

## COUNCIL ON AGING 015410

**COUNCIL ON AGING 015410***Personnel Services*

Salary Department Head  
 Salaries Clerical  
 Outreach Worker Wages  
 Part-Time Van Driver Wages  
 Longevity  
 Part-Time Dispatcher

Total

*Expenses*

Service Warranty  
 Supplies and Expenses  
 Postage  
 Meetings  
 Vehicle Supples/Repairs  
 Gasoline/Oil

Total

TOTAL BUDGET

	FY2019 ACTUAL	FY2020 ACTUAL	FY2021 ACTUAL	FY2022 ACTUAL	FY2023 TM ADOPTED	FY2024 REQUESTS	FY2024 PROPOSED
	\$51,820	\$53,944	\$68,126	\$69,908	\$71,472	\$74,054	
	\$15,939	\$3,909	\$0	\$13,079	\$19,856	\$20,239	
	\$16,349	\$17,991	\$19,741	\$21,965	\$30,839	\$31,421	
	\$12,514	\$11,543	\$4,458	\$10,714	\$22,815	\$23,400	
	\$750	\$850	\$950	\$950	\$950	\$1,050	
	\$3,958	\$4,032	\$6,781	\$4,460	\$5,000	\$5,267	
	\$101,329	\$92,268	\$100,056	\$121,075	\$150,932	\$155,431	\$0
	\$990	\$990	\$990	\$990	\$990	\$990	
	\$1,054	\$4,389	\$1,369	\$2,088	\$1,000	\$2,000	
	\$3,965	\$6,213	\$2,502	\$4,876	\$5,000	\$4,144	
	\$323	\$0	\$203	\$9	\$100	\$100	
	\$848	\$136	\$1,598	\$572	\$1,000	\$1,000	
	\$1,267	\$533	\$1,486	\$1,393	\$1,844	\$1,700	
	\$8,447	\$12,262	\$8,149	\$9,927	\$9,934	\$9,934	\$0
	\$109,776	\$104,530	\$108,204	\$131,002	\$160,866	\$165,365	\$0
	-	-	-	-	-		

## BUDGET NARRATIVE

### Description of Department Function

Describe the overall mission or purpose of the Department.

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The primary goal of the MCOA is to maintain and improve the quality of life for our older residents by providing information and referrals to local, state and federal programs. The Council provides transportation for the elderly and disabled, Community Outreach to assist with information, referrals, benefits counseling, support groups, age related issues and help in finding resources including, health benefits counseling, free legal counseling, advocacy for housing/financial and many other concerns, and we also house the Meals on Wheels Program. The Center is an intake site for the States Fuel Assistance Program, The Millis Fund and acts as a liaison to many state and federal programs.

### Programs and Sub-Programs

Consider and list the actual Programs and Sub-Programs Executed by the Department

#### Community Outreach

(Case management, advocacy, Medicare/Medicaid assistance, legal assistance, application assistance, resource referrals, home evaluations, peer/family consultations, home visits)

#### Transportation

(Medical, errands, social)

#### Information

(Services, resources, general town information, referrals)

#### Referrals

(Local, State and Federal Programs)

#### Health screenings

(Blood pressure, podiatry, memory screenings, hearing, vision)

#### Fitness/exercise

(Yoga, chair exercise, Tai Chi, Boxing, line dancing, YMCA Enhance Fitness, Fitness Room)

#### Community education

Recreation/socialization/Educational/Cultural events

#### Volunteer Opportunities

(Young and older residents)

#### Senior Citizen Tax Work Off Program

#### Fuel Assistance Program

**Food Insecurity Programs** (Nanak's Kitchen Food Relief Program, Lovin' Spoonfuls Food Rescue)

#### Sub-Programs

Meals on wheels program/HESSCO Elder Services

Congregate meal site

Food Stamps/DTA

Health Benefits counseling/SHINE

Home Modification Loan Program/USDA

**Presentations-** VNA-HESSCO Elder Services- YMCA/Mass Bar Assoc/Norfolk County Sheriff's Office- Bay Path Elder Services

### Accomplishments

Describe the major describable accomplishments or measurable activities in FY23 or FY22.  
Use statistics whenever possible.

