

HUMAN SERVICES

COUNCIL ON AGING



*Council on Aging Board Standing from left: Patricia LeVan, Chair; Jill Colpak, Phebe Downey
Seated from left: Margaret Hoag, Raymond Snay, Murry Nicolson, Mary Anne Mortenson, Director*

COA Staff

Mary Anne Mortenson, Director
Lori Kalinoski, Program Supervisor
Wanda Rupelt, Administrative Assistant
Patricia Boudrot, Office Assistant
Susan Hoole, Wellness Coordinator
Bonnie Hansen, Outreach Coordinator
Sally Lopez, Mental Health Worker
Virginia McCoubry, Program Coordinator
Nine part-time van drivers
Three hundred and seventy (390) volunteers)

According to the Town Census, there are 4,195 Concord residents over the age of 60. This is 136 more than in the previous year and constitutes 26.9 % of the total population of Concord. The mission of the Council on Aging is to promote a good quality of life for Concord's seniors by helping them to maintain their dignity, self-esteem, personal independence and their roles as full participants in the life of the community. The COA strives to fulfill this mission by providing opportunities for seniors to enhance their physical, emotional, intellectual and spiritual well being. The COA staff is also available to help and advise younger Concordians on how to cope with the aging process in regard to family members and themselves.

PROGRAMS AND SERVICES

Counseling and Social Services

The COA's motto is, "If it's about seniors, ask us!" Our knowledgeable staff prides itself in keeping up-to-date on the latest information that will be helpful to seniors and their families. Many services are available: consultation with the Director, a licensed social worker; a home visit for evaluation and advice from our Program Supervisor, Outreach Workers who are able to arrange for COA services that fit the situation (Friendly Visitor, Grocery Shopper, Transportation etc.) or to make referrals to other elder service agencies that offer viable options; or S.H.I.N.E. counselors (Serving the Health Insurance Needs of Seniors) to advise seniors about Medicare and other health insurance issues.

The COA continued to maintain its excellent working relationships with the Police and Fire Departments, Emerson Hospital's Emergency Room, the Concord Housing Authority and local banks and businesses. As a result, these departments and organizations have become a major source of referrals to the COA of seniors in crisis. This year's survey of these referral sources showed that 83% of those surveyed felt that the COA's response was excellent and 16% rated the COA's response as very good. In regards to the outcome of those referrals, those surveyed felt that the COA brought the situation to an excellent end 94% of the time. 6% rated the COA's intervention as having a very good outcome.

COA TRANSPORTATION

The COA vans continue to provide door-to-door service for seniors. A van is on the road Monday – Friday from 8:40 AM to 4:00 PM and takes individuals to medical appointments, the grocery store, the hairdresser or the barbershop, the bank, COA-sponsored activities, special trips to shopping malls and to visit their friends. This service enables many Concord seniors to live more active and independent lives. There are currently nine, part-time drivers who are limited status employees of the Town. During 2010 the COA provided 8,192 round trip rides.

Wellness and Fitness

The goal of the COA Wellness and Fitness programs is to help seniors lead active, healthy and independent lives. These programs include:

- Flu Clinic - In November, the COA, in cooperation with the Health Department and Emerson Home Care, made sure that 245 seniors received flu shots.
- Wellness Clinics – 1,634 seniors received service at blood pressure, blood sugar testing, cholesterol testing, podiatry clinics and monthly educational programs.
- Senior Aerobics, Strength and Flexibility Training, Tai Chi and Yoga classes were attended by over 271 seniors a total of 3,442 times.

COA VOLUNTEERS

Three hundred and fifty COA volunteers provided 9,125 hours of service for the Town. Using a standard worth per hour established by the Points of Light Foundation, the service provided by COA volunteers was worth \$190,256. Volunteers are vital to the day-to-day function of the COA. They serve on the COA and Friends of the Aging Boards, as staff for the gift shop, as office volunteers, as income tax and medical insurance counselors and they assist in too many other ways to mention.

SUPPORT FROM THE EOEA FORMULA GRANT, COMMUNITY CHEST GIFT & THE FRIENDS

The Formula Grant from the Executive Office of Elder Affairs provides partial funding for COA Programs. In 2010, the grant totaled \$25,207 and subsidized the following positions:

- Wellness Clinic Coordinator
- Outreach Coordinator
- Program Coordinator

This grant also allows a small amount for volunteer recruitment, training and recognition.

Gifts from the Concord-Carlisle Community Chest made it possible to retain a Volunteer Coordinator who is instrumental in making sure our volunteers are trained and adequately supervised. The Town supported another 8 hrs/wk for this position. The Community Chest also funds the position of the Mental Health Worker for 8 hours per week.

The Concord Friends of the Aging is a private non-profit organization that does fundraising in order to support the programs and activities of the COA. The Friends sponsored several functions for seniors and offered financial support as they were able and are actively planning to purchase another COA van when it is needed.

HARVEY WHEELER COMMUNITY CENTER

The Harvey Wheeler Community Center serves as home for the Council on Aging and the Recreation Department's preschool and after school programs. However, it is also a true community center. During 2010, the building was used during the evenings and on the weekends by over 60 different Town departments, local not-for-profit groups and private individuals approximately 624 times. These groups include the Planning Department, Warner's Pond Committee, West Concord Task Force, Community Education, Community Chest, Youth Hockey, Concord Minutemen, Minuteman ARC, National Charity League and many more! Income from rental of HWCC totaled well over \$10,000.

COMMUNITY SERVICES COORDINATOR



Aileen Buford
Community Services Coordinator

The Community Services Coordinator position was established in 2005 by the Town of Concord. Predominantly funded by a grant from the Community Chest, the purpose of the under 20 hour a week position is to assist Concord and Carlisle residents, 60 years and under, in accessing information on a broad range of local, privately funded and State services including financial and fuel assistance programs.

The Community Services Coordinator continued to aid individuals and families in accessing needed services