

# DIRECTOR'S REPORT

Heather Munroe, Director

Prepared for: March 17, 2022

## ADMINISTRATION/CUSTOMER SERVICE

### Enrollment

During the month of February, the COA acquired eight patrons. Three patrons are Wellesley residents, and five are non-residents. Four patrons are in the 60-69 age group, one is in the 70-79 age group, and three are in the 80-89 group.

### Sign-Ins/Attendance

We had 2368 Total Event Sign-Ins from 535 different patrons in all activities for the entire month of February. Of the sign-ins:

- 414 were Wellesley residents and 121 were non-residents;
- 416 were female and 119 were male; and
- 947 were in-person "swipes" entered by 282 different patrons.

## COVID-19 UPDATES

The COA Board's Policy for Vaccinations went into effect on March 2, 2022. We have vaccination stickers that we have placed on patrons key tags for those who have provided proof of their vaccination status. For those who have not yet done so, attestation forms have been made available online through use of our iPads.

A break down of the number of approximate in-person patrons each day, along with the number of attestations completed on a given day are below:

| Day  | In-Person Visitors (approx) | # Attestations Completed |
|------|-----------------------------|--------------------------|
| 3/2  | 44                          | 10                       |
| 3/3  | 27                          | 8                        |
| 3/4  | 49                          | 3                        |
| 3/7  | 71                          | 2                        |
| 3/8  | 80                          | 4                        |
| 3/9  | 71                          | 2                        |
| 3/10 | 40                          | 0                        |
| 3/11 | 63                          | 4                        |

## **FINANCES**

### **FY22**

#### *Quarterly Report*

#### *FY22 – 2<sup>nd</sup>/3<sup>rd</sup> Quarter Finance Update*

#### *Operating Budget*

Our FY22 Operating budget is in good shape. With most of February's expenses accounted for, we have used about 64% of our budget, which puts us right on target for the eight months in (66%). In the fall, we had additional office assistance by Elise, which had not budgeted for, however, the expenses have washed with not having a departmental assistant for a few weeks. Non-routine expenses since the first quarter included: bus repairs (Brakes, Fuel Pump, tires, brake pads, routine maintenance, and insurance payment for stolen catalytic converter) of \$2,700. We are running over in printing & mailing as anticipated as we continue to use Sherry Hanks to assist us with our adobe work on the newsletter to the cost of \$750 per cycle, and as we only budgeted for two cycles, we expect to run over by about \$3k and will make up for this by underspending other line items by that amount. Our payroll is tracking about 67% which is right on target.

#### *Capital Budget*

In regards to capital, we have not yet touched FY22 or FY21 Carryforward. We will be looking to work on expending these funds over the upcoming months on hybrid technology. We will be working with Rec department and IT to see what options have been used at Rec and what makes sense for the TPC.

For FY19 capital, we have paid for the cabinet locks and our current balance is \$227.53, we will order additional storage containers and use up the balance of this project.

#### *Programming Budget*

The complete programming budget consists of funds from the Operating Budget, EOEA, a grant from Junior Wellesley Hills Women's League, and revolving funds. All in all, we have expended about 56% of our total programming budget for the fiscal year.

#### *EOEA Budget*

FY21 EOEA funds have been put on hold for further expenditure for the time being in good faith to hold the funds that the Town often charges when a position is converted from part-time to full-time, as the Board voted a few meetings prior to support.

For FY22 EOEA, we have already allocated \$42,600 for salary offsets, leaving us with about \$18k of funds appropriated but not yet expended. We have spent funds on: Events, Holidays, Social Programs; Activities & Additional Supplies; and Fitness Center Supplies. We currently have a balance of \$13k remaining.

### *Gifts Accounts*

**Coffee.** Our Coffee account covers the cost of coffee and coffee supplies. This account will often show as negative balance in between months. At the end of each month we send an invoice to the Friends to cover the cost of our coffee supplies for that prior month.

**Newspapers.** Our COA Subscription account covers the cost of five newspaper subscriptions annually, including: New York Times, USA Today, Townsman; Boston Globe; and the Wall Street Journal. The Friends have given us a check to cover all of these subscriptions for FY22. The only one that is not paid for in full is New York Times, which the Town's credit card gets charged monthly.

