

A
BRIEF
HISTORY
OF THE
CONCORD
COUNCIL ON AGING

COMPILED BY
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IN COMPILING THIS DOCUMENT
THE COMMITTEE RELIED ON
TOWN OF CONCORD ANNUAL REPORTS, NEWSPAPER
CLIPPINGS AND AN ASSORTMENT OF DOCUMENTS
FOUND IN THE FILES OF THE COA.

WE KNOW IT IS BY NO MEANS COMPLETE,
BUT WE HOPE THE HISTORY WILL GIVE FOLKS AN
IDEA OF THE PROGRESSION OF
SENIOR SERVICES IN THE
TOWN OF CONCORD, MASSACHUSETTS.

APOLOGIES TO ANYONE WE HAVE INADVERTENTLY
OMITTED.

WE ARE HOPING FUTURE COMMITTEES WILL
CONTINUE THIS DOCUMENT.

Early History and Formation of The Council on Aging

1959 The Council on Aging was established by vote of the Concord Town Meeting in 1959 as the Council for Aging, with Dr. Earl B. Wheeler as chairman, for "the study of provision for our senior citizens." One of its first recommendations was that the Selectman hold the Town land off Everett Street as a possible site for the future construction of a senior housing project. This led to the construction of the Everett Gardens elderly housing complex, which was completed in 1964. The Council was inactive until 1972, when it was reactivated with a part-time coordinator, office space in the Community Agencies Building, and a one-morning-a-week drop-in center at the Everett Gardens community room. Early programs included Wheel-a-Meal, a survey of senior citizen needs, a newsletter, and a senior hot lunch program at Concord-Carlisle High School. In 1975 the Council on Aging moved to the Harvey Wheeler Community Center, where it has remained under increasingly crowded conditions as the need for its services has grown.

Structure

The Council on Aging is a division of the Town's Human Services Department. Its Board of Directors is appointed by the Town Manager. Its Administrator, office, and maintenance staff are Town employees, and their efforts are magnified by numerous volunteers. The Administrator is responsible for managing the Harvey Wheeler Community Center. Tenants that are not Town departments pay rent to the Town.

Mission As Stated in 1959

To ensure that the process of aging can be accomplished in as comfortable and informed a fashion as possible. The mission is met through the efforts of the COA Board and staff, the Concord Friends of the Aging, and the senior citizens of Concord. It is directed toward meeting the intellectual, social, physical and transportation needs of senior citizens and their families. The Council is headquartered in the Harvey Wheeler Community Center in West Concord.

The History of the Concord Council of Aging from 1972

1972 The Concord Council on Aging was re-activated in November of 1972. It met at the Community Affairs Agency Building. Helen Kent presided as Vice President and Phebe Ham was the Secretary. A meeting was held to propose \$40,000 for a bus system, Wheels a Meal and flu shots.

1973 During 1973, the Finance Committee recommended \$750 for the COA over an 18-month period. Emerson Hospital was chosen to provide Wheels a Meal starting May 1st. At Town Meeting, a proposal by the COA Committee was submitted for a paid coordinator's position for Wheels a Meal. A new sub committee was formed called the Community Action Committee for the Elderly. An interest survey was prepared by Ruth Armknect to be given to 1600 seniors to see what their interests were. In September it was reported the Wheels a Meal and the Community Bus were going well. Marilyn Ross, COA President, reported in October that \$250 had been spent in 1973. The COA meetings were now being held at Everett Gardens. In the fall the seniors had returned 250 surveys. New COA stationery was now available and a new logo was created. A Drop-in-Center Study Committee was formed to set up a Center at Everett Gardens, to publish a newsletter and to provide a mini bus for door-to-door service for appointments and shopping.

1974 The Wheels a Meal program delivered 3,514 meals in 1973. In April the Council opened the Upper Bracket, a senior Drop-in-Center at Everett Gardens. The programs offered ranged from general nutrition to diet information, group health, free flu shots, crafts etc. In September a monthly newsletter, Harvest Happenings, was available at the library and local stores. A Public Health nurse, funded by the Emerson Hospital and the Board of Health, provided free flu shots to 175 elderly. A hot lunch program was instituted four days a week at a cost of \$.50. Bus service was provided between Everett Gardens and the Concord Carlisle High School for lunch. The survey sent out in 1973 had a total of 760 returned. The major areas of interest were housing and health. In 1974, Committee membership increased from nine to eleven members. There was now greater cooperation with the various agencies in town.

