



## UNIVERSITY OF MASSACHUSETTS BOSTON

### GERONTOLOGY INSTITUTE

JOHN W. MCCORMACK GRADUATE SCHOOL OF POLICY AND GLOBAL STUDIES

### PROFESSIONAL SERVICE AGREEMENT

#### Town of Hanover

This Professional Service Agreement (“Agreement”) is made as of this March 1, 2023 (“Effective Date”) between the Town of Hanover Council on Aging Town, (“Town”), and the University of Massachusetts (“UMass Boston”), represented by its Gerontology Institute (“Institute”), having an address of 100 Morrissey Blvd, Boston, MA 02125-3393 (“the Parties”).

The Institute has technical expertise, resources, and Town available to it, and the Town wishes to engage the Institute to provide the Town with technical services. UMass Boston has determined that the proposed services to be provided are consistent with its research, economic development, educational, and public service missions.

Therefore, the Parties hereto mutually agree as follows:

1. Professional Services. The Institute agrees to provide the professional services described in Exhibit A, which is attached hereto and incorporated herein by reference (“Services”). Trained personnel of the Institute shall render the Professional Services.

2. Term. The Institute will use reasonable efforts to provide the Professional Services during the period from the date of this Agreement until March 31, 2024. Unless the parties agree to extend the term in writing, this Agreement shall expire at the end of the term or upon the completion of the Professional Services, whichever shall first occur.

3. Confidentiality. To the extent allowed by law (MGL Chapter 66A), the Institute agrees that any data provided to it by the Town in order to complete the Services (“Data”) are the confidential information of the Town. The Institute agrees to hold these in confidence and to use them solely for the purpose of rendering the Services. Data collected by the Institute from publicly available sources can be shared.

4. Payments. The Town agrees to pay to UMass Boston an all-inclusive fee of \$35,000 for these services. This cost shall include all Institute staff time and overhead. The Town agrees to make payments upon receipt of invoices. The Institute reserves the right to discontinue work if Town fails to pay invoices within forty-five days of receipt. Payments shall be made to “University of Massachusetts Boston” and shall be sent to:

University of Massachusetts Boston  
Gerontology Institute  
Attn: Caitlin Coyle  
100 Morrissey Blvd.  
Boston, MA 02125-3393

5. Warranty Disclaimer. The Institute shall perform the Services in a professional and workmanlike manner. The Institute shall endeavor to perform the Services within the schedule set forth herein, but is not liable for failure to meet the schedule. The foregoing warranties are in lieu of all other warranties, express, implied or statutory, including without limitation any implied or express warranties of merchantability, fitness for a particular purpose, or non-infringement of a patent or other intellectual property right.

6. Limitation of Liability. In no event shall UMass Boston be liable for any loss of profits, loss of use, loss of data, cost of cover, indirect, special, exemplary, punitive, incidental or consequential damages of any kind in connection with or arising out of this Agreement or the Services, even if UMass Boston has been advised of the possibility of those damages. Notwithstanding the foregoing, in no event shall its liability arising out of this Agreement or relating to the Services exceed the amounts actually paid.

7. Use of Names. The Town agrees that it will not utilize the name or seal of the University in any advertising promotional material or publiTown, without the express written consent of UMass Boston. Reciprocally, UMass Boston will not utilize the name or corporate seal of the Town in any advertising promotional material or publiTown, without the express written consent of the Town.

8. Termination. This Agreement may be terminated by either of the Parties upon thirty (30) days written notice of termination to the other. If either of the Parties defaults in the performance of any of its material obligations under this Agreement, then the non-defaulting party may give written notice of the default to the defaulting party. Unless the default is corrected within thirty (30) days after the notice, the notifying party may terminate this Agreement immediately upon written notice. Upon termination of this Agreement by either party, UMass Boston will be reimbursed for all costs and non-cancelable commitments incurred in performance of the Professional Services prior to the date of termination in any amount not to exceed the total commitment set forth in Section 4 of this Agreement. Provided, however, that if professional services are not complete, then UMass Boston will return any pro rata share of payment to the Town not otherwise expended, to the extent permissible.

9. Survival. The obligations of the parties under Sections 3, 4, 5, 6, 7, 8, and 9 survive termination of this Agreement.

10. Independent Contractor. Nothing contained in this Agreement shall be construed to constitute the Institute or UMass Boston as a partner, joint venture, employee, or agent of the Town, nor shall either party have the authority to bind the other in any respect, it being intended that each shall remain responsible for its own actions.

11. Governing Law. This Agreement is governed by the laws of the Commonwealth of Massachusetts without regard to any choice of law rules. The Parties agree to exclusive jurisdiction and venue in the Massachusetts Superior Court in Suffolk County.

12. Entire Agreement. This Agreement constitutes the entire agreement between the Parties with respect to the Services, supersedes all prior oral and written agreements with respect to the subject matter, and can be modified only by a written instrument signed by both of the Parties which references this Agreement.

