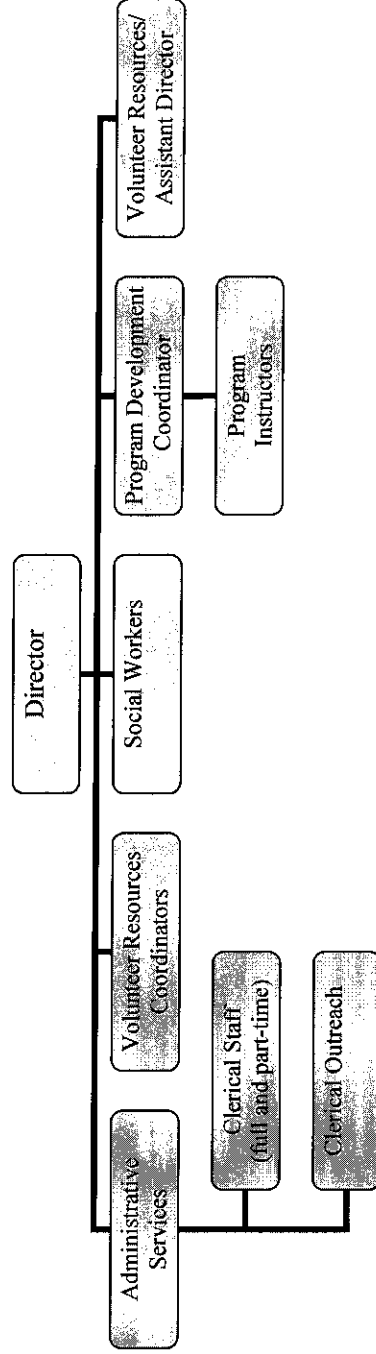


**Council on Aging
Fiscal Year 2008 Organization**



Leadership Profile:

Moira Munns, Director Council on Aging/Senior Center

2005-Present Director, Council on Aging/Senior Center
 1997-2005 Volunteer Resources Manager, COA/Senior Center
 1982-1997 Pharmacist, North Brookfield Pharmacy

Bachelor of Science, Pharmacy, 1982
 Bachelor of Arts Degree, Psychology, 1973
 Massachusetts Pharmacy Registration #18021

FY 2008 Budget Presentation

Narrative

*Town of Natick
Council on Aging*

I. Main Purpose of the Department

The Department is a human service agency and activity/information center that provides social and support services and programs through a multipurpose senior center. We serve as an information resource; provide case management and crisis intervention; coordinate volunteer services; provide programs (wellness, intergenerational and others); provide health services and support for chronic disease self-management; and advocate for older adults and individuals with disabilities of all ages with local, state and federal programs and governments.

Our services focus on empowering older adults and their families and individuals with disabilities of all ages to make informed decisions, to remain actively engaged in their community and to maintain health, vitality and independence.

II. Recent Developments

- Established new staff position of Assistant Director/Volunteer Resources Coordinator
- Administrative Assistant achieved certification of Association of Information and Referral Specialists in Aging (AIRS-A).

III. Current Challenges

- Filling Assistant Director/Volunteer Resources Coordinator position.
- Assisting seniors with Medicare Part D enrollment and plan changes.
- Multiple facility problems (insufficient parking; safety hazard of fast driving in parking lot; bathroom size, accessibility and number of toilets; lack of storage space; need for private interview space for Veteran's Agent; lack of privacy and maintenance of consumer confidentiality for office staff).
- Kitchen equipment and chairs are eight years old; some may need to be replaced.
- Increased numbers of residents seeking assistance with Fuel Assistance applications and applications for other benefits.
- Scarce state/federal and foundation funding makes it difficult to assist those in need.
- Additional transportation resources are necessary.

IV. Significant Proposed Changes for the Upcoming Fiscal Year and Budget Impact

- Decreasing the level of service for a transportation program that offers taxi vouchers for reduced cab fare and mileage reimbursement for volunteer drivers will allow operation within the limits of budget constraints.
- Limiting program development to increase number and variety of programming options will allow operation within the limits of budget constraints.

V. On the Horizon

- There is a need to build a new senior/community center or renovate existing building.
- Increased need of elders for social services due to struggles arising from such factors as increased energy costs and rising taxes.
- Re-examination of Property Tax Help Program.
- Expanding hours and/or days of operation.

