volunteer assistance in filing their income taxes
 The SHINE program helped 360 residents with Medicare open enrollment decisions
 250 people received shopping and delivery of food and essential items
 3200 parking stickers sold through new administrative methods due to pandemic
 Educated and assisted 4000 people to access Covid 19 boosters

Department of Senior Services

Fiscal Year 2023 Outcomes and Strategies

Outcome 1

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

We will work with all the stakeholders that have engaged in the NewCAL planning process as we move forward in the development of a specific design that honors the history of the current building while respecting the needs of those who will utilize it. Plans for an appropriate and

accessible interim site will be solidified and implemented to assure residents stay connected during this time of transition. This transition phase is projected for Sept-Oct '22 to assure availability of the building site for preconstruction, siting, removal, and preservation tasks. The Working Group, Council on Aging, the Senior Fund, and many City departments are working together to keep the support and excitement for NewCAL growing towards the grand opening.

Outcome 2

Engage Older Residents in New Ways

Staff, volunteers and participants are working together in implementing our "next" normal as people look to us for a variety of ways to connect while staying safe. We are still responding in new ways as the Covid landscape remains

everchanging. Participants will choose from our outdoor programs under the tent at the Center or on the field at the Hyde Community Center. Safe opportunities to connect indoors will remain an increasingly popular option. With virtual programs still popular, we continue to offer tech training to make sure everyone can stay plugged in. The Friendly Visiting program is now offering telephone visits or in-person visits. We expect to expand the ways people are able to connect through this program by offering assisted transportation or errand based friendly visits while also meeting our goal of decreasing isolation. Administrative staff will continue to streamline customer service and the ways we are interacting and communicating with people through increased on-line payments and e-newsletters.

Department of Senior Services

Fiscal Year 2023 Outcomes and Strategies

Outcome 3

Promote Transportation Services as a Key Element of Increased Community Engagement

Senior Services will continue to educate older residents about the expanded and improved NewMo services and the benefits of using it. A newly implemented process that allows seniors to pre-schedule medical appointments will continue to lower riders' anxieties and increase confidence in using this new way to get around. Shared ride services are being re-implemented and

adjusted following Covid related data. The use of the additional vehicle and driver hours will be consistently evaluated to assure efficiencies for the riders and the fleet. 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 staying engaged and healthy.

Through the Department's Social Service and Case Managers, older residents receive assistance in accessing programs that help with food, housing and financial security: grocery and Rx delivery, Food Stamps (SNAP), food pantries, Commodity Foods, Fuel Assistance, housing and home care

assistance and property tax relief. The Social Services team will help people understand how and where to access pandemic related services, accessing vaccines, boosters and at home tests. The team provides problem-solving around new or unique needs that are pandemic related while continuing to help residents understand the resources from the City and beyond that help them age where and how they choose.

Outcome 4

Promote Physical, Mental and Financial Health of Older Residents

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

**CITY OF NEWTON BUDGET
DEPARTMENTAL DETAIL**

	ACTUAL 2019	ACTUAL 2020	ACTUAL 2021	ORIGINAL 2022	RECOMMENDED 2023	CHANGE 2022 to 2023
502 - SENIOR SERVICES						
0150209 - SENIOR SERVICES						
PERSONNEL SERVICES						
511001 FULL TIME SALARIES	263,324	279,198	283,871	259,214	312,233	53,019
511101 PART TIME < 20 HRS/WK	28	0	0	0	36,977	36,977
511102 PART TIME > 20 HRS/WK	0	0	0	31,897	0	-31,897
513010 REGULAR OVERTIME	180	0	0	0	0	0
514001 LONGEVITY	4,500	4,951	4,500	5,250	5,500	250
515003 SPECIAL LEAVE BUY BAC	0	2,933	0	0	0	0
515005 BONUSES	900	0	0	0	0	0
515006 VACATION BUY BACK	0	1,342	0	0	0	0
515102 CLEANING ALLOWANCE	1,500	2,000	1,500	1,250	2,000	750
TOTAL PERSONNEL SERVICES	270,432	290,424	289,871	297,611	356,710	59,099
EXPENSES						
521000 ELECTRICITY	26,465	26,916	10,750	28,000	27,000	-1,000
521100 NATURAL GAS	13,499	7,160	11,828	10,000	13,500	3,500
523000 WATER & SEWER SERVIC	11,314	7,015	1,803	10,000	10,000	0
524010 OFFICE EQUIPMENT R-M	0	2,246	432	900	2,500	1,600
527500 RENTAL/LEASE - PROPER	0	613	424	0	0	0
530100 CONSULTANTS	0	0	0	50,000	50,000	0
531700 MAILING SERVICES	0	1,327	0	0	0	0
534010 TELEPHONE	892	1,757	1,773	600	600	0
534100 POSTAGE	1,376	397	1,149	1,000	1,000	0
534200 PRINTING	0	1,334	944	1,000	1,000	0
538300 TRANSPORTATION SERVI	250,000	350,000	352,928	275,000	275,000	0
538900 RECREATION/LEISURE AC	13,137	17,535	33,077	35,000	35,000	0
542000 OFFICE SUPPLIES	4,509	5,564	4,281	5,000	5,000	0
545000 CLEANING/CUSTODIAL SU	4,616	4,272	777	5,000	5,000	0
571000 VEHICLE USE REIMBURSE	378	149	0	1,000	1,000	0
571100 IN-STATE CONFERENCES	1,245	0	0	0	0	0
571200 REFRESHMENTS/MEALS	0	1,584	5,000	0	0	0
573000 DUES & SUBSCRIPTIONS	90	3,327	4,446	200	200	0
TOTAL EXPENSES	327,520	431,197	429,611	422,700	426,800	4,100
FRINGE BENEFITS						
57DENT DENTAL INSURANCE	1,010	974	1,240	1,204	1,204	0
57HLTH HEALTH INSURANCE	51,390	63,916	69,396	72,172	75,059	2,887
57LIFE BASIC LIFE INSURANCE	57	57	57	57	114	57
57MEDA MEDICARE PAYROLL TAX	3,864	4,223	4,144	4,315	5,172	857
57OPEB OPEB CONTRIBUTION	3,450	4,270	4,278	3,539	5,471	1,932
TOTAL FRINGE BENEFITS	59,770	73,440	79,115	81,287	87,019	5,732
TOTAL SENIOR SERVICES	657,721	795,062	798,597	801,598	870,529	68,931
TOTAL SENIOR SERVICES	657,721	795,062	798,597	801,598	870,529	68,931