

Town Manager's Report

September 2, 2014

To: Board of Selectmen
From Christopher Whelan, Town Manager

Following are some of the matters reported on this week by various Town Departments:

- **Recreation Department** - The After School Program has had a busy week enrolling students in their Preschool, After School and Before School programs. The After School program has successfully increased its capacity with the Department of Early Education and Care and is still maintaining wait lists for both sites on many days due to the increased demand. The Carousel Preschool Program's enrollment has increased from last year. Additional staff has been hired in every program to accommodate the additional need.

- **Veterans Services** - The last week of August was a typical for our office. Veterans' Services was closing out monthly cases so that these cases are authorized by the state for a 75% reimbursement. In order for a veteran to receive a financial subsidy, The Veterans Service Officer (VSO) has to track down working clients and get their pay stubs or confirm that they are low income (under 200% poverty level). The VSO also has to visit clients who have their medical bills and prescriptions paid under Chapter 115 benefits. All pay stubs, as well as medical receipts are calculated, faxed to DVS in Boston and a check is sent to the client from the Town of Concord provided the clients gets the receipts to the VSO in a timely fashion. Additional veterans' services activities included: assist housing authority- veteran resident renewing his housing authority lease application, assist a veteran and his family who were working through some mental health issues, redirect a spouse of veteran looking for aid and attendance benefit who was over budget, and post job listings in town hall for veterans. The Maynard Elks is looking to make a donation for flag purchases that would be used on veterans' graves for the year of 2015. An application for Chapter 115 benefits was started for a new client residing at Everett Gardens.

- **Beede Center Report** -
Construction Project
 - Duct work continues and three domestic hot water heaters were installed. A problem with the master mixing valve was discovered and resolved. Excavation

work around the exterior of the building and footings and drains have been installed. Electrical rough in continues.

Shutdown-

- Work continued throughout the weekend to be ready to open on Tuesday, September 2nd. 5 defective urinals were replaced and caulking around deck drain and ends of lap pool was completed. Facility Services crew has been here all week completing extensive dusting, carpets shampooed, fitness floors cleaned, windows washed, 140 lockers cleaned and vacuumed, 18 showers & 32 bathroom stalls were power scrubbed, the pool deck was scrubbed and various other areas that are not part of routine maintenance/cleaning were thoroughly cleaned. They have been most accommodating working around all the vendors.
- Miracle Methods resurfaced the Kidde slide.
- Ace Painting continues to paint interior areas as needed
- Beede Aquatic staff prepped and painted the Kiddie Pool spray features, cleaned the scum lines off all four pools, cleaned all pool program equipment, drained, filled and balanced the Therapy and Kiddie Pools.
- Wednesday morning due to the cutting of concrete set off the smoke detectors and summoned the CFD. The Town's fire alarm vendor, Norel Service Company was called in to reset the alarm system and clean the smoke detectors.

Online Registration was a success and very manageable

- 9 registrations were processed via the web/online registration.
- Only 5 people reportedly had a problem setting up or accessing their new account. Christine Kelleher worked with Vermont System to iron out the "bugs".

September Membership Promotion

- The fall promotion reduces the \$199.00 joining fee to \$99.00 for new members and eliminates the joining fee for former members.
- An ad will be placed in Concord Journal, Carlisle Mosquito and Action Unlimited to advise residents.

Summer Analysis –June, July and August

- Revenue: \$407,854.48 –includes membership and all Beede programming
- Membership-137 new memberships-114 were summer memberships (usually about 40 summer memberships rollover into full memberships); renewed memberships 241.
- 36,438 member visits; this equates to approximately 50,105 showers-hence the need for the new domestic hot water system with larger storage capacity.
- Fitness-Personal Training-Revenue \$37,510; approximately 682 hours of personal training provided.

- Swim programming (Swim Lessons, Coached Workout, Otters Swim Team, Water Fitness and Private Swim Lessons-336 participants; Revenue \$65,278.

Community Services-

- **Direct Assistance** - Community Services collaborated with 5 agencies to provide assistance to 13 Concord Families. The agencies included The Concord Carlisle Community Chest, The Concord Public Health Dept., The Masonic Angel Fund, SMOC fuel assistance and The Boys and Girls Club of Assabet Valley.
- **Back(pack) to School-** Community Services distributed 10 backpacks to 5 Concord families. The backpacks were shared from The Boys and Girls Club of Assabet Valley. Each backpack was donated and filled with school supplies by Welch's of Concord. Thank you to both Welch's and The Boys and Girls Club for including Community Services in the distribution of such a great "Back to School" treat.
- **Acknowledgement** - Community Services wants to thank Danner Destephano and The Concord Recreation Department for offering to print the first 100 hard copies of our NEW and IMPROVED Concord Social Services Resource Guide that will be digitally available to all Concord residents early September 2014.
- **Fuel Assistance** - Community Services has started to meet with Concord families who qualified for the SMOC fuel assistance program during the 2013-2014 heating season to assist with completing and mailing their re-certification applications. If you qualified last year and would like assistance with completing and mailing your re-certification application, please contact Aileen Buford 978.318.3034 or abuford@concordma.gov .The SMOC Fuel Assistance program offers financial assistance paid directly to the heating vendor for Concord families who qualify. The program is designed to help low-income people and families afford the cost of heat during the winter months. Eligibility is based on gross annual income and family size. The program begins late October and continues through mid-April.