

DIRECTOR'S REPORT

Gregory Wilson, Interim Director

Prepared for: August 25, 2022

ADMINISTRATION/CUSTOMER SERVICE

Enrollment

During July, the COA acquired eight patrons. Seven are Wellesley residents and one is a non-resident. One patron is in the 60-69 age group, three are in the 70-79 age group, and four are in the 80-89 age group. Additionally, five of the new patrons are female, and three are male.

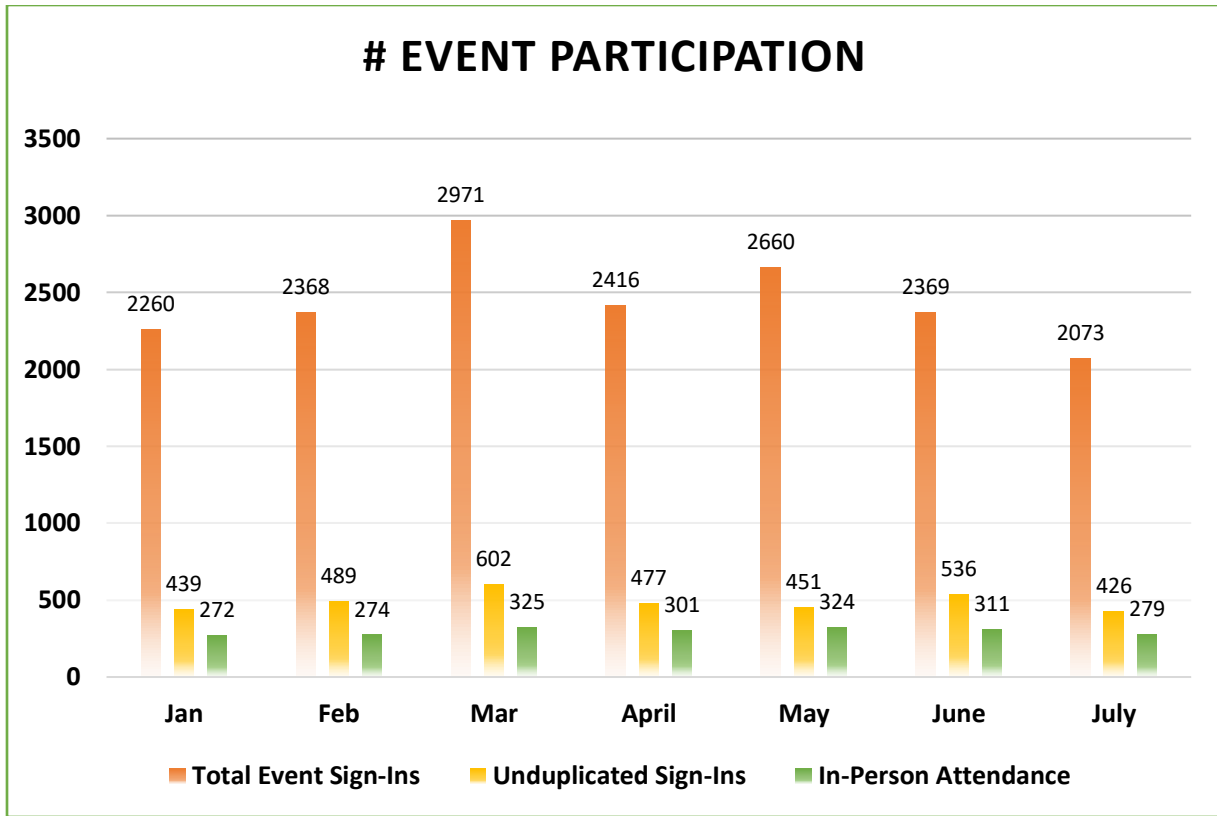
Sign-Ins/Attendance

We had 2073 Total Event Sign-Ins with 426 active patrons for the entire month of July. Of the sign-ins:

- 347 were Wellesley residents and 79 were non-residents;
- 324 were female and 102 were male; and
- 914 were in-person “swipes” entered by 273 different patrons.

