

Hanover Council on Aging

Director's Report

August 12 – September 9, 2017

Tammy met with Facilities and Maintenance Depts multiple times to discuss Custodian and DPW responsibilities on site. A large yard work initiative was performed to our great satisfaction a push will be made to maintain the current state of the grounds.

Katie and Tammy met with Dana at the John Curtis Library to discuss collaborations in the future. Planning will be done with the hopes of a mid-January start date. These will be events including authors, arts, music, and education.

Nancy and Tammy visited residents at Barstow and Cushing Housing Developments to discuss services offered at the Center and take suggestions for future programming, as well as transportation needs.

Tammy met with A&A Metro as an introduction by their request. Also met with Mobility Plus, the local food pantry, and South Shore Conservatory to discuss opportunities for programming or partnerships.

The cookout update: Even with the short notice and lack of expectations we ended up with a waiting list. All included we served 106 people. Thanks to The awesome staff at the Center (especially Teresa Slight), Facilities and Maintenance, The Police Department, Dana from the Library, The Lions, the Sheriff's Dept, and the COA Advisory Board for assisting and supporting us. We have some take aways to learn from with this meal, but a truly successful event.

September 27, BCBS is coming to present Countdown to 65, in the evening. Flyers have been posted and all media available to get people to know about it. Mailing out to residents 60-65.

Mobile Outreach Update: We are extending visits to a lot of people who receive MOW and have announced the program at various housing developments. It will be highlighted in the October Newsletter.

We are starting to discuss Open Enrollment, Fuel Assistance, and Brown Bag Food Distribution Program to many of the residents. Mary Bessey from Shine is scheduled to speak at the center in October.

GATRA Van is underutilized, first reason is public knowledge of the service, and second is perceived policy. There are some inconsistencies between what we do and what GATRA requires us to do, this is typical in many centers. The guidelines state anyone over 60 is able to request and receive rides. Also any disabled individual who has GATRA review/approval. Rides are first come first serve and besides scheduled trips no preferences are to be given unless absolutely unavoidable. The service has recently been discussed in the Hanover Mariner and at local housing sites.

Myseniorcenter is being updated to be used as a sole source of numbers etc. Mailing list was kept manually and will now be produced by the program. Tammy discussed the mailing of the newsletters with J&R graphics. The addressing and bringing to Brockton for mailing is in their service. The Center uses their Bulk Postage Number. If we took the mailing back in house to save a monthly fee, we would have to sort by mail route before dropping at Hanover PO. Labels are able to be printed that way. There would be an annual charge for a Bulk Mail Permit. At this time we will scrub our list, push who can receive electronic to electronic delivery, and see if monthly cost goes down. Will review for next budget

season. Looking at ways to lower the postage cost at this time, as it is the only way to lower costs in this model.

Installation has begun on the glass partition, the staff has been provided with a script as to how to address it with people. In the future perhaps we could do better at making people aware of changes to the building, so there is less disruption. I think many knew it was coming, but the when and what it would look like were issues. That being said it is a great change.

We are utilizing volunteers in the office; we have one dedicated to reception and one who helps with projects such as mailing. I hope to increase these numbers soon. Teresa updated the list of who has signed up and if they are still interested, along with the skills they have. I would like to have one person covering the office when the receptionist is doing mobile outreach or back up driving. It is my goal to get rid of the bell on the desk.

A staff meeting was held 8/25 and I am looking into no cost excel classes for a member of the team, who feels they could use some help.

Nancy and Tammy met with the Holy Mother's Collaborative which included HVNA, ST Vincent DePaul's, The Hanover Food Pantry, and Faith Community Nursing to share our information and recourses. We will continue to meet and support each other's missions periodically. This is not specifically for Christian residents it crosses to the entire community. It will be defined as Pastoral and Community Care Givers.

Katie and Tammy met with the Library Director Dana for a second time to go over joint ventures that we can make available to the community.

We are beginning a walking group, Matter of Balance Workshop, art classes, and entertainment in partnership with Zone Wellness/YMCA.

We are adding some craft and paint workshops. Working on a monthly Lunch and Learn series, we also have mobility plus coming in for a couple workshops discussing arthritis exercises and falls prevention.

Tammy has been appointed or otherwise on the OCES Advisory Board, Ambulance Bill Review Committee, and The GATRA Advisory Board.

The Center will be hosting a Monday evening workshop called "A Whole New You" The class would be free and open to all active employees and retirees (and dependents) from MMHG member units.

Katie and Tammy are working with Jim Smith on the TRIAD Group, the Salt Group, and activities. We have a date penciled in for the first meeting in October.

Tammy attended MOCA Regional Representative Meeting on 9/7 in Plymouth, Aging and Dementia Friendly Communities were discussed, as well as other MCOA initiatives. Although it has not been announced by EOEA, we believe the Formula Grant will be cut to \$9.80 per senior instead of last year's 10.

The Website will be updated to contain more information and links to videos etc.