UMass Boston and the Town have caused this Agreement to be executed by their duly authorized representatives as of the Effective Date.

Town of Hanover

BY:

\_\_\_\_\_

NAME:

\_\_\_\_\_

TITLE:

\_\_\_\_\_

DATE:

University of Massachusetts Boston

BY: \_\_\_\_\_

Caitlin E. Coyle, Director, Center for Social &  
Demographic Research on Aging

DATE: \_\_\_\_\_

BY: \_\_\_\_\_

NAME: \_\_\_\_\_  
Office of Research and Sponsored Programs

DATE: \_\_\_\_\_



UNIVERSITY OF MASSACHUSETTS BOSTON

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GERONTOLOGY INSTITUTE

JOHN W. MCCORMACK GRADUATE SCHOOL OF POLICY STUDIES

**PROPOSAL FOR CONSULTING SERVICES**

**Title:**

Aging in Hanover: A Community Needs Assessment

**Client:**

Tammy Murray, Director of Community Services, Town of Hanover

**Commissioned By:**

Town of Hanover

**Proposer:**

The Center for Social & Demographic Research on Aging Gerontology  
Institute  
McCormack Graduate School of Policy and Global Studies University of  
Massachusetts Boston

**Proposal date:**

February 10, 2023

**Proposed start:**

September 2023

**Proposed duration:**

12 months

**Brief description:**

In cooperation with the Town of Hanover Council on Aging, researchers at the Center for Social & Demographic Research on Aging at UMass Boston will conduct a study focusing on the needs and interests of Hanover's older adult population, as they shape the planning and development of Hanover's Council on Aging and Senior Center.

CENTER FOR SOCIAL & DEMOGRAPHIC RESEARCH IN AGING  
GERONTOLOGY INSTITUTE, UMASS BOSTON  
CONTACT: [CAITLIN.COYLE@UMB.EDU](mailto:CAITLIN.COYLE@UMB.EDU)  
VOICE: 617.287.4059

# Aging in Hanover: A Community Needs Assessment

## 1. Overview

The Town of Hanover led by the Council on Aging (COA), has requested a study of the needs and interests of Hanover's older adult population (age 55 and over). The requested study will inform the Hanover Council on Aging's planning for programs and services meant to address the evolving needs and interests of Hanover's older residents. The proposed scope of work outlined in this document addresses the needs assessment will inform planning for programs, policies and other Hanover-wide efforts meant to ensure that Hanover is a friendly, accessible and inclusive place for residents to grow up and grow old.

## 2. Facility & Key Personnel

The principal place where research will be conducted is the University of Massachusetts Boston (UMB) Campus (100 Morrissey Blvd, Boston, MA 02125). Since its establishment in 2012, the [Center for Social and Demographic Research on Aging](#) (CSDRA) within the Gerontology Institute at UMB has focused on developing applied research and evaluation capacities to support communities and their aging residents throughout the Commonwealth. To this end, CSDRA has conducted multicomponent community needs assessments on a contract basis, aimed at identifying gaps in programs and services targeting older adults. In these projects, CSDRA researchers have used multiple applied research methods, including surveys, focus groups, key informant interviews, and analysis of secondary data from the U.S. Census and other sources, to assess unmet needs of older adults and to support communities during their planning for future service provision.

Dr. Caitlin Coyle serves as the principal investigator on this project. Her expertise in gerontology and public health and applied qualitative and quantitative evaluation methods offers a strong basis for leading and supervising the proposed project. All projects are supported by additional research staff from CSDRA.

In addition to these staff, CSDRA also employs doctoral students from the gerontology department who have experience conducting needs assessments. Student participation in community projects will include assisting in protocol and tool development, serving as note-takers in focus groups, and assisting in report production.

## 3. Scope of Service

The CSDRA at the University of Massachusetts Boston ("Institute") proposes to conduct all components of the study as described below. Specific elements of the study will be finalized in consultation with representatives from the Hanover COA. To the extent

required by University policy, approval of the University of Massachusetts Boston Institutional Review Board will be obtained prior to beginning the study.

- **Prepare a demographic profile of the population in Hanover, based on existing data from the U.S. Census Bureau**—Data from the U.S. Census Bureau will be analyzed using conventional demographic methods in order to generate a limited profile of the Town of Hanover’s population aged 60 and over (the "older adult" population). Special emphasis will be placed on describing projections and demographic factors that may have implications for the community in coming years. Further, comparisons across varying age-specific segments of Hanover’s population will also be used to inform an understanding of the community context in which Hanover’s older residents are embedded.

As an initial step toward understanding characteristics of Hanover’s population through quantitative data, we will use data from the American Community Survey (ACS)—a large, annual survey of the population, conducted by the U.S. Census Bureau. For purposes of this assessment, we will primarily use information drawn from the most current 5-year ACS files (2017-2021), along with U.S. Census data for the Town of Hanover to summarize demographic characteristics including growth of the older population, shifts in the age distribution, gender, race and education distributions, householder status, living arrangements, household income, and disability status. Data are publicly available for download on the U.S. Census website (<http://www.census.gov/>). The University and the Gerontology Institute within the University provide computer/software support for analyzing Census data. Additional demographic data are drawn from projections generated by the Donahue Institute at the University of Massachusetts (<http://pep.donahue-institute.org/>) and the Metropolitan Area Planning Council (<http://www.mapc.org/>).

