



City of New Bedford
Department of Community Services

MEMORANDUM
Human Services

To: Linda M. Morad
City Council President

From: Cynthia Wallquist
Director of Community Services

Date: 6/23/16

RE: Department FY17 Work Plan

Attached please find the Department's FY17 Work Plan that has been updated to reflect the budget adopted by the Council and grant commitments received to date.

Please feel free to contact any staff should you need additional information.

A handwritten signature in cursive script, reading "Cynthia Wallquist", written over a horizontal line.

Attachment

Cc: City Councillors

DEPARTMENT OF COMMUNITY SERVICES - FY17 WORK PLAN

Name: Debbie Aguiar

Title: Administrative Assistant

Date: 6/16/16

Describe the most meaningful program/project you've done since July 1.

My responsibilities have to do with the financial management of this department's general fund, and its many grants, MOA's and revolving funds. I am also responsible for supervising the financial staff and keeping them updated on all programs and procedures in regards to the finances of this department and to the grants that have been assigned to them. I like working with the Department Head and the financial staff with the challenges we face each year to make sure all funds we receive throughout the year cover the many programs and projects this department is responsible for.

What made it so?

Knowing that all the hard work that is put into the many budgets of this department allows my coworkers to complete their projects and programs that directly help the citizens of the city is very rewarding.

What project(s) did you try that did NOT live up to your expectations or projections? I don't have any projects to work on. Working on all the financial aspects of this department takes up all of my time.

List at least one new project or activity that you would like to start next year.

- I will take on any new grants that come in/assist financial staff with new grants that come in and are assigned to them.

Who will you work with on this?

- Department Head, COA Director, My Financial Staff, CFO's Dept., Auditors, Treasurers, Solicitors, Purchasing, DPI, DFFM, Coastline Elderly Services, Community Development, Executive Office of Elder Affairs, and ARAW

AREA #1: PROGRAMS AND PROJECTS - Add rows as necessary					
Projects/programs	#s to be Served	Project Dates	√ If Lead	Estimated Cost	Funding Source
AREA #2: PERFORMANCE OBJECTIVES					
Objectives	Degree of Importance	How Will You Measure Success?			
To provide assistances to the Director in setting up the budget that allows the department to run as many programs and services for as many constituents as possible.	Critical	By reviewing budget on a regular basis with Department Head; tracking expenses, Spreadsheets, reconciliations & monthly/quarterly reports; by adjusting the budget whenever needed to better cover the needs of the department.			
To provide assistance to the Director in setting up budgets for the many grants, MOA's, Revolving funds that have been awarded to this department and COA.	Critical	By reviewing the budget on regular basis with Department Head/COA Director, by tracking expenses, Spreadsheets, reconciliations and filing monthly/quarterly reports to appropriate departments and agencies on time.			
To provide assistance to the financial staff with setting up/tracking budgets for the grants and contracts assigned to them.	Critical	Meeting with financial staff regularly to make sure all reports are filed on time and any issues have been resolved.			
To provide financial staff with as much training and support as possible on payroll programs and procedures.	Critical	Payroll is done accurately and on time and personnel files are up to date.			
To provide open communication with fellow employees, other departments and outside agencies	Critical	By keeping open communication allows reports to be filed on time and issues are resolved in a timely manner.			
AREA #3: GRANTS & OUTSIDE RESOURCES (INCLUDE GOODS AND SERVICES)					
Grants that will/could support your projects	Brief Project Description		Date Due/ Submitted	Amount Requested	
NA					

Describe the most meaningful program/project you've done since July 1.

The most meaningful program/project that I have done since July 1st would be SHINE.

What made it so?

I was able to help over 70 seniors during open enrollment which ran from October 15 – December 7, 2015 with Medicare insurance plans. What I found most enjoyable about the Shine process was the ability to help many find state/federal subsidies to help pay for their insurance plans. Also, it was rewarding to help seniors apply for SNAP benefits while finding the best insurance plan for their budget and networking with other agencies to assist them in other areas.

What project(s) did you try that did NOT live up to your expectations or projections?

Special presentations at Hillman St. did not live up to my expectations. After the successful Aging Mastery Program, seniors showed interest in continuing. I planned several presentations, but had poor attendance for most of them.

Why do you think it didn't work?

Because of the inconsistency of the presentations. Another factor: there wasn't a free catered lunch with the special presentations like we had with Aging Mastery that had a \$700 budget for catered lunches and seniors really seemed to enjoy the lunches.