**Lunch.** The Lunch Subsidy program is where the funds from the Friends go for lunch subsidies and free lunch. This account will usually show a zero balance. Once the "gift" is approved by the Board, it is directly transferred to our Revolving Fund where lunch expenses are paid for.

**Hot Meals.** We worked with the Friends to draw down this fund by first paying for free lunches from there before requesting more funds on a monthly basis from the Simons fund. As of January 1<sup>st</sup>, the account is zeroed out.

**Client Assistance.** Thus far this year, we have expended \$264 from the client assistance fund for scholarship assistance for fitness classes. The balance that remains is \$4,597.

**General Gift.** The NEF grant for the fitness center passed through this account. Our current general gift balance is \$27,181.

**Marketing.** COA Marketing Account. We continue to charge the periodic cost of staff name tags, signature lines, and business cards to this line. We have preliminary included \$35 worth of such expenses. We have spent a total of \$189 thus far this year and will need to expend a little more for name tags.

### **Attachment 1: FY22 2<sup>nd</sup>/3<sup>rd</sup> Quarter Finance Report**

### *Other Funds*

**Campana Trust.** Our current balance is \$356k with this fiscal year's contributions being \$36k. My records show two different recent numbers, will verify with Finance along with current interest amount.

### *PILOT Program Update*

We will need to do a more in-depth report next month to see how everything stands. To date, we have run 16 programs using funding from the PILOT account of the revolving funds totaling an expense of approximately \$5k. The current trend we are seeing is that programs are very popular while free and many are dropping off in attendance once payment is required. In order to provide a complete analysis, we will wait until next month when we can thoroughly examine all

of the revolving funds at once and will report in relation to the current practices and recommendations for the next fiscal year.

*FY22 Gifts- Monetary*

| <b><u>From</u></b> | <b><u>Purpose</u></b>             | <b><u>Amount</u></b> |
|--------------------|-----------------------------------|----------------------|
| FWCOA              | Subsidized Lunch (February 2022)  | 189.00               |
| FWCOA              | Subsidized Simons (February 2022) | 500.00               |
| FWCOA              | Subsidized Coffee (February 2022) | 44.37                |
| MISC               | Coffee Donations                  | 168.00               |

*FY22 Gifts- Nonmonetary*

| <b><u>From</u></b> | <b><u>Purpose</u></b>                       |
|--------------------|---|
| Tess Griffin       | Headphones                                  |
| Alexa O’Toole      | BSO Tickets x2 (in honor of Pierre Laurent) |
| Camille Coffee     | Tickets to Boston Ballet x2                 |

**PERSONNEL**

**Departmental Assistant Position**

We are excited to announce that Kevin McDonald has taken the position of Departmental Assistant and will be trained the week of March 14<sup>th</sup>. Kevin is a resident of Town and has worked in the community for several years in the tech world.

