



2013 CONCORD ANNUAL TOWN REPORT

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Council on Aging

Jill Colpak
 Phebe Downey
 Pamela Hanson
 Margaret Hoag
 Janet Kenneally
 Sharyn Lenhart
 Murray Nicolson
 Raymond Snay
 Alice Van Deusen

Associate Members:

Robert Hartman
 Meryl Schwartz

Ginger Quarles, Director

Programs and Services

The mission of the Council on Aging is to promote a good quality of life for Concord's seniors (age 60 and older) 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.

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According to the January 2013 Town Census, there are 4,453 Concord residents over the age of 60, and this represents approximately 28% of the total population of Concord. The number of seniors is expected to continue to rise as the Baby Boomer generation ages and the COA will continue to try to meet the rising demand for programs, social services and transportation.

Statistics

The following is a sampling of service statistics for 2013: 1150 seniors were active at the COA this past year. 66% were female and 34% were male. 264 seniors used the van service and received 5566 rides. 350 seniors used Outreach/Social Services and received 3207 units of service/contacts, which included 413 home visits, 359 office consultations and 2171 phone consultations. 1144 seniors subscribe to the newsletter by mail and 476 subscribe to the e-mail version. 212 seniors participated in 4224 fitness/exercise classes. 268 seniors participated in a health screenings. 334 seniors have participated in educational programming. 229 seniors have attended a meal and 3891 meals were served.

Outreach and Social Services

Our professional staff provides consultation, assessment, advice and referrals to seniors and their families, friends and neighbors. Their extensive knowledge of resources helps assist seniors to live independently as long as possible. The staff adheres to strict standards of confidentiality in all of their work. Strong working relationships with various town departments, hospitals, home health care agencies, aging services access points, housing authorities, and businesses provide the best comprehensive service.



COA Decorators Jeanne Fitzgibbons, Helen Ford, Jo Ann DiNardo and Jill Colpak set up a tree at the Concord Museum Family Trees, a celebration of children's literature.

Wellness and Fitness

The COA offers a wide diversity of program and fitness opportunities that contribute to the overall health of Concord seniors. We offer regular clinics and screenings and a variety of speakers on a myriad of health topics. We offer individual assistance with medication management, free loan of durable medical equipment and our nurse is available for individual consultation as needed.

Social, Recreational, and Educational Opportunities

Providing opportunities to interact with peers, meet new friends, stay intellectually active and enjoy life are key components in delivering a well-rounded, comprehensive program. The COA provides multiple meal occasions throughout the year where seniors can get a nutritious meal and enjoy the company of others. Examples of 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, mahjong, 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

The COA vans provide weekday local transportation for seniors who no longer drive. 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 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 also a volunteer seamstress available for mending and hemming.

COA Volunteers

The COA is honored to have many volunteers who enhance and support the work of the staff and would happily welcome additional assistance..

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 or full funding for the following positions: Wellness Coordinator; Outreach Coordinator; Activity Coordinators.

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

The Concord Friends of the Aging provides funding for many programs and events throughout the year and pays for the distribution of the monthly newsletter.

Community Services Coordinator

Aileen Buford

Community Services Coordinator

The Town of Concord established the Community Services Coordinator position in 2005. Funded by a grant from the Community Chest, the purpose of the 30 hour a week position is to assist Concord and Carlisle residents, under the age of 60, in accessing information on a broad range of local, privately funded, and State services including financial and fuel assistance programs.

Due to the continued need for services, the Community Services Coordinator position hours were increased from less than 20 to up to 30 during 2013. This increase in hours has allowed for more face-to-face time with residents as well as more involvement in community agency programs.

The Community Services Coordinator continues to aid individuals and families in accessing needed services on a variety of fronts. Referrals made to Concord and Carlisle residents over the course of the year have remained steady at approximately 650 contacts in 2013.