Programming Stats

- Community Education – 11
- Cultural Events – 86
- Fitness Center usage – 192 appointments
- Fitness Instruction – 599
- Health Education – 57
- IT Tech Assistance appointments - 21
- Legal Assistance – 0
- Recreation/Socialization – 140
- SHINE appointments – 4



FINANCES

FY23 – Gifts

FY23 Gifts- Monetary

Amount	From	Purpose
\$237.00	Friends of the Wellesley COA	Lunch Subsidy July 2022
\$381.00	Friends of the Wellesley COA	Lunch Simons Lunch July 2022
\$300.66	Friends of the Wellesley COA	Coffee Subsidy July 2022

FY23 Gifts- Nonmonetary

<u>From</u>	<u>Purpose</u>
Sharon Blake	Hand Weights and Leg Weights

Boston Pops Funding Request

The COA is planning a shorter day trip into Boston for 50 seniors to see the Boston Pops concert on Friday December 16th. We are requesting the Board approve the use of up to \$2,000 from the FY21 EOEA account to reduce the cost of the bus and tickets to \$89 per person. The FY21 EOEA account has just over \$15,000 remaining at this point, and this would be a great way to use the funds for offsite holiday programming.

PERSONNEL

No updates at this time.

POLICY

Age & Participation Policy – (Attachment 1: Age and Participation Policy Update Draft 2022)

The COA is proposing an update to the Age Policy on the inside cover of the newsletter after receiving several inquiries from the public on the definition of a resident. It would be re-named to the “Age & Participation Policy.” Please see the attached current and revised policy for comparison. This verbiage has been approved by Town Counsel. This will also act as a first read so the policy can be hopefully voted on in September in time for the November/December newsletter publication.

BUILDING UPDATES

The COA Board Chair and Interim Director will meet with FMD and other representatives from the Town within the next few weeks for a Kitchen Study kickoff meeting. For the IT closet project, FMD is accepting bids from approved vendors until August 19th. For the back area behind the TPC, FMD is working with DPW directly on this, and they have been dealing with staffing issues, so no updates are available at this time.

PROGRAMMING

Highlights

We began to offer movies twice a week for the summer with a focus on older films. We kicked it off with Yankee Doodle Dandy and were praised for bringing back some of the classics. We held an evening lecture which was also recorded and formatted for Wellesley Media coverage, which is currently being shown in two parts. This program, Great Astronomers was attended by 26 online participants, followed by many requests for the recorded version. We held a Summer Beach Party Musical Program with donated fruit kebabs on July 14th which was attended by 40 seniors. The following day was our Hawaiian Five-O BBQ with the Wellesley Police Department. We had 50 Wellesley residents enjoying grill favorites on a fun filled Friday. We held two Virtual Tours, Art in Gardens and Jewels of the Nile. These had 31 and 38 seniors joining these programs. We held a Block Printing Workshop on July 21st in which 11 seniors participated. This event had a lot of feedback from the participants. One example: "This is the best class! We need to have this as a regular class, at least a session of four. I love it because it attracts more men. The instructor is amazing!" This pilot program as well as the Learn to Play Canasta Pilot have been exciting to offer and witness. This has prompted more in person participation, along with incredible feedback and requests for more. Thank you to the

Update to Age Policy in the Newsletter

Current Policy

Age Policy

Priority is given to Wellesley residents age 60 and over. If space permits, non-Wellesley residents age 60 and over are welcome to participate. Individuals under age 60 are invited to participate if space permits. If a certain program is restricted to Wellesley residents only, it will be noted in the description. Please note that all of our programs require pre-registration.