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Trends in Major Departmental Activities by Fiscal Year Council on Aging

Activities	2003	2004	2005	2006	Approved 2007	Proposed 2008
1. Social Services-Case Mgmt Cases	227	241	163	240	210	230
2. Volunteers	269	230	225	225	241	235
3. Volunteer Hours	3,496	3,493	13,722	14,398	6,904	13,900
4. Information Calls	13,241	13,126	13,004	12,900	13,124	13,100
5. Parking Tags Issued	1,448	1,468	1,469	1,352	1,462	1,425
6. Service (Program & Health)	48,938	53,561	37,609	35,661	47,036	35,941

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Department: Council On Aging
Fiscal Year 2008

LINE ITEM EXPLANATION

Salaries Management: Salary for the full time Director who provides the management functions of the COA office and senior center operations. The functions of this position include meeting with the public and the COA Board to identify needs of elders and caregivers; advocating for service provision to fill gaps or resolve problems with existing services through meetings with legislators, service providers and other agencies and organizations. Other responsibilities of this position include obtaining/leveraging fundings, grants and in kind resources outside of tax appropriation to benefit Natick's older consumers.

Salaries Operational Staff: Salaries for a full time Assistant Director/Volunteer Resources Coordinator, a full time Program Coordinator, one part-time (19 hrs/wk) Volunteer Resources Coordinator, a full time Senior Clerk and a part time (19.5 hrs/wk) Outreach Clerk.

The Assistant Director/Volunteer Resources Coordinator administers the Property Tax Work Program; acts as staff liaison to the Friends of the Natick Senior Center, Inc.; oversees routine financial operations including donations, deposits to the Treasurer, petty cash, purchase orders, invoices, and weekly payroll; shares responsibility for volunteer activities.

The Program Coordinator is responsible for researching, implementing, publicizing, room scheduling and set up, of all classes and programs held on behalf of the COA department at the senior center and at other locations.

The Volunteer Resource Coordinator shares responsibility for recruitment, training, placement, supervision and recognition of over 200 volunteers who provide direct and indirect services to our older adult community.

The Senior Clerk is responsible for maintaining all COA participation and service records, medical equipment inventory, parking tags for seniors, community resource information, customer service, and support to other COA staff.

The Clerical/Office position provides Telephone Reassurance to isolated, homebound elders referred by our social workers, family members and other agencies; maintains seasonal and special event communications with seniors; acts as relief Receptionist; tracks use of transportation coupon program; and supports other COA staff.

Salaries Technical & Professional: Salary for a full time Social Worker who is primarily responsible for coordination and implementation of direct individual and group social services to community elders, family caregivers and other concerned parties. She provides information, case management (interpretation of individual needs assessment, referral and follow-up); crisis intervention particularly with elders at risk, those with mental health and substance abuse issues and those in abusive situations; outreach; assists with maximizing financial resources including assistance with applications for helpful resources. These are the primary areas of referral to our department. Referrals are from consumers, families, friends, neighbors, COA volunteers, Natick Police Department,

Natick Fire Department, Natick Board of Health, and other local and distant agencies.

Repairs/Maintenance Equipment: Covers any repairs/maintenance/replacements needed to current equipment regularly used in the course of operating a multipurpose Senior Center: maintenance agreement for the copy machine, fax machine, computer printers, steam table, refrigerators, other kitchen equipment, assistive listening devices, sound equipment, chairs, tables, TV's, VCR's, projectors, pool tables, computers, and other misc. equipment. Office equipment is obtained and maintained by the COA for use by three Departments: Veterans Services, Council on Aging, and Human Services.

Communication Telephone: Cost for local and long distance phone service related to serving older adults and caregiver's needs. Caregivers are both local and distant. We maintain one direct line through Comcast for our Internet access in the Seniors Computer Lab. The Lab is not connected to the Town networking system.

Dues & Subscriptions: Massachusetts COA dues, MA Gerontology Association dues, Volunteer Administration membership, Risk Management, Information & Referral needs, professional subscriptions, updates on aging education and preventive resource information and programming to inform our residents. Most of the organizations with which we are affiliated have increased dues.

Communication Postage: This fund is used for general business postage, communication to volunteers, communication to elder consumers and caregivers, and communication to community resources.

Copy/Mail Center Fees: This fund is for printing needs such as stationary, envelopes, business cards, assessment forms, other forms, brochures, and other misc. needs. It is also our assessment for courier service.

In/Out of State Travel: Includes staff and volunteer travel reimbursement when using personal vehicle for COA business: \$2,000. The volunteer coordinators and social workers use their vehicles to visit the homes of seniors that request services. The program coordinator uses her vehicle to obtain program needs, and implement programs in other locations. The department director uses her personal vehicle to attend meetings, provide outreach to groups of seniors and network with elder service providers. This line item also includes **Staff & Board Development/Training's**: \$1,800. These include workshops to keep abreast of elder issues and beneficial programs; First Aid, CPR, Sensitivity training; Medicaid and other entitlement benefit training updates, Massachusetts Councils on Aging Training Institute and MA Gerontology Association Training's.