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 2013 and the CSC 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, local Concord churches 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 CSC assists with the Gaining Ground Farm’s Food for Families program that served over 37 households with free organic produce between April and September. The CSC makes contact with challenged Concord individuals and families and provides referrals for a variety of needed services. CSC 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 Veterans' 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 Concord, 978-318-3034, or abuford@concordma.gov

On the Town website, www.concordma.gov, within the "Town Departments" tab, click on "[Community Services](#)"

Youth Services Coordinator

Jennifer Clarke,
Youth Services Coordinator

The Youth Services Coordinator for Concord and Carlisle was launched in 2011 with funding from the Concord Carlisle Community Chest (CCCC). In the fall of 2013, the Youth Services Coordinator position underwent a staffing change. Jennifer Clarke was hired by CCCC to conduct a full review of the position's mission and strategic plan to best reflect the needs and opportunities of the Concord Carlisle community. The revised mission and plan were presented to CCCC, Youth Advisory Board, Deputy Town Manager and Town Manager in December. The plan and mission were approved and Jennifer Clarke was hired by CCCC to assume the role of YSC going forward.

The Youth Services Coordinator's mission (YSC) is to build a network for Concord and Carlisle youth, families, neighbors, schools, and organizations to work in a coordinated effort to connect young people to resources and programs that support and nurture youth social, emotional and development needs. Youth is defined as 0-18, with the Coordinator particularly focused on the middle and high school population.

In addition to the updated mission and strategic plan, the YSC participated in and/or facilitated numerous community initiatives to support youth. This included programs such as the Concord Healthy Communities Initiative, the Concord Public Library Teen Advisory Board, Chris Herren student assembly and parent talk at CCHS, and the Teen Holiday Gift Drive with the Community Services Coordinator, to name a few.

To reach Youth Services Coordinator Jennifer Clarke, call (978) 318-3043 or email: jclarke@concordma.gov.

Veterans Services

Richard Krug, Veterans Service Officer

The Veterans' Services program is mandated according to Massachusetts General Law, Chapter 115, and is administered under State guidelines to provide information, advice and assistance regarding benefits to veterans and their families. Every city and town in the Commonwealth is required to have a benefits program for its resident veterans and their dependents, as well as a Veterans' Services Officer. The Veterans' Services Officer must be a war-era veteran and be available to provide assistance. The Town is reimbursed by the State for 75% of benefits paid under this mandated program. With the support of the Commonwealth's Legislative and Executive branches of government, Massachusetts is now recognized as having one of the most comprehensive veterans' programs in the nation.

The Office of Veterans' Services, located at 105 Everett St., provides critical services to those who

have worn the uniform, and to their loved ones. For decades, the Department of Veterans' Services has been the leading advocate for veterans and their families in the Commonwealth. The Veterans' Services Officer can help Veterans complete their application for Chapter 115 benefits, which offers a need-based program of financial and medical assistance for Veterans and their dependents.

The mission of the Veterans' Services Officer has grown to encompass the full range of VA federal benefits, rehabilitation, employment and training services, military records, tax exemptions, annuities, burials and care and decoration of veterans' graves. Financial assistance to qualified veterans and their dependents is provided, in accordance with State and federal regulations.

Program Implementation

The Veterans' Services Officer responds to daily calls requesting information, advice and assistance. With so many veterans and their families facing profound challenges related to their service and the current economy, the Veterans' Services Officer has become more important than ever. Calls come from Concord residents as well as veterans and dependents from surrounding communities, and the numbers are constantly increasing as a result of the aging veteran population and the fact that more than 26,000 veterans have returned to Massachusetts from Iraq and Afghanistan, according to State records. The Veterans' Services Officer often helps veterans obtain assistance from veterans' organizations as well as other local, State and federal organizations, such as Community Services, Youth Services and Social Security. The Veterans' Services Officer has also been called upon to provide transportation to and from medical appointments for veterans when there is no other transportation available. Currently there are eight individuals receiving financial assistance for qualifying Chapter 115 benefits.



Veterans' Agent Dick Krug helping to post fresh flags at the graves of Concord Veterans each spring.