**PROGRAMMING**

**Highlights**

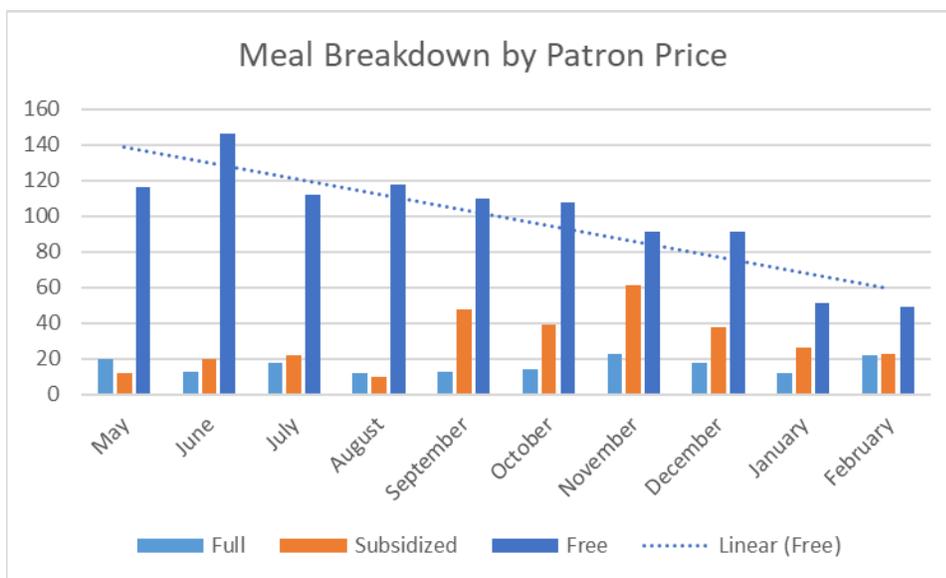
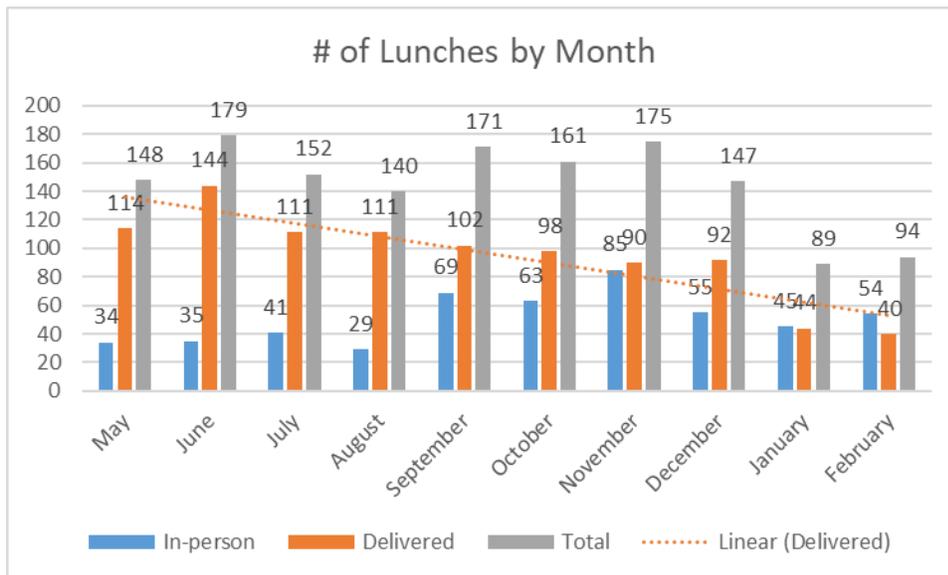
The second month of 2022 began with a Chinese New Year Luncheon that was attended by 25 Wellesley Residents. Immediately following the luncheon was another program called Experience China which was attended by 20 people. In February, in person exercise classes, all saw steady attendance rates, listed here: Barre for Every Body (14/12/14) All Levels Yoga (11/12) and Chair One Fitness (7/6). Our pilot, in person Watercolor for All class, concluded with six residents, all impressed with the skills they learned, having never painted before. Our free, pilot Wool Painting Workshop with nine residents will return in the coming months as a paid program with quite a lot of signups for those future dates. The Great Musicals of the 60s Part Two saw 30 attendees and many requests for the presenter to return in the coming months. Our second part on the History of Fake News added ten more participants making it 58 participants in February. We held a Virtual Chocolate Tasting and History of Chocolate in MA (with 25 free samples for Wellesley residents) and 47 participants. We traveled to India with our first in person presentation and had 35 travelers join us. The Valentine’s Day Tea had 25 participants and music from one of our volunteers. We wrapped up the month with an

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online presentation about the history of the Vice Presidency with 29 participants logging on. The evening lecture for Black History month highlighted the breaking of baseball's color barrier "Before Brooklyn" and saw 32 participants zooming in.

**Lunch Program**

In February, we saw non-residents start to sign-up for lunch, however, they were unable to attend due to snowstorms. The number of onsite lunches increased over the previous month from 45 to 54 meals. The total number of lunches served also increased from the previous month to 94 meals. The Assistant Director is looking into additional menu options to encourage more lunch participation.