1975 A part-time coordinator of the Wheels a Meal program was given office space in the Harvey Wheeler Community Center. This position was funded by the Town. Every other Wednesday a nurse from the Home Health Care Department of the Emerson Hospital was made available for private consultations and group discussions. This position was financed by Emerson Hospital and the Board of Health. The Community Bus was a great help to seniors. The COA was seeking ways to find transportation, at a reasonable cost, on a door-to-door basis for appointments, meetings and other activities. On September 10, an Open House at the Harvey Wheeler Community Center was held to launch the Upper Bracket Drop-in-Center at its new location. The center was open Monday and Friday mornings from 10 to 12 and Wednesday from 10 to 3. Many programs flourished during the year such as field trips, Thanksgiving Dinner and a Christmas Party where lunch was served. The COA once again worked closely with all the Town Agencies on supporting and helping the elderly.

1976 The Upper Bracket now had a fully furnished room equipped with magazines, a growing library, games and a TV. A new ride system was developed offering rides to the Upper Bracket as well as rides to the Senior Citizen meetings. For Thanksgiving, 125 seniors were invited to a Wednesday dinner at Concord-Carlisle High School. The dinner was prepared and served by the senior class. This year the Wednesday luncheons featured a speaker. Regular weekday programs were added including exercise classes, sketching, flower arrangement and bingo. The MBTA's Travelmobile distributed ID cards at reduced rates. The newsletter, Harvest Happenings, instituted a classified ad section. The Wheels a Meal program delivered 2,659 meals to shut-ins. The COA Coordinator was now available during the week from 9 to 3. The newly formed FISH organization continued to be of help with rides. The town census now revealed there were 2,000 residents over 60 in the Town.

1977 Marjorie Van Houten was now the Coordinator of the COA. The COA formed sub committees in the area of Housing, Day Care for Adults, and the Minuteman Home Care Corporation. Council members attend the meetings of the various agencies. Another group, the Senior Citizens Law Project, provided lawyers to assist seniors on Mondays and Wednesdays with issues on Social Security, Veterans Benefits and Pensions. The Upper Bracket Wednesday lunches were now being provided by the local churches. New programs in the fall were started such as Emerson Hospital speakers from different departments coming to talk on their function at the hospital, a financial speaker, movies, entertainment and

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crafts. A registered nurse took blood pressure and held private consults every other week. The COA's operating budget was \$3,492, exclusive of the Coordinator's salary.

1978 Programs continued to be added to the COA's schedule such as dancing lessons, a band, and political, cultural, and medical topics. Volunteers continued to deliver over 3,000 meals a year. The Harvest Happenings newsletter was now being mailed to 1500 seniors. Also, regular articles concerning the programs at the COA were appearing in the Concord Journal. A new program called a Friendly Visitor's Program was implemented this year. Volunteers were trained and supervised by the Coordinator to visit the elderly. A model questionnaire was being developed by the COA, the Concord Housing Authority, and FISH to ascertain the needs of the elderly in Concord. A proposal had been sent to the Department of Elder Affairs for more monies to fund an outside consultant for expertise in this project. Minuteman Home Health Care provided funding for a senior aide to assist the Coordinator in the daily management of the COA's programs. At Town Meeting a warrant article was submitted by the COA to fund additional housing at Everett Gardens. It was approved. The COA also supported the Concord Housing Authority with their proposal to the Commonwealth to convert the Peter Bulkeley Building to congregate elderly housing.

1979 During the past decade the COA identified the needs of elderly residents and planned and implemented appropriate services. The COA published and mailed a monthly newsletter, delivered a meals program, coordinated a visitation to shut-ins, provided medical assistance and information and operated a Senior Citizens Drop-in Center. During this year five new members and a new chairperson were appointed to the COA. Marge Van Houten retired in 1979, and Lillian Sears was appointed the new Coordinator of the COA. The Council received its first State Grant Award of \$750 for the purchase of office equipment and its first Federal Grant Award of \$8500 for the establishment of a Senior Center at the Peter Bulkeley Building.