New Proposed Policy DRAFT

Age & Participation Policy

Priority is given to Wellesley residents age 60 and over. If space permits, non-Wellesley residents age 60 and over are welcome to participate. Individuals under age 60 are invited to participate if space permits. If a certain program is restricted to Wellesley residents only, it will be noted in the description. A Wellesley resident is defined as someone who primarily lives in Wellesley. Proof of residency can be any of the following: a state-issued photo ID, a utility bill, a lease, rent receipt, a voter ID, or any other printed identification that contains the resident's name and address. Please note that all of our programs require pre-registration. **DRAFT**

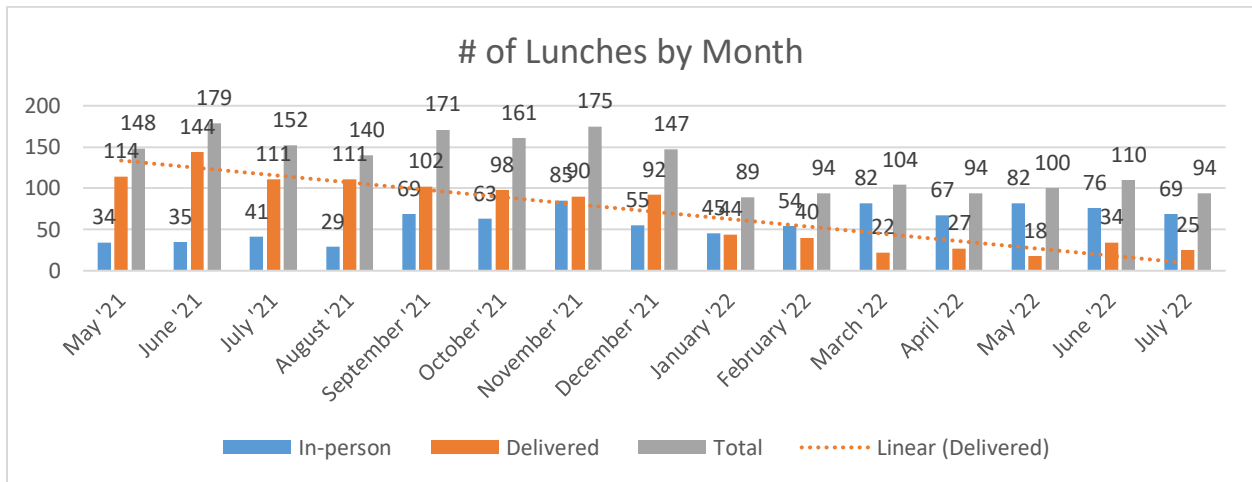
Board for approving and allocating funds to be used for these beneficial and enriching programs!

