

are key components in delivering a well-rounded and comprehensive program. The COA provides multiple meal occasions throughout the year where seniors can get a nutritious meal and enjoy the company of others. Additional offerings include: book discussion, bridge, coffee and conversation, billiards, cribbage, genealogy, ping pong, music makers, quilting, international current events, canasta, drama club, bingo, COA cinema, mah-jong, memoir writing group, men's Monday morning group. We offer educational classes on computer use, cell phones, Facebook, Skype and Digital Photography and scanning. We maintain an honor system lending library and a fully equipped computer lab.

### **COA TRANSPORTATION**

COA vans provide local transportation for seniors Monday – Friday from 8:40 AM to 4:00 PM. The van takes individuals to medical appointments, the grocery store, the pharmacy, the hairdresser or the bank, just to name a few destinations. Additionally, the van provides transportation to COA-sponsored activities. This service enables many Concord seniors to live more active and independent lives.

### **ADDITIONAL SUPPORT SERVICES**

The COA offers a monthly “Ask the Lawyer” program. We have trained SHINE counselors to help seniors with issues related to their health insurance. AARP offers a tax assistance program. Our volunteer coordinator organizes fall clean up days and the delivery of buckets of sand for winter. There is even a volunteer seamstress available for mending and hemming.

### **COA VOLUNTEERS**

Volunteers are vital to the day-to-day function of the COA. Without their assistance, it would not be possible to provide as many services as we do. We are always looking for individuals who would like to give of their time.

### **ADDITIONAL FINANCIAL SUPPORT**

The COA is especially grateful to the following funding sources for their strong commitment and financial support of our work:

The Formula Grant from the Executive Office of Elder Affairs provides partial funding for the following posi-

tions: Wellness Coordinator; Outreach Coordinator; Activity Coordinator. Generous funding from the Concord-Carlisle Community Chest provides partial or full funding for the following positions: Volunteer Coordinator, Social Service Coordinator and Outreach Coordinator.

The Concord Friends of the Aging is a private non-profit organization that raises funds in order to support the programs and activities of the COA. Examples of events or equipment that the Friends partially or fully funded include: Annual COA Christmas party, File of Life, computer equipment, ice cream social, lunch and learn programs, nursing supplies, annual BBQ, and the annual Veteran's breakfast. Over the years, they have also supplied the Town with the vans to support the transportation needs of seniors.

### **HARVEY WHEELER COMMUNITY CENTER**

The Harvey Wheeler Community Center serves as the home for the Council on Aging. The building is also used by the Recreation Department for their preschool and after school care programs. Additionally, Harvey Wheeler is used extensively during the evenings and on the weekends by many different Town departments, not-for-profit groups and private groups and individuals. Every 6 weeks we offer a rotating exhibit of the works of various Concord artists in our main hallway.

## **COMMUNITY SERVICES COORDINATOR**

Aileen Buford

Community Services Coordinator

The Community Services Coordinator position was established in 2005 by the Town of Concord. Primarily funded by a grant from the Community Chest, the purpose of the less-than 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 continues to aid individuals and families in accessing needed services on a variety of fronts. Referrals made on behalf of Concord and Carlisle residents over the course of the year went from 606 to approximately 650 in 2012.

Referrals were made to food assistance programs, home mortgage counseling programs, job assistance agencies, counseling services, tax assistance programs, Concord Cares, energy efficiency programs, fuel assistance, scholarship information, lower-income legal services, disability advocacy and support services and after-school and camp programs.

Emergency referrals related to housing, food assistance and utility assistance continued in 2012 and the Community Services Coordinator provided short-term case management to those families and individuals in crisis, working closely with such agencies as Hugh Cargill Trust, Society for St. Vincent de Paul, The Clergy Laity Group, and The Salvation Army to provide families in need with emergency financial assistance.

The Community Services Coordinator continues to collaborate with community agencies that provide assistance to Concord and Carlisle families. The Community Services Coordinator assists with the Gaining Ground Farm's Food for Families program that served over 45 families free organic produce between April and September. The Community Services Coordinator makes contact with challenged Concord individuals and families and provides referrals for a variety of needed services. The Community Services Coordinator also works collaboratively with Concord Public schools, Concord Housing Authority and The Domestic Violence Services Network to provide outreach to challenged families.

The Community Services Coordinator continues to be a point of contact in conjunction with Council on Aging, Police and Fire Departments as well as Concord's Veteran's Agent and Youth Services Coordinator for the Concord Cares Emergency Fuel Assistance Program, which provides 75 gallons of home heating oil to any Concord resident who is in emergency need.

Residents can contact the Community Service Coordinator by phone or schedule a confidential appointment, either in the office or their home, to discuss their particular referral needs.

For additional information or assistance, please contact the Community Services Office at 105 Everett St.

## **YOUTH SERVICES COORDINATOR**

Erin Duggan,  
Youth Services Coordinator

The position of Youth Services Coordinator for Concord and Carlisle was launched in 2011 with funding from the Community Chest. Coordinator Erin Duggan was hired to help improve the quality of life for Concord and Carlisle school-aged young people. She assists children by finding counseling for, and providing advice about, the problems they are struggling to deal with.

The Youth Coordinator develops and maintains programs that enhance physical, emotional, intellectual and spiritual well-being for children as well as adults. This past year she partnered with Concord Carlisle Parent Initiative and 2Volunteer.

Youth Coordinator works with many Town agencies to allocate space and resources for these activities. For example, several of her programs utilize available space in Town libraries while outdoor activities often involve equipment that is made available by the Recreation Department.

To reach Erin Duggan, call (978)318-3043 or email [eduggan@concordma.gov](mailto:eduggan@concordma.gov), 105 Everett St.

## **HUGH CARGILL TRUST COMMITTEE**

G. Peter Healey, Chair  
J. Raymond Andrews, Treasurer  
Patricia MacAlpine, Clerk  
Paul LoVecchio  
Sandra Conrad

The Hugh Cargill Trust Committee continued to implement the mission of the Trust, established over 210 years ago by Concordian Hugh Cargill. The Trust's purpose is to provide short-term emergency assistance to residents of the Town in times of financial need. The Committee acts on behalf of the Board of Selectmen in receiving and reviewing requests for assistance and in distributing funds in accordance with the provisions of the Trust. Concord residents request aid by leaving a phone message at the Town House: 978-318-3100, ext. 2030. Calls are returned promptly. All requests are kept confidential.

Funds totaling \$96,242.65 were received from the following sources: The Hugh Cargill Trust Fund: \$146.70;