## **SOCIAL WORK/OUTREACH**

### **Financial Assistance**

Some recent examples of financial assistance requests have included help with rental expenses, mortgage payment, animal boarding fees, and credit card payment. Ongoing referrals for public benefits continue and other support services continue.

### **Healthy Aging Programming**

The weekly attendance at the Tuesday Social Connections groups continue to grow with new participants attending in the last few sessions. In addition, Kate has launched a virtual “Zoom Room” social group on Wednesdays. As suspected, there has been limited interest in virtual social programming as most seniors are now looking for a reason to get out and reduce isolation.

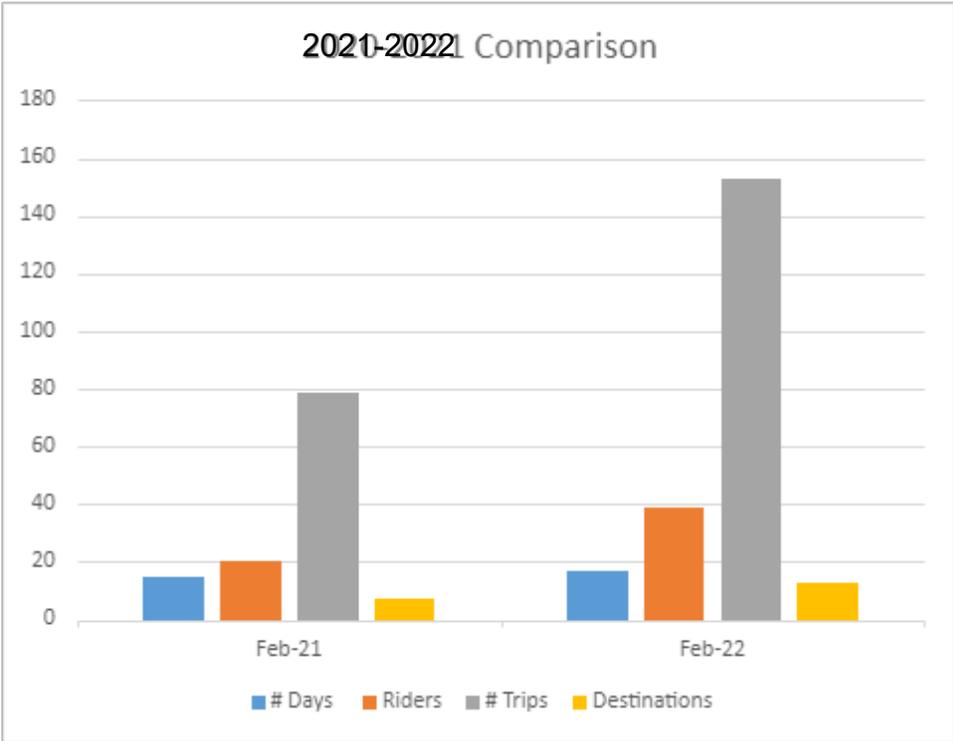
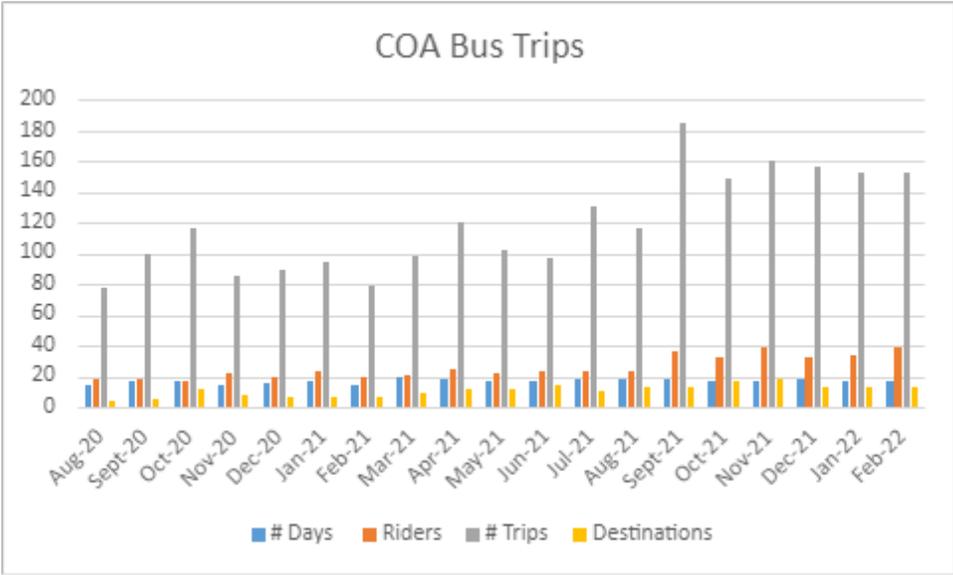
### **Themes**