	2021	2022	Increase-Decrease
SENIORS SERVED	735	788	7% INCREASE
under 60	39	62	59% INCREASE
60-64	55	70	27% INCREASE
65-69	102	145	42% INCREASE
70-74	134	155	16% INCREASE
75-79	134	157	17% INCREASE
80-84	128	116	9% DECREASE
85+	143	85	41% DECREASE
CALLS LOGGED	3,550	3,676	4% INCREASE
OUTREACH DUP	2,523	5,646	124% INCREASE
OUTREACH UNDUP	548	577	5% INCREASE
HOME VISITS	28/21	25/12	11% / 43% DECREASE
# passengers	362/28	928/63	88% / 77% INCREASE
MILES DRIVEN FY	3,672	9,500	88% INCREASE
MEDICAL TRIPS FY	224	643	97% INCREASE

### Paratransit Reimbursement

FY20	FY21	FY22
\$8,752	\$2,329	\$10,968

### 54% INCREASE OF SENIOR POPULATION

2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
1,702	1808	1,823	1,926	2,021	2,127	2,189	2,344	2,480	2,620

### FY24 Departmental Goals

Describe the initiatives and accomplishments planned for FY24

Increase afternoon programing to include programs developed by PBC & COA for the feasibility study.

Implement 1 new Food Insecurity Program.

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**Spending Highlights for FY24**

Explain any significant budget changes from FY23

Department Assistant hours were increased from 20 to 25.

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**Non-tax Funding**

List any expected non-tax revenues that will be use to fund department activities, including an estimate to be received.

\$28,380 ~ State Formula Grant Increase from \$17,508

(Partial Dispatch salary, Partial Director salary, newsletter printing, newsletter mailings, fees/dues, volunteer luncheon, supplies)

\$2,500 ~ Transportation Revolving Fund

(Fuel, repairs, dispatch wages)

\$8,000 ~ Friends of Millis COA

(Funding of extracurricular events)

\$400 ~ Millis Cultural Council

(Cultural Arts Grant to fund entertainment for major COA event)





[illegible]

[https://millisma.sharepoint.com/sites/VMB-Departments/TAO/Select Board/Budget Forms/FY24 Budget/COA FY24/FORM #5 Equipment\\_FY2024](https://millisma.sharepoint.com/sites/VMB-Departments/TAO/Select Board/Budget Forms/FY24 Budget/COA FY24/FORM #5 Equipment_FY2024)



**Budget Request Above Level Service**

**Title: Additional Operational Hours and Staff Increase**

**Description of Request:**

**Additional hours for Center** Extend operational hours to 4:30 Monday-Thursday. Open Center for evening programs. Will require additional hours for current staff and a new F/T staff member.

**Program/Operations Manager** The Program/Operations Manager is responsible for various program and administrative tasks including, researching, creating, and implementing new and on-going programs, managing My Senior Center database, newsletter preparation and distribution, general administration of program operations. Assists Director with Senior Tax Work Off Program, Paratransit Reimbursement and required monthly reports. This position also functions as the lead person for Center in the absence of the Director.

**Detailed Cost Impact:**

<b>Program/Operations Manager 40 hours per week</b>	<b>EQUIVALENT TO</b>
<b>\$26.81 x 40 = \$55,764.80</b>	<b>Grade 9 SEIU (FY22 schedule)</b>
<b>Director 4.5 hours per week</b>	
<b>\$40.12x 4.5 = \$9,388.08</b>	
<b>Outreach 3 hours per week</b>	
<b>\$22.65 x 3 = \$3,533.40</b>	
<b>Dispatch/ Receptionist 2 hours per week</b>	
<b>\$16.33 x 2 = \$1,698.32</b>	<b>TOTAL \$70,384.60</b>

**Justification for Request**

Attach copies of reports, master plans, or supporting documentation)

With additional operational hours and appropriate staffing, the Center can offer diverse programming morning, afternoon and evening hours that will attract a wide range of seniors.



