

HUMAN SERVICES

COUNCIL ON AGING



Front left: Patricia LeVan, Chair; Kette Boling, Patricia Oliphant, Kristina Leclair, Jill Colpak; Back: William Ritchie, Mary Ann Allen, Katrina Henchman, Mary Anne Mortenson, COA Director. Not pictured: Ray Snay

COA STAFF

Mary Anne Mortenson, Director
Lori Kalinoski, Program Supervisor
Shirley Conradt, Administrative Assistant
Patricia Boudrot, Office Assistant
Susan Hoole, Wellness Coordinator
Muffie Fitzpatrick, Outreach Coordinator
Donna Carey, Mental Health Worker
Virginia McCoubry, Program Coordinator
Eight part-time van drivers
390 volunteers)

According to the January Town Census, there are 4,059 Concord residents over the age of 60. This is 188 more than in the previous year and constitutes approximately 26% 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 or advice from our Program Supervisor, Outreach Worker or S.H.I.N.E. counselor (Serving the Health Insurance Needs of Seniors); and arranging for COA services that fit the situation (Friendly Visitor, Grocery Shopper, Transportation etc.) or referrals to other elder service agencies that offer viable options. The COA provided short term case management to 178 seniors, health insurance benefit counseling to 59 people, emergency intervention in about two dozen cases and mental health service to 12 individuals.

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 84% 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 93% of the time. 7% 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. The van 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 eight part-time drivers who are limited status employees of the Town. During 2009 the COA provided 8,100 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 Town Health Department and Emerson Home Care, made sure that 323 seniors received flu shots.
- Wellness Clinics – 1,879 seniors received service at our blood pressure, blood sugar testing, cholesterol testing, podiatry clinics and monthly educational programs.
- Senior Aerobics, Strength and Flexibility Training and Tai Chi classes were attended by over 189 seniors a total of 2,763 times.



Mary Driscoll presenting a wellness program at HWCC

COA VOLUNTEERS

390 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 \$177, 938! 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 EOEI FORMULA GRANT, COMMUNITY CHEST GIFT & THE FRIENDS

The Formula Grant from the Executive Office of Elder Affairs provides partial funding for COA Programs. In 2009 the grant totaled \$25,207 and subsidized the following positions:

- Wellness Clinic Coordinator
- Outreach Coordinator
- Program Coordinator
- Mental Health Worker

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 390 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. The building was used during the evenings and on the weekends by over 51 different Town Departments, local not-for-profit groups and private individuals approximately 600 times. These groups include the Planning Department, Warner's Pond group, Community Education, Community Chest, Youth Hockey, Concord Minutemen, Minuteman arc, National Charity League, and many more! Income from rental of HWCC totaled about \$11,000.