Susan Dee

The Veterans' Services Officer has been networking with local civic groups, senior citizen groups and area veterans' organizations, as well as families of service members currently deployed. He has assisted at veterans' funerals, worked with students during Veterans' Day and Memorial Day exercises, served as a guest speaker in some high school and elementary school classes as well as for Rotary Club of Concord, the Lions Club of Concord, Concord Deaconess, and Concord Park Assisted Living. In addition to reaching out to veterans in obtaining "alternative sources of income," he has generated veteran related programming for the local cable television channel, and human interest articles for the local newspaper about resident veterans and their service to the country. The articles may include some facts and perhaps a bit of humor that might be of interest to residents, as well as information on how to contact the local Veterans' Services Officer.

The following is a list of applications applied for, or services requested from Concord Veterans'

Services during the year 2013:

Prescription Benefits	32
Death Benefits	24
Housing Benefits	32
Assisted Living	4
Upgrade VA Disability	3
Aid & Attendance	4
Chapter 115	96
Surviving Spouse	12
VA Forms	19
Financial Assistance	96
Social Security	2
Hugh Cargill Trust	4
Military Medals and Flags	19
Military Records	36
Health Benefits	41
Employment	39
VA Life Insurance	2
Disability Filing	9
Disability Tax Abatement	61
Veterans' Outreach	17
Hearing Aids	4
Post GI Bill	4

For information or assistance on Veterans' Services, please call 978-318-3038 or e-mail dkrug@concordma.gov. For information about services, events, and other veterans' organizations, please visit Concord's web page at www.concordma.gov/pages/ConcordMA_Veterans/index.

Registrar of Veterans' Graves

Harold Nichols, Registrar

There were 33 interments of United States Veterans in Concord cemeteries in 2013. The names of the Veterans, their respective wars, dates of burial and places of burial are as follows:

VETERAN'S NAME	PERIOD OF DUTY	INTERMENT DATE	CEMETERY
Daniel J. Gearty	Peacetime	January 21	St. Bernard's
John A. Neville	Korea	January 22	Sleepy Hollow
Kenneth Hinchey	World War II	February 12	St. Bernard's
Terence Morrissey	Granada	February 12	St. Bernard's
Roger P. Nordblom	World War II	February 16	Sleepy Hollow
Daniel deLellis	Vietnam	March 23	St. Bernard's
Henry T. Minden	World War II	March 26	Sleepy Hollow
Robert T. Sanford Jr.	World War II	April 11	Sleepy Hollow
Francis E. Lord	World War II	April 27	St. Bernard's
Andrew F. Giles	Korea	May 17	St. Bernard's
Henry C. Nields	World War II	June 1	Sleepy Hollow
James S. Boyce	Peacetime	June 4	Sleepy Hollow
Robert C. Cobb Jr.	World War II	June 12	Sleepy Hollow
Edward J. Smith	World War II	June 13	St. Bernard's
William J. Shaughnessy	Vietnam	June 22	St. Bernard's
Richard O. Pinkham	World War II	June 26	Sleepy Hollow
Donald M. Hopkins	Korea	July 13	Sleepy Hollow
Robert F. Halloran	World War II	July 19	Sleepy Hollow
Paul A. Landini	Korea	July 22	St. Bernard's
Frederick J. Robbins	World War II	August 13	Sleepy Hollow
Richard N. Lufkin	Peacetime	August 15	Sleepy Hollow
Frank D. Abbott	World War II	August 15	Sleepy Hollow
George M. Maloof	Peacetime	August 23	Sleepy Hollow
Theodore E. Landry Jr.	World War II, Korea	August 31	St. Bernard's
William T. Gibson	Korea	October 5	St. Bernard's
Regina F. Hopkins	World War II	October 17	Sleepy Hollow
Guy Donald Wade	World War II	October 19	Sleepy Hollow
Paul Pylpetz	World War II	October 26	St. Bernard's
Ronald L. Baker	Vietnam	November 7	Sleepy Hollow
James M. DeMott	Korea	November 11	Sleepy Hollow
Pierre Houdry	World War II	November 14	Sleepy Hollow
James E. Manson	World War II	November 23	Sleepy Hollow
Robert E. Johnson	World War II	December 6	Sleepy Hollow