The 1980s

1980 This year, a planning questionnaire was sent to all Concord residents over the age of 60. The Senior Center at Bulkeley Terrace was completed with funding from Title III-B of the Older Americans Act through a grant from Minuteman Home Care Corp. The Center was staffed by five volunteers, one each day, who each received a stipend. This was funded by a grant from the Dept. of Elder Affairs. Another grant from the Council of Arts and Humanities brought a series of poetry workshops to nursing homes in Concord, Acton and Littleton. Donations from local businesses enabled the Council to purchase printing equipment for the monthly newsletter.

1981 The Bulkeley Drop-In Center opened in January with 200 people in attendance. Regular and varied programs were presented at Bulkeley and at HWCC. Volunteers provided services including Wheel a Meal drivers. COA Coordinator Lillian Sears left in September. Barbara Woods served in October with Shelley Weiss taking the job in November. Maureen Taggart held the position of secretary.

1982 A transportation survey was conducted. A van was hired to bring seniors to HWCC on Wednesdays. Harvest Happenings, the newsletter, was improved in design and printing. A flu clinic was held as well as a dental screening and bi-monthly blood pressure screenings. Various activities continued with trips to the Burlington Mall added. Many donations of various kinds were received from the community.

1983 Shelley Weiss resigned at the end of 1982, and Patricia Long became Coordinator. Edna Dyke continued as part-time assistant. Senior activities moved to Bulkeley Terrace in August when HWCC closed for renovation. Volunteers continued to be essential to the operation of the Center including Wheels a Meal drivers, a Friendly Visitor program, arts and crafts, Tai Chi and a drama group. A monthly trip program began and a Dial-a-Ride transport system began.

1984 The Harvey Wheeler Community Center re-opened in February with more efficient offices, a program space and a new kitchen. The position of Office Assistant expanded to a full-time position. Various community groups provided lunch each Wednesday to all seniors who wished to come. Because of low participation, the Dial-a-Ride transport was discontinued.

1985 Classes, health clinics, programs and trips continued through this year with volunteer assistance remaining essential. Under Title III-B, a grant was received which made it possible to hire a coordinator for the Friendly Visitors program. As part of the Town's celebration of its founding 350 years ago, the COA produced the show "The About Time Review." The proceeds from this entertainment made it possible to fund the placement of seven benches in various locations around Concord. A 'Demand-Response' transportation system began with a shared-leasing program with Caravan of Boston. They supplied a fifteen-passenger van for door-to-door service. This was available Tuesday and Wednesday and was driven by volunteers who were paid a stipend.

1986 The HWCC Advisory Committee, which was created in 1976, was disbanded. A tax assistance service was added to the existing health services and programming. An exchange program with Greenfield, MA was planned and carried out. Tuesday/Wednesday transport continued.

1987 A word processor and printer were donated to the COA to facilitate publishing the newsletter. Transportation was extended to three times a week. The Friends Of the Aging in Concord organization purchased a two-way radio system for the van. The Concord Elks funded a position that provided for home care for individuals following cataract surgery. The Thrift Shop at Bulkeley Terrace continued.

1988 Bernadine Jenkins and Patricia LeVan shared the position of Coordinator of the COA. When Pat LeVan resigned, Bernie Jenkins became full-time. Edna Duke resigned as secretary, and Pat Ribeiro was hired to fill the position. The Friends organization raised \$21,000 to purchase a twelve-passenger van. Service was expanded to four days a week. Programs and trips continued. The Recreation Department moved to the Hunt Gymnasium, and their former space was renovated for a small drop-in center. The COA Coordinator continued to be responsible for the administration of the entire building.

1989 The COA van combined with one school bus to form a new free fixed route CONTRAN system, which operated every Monday and Friday morning. Eight volunteer drivers provided this service. Head sets for enhanced hearing were purchased for use at Town Meeting. Programs, trips, the wellness clinic and Wheel a Meal continued. The Friends contributed a 25" television and a VCR which enabled weekly films to be added to the programming. Community organizations continued to provide the Wednesday lunch program. Medical assistive equipment became available for loan to the public.