Is it worth trying again? Yes

If so, what will you do differently? I would try to secure funding for each special presentation to have a catered lunch to attract seniors in participating.

List at least one new project or activity that you would like to start next year.

- Adult Social Day Program

Who will you work with on this?

Debra Lee & Social Day Care Direct Staff, Dept. of Community Services, Local rehabilitation facilities, local agency social workers, local nursing homes, & local community relations specialists from Senior Care Option agencies, Coastline Elderly Services Inc., and Association for the Relief of Aged Women.

AREA #1: PROGRAMS AND PROJECTS					
Projects/programs	#s to be Served	Project Dates	✓ if Lead	Estimated Cost	Funding Source
Discretionary Fund	50	July-June	X	\$3,500	ARAW
Transportation Outreach/Receptionist	16,000	July-June		\$73,702	EOEA/ARAW
Transportation Services	400	July-Sept		\$1,875	Coastline Title III
Photo ID	325	July-June	X	Self Supported	Patron Funded
SHINE	250	July-Dec	X	\$5,000	ARAW
Age Friendly Cities	NA	July-June		\$2,000	MCOA
Twilight Bingo @ Brooklawn	25-50	July & August 2016	X	\$700	City
Holiday Event @ Fort Taber	100-120	December 2016	X	\$1,200	Sponsors/Patrons
Twilight Bingo	50-90	April 2017-June 2017	X	TBD	Sponsors/Patrons
Country in the City	100-120	June 2017	X	\$1,200	Sponsors/Patrons
AREA #2: PERFORMANCE OBJECTIVES					
Objectives	Degree of Importance Critical/Important	How Will You Measure Success?			
To establish an Adult Social Day Care Program for 15-20 Elders	Critical	Enrollment of 15 Elders Consistent attendance minimum of 10			
To increase participation levels in Health/Wellness and Education presentations @ all of the senior centers by 20%	Important	Increased Patron Participation levels (20%)			
Monitors deposits, revenues and expenditures (senior centers & social day)	Critical	Keeping log of invoices, deposits, supply orders, etc.			

Assist the director on any grants and coordinating programs for outreach/programming and services	Critical	Increasing services and outreach offered to seniors in the community. Monthly log of services provided.	
AREA #3: GRANTS & OUTSIDE RESOURCES (INCLUDE GOODS AND SERVICES)			
Grants that will/could support your projects	Brief Project Description	Date Due/ Submitted	Amount Requested
Title III Coastline	Transportation Program Costs	Oct 2016	TBD
Discretionary Fund	ARAW- Needy Seniors Discretionary	Nov 2016	TBD
Outreach Services	ARAW- Outreach	Nov 2016	TBD
EOEA	COA Staff Salaries and Programming	August 2016	\$168,885
Community Development	Senior Center Staffing	February 2016	\$99,899

Name: Nora Andino

Title: Constituent Services Liaison

Date: 6/13/16

Describe the most meaningful program/project you've done since July 1.

To provide information and referral services to clients with emphasis on the Latino Community; which includes but is not limited to housing related matters, (non-legal) interpretations/translations and other miscellaneous matter. To facilitate services within City Departments on issues that arise due to language barriers.

What made it so?

I am able to help City Departments with issues that come up due to language barriers. Spanish speaking clients continue to benefit from services in their native language and often comment about what a relief it is to have someone here to help them find favorable resolutions to their problems and have a place where they can come just to get information that puts them in the right direction.

What project(s) did you try that did NOT live up to your expectations or projections?

- Casemangement Team Meetings

Why do you think it didn't work? Lack of participation

Is it worth trying again? If the opportunity includes a larger group participation

If so, what will you do differently? I would like the group to include other staff members that deal directly with constituents.

List at least one new project or activity that you would like to start next year.

- I would like to observe a maximum of 5 FTF community mediations.

Who will you work with on this? This will include working with Marci Pina and the Face to Face staff.

Who will you work with?