### CAPITAL PROJECT DETAIL SHEET

Project Title: <b>COA Vehicle</b>	
Department: <b>COA Vehicle</b>	Category: <b>Department Equipment</b>
<u>Description and Justification:</u>  <p>The Chevy Cruz will is currently 10 years old. It has 62,291 miles and used for transporting residents to both local and Boston medical trips. The smaller capacity makes for a more comfortable ride to and from medical appointments. Passengers prefer the smaller vehicle to the vans because it doesnt feel like public transportation. Our Friends group has received approx. \$23,000 in donations to go towards the purchase of a new vehicle.</p> <p>There is no public transportation available to Millis residents. The COA is solely responsible for the transportation needs of our elderly and disabled residents. It is imperative that we maintain safe and reliable vehicles.</p>	<p style="color: red; transform: rotate(-45deg); font-weight: bold;">Please send a photo depicting the capital request as a separate file. Do not drop it in to this template.</p>

#### RECOMMENDED FINANCING

	Source of Funds	Total Six -Year Cost	Estimated Expenditures by Fiscal Year					
			FY 2024	FY 2025	FY 2026	FY 2027	FY 2028	FY 2029
A. Feasibility Study								
B. Design								
C. Land Acquisition								
D. Construction								
E. Furnishings/Equipment								
F. Departmental Equipment	6			25,000				
G. Contingency								
H. Other								
<b>TOTAL</b>				<b>\$25,000</b>				

#### Source of Funds Legend

- |                        |                 |                             |                                     |
|------------------------|-----------------|-----------------------------|-------------------------------------|
| (1) Operating Revenues | (3) State Aid   | (5) EMS Revolving Fund Fees | (7) Sewer Enterprise Fund Fees      |
| (2) Municipal GO Bonds | (4) Trust Funds | (6) Free Cash / Other       | (8) Water Enterprise Fund Fees      |
|                        |                 |                             | (9) Stormwater Enterprise Fund Fees |





# Town of Millis

## Capital Planning Committee

### Priority Ranking Worksheet

<b>Project Name:</b>	Vehicle	
<b>Priority Ranking:</b>		
<b>Project Type:</b>	Replacement	
<b>Useful Life:</b>	10 years	
<b>Responsible Department:</b>	COA	

Criteria		Description	Rating Scale (1-9)	Project Rating *	Notes / Comments
Project Requirements		Is the project required to meet legal, compliance, or regulatory mandates or potentially impact the towns ability to provide necessary services?	1 = not required or mandated 5 = pending requirement 9 = required or mandated	7.00	
Strategic Alignment		To what extent is the project aligned with the government's overall strategies?	1 = no alignment with strategies 5 = partial alignment with strategies 9 = full alignment with strategies	7.00	
Value to Citizens		How much value will the outcome of this project bring to our citizens?	1 = minimal value 5 = partial value 9 = high value	8.00	
<b>Priority Factor</b>				22.00	

Priority Ranking Criteria	Applicable**	Weighting Factor	Priority Factor	Score	Notes / Comments
Public Health and Safety	1	1.50	22.00	33.00	
Employee Health and Safety	0	1.25	22.00	-	
Regulatory Mandate	0	1.50	22.00	-	
Frequent Problems	0	1.25	22.00	-	
Generates Revenue	1	1.00	22.00	22.00	
Lowers Ongoing Operation Costs or generates savings	1	1.25	22.00	27.50	
Age or Condition of Existing	1	1.00	22.00	22.00	
Public Benefit	1	1.25	22.00	27.50	
Public Demand	1	1.00	22.00	22.00	
Synergy with Other Projects	0	1.00	22.00	-	
Comprehensive Plan Component	0	1.25	22.00	-	
<b>Total Score</b>				154.00	

\*Project Rating - Using Rating Scale rate your project from 1 - 9

\*\*Applicable - Enter a 1 if your project meets the Priority Ranking Criteria

## Program/Operations Manager

### **Job Description:**

#### **Supervision**

The Operations Manager is directly responsible to the Director of the Senior Center.

The Operations Manager supervises programing instructors and volunteers.