An interesting theme that has developed over the last few months is a gradual increase of new residents who have moved into available apartments in the Wellesley Housing Authority. These seniors have been contacting the COA for social services and to learn about resources and benefits. Some examples of common concerns of new residents include learning to manage high costs of living in the town, affording groceries as well as learning about transportation and other in-home and medical services.

## **TRANSPORTATION**

In February, aside from the previously mentioned tire change, the bus needed work on the front brakes. The bus drivers continue to fulfill their rides and help out around the office when needed. MWRTA notified us that they are looking to upgrade our COA Bus this year and expect that this could happen potentially before the end of 2022 calendar year.

In February, the number of trips and operational days remained the same as the previous month at 153 trips over 17 days. The number of riders slightly increased to 39 people, and the number of unique destinations remained the same at 13 locations.



| <u>Destination</u>     | <u>Address</u>             |
|------------------------|----------------------------|
| New England Eye Center | 1 Washington St            |
| Salon                  | 139 Linden St              |
| Roche Brothers         | 184 Linden St              |
| ATI Physical Therapy   | 2 Laurel Ave               |
| NWH Dr                 | 2000 Washington St, Newton |
| NWH                    | 2014 Washington St, Newton |
| Food Pantry            | 207 Washington St          |

|                       |                   |
|-----------------------|-------------------|
| Medical Building      | 230 Worcester St  |
| Nail Bar              | 304 Washington St |
| Tolles Parsons Center | 500 Washington St |
| Library               | 530 Washington St |
| Salon                 | 555 Washington St |
| Dr. Offices           | 65 Walnut St      |

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## **VOLUNTEER**

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Volunteer Front Door Greeters have been trained on the new Wellesley COA Vaccine Policy and Procedures. Several changes to the recurring schedule are being worked out. Two new volunteers are being trained and will be added to the weekly schedule. We look forward to having a fully staffed volunteer schedule beginning the week of March 21st.

We held our bi-monthly check in with Phone Pals on March 2nd. Fifteen phone pal relationships remain active. Volunteers check in either weekly or on a pre-determined schedule. This program continues to be a valuable resource to meet the needs for human connection in the community. Trained volunteers are available to be matched if additional people are identified who could benefit from a friendly phone call.

We continue to plan for schedule changes due to summer absences. This presents a nice intergenerational opportunity to bring in summer student volunteers who may need community service hours for both Lunch and Greeter volunteer roles.

# COA FY22 Operating Budget Summary

**Funds Allocated** \$ 482,714.54 Includes: \$42,600 EOE & \$10K Eastern Development (in salaries)  
**Expended** \$ **308,719.01**  
**Current Balance** \$ **172,692.57**