AREA #1: PROGRAMS AND PROJECTS					
Projects/programs	#s to be Served	Project Dates	✓ if Lead	Estimated Cost	Funding Source
Constituent Services	107	July-June	✓		City
Global Oil Donation	15	July-June	✓	1,500 gal oil	Donation
Mediation	5	July -June			FTF
AREA #2: PERFORMANCE OBJECTIVES					
Objectives	Degree of Importance	How Will You Measure Success?			
To provide Information and referral services to constituents with emphasis on the Latino Community.	Critical	Compare FY 17 to FY 16 data from 105-107			
To provide ongoing network and collaborate with other agencies/organizations.	Important	By attending at least 2 trainings/workshops as they pertain to the development of my job skills.			
To collaborate services for the Global Oil Donation	Important	To ensure that the donation is distributed to serve 15 LMI New Bedford clients.			
To observe a maximum of 5 FTF community mediations	Important	To observe a maximum of 5 FTF Community Mediations.			
AREA #3: GRANTS & OUTSIDE RESOURCES					
Grants that will/could support your projects	Brief Project Description			Date Due/ Submitted	Amount Requested
Global Oil Donation	Oil for 15 NB LMI residents through 1,500 gallons oil donated by Global Oil.			1/5/16	1,500 gallons of oil

Name: Jan Barrette Title: Recreation Travel (Golden Age) Date: 6/20/16

Describe the most meaningful program/project you've done since July 1.

- 6 Day Montreal / Niagara Falls, Canada

What made it so? The step on guides were so informative. They brought us to so many interesting and beautiful locations. The history of how Montreal started was fascinating. And Niagara Falls was very exciting especially the cruise of the Falls.

What project(s) did you try that did NOT live up to your expectations or projections?

- Northshore Music Theater

Why do you think it didn't work? I don't think the play was to interesting

Is it worth trying again? I will wait a year or so then introduce it again.

If so, what will you do differently? I will publicize it in a different way.

List at least one new project or activity that you would like to start next year.

- The Finger Lakes in New York
- Flower show in Philadelphia, PA

Who will you work with on this? Senior Excursions. This tour company does a great job.

AREA #1: ADMINISTRATIVE/OFFICE					
List Reports/Admin. Tasks that you will prepare on a regular basis		How often?			
Plan and Conduct tours		July-June			
supervise travel program		July-June			
Prepare tour packages		July-June			
Keep records of all reservations, payments, expenses, and financial reports		July-June			
Prepare paperwork for administrative finance office		July-June			
Prepare all literature pertaining to travel program		July-June			
AREA #2: PROGRAMS AND PROJECTS					
Projects/programs	#s to be Served	Project Dates	✓ if Lead	Estimated Cost	Funding Source
Prepare Travel Fliers/ brochures, Winter, Spring, Summer, Fall	2500	July - June	X	\$1500.00	Travel fund
Preparing all tours for 2017	38-40	July-June	X		Travel fund
Maintain good attendance record	2000	July-June	X		Travel fund
AREA #3: GRANTS & OUTSIDE RESOURCES (INCLUDE GOODS AND SERVICES)					
Grants that will or could support your projects	Brief Project Description			Date Due/ Submitted	Amount Requested
AREA #4: SALARY AND GRANT OFFSETS					
Grants that will or could support your FY17 salary	Grant Description			Date Due/ Submitted	Amount Requested
Travel Fund	\$15,200.00			Council Auth.	19.5 wkly

Describe the most meaningful program/project you've done since July 1.

The most meaningful program for me was the Saturday Academy program.

What made it so? There many reasons why this program was a success; from students, staff and parents. What makes this program meaningful are the connections you make with the students. Also you see the student become more independent and begin showing leadership skills. Parent involvement has continued to increase every year; which is so important for us to keep an open line of communication. The more accessible I am to a parent or a parent is to me the outcome will always be favorable. I also have a great team; we all work hard to make positive changes on the students.

What project(s) did you try that did NOT live up to your expectations or projections?

- The Kool Notes program.

Why do you think it didn't work? I think it had to do with how the program was sold to students. Transportation is also an issue there is not enough money to get a bus to Lincoln school.

Is it worth trying again? We have recently made changes that will definitely improve the program; such as a new music teacher who is known in the young community.

If so, what will you do differently? We are learning songs that are familiar to the student; we will also be recruiting along with the new music teacher to motivate more students to join.

List at least one new project or activity that you would like to start next year.

- I have been trying to do a program with my Saturday Academy students during the week. We know there are many stressors when transitioning from elementary school to middle school; which is why being able to meet once a week with them for about an hour to give them tools that will prepare them for middle school would be very beneficial for the student.

Who will you work with on this? Jason Perry the Saturday Academy coordinator. I believe that the two of us will bring a lot of helpful ideas to the program. Also be able to be one on one with a student while the other one continues with a group activity.