#### **Job Responsibilities**

The Operations Manager is responsible for various program and administrative tasks including, creating and implementing new and on-going programs, managing My Senior Center database, newsletter preparation and distribution, general administration, maintaining and reporting volunteer statistics assisting Director with Senior Tax Work Off Program, Paratransit Reimbursement, submit required annual and monthly reports and oversees all Center operations in the absence of the Director.

#### **Task Descriptions**

Tasks expected of the Operations Manager include, but are not limited to the following:

#### **Programing:**

- Identifies, plans, coordinates and implements all on-going regular and new monthly programs for seniors health, safety, educational, cultural growth and self-enrichment
- Coordinates programs with area community members including - musical entertainers, speakers on various educational programs, exercise programs, arts and crafts programs, etc.
- Research anticipated costs for any programs, activities, services or materials and implements plans within approved budget
- Maintains class schedules, monitors and insures appropriate instructional supplies are available
- Manages and collects program income and prepares reports
- Updates activity programs on smart tv
- Coordinates room set-ups and breakdowns, or equipment needs for programs
- Manages updates for local cable television, local newspapers, Town website and Facebook on an as needed basis

#### **MySeniorCenter data base program:**

- Manages and maintains data base, adding new participants as necessary
- Tracks all program attendees by program/class for annual reports to Town and Executive Office of Elder Affairs
- Schedules all daily programs in MySeniorCenter database
- Creates all statistics for monthly reports
- Notifies participants of any class time change/cancellation through My Senior Center



- Assists the Director with preparation of regular and special reports.

#### **Newsletter:**

- Coordinates with instructors/community partners and speakers/presenters for newsletter articles
- Attracts new participants by creating flyers as well as contacting media outlets
- Creates, writes, and edits monthly (8) page newsletter using **Publisher**
- Distributes monthly newsletter and promotional information
- Writes/distributes media articles, press releases to local newspapers and media outlets to promote the activities of the senior center

#### **Other Tasks:**

- Assists Director with Senior Tax Work Off Program, Paratransit Reimbursement, and other special projects as requested
- Assists with set up/ break down of room for programs
- Opens/closes building as needed
- Performs other position-related duties, as assigned

#### **Requirements and Qualifications**

Requires an Associate's degree (Bachelor's preferred) in human services, social work, gerontology, or related field, three (3) years of experience in general clerical, secretarial, or administrative work, with municipal experience preferred, three (3) years of experience in working with the elderly; or any equivalent combination of education and experience. Requires good computer literacy in office software: word, excel, publisher. The ability to work independently and foster a warm and welcoming environment for seniors and those working with seniors. Must have a patient and positive disposition, demonstrate flexibility and possess an ability to multitask. Must protect the privacy of our participants and hold personal, financial and medical information in strict confidence. Makes daily contact with the general public, caregivers, senior citizens, local business partners, state representatives and town departments. Must have a valid driver's license and CORI check.

#### **Tools and Equipment Used**

The employee is required to use a personal computer and general office equipment.

#### **Work Environment**

Work is performed under typical office conditions; work environment is moderately noisy; frequent interruptions in person and/or via telephone calls. Work schedule may require evening and weekend assignments. May be required to work beyond normal business hours in response to emergency situations.

Operates a computer, calculator, telephone, copier, facsimile machine, and other standard office equipment, including word processing, spreadsheet and database software, in a proficient and effective manner.

Makes frequent contact with the town's senior population, the general public, other local, state and federal departments and officials, social service organizations, representatives of outside service organizations, vendors, and contractors.

#### Physical Requirements:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Minimal physical effort generally required in performing duties under typical office conditions.
- Frequent interruptions to assist department staff and customers on the phone.
- The position requires regular lifting and carrying of files, documents, records, etc.
- Employee is often required to sit and/or stand in one place for an extended periods of time.
- May spend extended periods at computer terminal, on telephone, or operating other office machines, requiring close eye-hand coordination and finger dexterity.
- Ability to operate a keyboard at efficient speed.
- Ability to lift/move objects weighing up to 30 pounds, including boxes of files, documents, etc.
- Ability to assist in the set-up of rooms for programs (putting up and taking down tables, chairs, etc.)
- Ability to communicate both orally and in writing.
- Ability to read, see, and differentiate between colors. Visual demands include close vision, the ability to adjust focus, and the routine reading of documents for general understanding and analytical purposes.
- Ability to talk, walk, hear, see, stand, and sit.
- Ability to use close hand-eye coordination and physical dexterity.