- **Prepare written and web versions of a questionnaire designed to be used in a survey of the age 55+ population.**

A resident survey questionnaire will be developed by the research team at UMB, in consultation with the COA. The questionnaire will include quantitative and open-ended questions chosen based on their salience with respect to the planning needs of the COA. This questionnaire will be developed in cooperation with the a COA and working group assembled for this purpose, and is expected to be roughly 8 pages long, and include approximately 45 questions. Questions typically cover topics like caregiving, health and functioning, use of senior services and long terms services and supports.

The survey will be a mail-in survey, with a web response option. The COA will obtain an electronic copy of Town census information from the Town Clerk, to be shared with the Consultants, including the following information: name, mailing address, gender, and age. Consultants will use this list exclusively for research purposes relating to this project. The CSDRA will coordinate with the mail house chosen to print and mail the postcards to a random

sample of residents age 55 and older (N=3,830).

Project staff have extensive expertise in creating and administering surveys, as well as collecting and analyzing data, and interpreting results. The University and the Gerontology Institute within the University provide computer/software support for analyzing secondary data, including the statistical program (i.e., SPSS). Our experience suggests that the return rate for a community survey such as this is approximately 25%; in Hanover this return rate would result in roughly 958 returned questionnaires.

- **Conduct up to four one-on-one interviews with Town officials or other Key Informants**— One-on-one in-person interviews with four key informants will be conducted. Key informants will be identified jointly by the Director of the COA and the Consultants, and may include representatives of key offices and organizations such as the Town Administrator, the Board of Selectmen, and the Chiefs of Police and Fire. The purpose of key informant interviews is to gain perspective on the adequacy of elder services in Hanover, identify key service gaps, and to identify ways in which Town leaders are planning for growth in the aging population.
- **Conduct three focus groups in support of the study.** In order to further understand the lived experience of older residents in Hanover, including those vulnerable members of the community, the Consultant will conduct three focus groups. Membership of the groups and the topics to be covered will be determined in consultation with the COA. Currently, we anticipate that each group will include 8-12 participants. Focus groups will be held either in person at the Hanover Senior Center or another local site, or remotely by Zoom. The COA is responsible for providing space should the groups be held in person.
- **Provide an electronic version of the report to the Town of Hanover and Council on Aging.** The final report produced in this project will represent collaborative efforts by the COA and the University of Massachusetts Boston. We will compile into a report data from all sources developed for this project. The CSDRA will meet with the COA and appropriate partners to review the draft report prior to its finalization. The CSDRA shall deliver a .pdf version of the report for further distribution as desired. The Consultant may reserve the right to use this report in its materials and to post the report on its website after providing a copy for review and approval by the COA.
- **Deliver an in-person presentation of the report to the COA, Board of Selectmen and community at large**— Key results and implications/recommendations will be presented using PowerPoint slides to key stakeholders and community members.
  - A PowerPoint slide deck will be provided in electronic form to the Hanover COA for their unlimited use and distribution.

## 4. Project Timeline

Dates	Scheduled Activities
<b>September 2023</b>	Meet to finalize a scope of work and timeline. Obtain Institutional Review Board approval through UMB
<b>October 2023</b>	Prepare demographic information Review relevant municipal documents
<b>November 2023</b>	Identify key-informant interviews Conduct key-informant interviews Identify focus group participants
<b>December 2023</b>	Draft and review questionnaire content Conduct focus groups
<b>January 2024</b>	Obtain mailing list and prepare mailing Devise strategy for encouraging survey response
<b>February 2024</b>	Survey Promotion
<b>March 2024</b>	Distribute survey
<b>April 2024</b>	Data entry
<b>May 2024</b>	Data entry
<b>June 2024</b>	Report writing
<b>July/August 2024</b>	Report writing Submit final report
<b>September 2024</b>	Public Presentation of Results

## Budget

The proposed budget of \$35,000 includes all costs associated with data collection, data analysis, report production, and presentation.

The Institute will bill twice during the project period, with 50% billed once the key informant interviews are completed (June 2023) and the remaining 50% to be billed upon delivery of the final report (February 2024).

*Notice: Agreements between local governments and the Center for Social and Demographic Research on Aging (CSDRA) are exempt from the provisions of Chapter 30b, the Uniform Procurement Act, since the University of Massachusetts is an instrumentality of the Commonwealth. Municipalities may negotiate a scope of services and a price with CSDRA directly, saving both time and money.*

## Samples of prior reports

Relevant sample reports are available on the website of the Center for Social and Demographic Research on Aging (<http://www.umb.edu/demographyofaging/community>)

## 8. References

References are available upon request.