

Council on Aging Director's Updates

Tammy Murray

November 2020

Ben Quelle our VSO's, last day was October 2nd he moved onto a position for the City of Attleboro. Tammy Murray has been covering the Veteran Service Office, attending calls, and virtual training classes. She is also performing outreach as well as responses to Veteran's in town and is currently planning a meal delivery on November 10th and special virtual service to be aired on Veteran's Day.

Calls to as many residents as possible per day continues. These calls are anything from a check in, to assisting with issues or providing resource information. Many times, these calls involve getting on a conference call with 3rd parties to have information explained etc. Some calls are to assist with access to classes that are online or on the television.

Transportation is seeing an increase in ridership after the slow down during the early days of the pandemic. The drivers still assist people in any way possible, which at times includes actually shopping for people who are housebound. Although many departments were working remotely, the COA Building has been manned daily during the week since March 13th. We have not missed a MOW Delivery or a request for transportation and have added other nutrition-based programs. We have worked very closely with other town departments as well as outside agencies to ensure we are getting those in need everything they need.

We have held some in-person appointments as needed. We have added a new email newsletter process as well as added more virtual content. The Farms to Family Food Distribution Program, a collaboration between Community Services and Hanover Schools Food Services was a great success. Over 500 boxes of food have been distributed.

MCOA held their Annual Conference Remotely the week of October 19th. Lots of great information was shared.

The COA Building is to remain closed to the general public until further notice. The Town of Hanover as well as other South Shore towns are experiencing an increase in positive cases, a community that is classified as "Red" for more than 3 weeks, may have to rollback certain Phase III allowances. Although we are closed, The Department, in agreement with the Board of Health, has allowed a few meetings. Special appointments are being considered on an as needed basis. The SHINE appointments began November 1. Nancy Lester is working on what she can remotely, and Susan Setterland will be working on the in-person meetings.

Katie and Tammy Hosted a Candidate Zoom meeting, this took the place of the luncheon we have held in the past.

Tax Work off Participants have turned in their paperwork and will begin their next year of participation, if needed and willing. Many had chosen not to continue working through the pandemic.

As of October 30th, the Town of Hanover has rolled back to Phase III Stage I.

The paperwork for EOEa for the Formula grant will be changing. This year the hours spent on many tasks was requested. The system we use for this report is a per check-in system not hourly. This increased the time it took to provide the correct information. This will be completed this week and returned to EOEa. The Governor kept \$12.00 per Senior as of the 2010 Census intact.

Reminder: Rhonda Nyman is the Board of Selectmen's appointed Liaison for the Council on Aging.