This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

## **PROGRAMMING POSSIBILITIES:**

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### **COOKING**

- Culinary demos or hands-on classes
- “Meals For One”, “Creative Leftovers”, “Cookie Exchange”, “Ethnic Cuisine”, “Specialty Cuisine”

### **CRAFTS**

- Mr. Fix-it Workshop
- Wood working – crafts
- Wood carving
- Rug Braiding
- Pottery
- Basket Weaving
- Wreath Making
- Cornucopia Ornament Making
- Victorian Valentine Making
- Seashell Wreath Making
- Sewing Class- Quilting
- Paint and Sip Classes
- Watercolor, Oils, Charcoal
- Open Art Studio
- Digital Photography

### **HEALTHY AGING**

- Weight loss support group- Weight Watchers Club /T.O.P.S. TAKING OFF POUNDS SENSIBLY
- Health Fairs
- Health Clinics
- Memory Testing



## **EDUCATIONAL**

- Real Estate Downsizing
- Retirement Planning "Retirement isn't an age—it's a financial number"
- Create a Retirement Budget
- "Investment Clubs", "Where to Invest"
- Learn a New Language - Spanish, Chinese
- Book Writing How to Write your Memoirs
- Music Classes Guitar, Harmonica, Drumming, Ukulele

## **CULTURAL EVENTS**

- Art Shows  
Senior Art Shows, High School Art Show, Craft Exhibits,
- Virtual Travel  
"Susan Steele Adventures", "McCoy Family Adventures", "Millis Fawn and Flora with George" "Pleasant Meadows with George", "Mass Audubon's Stony Brook Wildlife Sanctuary"
- Historical Performers and Master Story Tellers
- Linda Myer "Amelia Earhart", "Sophie Tucker", Todd Goodwin "Growing Up Grubby - Tales of Growing Up in the 50's & 60's",

## **ADDITIONAL FITNESS CLASSES**

- Additional Yoga classes
- Tai Chi
- Pilates
- Low impact workout
- Self Defense classes
- Line Dancing
- Tap Dance
- Latest Dance Moves
- Dancing with the Stars



FY 24 Request REVISED	MONDAY 8:30-4:30	TUESDAY 8:30-4:30	WEDNESDAY 8:30-4:30	THURSDAY 8:30-4:30	FRIDAY 8:30-12:30	
DIRECTOR	7:30-4:30 (8.5)	7:00-4:30 (9)	7:30-4:30 (8.5)	7:30-4:30 (8.5)	7:00- 12:30(5.5)	35.5 +4.5 40
OPERATIONS MANAGER	7:00-4:30 (9)	7:30-4:30 (8.5)	7:30-4:30 (8.5)	7:00-4:30 (9)	7:30-12:30 (5)	40
DEPARTMENT ASSISTANT			8-4 (7.5)	8-4 (7.5)	8-12:30 (4.5)	18
OUTREACH	9-4:30 (7)	9-4:30 (7)	9-4:30 (7)	9-4:30 (7)		25 +3 28
DISPATCH	8:30-1	8:30-12 12-1	8:30-1	8:30-1	9-12:30	16 + 2 18
DRIVERS	8-2	8-2	8-2	8-2	8-2	30



# Council on Aging

## Council on Aging Departmental Statement

The Millis Council on Aging is dedicated to achieving and maintaining the highest level of independence and enrichment in the lives of older residents in our community through developing and coordinating community care, reducing isolation, and educating the population on various community-based services.

The Council on Aging provides transportation for the elderly and disabled as well as Community Outreach to assist with information, referrals, benefits counseling, support groups and help in finding resources including free legal and Medicare/ Medicaid counseling and advocacy for housing/ financial assistance. The Center serves as an intake site for the States Fuel Assistance Program, Department of Transitional Assistance, the Millis Fund, and acts as a liaison for many state and federal programs. These programs service any Millis resident regardless of age.

## Council on Aging Organizational Chart