**Percentage Used** **64%**

| Account         | Name   | Funding | Amount Expended | Current Balance | Notes  |
|-----------------|--|---------|-----------------|-----------------|--|
| 01541100-000000 | <u>Salaries</u>                              | 403,405 | 274,375         | 129,030         | Includes EOE Offset (\$42.6k) & Eastern Development (\$10k)                                  |
| 01541200-       | <u>Vehicle Maintenance</u>                   | 5,500   | 2,962           | 2,538           |  |
| 01541200-       | <u>Equipment Maintenance</u>                 | 1,000   | -               | 1,000           |  |
| 01541200-       | <u>Computer Equipment</u>                    | 2,000   | -               | 2,000           |  |
| 01541200-       | <u>Training &amp; Development</u>            | 4,000   | 368             | 3,632           |  |
| 01541200-       | <u>Other Professional Services</u>           | 2,150   | 370             | 1,780           |  |
| 01541200-       | <u>Postage</u>                               | 1,500   | 315             | 1,185           |  |
| 01541200-       | <u>Telephone</u>                             | 4,300   | 1,491           | 2,809           |  |
| 01541200-       | <u>Printing &amp; Mailing (Newsletter)</u>   | 9,190   | 10,431          | (1,241)         |  |
| 01541200-534055 | <u>Cable &amp; Internet</u>                  | 1,114   | 553             | 560             | Will go over by about \$60 for one extra month of Cable before swap to Hulu Live exclusively |
| 01541200-       | <u>Photocopying</u>                          | 2,400   | 909             | 1,491           |  |
| 01541200-       | <u>Software Licenses</u>                     | 5,750   | 3,650           | 2,100           |  |
| 01541200-       | <u>Gasoline</u>                              | 6,000   | 1,311           | 4,689           |  |
| 01541200-       | <u>Office Supplies</u>                       | 3,706   | 948             | 2,758           |  |
| 01541200-543040 | <u>Equipment Maintenance/Repair Supplies</u> | 5,000   | 1,135           | 3,865           |  |
| 01541200-       | <u>Programs &amp; Activities</u>             | 19,000  | 9,899           | 9,101           |  |
| 571010          | <u>Travel - Mileage</u>                      | 1,800   | 2               | 1,798           |  |
| 01541200-       | <u>Conferences/Meetings Administrators</u>   | 1,800   | -               | 1,800           |  |
| 01541200-       | <u>Dues- Administrators</u>                  | 1,700   | 1,303           | 397             |  |

## Summary of Program & Activities Team Budget

| <u>Funding Source</u>           | <u>Source</u>         | <u>Starting Balance</u> | <u>Current Balance</u> | <u>% Expended</u> |
|---------------------------------|-----------------------|-------------------------|------------------------|-------------------|
| Programs & Activities (Day)     | Tax Funds (Operating) | \$ 19,000               | \$ 7,317               | 61%               |
| PILOT Programs                  | Revolving Funds       | \$ 10,000               | \$ 4,480               | 55%               |
| Evening Programs                | JWL                   | \$ 3,962                | \$ 1,592               | 60%               |
| Wellesley Media Programs        | EOEA                  | \$ 5,000                | \$ 5,000               | 0%                |
| Events/Holidays/Social Programs | EOEA                  | \$ 5,000                | \$ 1,205               | 76%               |
| Activities Additional Supplies  | EOEA                  | \$ 2,500                | \$ 462                 | 82%               |
| <b>Totals</b>                   |                       | <b>\$ 45,462</b>        | <b>\$ 20,057</b>       |                   |
| <b>Percentage Remaining</b>     |                       |                         | <b>44.12%</b>          |                   |

## FY22 Sponsorship Tracking

| Sponsor Name                                   | Program/Activity Sponsored      | Date Program | Estimated/Actual Value   | Rationale for Value              |
|--|---------------------------------|--------------|--|----------------------------------|
| Wingate One & Wingate Resid                    | Harvest Social food and drink   | 9/14/2021    |  |                                  |
| Wellesley Police Department                    | Annual BBQ for 50 residents     | 10/1/2021    |  |                                  |
| Wingate One & Wingate Resid                    | Andrew Llyod Weber Program      | 10/7/2021    | \$250  | Fee for presentation             |
| BAYADA Home Health Care                        | Fall Decor Craft                | 10/25/2021   |  |                                  |
| Wendy Bedrosian                                | Flowers for Harvest Social      | 9/14/2021    |  |                                  |
| Friends of the COA                             | Wednesday Welcome Goody Bags    | 10/6/2021    |  |                                  |
| Whitney Place Natick                           | Lunch and Learn                 | 11/1/2021    |  |                                  |
| Mary Ann Morse Healthcare                      | Newton Swing Band Performance & | 11/9/2021    | \$200 food and \$ donation to Newton Senior Center for performance |                                  |
| Wellesley Fire Department                      | Thanksgiving Dinner Delivered   | 11/20/2021   |  |                                  |
| Wellesley Cultural Council                     | Ruth Harcovitz Performance      | 12/10/2021   |  |                                  |
| Newton Wellesley Center for<br>Alzheimers Care | Desserts for Holiday Party      | 12/10/2021   |  |                                  |
| Friends of the COA                             | Holiday Gift Bags               | 12/10/2021   |  |                                  |
| Wellesley Cultural Council                     | DanceEdu Performance            | 12/28/2021   |  |                                  |
| Wellesley Cultural Council                     | Ireland to America              | 3/15/2022    | \$500  | I was included in correspondence |
|  |                                 |              |  |                                  |
|  |                                 |              |  |                                  |
|  |                                 |              |  |                                  |
|  |                                 |              |  |                                  |