Hugh Cargill Trust Committee

J. Raymond Andrews, Chair
 Paul LoVecchio, Treasurer
 G. Peter Healey, Clerk
 Patricia MacAlpine
 Susan Eckel

In 2013, 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 \$102,196.58; were received in 2013 from the following sources: The Hugh Cargill Trust Fund: \$7,164; Private donations: \$13,896.58; the Concord Municipal Light Plant: \$14,000.00; Board of Selectmen Tax Relief Fund: \$55,296.00; Concord Cares: \$11,840.00; these generous contributions from the above mentioned sources were crucial to the Committee's efforts to meet the ever-increasing needs of Concord residents. The Committee met 12 times and approved 129 grants totaling \$41,346.75. The average grant was \$320.52. The majority of approved requests were for the

payment of utility bills (electricity, oil, gas, telephone and water). In addition, grants were approved for the payment of rent, car repairs, medical expenses, and insurance. The Committee also administered the abatement program for municipal curbside recycling and waste collection funded by Concord Public Works.

For the seventh year, the Hugh Cargill Trust Committee was designated by the Board of Selectmen to administer the tax-relief fund from monies raised in response to the Selectman's annual appeal. An average of 44 Concord residents received a reduction of their Real Estate Tax bill each quarter. That quarterly reduction was increased from \$200 / quarter to \$250 / quarter effective April 2013. The total amount of 176 grants was \$41,850.00 for the past 4 quarters.

The Hugh Cargill Trust also keeps track of the funds dispersed by Concord Cares for citizens in need of emergency fuel assistance. The total funds dispersed in 2013 were \$2,590.50. The Trust does not authorize these distributions. That is done by other Concord services such as the Community Services Coordinator, the Police Dept., Fire Dept., the COA and others.

The Committee continues to make known its existence and its mission through local communications such as the Concord Journal and the Adult & Continuing Education publications and contacts with the Silent Fund, the Community Services Coordinator, the Concord Housing Authority, the Council on Aging, the Recreation Department, the Community Chest, Open Table, the Salvation Army, local clergy, and other groups.

In light of the current economic conditions, the Committee anticipates 2014 could be another difficult year for many residents. We welcome private donations to continue the mission of providing short-term, emergency assistance to Concord residents. Donations may be sent to: The Hugh Cargill Trust at the Town House, P.O. Box 535, Concord, MA 01742. All contributions are tax-deductible.

Tax Relief Committee

Terry Rothermel, Chair
Demi Ayres
Stan Black

The Board of Selectmen established the Tax Relief Committee in 2011 to more appropriately carry out a program that had previously been handled by the Selectmen. Thus the Tax Relief Fund succeeded the Selectmen's Fund that had been started in 2006. The essential task of the Committee is to implement an annual fundraising on behalf of households in Concord with demonstrable financial need for assistance in paying their property taxes. The contributors to this fund are caring citizens of Concord.

It is the Hugh Cargill Committee that vets the applicants for tax relief from this fund and subsequently provides quarterly grants towards (or credits against) their property tax obligations. The tax relief grants made by the Hugh Cargill Committee have annually helped 40 to 50 Concord households in recent years. Most of those receiving this aid have been seniors still living in Concord with fixed incomes. However, a wide variety of households with limited means have been eligible. Grants of \$250 are made quarterly, leading to a maximum of \$1000 over a year's time.

Since this fundraising began in 2006, the Hugh Cargill Committee had seen a decline in voluntary private donations to its traditional programs for helping those in need. For a time this past year, there was consideration of combining the Tax Relief Committee and the Hugh Cargill Committee to handle both the functions of fundraising and the distribution of assistance. Alternatively, the Hugh Cargill Committee decided to more aggressively seek donations for its other grant programs.