Other Services Misc.: This fund is used for database maintenance and a fee for the Motion Picture Industry License. This fee is required to show videos in the senior center.

Wellness Programs: Includes funds for wellness and exercise programs: Animals as Intermediaries, a program that integrates animals, nature and the arts; Sage Educational Services programs providing didactic series on educational, informational, literary or health issues.

Office Supplies Stationary: For the purchase of general office supplies.

Supplies Computer: For the purchase of general office equipment toners and ink, floppy discs, labels for our monthly newsletter, typewriter ribbons, etc.

Supplies Disposable Goods: Monthly calendars, wellness equipment, first aid supplies, VCR tapes, supplies needed for care of our indoor plants and aquarium, and necessary kitchen/dining supplies such as soaps, bleach, aluminum foil, plastic wrap, napkins, and paper towels are included in this line request.

Transportation Assistance Program: Provides taxi coupon vouchers to elders whose transportation needs cannot be met through other existing options, and provides mileage reimbursement for volunteer drivers who assist in meeting the transportation needs of our seniors, including trips to Boston for medical appointments.

FY 2007 Budget Presentation

Town of Natick Fiscal Year 2003 thru 2007
Departmental Executive Summary of Finances

Departmental Budget and Personnel Requirements Expended by Fiscal Year					
Category	2003	2004	2005	2006	Thru December 2007
Staffing					
Full-Time Employees	2	2	2	2	2
Part-Time Employees	7	5	5	5	5
Seasonal Employees					
Operating Budget					
Personal Services	156,444.39	175,515.80	176,305.29	164,170.85	85,502.32
Purchase of Services	13,158.96	10,401.60	9,338.36	10,949.74	5,845.81
Technical & Professional Svcs	0.00	0.00	0.00	0.00	0.00
Supplies	3,115.31	2,268.56	3,003.06	2,138.26	1,008.20
Other Chgs & Expenditures	0.00	0.00	0.00	6,023.86	8,113.85
Total Operating Budget	172,718.66	188,185.96	188,646.71	183,282.71	100,470.18
Encumbered Operating Expenses	150.08	24.90	541.90	906.21	50.00
Capital Equip/Projects Expended					

Quarterly Expenditure Pattern Fiscal Year 2003 thru 2007 - Operating Budget					
Percent Expended by Fiscal Year	2003	2004	2005	2006	2007
Personal Services					
Quarter 1 ending Sept 30	19.74%	20.79%	22.44%	18.99%	18.18%
Quarter 2 ending Dec 31	25.23%	23.50%	23.01%	16.61%	22.21%
Quarter 3 ending March 31	20.78%	23.84%	21.77%	19.92%	
Quarter 4 ending June 30	26.34%	28.47%	27.76%	25.73%	
Encumbrances for Year	0.00%	0.00%	0.00%	0.00%	
Closed to Fund Balance	7.91%	3.40%	5.02%	18.75%	
- - - - Total Pers Svcs	100.00%	100.00%	100.00%	100.00%	40.39%
All Non-Personal Services					
Quarter 1 ending Sept 30	19.10%	16.48%	13.94%	7.38%	10.69%
Quarter 2 ending Dec 31	29.27%	32.79%	29.50%	10.70%	26.90%
Quarter 3 ending March 31	11.11%	24.97%	21.08%	6.95%	
Quarter 4 ending June 30	33.12%	25.18%	28.00%	39.25%	
Encumbrances for Year	0.85%	0.19%	4.06%	3.05%	
Closed to Fund Balance	6.55%	0.39%	3.42%	32.67%	
- - - - Total Non Pers Svcs	100.00%	100.00%	100.00%	100.00%	37.59%
Capital Equip/Projects Expended					
Quarter 1 ending Sept 30					
Quarter 2 ending Dec 31					
Quarter 3 ending March 31					
Quarter 4 ending June 30					
Encumbrances for Year					
Closed to Fund Balance					
- - - - Total Capital	0.00%	0.00%	0.00%	0.00%	0.00%

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Encumbrances include Current Year and Carryforward amounts from Previous Fiscal Years