AREA #1: PROGRAMS AND PROJECTS					
Projects/programs	#s to be Served	Project Dates	√ if Lead	Estimated Cost	Funding Source
Butterfly Program	40	Oct-June	√	2,500	City
Saturday Academy	75	Sept-June	√	50,000	City
KoolDAYs April vacation	40	April 18 th -21 st	√	5,000	City
Butterfly Program (day 2)	40	Oct-June	√	5,000	City
Boys program @ Hazelwood	15	Oct-June	√	2,500	City
Kool Notes Chorus program (will perform 3 times in the course of the year)	20	Oct-June	√	3,000	City
KoolDAYs Summer (6 schools will participate)	60	July-Aug	√	29,000	City
AREA #2: PERFORMANCE OBJECTIVES					
Objectives		Degree of Importance	How Will You Measure Success?		
To provide positive after-school programs for our youth		Critical	Recruitment, surveys & creating new programs		
To provide communication between the Community Services Department and the Mayor's Youth Council		Important	Attend meetings, help with MYC events & provide information to Community Services director		
To implement monthly academic reports to instill a sense of responsibility.		Important	Returning the academic reports signed by the students teacher and parent		
To provide support to groups of Invest-In-Kids students in a small setting to reduce at-risk behaviors twice a week at Lincoln school		Critical	Surveys, teacher evaluation of student and one-on-one with students		
To provide one-on-one English literacy support to non-English speakers.		Important	Surveys & testing		
AREA #3: GRANTS & OUTSIDE RESOURCES (INCLUDE GOODS AND SERVICES)					
Grants that will/could support your projects	Brief Project Description			Date Due/ Submitted	Amount Requested
PASS Grant	For the Saturday Academy Program			October 2016	1,000

Describe the most meaningful program/project you've done since July 1.

My work with the Fresh Start program has been incredibly meaningful this year.

What made it so? Many of our fresh start clients don't have a family to support them, and I think that being able to provide them with the necessary help and truly helping them with everything from relocating to making sure that they have the necessary medical insurance, seeing that I am making a difference in helping those seniors really makes the work enjoyable.

What project(s) did you try that did NOT live up to your expectations or projections?

- Filling Programming on Monday, with activities including Jewelry Making and a Weight Loss Support Group

Why do you think it didn't work? Scheduling on Monday (St Anthony's Senior Group also meets during this time) and lack of interest, although both things were suggested by seniors themselves.

Is it worth trying again? I am still looking to fill programming on Monday, but I am looking at different groups of seniors that may be interested in attending the center on Mondays, and focusing on different activities to attract those groups.

If so, what will you do differently? Different means of advertising may work instead as well.

List at least one new project or activity that you would like to start next year.

- I would like to focus on building new activities that build the mind and the seniors dexterity, including more craft classes, perhaps a cake decorating class. I could do this without much funding or without much help from any other department.
- I would also like to focus on continuing to build our Fresh Start Program, including reaching out to the community. This would entail attending their meetings and speaking on how Fresh Start can make an impact and help the community. These can really help build up our program.

Who will you work with on this? To do this, I will need to reach out to different home health agencies including Nightingale, Visiting Angels, along with discharge nurses at local nursing homes such as Brandon Woods and the Oaks.

AREA #1: PROGRAMS AND PROJECTS					
Projects/programs	#s to be Served	Project Dates	✓ if Lead	Estimated Cost	Funding Source
Bingo (All Times)	180	July-June		0	Patrons
Special Needs Exercise	15	July-June		\$2400	Disabilities Commission
Special Needs Line Dancing	25	July-June		\$3/per/week	Patrons
Knitting	25	July-June	X	0	N/A
Painting with Friends	20	July-June		\$200	Patrons
Classic Painting	12	July-June		\$8/per/week	Patrons
Tai Chi	15	July-June		\$2640	City
Strength & Conditioning	15	July-June		\$2640	City
Yoga (All Times)	15	July-June		\$3/per/week	Patrons
Dancercise	15	July-June		\$3/per/week	Patrons
Chair Zumba Gold	10	August-June		\$1320	City
Zumba Gold	30	July-June		\$2640	City
Cribbage	20	July-June		0	Patrons
Puzzle	10	July-June		0	N/A
Cards	25	July-June		0	N/A
Nutrition	30	July-June		\$2/per meal	Coastline
Guest Speakers	100	Weekly		0	N/A
Blood Pressure Clinic	10	Monthly		0	NBHCC
Birthday Party	45	Monthly		\$960	Shaw's
Podiatrist	10	Quarterly		0	Dr. Michael Crowe
Flu Clinic	30	Sept & Oct		0	Rite Aid
Thanksgiving Celebration	75	November	X	\$450	Sponsors

Halloween Party	75	October	X	\$400	Sponsors
Cookie Day	50	December	X	\$100	Sponsors
Spaghetti Dinner	60	August	X	\$250	Sponsors
Health Fair	125	Fall & Spring	X	\$1200	Sponsors
Open House	125	September	X	\$500	Sponsors
Diabetic Workshops	15	March		\$200	Sponsors
Bingo Brunch	60	Nov & Feb	X	\$300	Sponsors
Estate Planning Consultations	15	July-June		\$900	Suprenant & Beneski
Veteran's Services	20	Nov-June		0	Veteran's Services
My Life/My Health	15	Nov-June		0	Community Nurses/ Health Dept.