Annual contributions have averaged over \$55,000 over the first seven years of the fund. The number of annual donors has averaged over 200 Concord households. In the current 2013-14 campaign, the solicitations were sent out earlier, i.e., in September so as to honor October and November fundraising by our Community Chest. In earlier years, these letters were sent out in late November and December; hence, a reminder letter was sent for the first time this December.

Every three years, solicitations are planned to be Town-wide. Last year that larger mailing nearly doubled the number of contributors and produced donations equal to more than double the cost of that mailing. In this current year, donations were sought from a limited number of new donors. The overall theme this year was to have donors (i.e., those who are able) consider a “gift equal to the annual assistance to one household ... or to a fraction of that.” Local publicity also sought to increase the number of caring donors. Donations for the current campaign will continue to be gratefully received through June 30, 2014.

The Tax Relief Committee met eight times in calendar year 2013. We continue to be impressed with the heartfelt contributions of so many to this purpose. We are thankful for the caring hours of support of Ruth Lauer and Laurel Landry in the Town House. Finally, we wish to thank Reverend John Lombard for his past service as one of the “founding” members of the Committee.

Concord-Carlisle Human Rights Council

Co-Chairs: Ronni Olitsky and Rob Morrison

Treasurer: Libby Kurten

Newsletter Editor: Liz Clayton

Webmaster: Lorell Gifford

Website: cchumanrights.org

Formally established in 1979 as a 501c3, the Council has a membership of approximately 675 households in the Concord-Carlisle community, with an Executive Board that meets monthly.

The first event of our year was the January Martin Luther King, Jr. Celebration held for the first time at the Fenn School. The performers were the Fenn School Treble Chorus, the Willard Fifth Grade Chorus, Boston Children’s Choir and the CCHS Patriettes Acapella Chorus. The groups sang separately and together, their powerful voices joining with the audience to celebrate King’s life and legacy.

In April, the Council coordinated the Annual Holocaust Memorial on behalf of the Concord Board of Selectman. The program featured Dr. John Saunders, a holocaust survivor and The Hon. Consul of the Republic of Poland, Marek Lesniewski-Laas. Cantor Rosalie Gerut began the memorial observance with song.

Our annual Human Rights Day Breakfast was held on Monday, December 6 at Temple Kerem Shalom. Our guest speaker was Tete Cobblah. Tete is part of the Arts department at The Fenn School and is the pioneer of the Fenn Diversity Program, having built a multi-faceted diversity program from scratch that explores new territory while remaining centered in the culture of kindness and respect at the core. He was an incredible storyteller and discussed past and current diversity issues both in and out of our schools.

Apart from these annual events, sub-committees of the Council have been busy. Danae Laura, Charisse Gilmer, and Cherisa Hernandez have led efforts to establish a METCO Scholarship Fund in memory of Abdirauf Abdullahi, a METCO CCHS graduate who was shot to death in a random shooting just weeks before heading off to college. The aim is to raise \$20,000 for an endowment to be put into the CCHS Scholarship Fund, and used for METCO students who gain entry to college. In 2011, they reached their \$10,000 mark and they plan to apply for a matching grant in 2013. See more at www.theabbyfund.org

We are also beginning to plan what we hope will be a series of workshops in conjunction with the Concord Police Department and local business leaders with a focus on “cultural proficiency.” The goal of the workshops will be to critically examine how we—people of varied cultural backgrounds who live and work in, or visit, Concord--interact with each other in a variety of settings. We are in the early planning stages of this project, but are excited about its potential.

In addition to the above activities, the Council has been involved in working with local residents about rights, violations, hate crimes and issues of discrimination. We are not professional mediators, but act as a resource for the community in finding mediators, sensitivity training, legal advice, etc. We

are in close touch with the Police Department, the schools, the Massachusetts Commission Against Discrimination and do not hesitate to call in experts when we receive complaints from the public. We take no action without thoughtful consideration and discussion with those victimized, as well as the advice of police or other concerned groups.

We can be reached by email through our website cchumanrights.org or through the Police Department, or the Town House.