**Summary EOEa Funding**

| <b><u>Funding Source</u></b>     | <b><u>Source</u></b>     | <b><u>Starting Balance</u></b> | <b><u>Current Balance</u></b> |
|----------------------------------|--------------------------|--------------------------------|-------------------------------|
| Wellesley Media Programming      | EOEA FY22                | \$ 5,000                       | \$ 5,000                      |
| Event Holiday Social Programs    | EOEA FY22                | \$ 5,000                       | \$ 1,515                      |
| Activities & Additional Supplies | EOEA FY22                | \$ 2,500                       | \$ 2,360                      |
| Fitness Class Offset             | EOEA FY22                | \$ 5,000                       | \$ 5,000                      |
| Fitness Center Supplies          | EOEA FY22                | \$ 1,000                       | \$ 367                        |
| Volunteer Appreciation           | EOEA FY22                | \$ 1,000                       | \$ 1,000                      |
| Salary Offset                    | EOEA FY22                | \$ 42,600                      | \$ -                          |
| Unappropriated                   | EOEA FY22                | \$ 153                         | \$ 153                        |
| FY21 EOEa Carry Over             | EOEA FY21 Carry Forward* | \$ 65,148                      | \$ (1,805)                    |
| <b>Totals FY22 ONLY</b>          |                          | <b>\$ 62,253</b>               | <b>\$ 13,591</b>              |
| <b>Percentage Remaining FY22</b> |                          |                                | <b>21.83%</b>                 |

\*Holding 17,434 Balance for Town's requirement for FT conversion of position for Benefits.

\*Budget based on estimated EOEa amounts. Once grant is sent out, we will update the unappropriated balance.