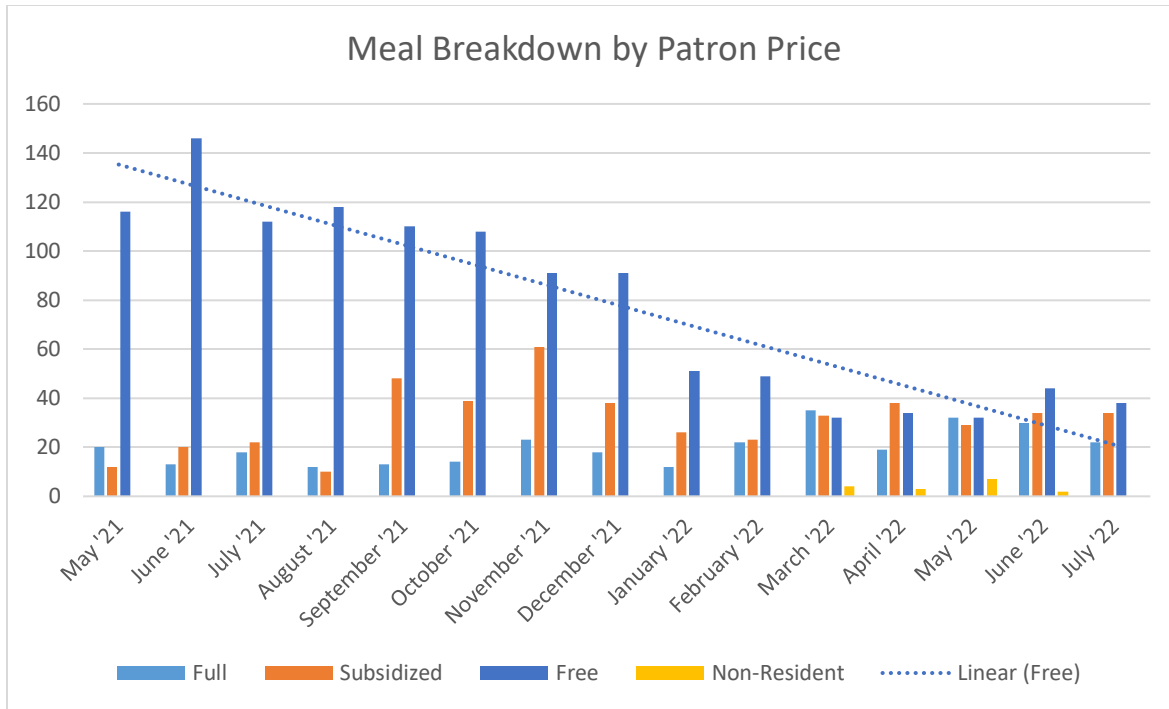
Fitness Center Updates

The COA launched a fitness center survey after hearing from several fitness center participants that the current process does not work for them. They would like more drop-in times and less of a set schedule, similar to how the fitness center operated pre-pandemic. The COA will use the response data and advice from the Health Department to guide the model for the Fall. Responses will be collected through August 24th and presented at the September meeting.

Lunch Program

In July, the number of onsite lunches decreased from the previous month to 69 meals. Deliveries also decreased from 34 meals to 25 meals in July, and the Health and Social Services Administrator continues to monitor the delivery eligible list. The total number of lunches decreased to 94 meals. Additionally, we saw a decrease in the number of full priced lunches and free lunches, whereas the number of subsidized lunches remained the same. There were no orders placed for non-residents.





SOCIAL WORK/OUTREACH

Financial Assistance

Recent examples of financial assistance include the purchase of a built-in air conditioner. Requests were denied to two previous applicants who are frequently asking for financial support and assistance and who have chronic needs and are unable to show a budget outline. As always, situations and applicants are assessed on a case-by-case basis with a focus on attention to those in the highest risk level and need.

Healthy Aging Programming

The Tuesday morning Social Connections group continues to meet outdoors on the Patio. Another healthy program is the continued collaboration with Wellesley Police department in organizing “Coffee with a Cop” at the COA. This event has shown limited participation however, it offers the public an opportunity to ask questions and feel comfortable with Officers Dennehy and Rosenberg -the elder affairs officers who participate. The Fourth session for Men in Retirement was well received by those who attended and seems to be a place for some to prepare for the transition to retirement and an opportunity to meet others in the same situation.