The 1990s

1990 The Council on Aging van was being used to transport people to Open Table on Thursday nights. Ten volunteers fold, collate, and mail out almost 2,000 newsletters each month to Concordians who are over the age of 60. This year 568 flu shots were given at Peter Bulkeley Terrace and at the Harvey Wheeler Community Center. Line dancing on Friday mornings provided a fun workout to swinging music. The Annual Holiday Party for 100 seniors was subsidized by the proceeds from the Town Softball Tournament and by the Concord Friends of the Aging. The Meals on Wheels program delivered meals five days each week to an average of 22 Concord citizens. Twenty volunteer drivers kept this program running. The Thrift Shop at Peter Bulkeley Terrace was run by six volunteers. Nine Project Eyecare volunteers provided post-op assistance to cataract patients.

1991 There were 3,175 Concordians over the age of 60 in the year 1991. Of them, 330 were over the age of 85. Under the leadership of Director Bernie Jenkins, 600 flu shots were given to Concord seniors that year. Healthcare proxies were made available for Concord seniors at the COA office. Wednesday lunches were popular. The Wellness Clinic was well received. The program to loan medical equipment was continued. A Saint Patrick's Day dinner for seniors was put on by the Senior Class at the high school. The possibility of discounts for seniors for the Concord landfill was discussed as well as senior discount books in which the Chamber of Commerce had expressed an interest. Concord River cruises were provided at no charge by the Rohan family. Seniors visited the Museum of Fine Arts to see "The Pleasures of Paris" exhibit. Wednesday lunches were provided by The Milldames, West Concord Union Church, the Recreation Dept. and the Massachusetts Correctional Institution.

1992 A Great Decisions discussion group was started. It was led by Bob Turkington, and twelve people signed up for it. A trip was taken to the Museum of National Heritage in Lexington to listen to a concert given by the Hanscom Air Force Brass Quintet. The Town received a letter from Mrs. Ruth Moulton thanking the Town for the van service run by the Council on Aging. Twenty-two applications for fuel assistance were processed. Income tax preparation assistance was available through the kindness of volunteers. The Thrift Shop, staffed by

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volunteers, accepted donations of spring merchandise. Lunch continued to be served each Wednesday. A group went to the Minuteman Vocational School for facials, manicures, haircuts and a delicious lunch at their Fife and Drum Restaurant.

1993 The West Concord Family Festival on September 19, 1993 was a grand celebration that featured the Harvey Wheeler Center and the Council on Aging. Senior aerobics members marched while wearing their distinctive T-shirts. \$11,000 raised by the West Concord Family Festival was used for capital improvements to the Harvey Wheeler Community Center. The Shine Program provided counseling for seniors with regard to their medical insurance. The Meals on Wheels service needed more volunteer drivers. A senior citizen discount book was been prepared for seniors to use with local merchants. The Junior Class at CCHS served a Thanksgiving Dinner to 160 senior citizens from Concord and Carlisle. Trips this year included one to the JFK Library and another to see The Nutcracker ballet.

1994 U.S. Government Surplus Food was distributed to Concord Seniors at the Council on Aging on January 11. A door-to-door van service now operated five days a week. The Concord Free Bus had a new schedule. Trips were taken to the Chiswick Playhouse in Sudbury to see Most Happy Fella, the Amesbury Playhouse to see The Rainmaker, and to the Schubert Theater for Crazy For You. The Concord Girl Scouts provided an afternoon tea complete with decoration, entertainment and delicious food. The Council on Aging volunteers enjoyed a thank you luncheon. Edna Wagner was honored at the Minuteman Home Care Annual Meeting as "Outstanding Volunteer." There were trips to Fenway Park, Martha's Vineyard, the North Shore Music Theater, Tanglewood, a Concord River Cruise and the Museum of Fine Arts. A small group went by COA van to attend the Patriots Day Parade and sat in special seating near the grandstand thanks to former Honored Citizen Miriam Coombs. Friday afternoon movies had an average attendance of ten. The SHINE counselors continued to provide assistance with medical insurance problems.

1995 From January to March, ten seniors met with two fourth grades at the Alcott School in an Intergenerational Program. A successful CPR course was conducted by the Wellness Clinic. On Tuesdays a Strength and Flexibility group met at the Peter Bulkeley Terrace. There was an on-going discussion with the Post Office over the charges for mailing the COA monthly newsletter. The Concord Friends of the Aging ordered a new van for the COA. Inmates from the Northeast Correctional Institute helped with renovation of the COA office space. A softball tournament to benefit the Council On Aging was run by Town departments. In October, 43 Concord seniors went to Boston for a Duck Boat tour. Seven hundred and seventeen flu shots were given. Council on Aging volunteers gave \$69,000 worth of free service to the town.