# COA Gift Funds

| Name of account                    | Purpose   | Requies:                    | Starting | Revenue2 | Expense2 | Balance   |
|------------------------------------|---|-----------------------------|----------|----------|----------|-----------|
| COA Marketing Plan Account         | Established 6/16 with grant from the Fund for Wellesley; funds specific to paying for COA Marketing and Brand Positioning Plan. 7/17 - Add'l \$10K gift for execution.  | Board Approval              | 5,614.50 | -        | 189      | \$ 5,426  |
| COA Supplemental Programs          | Established 12/13 with \$4K gift from Almira Simons Fund to supplement programs/services line item in operating budget.   | Board Approval              | 1,652.70 | -        | -        | \$ 1,653  |
| General Gift Account               | All general donations are deposited here. (includes NEF Fitness Center Grant 9/17/21 \$9,642  | Board Approval              | 25,385   | 10,458   | 8,663    | \$ 27,181 |
| VDP Account                        | Donations from passengers specific to support VDP. Expenditures are intended to support VDP and historically have gone to provide recognition to VDP drivers.   | Board Approval              | 1,282.50 | -        | -        | \$ 1,283  |
| COA Bus Gift Account               | New 10/15; donations specific to COA Bus.   | Director                    | 5,258    | 3        | -        | \$ 5,261  |
| COA Coffee Gift Account            | Established 10/17 with gift from NEF for costs associated with coffee/dairy/café supplies. Donations are deposited as revenue. Director request monthly reimbursement. Money is requested from the Friends at the end of each month. Year end balance should be zero. | Director                    | -        | 1,319    | 1,467.26 | \$ (149)  |
| COA Subscriptions/Magazine         | Established 2/18 with gift from FWCOA for newspaper/magazine subscriptions for café. FY22 Covers New York Times, Wall Street Journal, Townsman, USA Today, and Boston Globe.  | Director                    | 39       | 1,298    | 759      | \$ 579    |
| COA Wlsy Hills Junior Women's Club | Established in 5/16 as the place to deposit WHJWC gifts specific to the E/W Lecture Series (previously was COA Supplemental Programs).  | Director                    | 3,962    | -        | 1,195    | \$ 2,767  |
| Hot Meals Program                  | Established 10/20 with funds from Almira Simons to cover first few months. Funds transferred from BOH as remaining balance. \$10k grant 11/2020 from NWH Foundation.  | Director                    | -        | 2,381    | 2,381    | \$ (0)    |
| Lunch Subsidy Program              | Created 08/2021 to allow for a place for donations from the FWCOA for Lunch Subsidies to be collected before being transferred to cover TP014 Lunch costs in the revolving fund.  | Director                    | -        | 687      | 687      | \$ -      |
| COA Gift Certificates Account      | When someone wishes to purchase a COA gift certificate for another person, deposit funds here. Code the gift certificate to match the expense account.  | Director                    | 987      | -        | -        | \$ 987    |
| FWCOA/Client Assistance            | Established 11/14 with gift from FWCOA; Formal application required and requires approval of COA Director. Intended use is for individuals in need of financial assistance due to extenuating circumstances/financial hardship. Ideally 1 x only use                  | Director Discretion         | 4,860.86 | -        | 264      | \$ 4,597  |
| Authorized Taxi Transportation     | Established 5/15 with gift from FWCOA; expenditures from this fund are to cover urgent medical transportation; approval of COA Director or Assistant Director required. Must be documented in MSC database in the client record.                                      | Director/Assistant Director | 766.57   | -        | -        | \$ 767    |

## Other Available Funds to Request from

| Name of account     | Purpose   | Expenditure Permission | Starting | IN     | COA Expenditures | Balance    |
|---------------------|---|------------------------|----------|--------|------------------|------------|
| Campana Funds       | Programming for seniors and building modifications.   | COA Board & SB         | 320,000  | 36,000 | -                | \$ 356,000 |
| New Era Funds       | Funding within the FWCOA, to support the mission and strategic plan of the COA and FWCOA to be used for unattended needs and opportunities at the COA beyond the capacity of the Town budget and other sources of outside funding. It will not support requests for ongoing personnel expenses. Requests of the NEF are to be filed by the first new day of each new quarter, of \$1k or more, generated by the Director after a vote of the COA Board. | NEF committee of FWCOA |          |        | 9,698            | \$ -       |
| FWCOA               | Seeks to create vibrant aging experience to enrich lives of wellesley citizens, 60 and older, by providing financial support for special programs, activities, and other needs of the COA.  | FWCOA                  |          |        |                  |            |
| Almira Simons Funds | Any Wellesley resident, male or female, age 60 or older who is encountering financial hardship.   | FWCOA (Fred)           |          |        |                  |            |

## Summary of Capital & Encumbrance

| <u>Funding Source</u> | <u>Source</u>               | <u>Starting Balance</u> | <u>Current Balance</u> |
|-----------------------|-----------------------------|-------------------------|------------------------|
| FY22 Capital          | Opearting- COVID            | \$ 12,500               | \$ 12,500              |
| FY21 Capital          | Encumbrance- AV             | \$ 5,392                | \$ 5,392               |
| FY19 Capital          | Encumbrance- BLD            | \$ 2,500                | \$ 228                 |
| FY18 Capital          | Encumbrance- IPADs          | \$ 2,745                | \$ -                   |
| FY21 Encumberances    | Encumbrance                 | \$ 11,718               | \$ -                   |
|                       | <b>Totals</b>               | <b>\$ 34,855</b>        | <b>\$ 18,119</b>       |
|                       | <b>Percentage Remaining</b> |                         | <b>51.98%</b>          |

\*FY20 still shows 9,618.82 although we are set to close out.

\*FY21 Encumbrances have all been paid. Balance returned to Town.