Council on Aging

	No of Staff	Tn Adm Recommended	Dept Requests	Expended thru Dec 31, 2006	2007 Appropriated	2006 Actual	2005 Actual	2004 Actual	2003 Actual
Salaries Management	1.0	56,756.64	56,756.64	23,923.56	54,825.31	39,336.78	54,592.85	53,465.30	53,261.23
Salaries Operational Staff	5.0	121,032.13	121,032.13	40,784.59	111,330.77	82,522.40	90,161.34	82,847.31	64,722.86
Salaries Tech & Professional	1.0	47,324.26	47,324.26	20,794.17	45,549.91	42,311.67	31,551.10	39,203.19	38,460.30
PERSONAL SERVICES	7.0	225,113.03	225,113.03	85,502.32	211,705.99	164,170.85	176,305.29	175,515.80	156,444.39
Repairs & Maint Equipment		1,800.00	1,800.00	250.00	2,000.00	1,121.33	1,707.06	2,260.53	3,801.96
Communication Telephone		2,000.00	2,000.00	803.92	2,000.00	1,866.18	1,924.55	1,994.23	2,157.21
Dues & Subscriptions		1,000.00	1,000.00	907.16	1,200.00	284.22	878.16	1,091.33	1,177.31
Communication Postage		950.00	950.00	197.71	950.00	757.10	562.86	941.79	870.62
Copy/Mail Center Fees		850.00	850.00	130.22	750.00	1,115.27	795.64	706.14	500.00
In/Out of State Travel		3,500.00	3,500.00	666.45	3,800.00	2,662.37	3,061.71	3,031.08	3,476.86
Other Services Misc.		425.00	425.00	865.00	400.00	622.05	408.38	376.50	1,175.00
Wellness Programs		2,000.00	2,000.00	1,281.14	4,605.00	2,521.22	0.00	0.00	0.00
PURCHASED SERVICES		12,525.00	12,525.00	5,101.60	15,705.00	10,949.74	9,338.36	10,401.60	13,158.96
Office Supplies Stationary		1,500.00	1,500.00	676.35	1,700.00	1,057.38	1,703.76	1,078.37	1,571.21
Supplies Computer		1,000.00	1,000.00	213.26	1,100.00	692.23	888.72	1,135.01	1,213.98
Supplies Disposable Goods		400.00	400.00	118.59	400.00	388.65	410.58	55.18	330.12
SUPPLIES		2,900.00	2,900.00	1,008.20	3,200.00	2,138.26	3,003.06	2,268.56	3,115.31
Transportation Program		10,072.96	10,072.96	7,951.85	20,000.00	6,023.86	0.00	0.00	0.00
OTHER CHARGES/EXPENDITURES		10,072.96	10,072.96	7,951.85	20,000.00	6,023.86	0.00	0.00	0.00
BUDGET TOTAL		250,610.99	250,610.99	99,563.97	250,610.99	183,282.71	188,646.71	188,185.96	172,718.66

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TOWN OF NATICK
EMPLOYEE JOB/PAY Fiscal Year 2008

Emp #	Employee Name	Actual FY'06 Overtime	Actual FY'06 Regular Earnings	Budgetary FY'07 Scheduled Earnings	Pay Type	Level- Step	Wks	Rate	Hours	Amount	Funding (52.2 Wks) FY2008	Total Appropriation	Additional Compensation Longevity	Additional Compensation Education	Other	Total Add'l Comp
Council Aging:																
Management																
40041	MOIRA MUNNS		\$35,675.80	\$54,145.18	BASE	M1-3	17.6	26.8811	40.0	\$1,075.24	18,924.28					
						M1-4	34.6	27.3355	40.0	\$1,093.42	37,832.36	\$56,756.64				
Operational Staff																
42949	DIANE PACKER		\$1,394.57	\$12,010.93	HRLY	H5-3	45.6	12.8500	19.0	\$244.15						
						H5-4	6.6	13.5700	19.0	\$257.83	12,834.92					
41185	DEBORAH WATTS		\$34,189.74	\$35,633.24	BASE	P1-4	52.2	17.3010	40.0	\$692.04	36,124.46					
42281	THERESA CARR	\$2,111.19	\$33,374.48	\$33,374.30	BASE	B4-MAX	52.2	17.8890	37.5	\$744.39	38,857.16					
	VACANCY Assistant Director		Vacancy	\$16,773.12	BASE	P2-1	52.2	16.9573	40.0	\$678.29	35,406.85					
43113	ANNA BROWN		New Hire	\$7,367.72	HRLY	H4-Start	11.2	9.2800	19.5	\$180.96						
						H4-1	41.0	10.0000	19.5	\$195.00	10,021.75	\$133,245.13				
Technical & Professional																
42672	HELEN CHECKET		\$42,311.67	\$45,111.81	BASE	P4-2	40.8	22.4930	40.0	\$899.72	36,708.58					
						P4-3	11.4	23.2800	40.0	\$931.20	10,615.68	\$47,324.26				
Department Totals		<u>\$2,111.19</u>	<u>\$146,946.26</u>	<u>\$309,575.61</u>							Total	<u>\$237,326.03</u>	<u>\$0.00</u>	<u>\$0.00</u>	<u>\$0.00</u>	<u>\$0.00</u>

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