1996 The Meals on Wheels program continued to do very well. There was a trip to the Isabella Stewart Gardner Museum. The Council on Aging talent show was a major success. The annual Holiday Party was attended by 100 seniors. Two volunteers were trained to help with guardianship projects. On March 11 there was a trip to the Boston Flower Show and a few days later another trip to Boston for a tour of the Massachusetts State House. The thrift shop, staffed by volunteers, was busy. The COA office became the proud owner of two new computers. Bernie Jenkins cooked her FAMOUS Beef Stew with help from Hank Wilato and John Comeau. Fuel Assistance applications were being accepted. The Spirit of Boston Lobster Cruise, a trip to the races at Rockingham Park and a visit to the Boston Symphony at Tanglewood helped to fill out the summer. Fifteen people took part in the twice-weekly Senior Aerobics.

1997 A new Senior Center was being talked about. The Harvey Wheeler Community Center would be remodeled into state of the art facilities for seniors and space for a pre-school. Architect Michael Rosenfeld was hired to do conceptual plans. Marion Simm joined the staff as a Substance Abuse Outreach Coordinator. A Men's Breakfast Group started. Bridge players gathered on Tuesday afternoons, and on Wednesdays the senior citizen luncheons continued followed by BINGO for those who enjoyed playing. The Annual Holiday party was held at the Elks Club. CORI checks were started for all employees and volunteers. CORIs are criminal background checks. The Carrier Alert Program was very well received. Six seniors learned to speak Japanese as part of an Intergenerational Program at the high school. The Council on Aging Talent Show was shown on Cable TV Channel 8. Trips this year included the Boston Flower

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Show, The Museum of Science for a Leonardo DaVinci exhibit, and the Shrine Circus.

1998 The Wednesday lunch continued to be a popular event with 60+ attending each week. The third Annual Talent Show was the usual big success with 75 persons attending. Tuesday bowling continued in Acton, and the bridge players met on Thursdays at the COA. Six seniors took advantage of the AARP driving course, "55 Alive". The Volunteers of America announced their desire to build an assisted living facility in West Concord. A fund raising committee was formed to collect funds for the remodeling of the Harvey Wheeler building. Three tables of seniors enjoyed the Concord Orchestra Pops Concert. The Essex Steam Train and Riverboat Ride was a sellout event. The Town has a new telephone system and the telephone number for the COA is 978-318-3020. There were no more discounts for seniors for Adult Education courses. A new program, "Coffee and Conversation" started on Tuesday mornings. A contingent from our Japanese sister city came for a visit, and it went very well. Senior aerobics classes were held on Mondays at 9:00AM and 10:15 AM at Harvey Wheeler.

1999 After twelve years of service the Council on Aging Administrator, Bernie Jenkins, retired at the end of the year. The new Administrator, Mary Ann Mortenson, will take over in January, 2000. One hundred and thirty COA volunteers provided over \$78,000 worth of in-kind services to the Town. The Concord Friends of the Aging purchased a new 13-passenger van with the proceeds from donations to their annual fund drive. The Friends also had a wheel chair lift installed on the old van. Eight hundred seniors received flu shots this year. Wednesday lunches were popular with an average attendance of eighty seniors. Bingo followed lunch. Trips included a visit to the musical Ragtime, the Mary Cassatt exhibit at the Museum of Fine Arts, the races at Rockingham Park, Tanglewood, The Music Man, Friday Boston Symphony, the Museum of Science and OMNI theatre, the Reagle Players in Waltham, Shirley Rohan's river cruises and a Cape Cod Canal cruise. Ray Johnson cooked for the Men's Breakfast and Coffee and Conversation was always popular on Tuesdays.

The 2000s

2000 On January 1, 2000, the Town Census showed 3378 citizens over age 60, 22% of the population, with 1955 of those over age 70, the fastest growing segment of the population. In 2000 the COA was serving 27% of the senior population. Town population was 15,537. An RFP [Request for Proposal] was issued for architectural services for the renovation and SEA Consultants, Inc. was chosen. Five computer experts went to seniors' homes to teach use. A support group for caregivers and the Senior Drama Society were created.