AREA #2: PERFORMANCE OBJECTIVES

Objectives	Degree of Importance	How Will You Measure Success?
To Increase Overall participation by 5%	Important	Compare attendance in FY17 to FY16 attendance levels
To Provide additional Wellness workshops (ie: alzheimer's caregiver support, diabetes management, etc)	Critical	Compare attendance in FY17 to FY16 attendance levels
To increase the # of Fresh Start Agency Referrals by 5%	Important	5% increase in the number of fresh start cases over FY16
To Increase participation in Exercise programs by 10%	Important	Compare attendance in FY17 to FY16 attendance levels

AREA #3: GRANTS & OUTSIDE RESOURCES (INCLUDE GOODS AND SERVICES)

Grants that will/could support your projects	Brief Project Description	Date Due/ Submitted	Amount Requested
Sponsorships	Nursing Homes will provide food for special events at the center.	On going	\$3000
Medical Care	Monthly wellness clinics will be provided free of charge by Greater New Bedford Health Care Center	On going	\$1200
Donations	Insurance companies regularly donate entertainment/special activities for the center	On going	\$550
Donations	Pet Food for the Pets Eat Too Program	On going	\$2000

AREA #4: SALARY AND GRANT OFFSETS

Grants that will or could support your FY17 salary	Grant Description	Date Due/ Submitted	Amount Requested
CDBG	Community Center Coordinator	2/16	30 hrs p/wk
EOEA	Fresh Start Hours		5 hrs p/wk

Describe the most meaningful program/project you've done since July 1.

The most meaningful project I would say is the Face to Face Mediation Program. We are a neutral third party, which goes into the courts, to mediate Small Claims.

What made it so? Knowing that we help the Magistrate and the constituents resolve issues they may have.

What project(s) did you try that did NOT live up to your expectations or projections? N/A

List at least one new project or activity that you would like to start next year.

- The new project I would like to do is mediation in the Senior Centers and at the Immigrants Assistance location for the Portuguese-speaking community.

Who will you work with on this? I will need to work with the Immigrants Assistance Agency, the Senior Center Coordinators, and our Face to Face Team.

AREA #1: PROGRAMS AND PROJECTS

Projects/programs	#s to be Served	Project Dates	✓ if Lead	Estimated Cost	Funding Source
Face to Face in Senior Centers	80	July-June			AGO Grant
Mediation at Immigrants Assistance	40	July-June			AGO Grant
Snap Enrollment	20	August			EOEA Grant

AREA #2: PERFORMANCE OBJECTIVES

Objectives	Degree of Importance	How Will You Measure Success?
To increase knowledge to the Portuguese community about scams	Important	Presentations at ESOL classes & Immigrants Assistance about latest scams; tracking those numbers with eval sheet; revisit centers
To increase consumer mediations to consumers through the Local Consumer Program	Critical	I will increase the number of mediations in FY17 by 10%
To provide seniors with Mediation, so that they are able to work things out amongst themselves.	Important	Visit Senior Centers & provide Mediation and track numbers.
To provide the Portuguese community with Mediation to resolve issues	Important	Track the number of Mediations done in Portuguese

AREA #3: GRANTS & OUTSIDE RESOURCES (INCLUDE GOODS AND SERVICES)

Grants that will/could support your projects	Brief Project Description	Date Due/ Submitted	Amount Requested
Local Consumer Program	Consumer Complaint Mediations	April, 2016	\$95,000
Face to Face Mediation	Small Claims Court Mediations	April, 2016	\$40,000

AREA #4: SALARY AND GRANT OFFSETS

Grants that will or could support your FY17 salary	Grant Description	Date Due/ Submitted	Amount Requested
Local Consumer Program	Consumer Complaint Mediations	April, 2016	\$95,000
Face to Face Mediation	Small Claims Court Mediations	May, 2016	\$40,000
Snap Enrollment	Enroll Seniors in Food Stamp Program		

Describe the most meaningful program/project you've done since July 1.