Themes

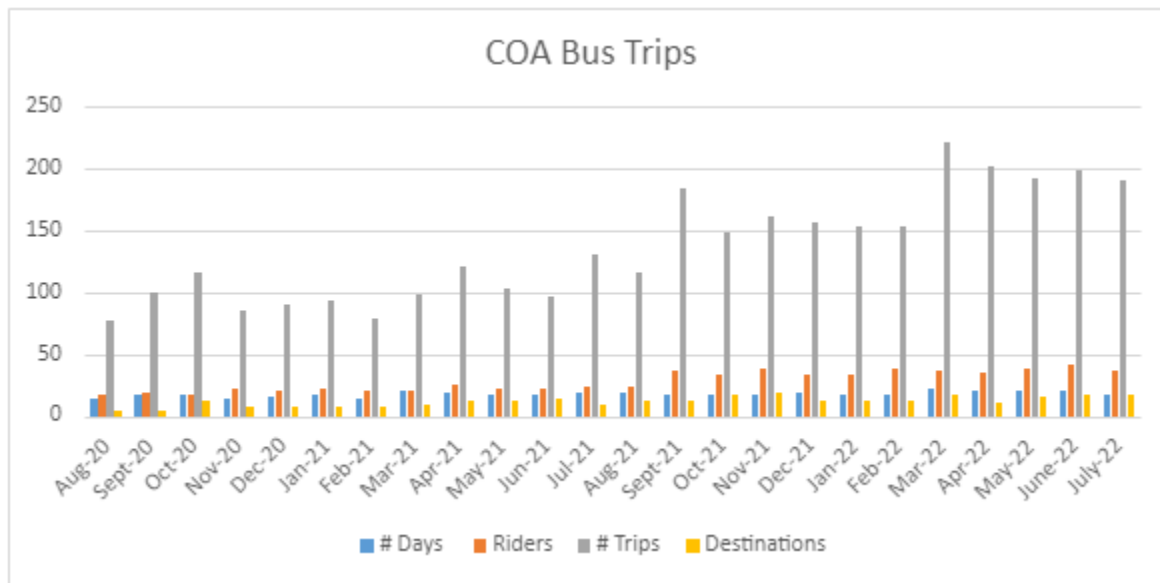
Calls to the Health & Social Services Administrator can have complex themes. Residents and/or families call with questions about hospital or Skilled Nursing Facilities discharge, navigating long-term nursing home placement, assessing in home care options, assisted living with or without memory care, home modification, and fall prevention etc. Concerns remain for frail residents who are without in home care providers due to the Springwell

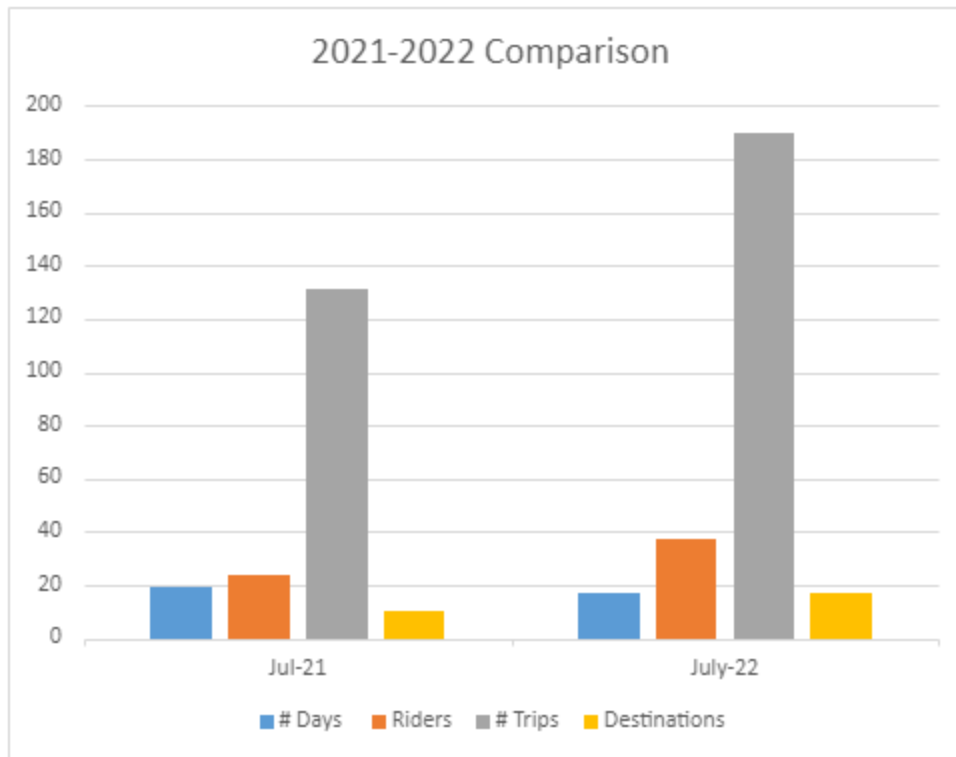
home care program being unable to keep care providers in place. In addition to the risk of those without in home care, untreated mental health issues, challenging family dynamics, and coping with new disabilities are discussed. Offering education about hospice, VNA and other in home care options are also frequent examples of conversations.