2001 There were 3415 citizens over the age of 60, about 22% of the population. A new group, Senior Songbirds, performed after a ten-week workshop. Mary Anne Mortenson was the Administrator of the COA and also managed the Harvey Wheeler Community Center. Talks had begun in the late 1990s, with a Building Committee appointed in 1997, about renovating the building, and an article was brought to the 2001 Town Meeting for \$1.15 million to be borrowed. Private funds and pledges of over \$940,000 were also raised. The Concord Children's Center proposed a new facility next to the HWCC instead of an addition to it.

2002 There were 3393 citizens over the age of 60, about 22% of the population, with 1988 of those were over age 70. Money was appropriated at Town Meeting in the spring of 2002. In August 2002, the COA moved out of the Harvey Wheeler Community Center in preparation for the renovation. Temporary quarters were at 105 Everett St., with programs housed throughout the Town in spaces donated by churches and schools and in Town facilities. Plans were finally approved in the fall of 2002 after the infusion of additional private funding. The renovation was expected to almost triple the space of the COA.

2003 There were 3546 over the age of 60, about 23% of the population, with 2080 of those over age 70. With COA services spread around town, the van shuttles were a great help. Van #2 ran an additional 15 hours per week. Volunteers were especially valuable.

2004 There were 3579 over the age of 60, about 22.9% of the population, with 2038 of those listed as over 70 years old. In April 2004, the COA moved back into HWCC. The Concord Friends of the Aging donated a new wheelchair. They were a major contributor to the HWCC renovation fund and instrumental in furnishing the building. The official opening of the renovated Harvey Wheeler Community Center was June 10, 2004 with thanks to committee members, Town personnel, generous private and corporate contributors, and the citizens of Concord.

2005 There were 3780 over the age of 60, 23.8% of the population, with 2173 over age 70. As the decade progressed, the COA changed and grew to meet the needs of the fast growing senior population. Additions included social activities and entertainment such as the revived Friday afternoon movie, bridge classes and increased numbers joining the Bridge Club, Senior Shakers tambourine band, Lunch Bunch. Harvey's Treasure Chest Gift Shop was run by the Friends in space provided at HWCC.

2006 There were 3660 over the age of 60, @24% of the population, with 2065 over age 70. Health, Wellness and Fitness programs were expanded to include Tai Chi classes, hearing aid tune-up clinics, various support groups for specific illnesses or situations, safety programs, van trips to out of town medical appointments, additional shopping trips to local food markets. A Program Supervisor was added in FY06. During FY06 HWCC was used by 135 different individuals or groups and was used 250 evening or weekend days.

2007 There were 3768 over age 60, 24.8% of the population. The COA worked to enhance relationships with police, fire, Emerson Hospital emergency room, Concord Housing Authority, local banks and businesses. These entities have become a major source of referrals to the COA for seniors in crisis. Counseling and Social Services increased to meet demand and support the seniors of Concord. This year there were 369 volunteers contributing 12,475 hours.

2008 There were 3871 citizens over the age of 60, @25.3% of the population. Educational and cultural programs included a lending library in the building, Art Space exhibitions, painting classes, high quality courses, the addition of computers funded by the Friends and computer tutors who are volunteers from CCHS.

2009 There were 4059 citizens over the age of 60, @26% of the population. A part time Volunteer Coordinator position was funded to organize the many volunteers. Outreach and Wellness positions were increased to meet the growing demand for services. COA transportation services were increased to meet demand. The 50th Anniversary of the establishment of services for Concord senior citizens was commemorated in 2009 by State and local proclamations.

The 2010s

2010 The number of seniors living in Concord was 4195, 26.9% of the population, with 2298 of those age 70 or older. Major financial support continued to come from the Formula Grant of the Executive Office of Elder Affairs, the Concord-Carlisle Community Chest, the Concord Friends of the Aging and the Town of Concord. The Harvey Wheeler Community Center was the home of the COA and the Recreation Department for pre-school and after-school programs. In the evenings and on weekends HWCC was used by Town Departments, not-for-profit and private groups. The COA Administrator also supervised and budgeted for HWCC.

