

# OUTREACH STATISTICS JANUARY 2019

Services provided between 01/01/2019 and 01/31/2019

Interaction	Duplicated	Unduplicated
email	24	22
Home Consultation	39	30
Office Consultation	26	23
Phone Consultation	81	65
<b>Totals</b>	<b>170</b>	<b>116</b>

This month 35 seniors NEW to the Senior Center  
(in the past 6 months) were contacted.

7 were over 80.

We worked with the Fire Dept and set up over 40 home visits to seniors in the town to install new smoke detectors/carbon monoxide detectors with the Red Cross.

Since August 2018, I have completed 70 home visits to deliver light bulbs from the light dept, lights from the senior center and gathered information regarding firestop installation.

# OUTREACH STATISTICS JANUARY 2019

	Duplicated	Unduplicated
<b>Category</b>		
Application Assistance	12	7
Assessment/Well check	18	16
Case Management/Advocacy	52	48
Client finding/Outreach	11	11
Crisis Intervention/Support	1	1
DME Medical equipment/loan	6	5
Family Support	3	3
Friendly visiting	5	4
General Information/Referral	8	7
Inter-generational program	25	23
Isolation Intervention	2	2
Nutritional support	27	15
<b>Totals</b>	<b>170</b>	<b>116</b>

## **Achievement of CY 2018 goals**

### **Overall Theme for Year: Reach out to the Community**

#### **New Initiatives:**

##### **Congregate lunch program**

Provide 5 home-cooked meals per week that meet the RDA standards for elder nutrition as set forth by MOC.

*5 home-cooked meals per week since mid January. Partnering with MOC and the commodity food program is enabling us to provide these meals at \$3 suggested donation. This is a strong partnership and we anticipate using this model going forward.*

Increase to average of 30 seniors per day

*27 per day as of Nov / Dec of 2018 (includes staff and volunteers)*

*Nov / Dec 2017 MOC meals averaged 13.5 per day, so we achieved a 100% increase!*

*In 2018 305 registered participants were served 4827 luncheons.*

*In September of 2018 we rearranged times for other programs to allot the full multipurpose room for our congregate lunch program.*

#### **Volunteer Activities**

Meet with each active volunteer individually to evaluate his or her current role at Senior Center and ascertain if role / responsibility still meets volunteer's needs and the needs of the Senior Center. Achieve a 20% increase in number of volunteers and volunteer hours documented in My Senior Center.

*Jan – Dec 2017 84 volunteers; 8840 hours*

*Jan – Dec 2018 97 volunteers; 8991 hours*

*Inaccurate reporting is the biggest factor. While the system may not be perfect, I do feel strongly that we should continue to report these stats monthly. These stats are the*

*means to reporting hours and dollar savings to the town, grant funding agencies, and the community at large.*

*Updated volunteer book enables us (Dot and I) to follow up with volunteers and document. As of 1/1/19 we had interviewed 77% of our volunteers with goal of improving volunteer retention. In 2017 we lost over 20 volunteers; in 2018 we lost 10 volunteers.*

### **Aging in place / Community services**

Grow the Friendly Visitor program to 15 pairs of seniors with volunteers meeting on a regular basis, averaging one visit per week. Document friendly visitor hours through MSC.

*8 pairs of FV end of 2017; 4 pairs of FV as of Dec 2018*

*See 2019 goals*

Design and implement a handyman program: Create program with policies / procedures, recruit and train volunteers, provide services to 15 "households."

*See 2019 goals*

Provide services / programs / outreach to 250 seniors identified as "new-to-senior-center services" and "at risk." At-risk categories include over 80, lives alone, hearing impaired, vision impaired, mobility impaired, cognitively impaired, memory impaired and caregivers.

*Between Outreach and Programs (Lunch and Learn Hospice Program, Take Charge Series, Low Vision Rehab Info Session, Parkinson's Support Group, Senior Strong), we have provided services / programs / outreach to 258 seniors identified as "new-to-senior-center services" and "at risk."*

Provide one program / event / support service for each of the following populations:

Seniors with dementia or cognitive impairment – *Parkinson's Support Group*  
Caregivers – *Parkinson's Support Group started July 2018 with average of 20 – 25 participants, Caregiver Connects, monthly support group in coordination with Clinton Senior Center starts Jan 2019*

Seniors with hearing impairment – *sound system / Captel, Hearing your Way program in July*

Seniors facing end of life decisions – *Lunch & Learn Hospice Program / take Charge Series*

Contact every senior over the age of 80. Document contact / services and update assessment information (ie, disabilities, living arrangements, emergency contact) in My Senior Center.

*Developed and started implementation of outreach initiative that includes a knock on the door, distribution and installation of LED lightbulbs, LED motion-sensored stick light, and (as needed) fire stop over-the-range fire suppressants.*

*59 of 209 seniors over the age of 80 contacted. To complete by end of summer of 2019 and then repeat cycle yearly*

Provide a community outreach program / event at Sholan Terrace with goal of identifying future needs. *See 2019 goals*

Begin to develop a long-term plan for Senior Center's community services by providing a forum for discussion of aging in place in Sterling: Coffee hour, focus group, committee? Topics to discuss - housing, access to grocery stores, pharmacy, transportation, other needs.

*The Age and Dementia Friendly Survey was completed summer of 2018 with results distributed to the community fall of 2018. The survey identified community perceptions of needs and is being used to plan programs and services. The Senior Center / COA plans to work with the Master Plan Committee to promote age and dementia friendly practices in Sterling.*

## **Sustaining Activities:**

**Monitor diversification of programs, communication of programs, partnerships with other organizations to continue growth as outlined in CY 2017 goals. Achieve 15% increase in senior center event and program participation.**

*Jan – Dec 2017 - 729 unduplicated sign ins for 17,565 events*

*Jan – Dec 2018 – 890 unduplicated sign ins for 21,151 events*

*22% increase in unduplicated sign ins; 20% increase in events attended*

Explore options for decreasing costs of newsletter

*Using MSC groups for email distribution of newsletter.*

Incorporate Meals on Wheels and transportation into My Senior Center

*MOW entered into MSC beginning July 1 2018.*

*Transportation information required for MART not compatible with MSC.*

## **CY 2019 Goals**

### **Overall Theme for the Year: Promote Age-Friendly and Dementia-Friendly Practices**

#### **New Initiatives:**

Handyman program - Create a program with policies / procedures, recruit and train volunteers, and begin to provide services.

Provide community outreach program, "Understanding Public Benefits," at Sholan.

Provide transportation to SSC programming that falls outside of normal business hours.

Partner with Alzheimer's Association and other organizations to provide 3 - 4 community dementia education programs throughout the year.

Collaborate with Sterling Master Plan Committee to incorporate age-friendly and dementia-friendly action items into Master Plan.

In alignment with COA's goals for fiscal oversight and development of 3 – 5 year plan, strengthen the relationship with FOSS and the SSC Building Committee.

- Request COA appoint liaison to FOSS

- Work with SSC Building Committee to obtain financial and construction plans with timetable for completion for garage with storage, landscaping and any other projects within the committee's scope and budget.

#### **Sustaining Activities:**

Monitor diversification of programs, marketing of programs and partnership with other organizations to continue growth in program participation.

Monitor volunteer activities to ensure adequate training, accuracy of reporting to MSC, and continued growth in the program

Focus on the development of the friendly visitor program to 10 pairs of seniors with volunteers meeting on a regular basis, recognizing that older adults are not likely to self-identify.