TRANSPORTATION

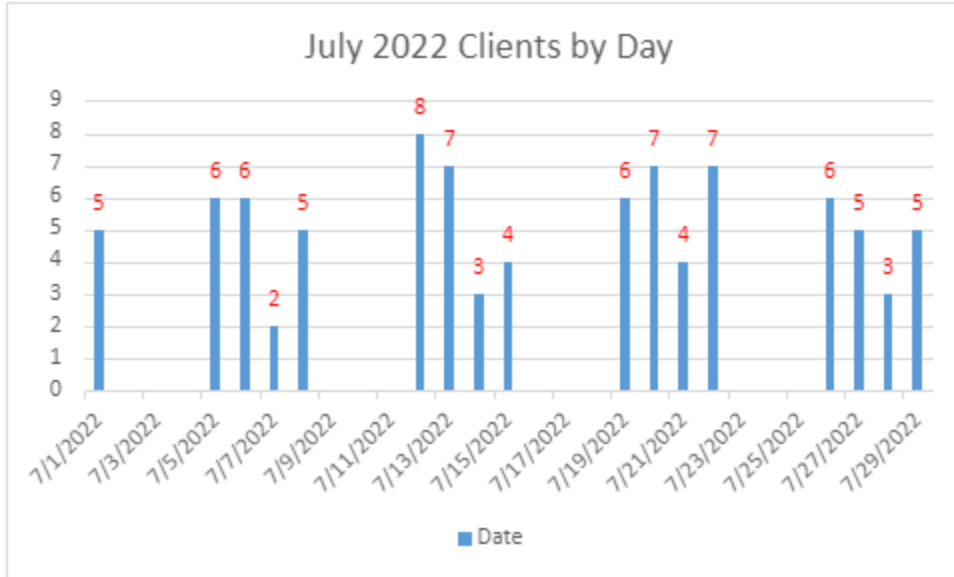
The COA launched a survey to everyone currently registered to take the COA bus. This survey will help the COA in its efforts to take shoppers out on day shopping trips to locations outside of Wellesley such as Market Basket, Shopper’s World, Stop and Shop, etc. Responses will be collected through next week and presented at the September meeting.

In July, the number of trips decreased from 199 to 190 units, and the number of operational days decreased to 17 days. The number of riders decreased from 42 to 37 people, and the number of unique destinations remained the same at 17 locations. I have also included the number of riders (or clients) we had each day in July. The busiest day was July 12th, 2022.





<u>Destination</u>	<u>Address</u>
Salon	139 Linden St
Salon	165 Linden St
Roche Brothers	184 Linden St
CVS	188 Linden St
NWH Dr	2000 Washington St, Newton
NWH	2014 Washington St, Newton
Food Pantry	207 Washington St
CVS	25 Washington St
Medical Offices	386 Washington St
Whole Foods	442 Washington St
Tolles Parsons Center	500 Washington St
Library	530 Washington St
Dr. Offices	54 Washington St
Library/Shopping	550 Washington St
Salon	555 Washington St
Dr. Offices	65 Walnut St
Medical Building- Urologist	70 Walnut St



VOLUNTEER

In July, Wellesley Youth Commission student Green Shirt interns were assigned to the COA. This provided an opportunity to fill in open volunteer positions due to summer vacation absences. Greens Shirts filled in for volunteer Front Door Greeters, Lunch Servers, as well as assistance with our BBQ with the Wellesley Police Department. They also contributed to office support and worked on special projects. Planning for filling the fall volunteer schedule began and a meeting was held with the Wellesley Service League to plan their upcoming service commitments and the onboarding of their new membership 'Provisional' class. WSL service commitments beginning this fall include Wednesday Lunch Meal Delivery and a Winter Greens seasonal workshop.