2011 There were 4248 seniors over the age of 60, which represents 27% of the population. Mary Anne Mortenson retired this year, and Ginger Quarles became the new COA Director and manager of the HWCC facility in the spring of 2011. The COA began increasing programming and availability for transportation, social services, wellness clinics, fitness opportunities, cultural enrichment, day trips, entertainment and socialization. There was increased advocacy for additional staffing to meet the increasing demand for services and for additional compensation for professional staff to make the Concord COA competitive in the job market. Fall and spring clean-up programs were organized with services contributed by local students. The Art Space in the main hallway at HWCC shows exhibits of work by Concord artists and changed every six weeks. COA continues to lend out a large quantity of durable medical equipment. Computer tutoring continues to be offered by local high school students who are working to complete their community service requirement.

2012 The number of seniors throughout the country continues to soar. The 2012 Town Census showed 4358 seniors over the age of 60, which now represents 28% of the population. The COA continues to offer assistance in the following areas: Social and Recreational, Clinical (Social Services and Nursing), and Transportation. Activities and services in all of these areas continued to grow and the number of seniors participating continued to increase. Outreach Coordinator (social services) and Activity Coordinator hours are increased to meet increasing demand for services. The COA continues to have a 9 member Board of Directors that serve in an advisory capacity to the Director and meet monthly.

2013 There were 4453 seniors over the age of 60, which represents about 28% of the population. There were approximately 1150 seniors active with the COA. 264 seniors used van services for 5566 rides. 350 seniors used outreach and social services and received 3207 units of service, which included 413 home visits, 359 office consultations, and 2171 phone consultations. COA continues to produce a 12 page newsletter each month which is subscribed to by mail or e-mail by approximately 1600 residents. The COA goal continues to be to help seniors live independently for as long as possible. COA works collaboratively with other Town departments to coordinate care and services. Police continue to provide a senior citizen liaison and to assist whenever needed. Additional van shift was added this year to meet growing transportation demand.

2014 There were 4534 seniors which now represents 29% of the population. 2387 of these are aged 70 or older. Two older vans were retired and a new, handicapped accessible van with a wheelchair lift was purchased thanks to a grant from the Friends. We added an additional van shift and 247 seniors used the van and received 6582 rides. 367 seniors used Outreach/Social Services, which included 422 home visits. Outreach/Social Service staff hours are increased. Caregiver and Low Vision support groups continued and a Mood/Depression support group was added. COA continues to be an intake site for Fuel Assistance applications. AARP and COA continue to partner to offer assistance with tax return preparation for seniors. "Ask a Lawyer" remains a popular service. Many programs and trips run a wait list.

2015 There were 4632 seniors over age 60 and about 30% of the Town population, nearly double the state average. The number of seniors is expected to continue to increase as the Baby Boomers continue to reach the age of 60. By 2015 there were 18 staff members, working full time and part time at the COA. COA has 150+ active volunteers and an annual appreciation luncheon is held each year. The number and variety of activities and services continue to increase. 1785 seniors were active with the COA, 66% female and 34% male. 179 participated for the first time in 2015. COA holds its first ever Fashion Show. 12 week Aging Mastery course is offered. Annual Veteran's Breakfast continues and is very popular. Seniors actively seek out appointments with a trained volunteer (SHINE) to assist them with health insurance questions and concerns. Gift shop proceeds are now being deposited directly in the COA gift account.

ADDENDUM

In a telephone call received on October 29, 2016, Concord resident Audrey Mold offered the following information to be added to the History of the Concord COA:

After the Town of Concord stopped using the Harvey Wheeler building as a school, there was debate about how the building should be used. Audrey said it was her husband, James Mold, who suggested the building be used as a Senior Center. James told his wife that he was going to speak at the Town Meeting, but kept his plan a secret until that evening. When Mr. Mold made the suggestion, Audrey said he got a standing ovation. The motion was accepted, and the Harvey Wheeler Community Center became the home of the Council on Aging.

COA STAFF POSITIONS *
AS of MAY, 2016

Director
Program Supervisor
Administrative Assistant
Receptionist
Volunteer Coordinator
Outreach Coordinator
Outreach Coordinator
Social Services Coordinator
Wellness Coordinator
Activity Coordinator
Activity Coordinator
Custodian
Van Drivers [6]

*Many of these positions are part-time and are funded in part or in whole by grants from various community sources.