The Residence of Cedar Dell social hour

What made it so?

I truly believe it has been a good way for the seniors to express their individuality and have lots of fun doing it.

What project(s) did you try that did NOT live up to your expectations or projections?

- Name that Song

Why do you think it didn't work? We did not have enough people interested and lead person was unable to continue.

Is it worth trying again? Possibly in near future

If so, what will you do differently? Try a different approach and its presentation.

List at least one new project or activity that you would like to start next year.

- I would like to start a Nutrition Class with Pati she is presently working on completing her certificate to teach nutrition

Who will you work with on this? Pati Cautillo

AREA #1: PROGRAMS AND PROJECTS					
Projects/programs	#s to be Served	Project Dates	√ if Lead	Estimated Cost	Funding Source
Yoga	8-10	July-June		\$3 per class	Patron
Knit and Crochet Group	12	July-June	X	-0-	Free
Cards	10	July-June		-0-	Free
Wellness Clinic	150	July-June		-0-	Free
Strength & Conditioning	10-14	July-June		2880	City
Educational Programs	10-15	July-June	X	-0-	Free
Birthday Cake	20	July-June		-0-	Stop & Shop
Bingo	50	July-June		.25 ea card	Patron
Hazelwood Walkers	16	July-June	X	-0-	X
Zumba Gold	22	July-June		2500	City
Ballroom Dancing	8	July-June		1800	EOEA
Zumba Toning	8	July-June		1620	City
Dancercise	25	July-June		\$3 per class	Patron
Gardening Club	TBD	July-June		\$10.000	Grant
Project Day	12	July-June		-0-	Brandon Woods
Res. Cedar Dell Social	8	July-June		-0-	Cedar Dell
Home Instead-Manicures	4	July-June		-0-	Home Instead
Conversational Spanish	8	July-June	X	-0-	X
Visually Impaired Group	15	July-June		-0-	X
Socializing	125	July-June	X	X	Free
Coastline lunches	24	July-June		\$2.00	Coastline Elderly
Misc Events/Parties	70	July-June	X	Patron Pay	local agencies

AREA #2: PERFORMANCE OBJECTIVES

Objectives	Degree of Importance	How Will You Measure Success?
To increase Overall participation by 10%	Important	Total participation will increase by 10% over FY 16's participation numbers.
To provide three additional Health and Wellness Activities per quarter	Critical	There will be three additional Health and Wellness activities per quarter
To increase participation in Exercise programs by 10%	Important	Total participation will increase by 10% over FY 16's participation numbers
To Provide 4 additional educational programs per quarter	Critical	Total educational programs will increase by four per quarter

AREA #3: GRANTS & OUTSIDE RESOURCES (INCLUDE GOODS AND SERVICES)

Grants that will/could support your projects	Brief Project Description	Date Due/ Submitted	Amount Requested
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The-Oaks	Supports 2-4 activities per year, with food or entertainment	Ongoing	Varies
Brandon Woods	Supports 2-4 activities per year, with food or entertainment	Ongoing	Varies
Residence at Cedar Dell	Supports 2-4 activities per year, with food or entertainment	Ongoing	Varies
Atria	Provide gift basket 1-2 for events per year	Ongoing	Varies
Visiting Angels Home Health Care	Provides Blood Pressure Clinic once monthly	Ongoing	Varies
New York Bagels	Provide Bagels twice a month per year	Ongoing	Varies
Stop and Shop	Provides 1 Monthly Cake for Senior Center	Ongoing	\$480.00
AREA #4: SALARY AND GRANT OFFSETS			
Grants that will or could support your FY17 salary	Grant Description	Date Due/ Submitted	Amount Requested
CDGB	Salary	2/16	30hr/wk

Describe the most meaningful program/project you've done since July 1.

- EMOt Elder Mobile Outreach Team Grant Proposal

What made it so? The National Depression screening tool that was sent out a little over a year ago showed a substantial need for Mental Health Services. Due to the enormity of the problem, it was impossible to even begin to tackle this problem on the limited funding that we had available. With this grant of \$125,000 we are going to make some tremendous roads into being able to begin the work of solving the problem. When I think of how debilitating the effects of mental illness have on our elderly citizens, it is very rewarding to know we can truly make a difference.

What project(s) did you try that did NOT live up to your expectations or projections?

- The Support Groups that some of the seniors have tried to get off the ground at the Hillman Street Support Center.

Why do you think it didn't work? Aging Mastery was a great program that ran in the Fall of 2015. It was very well attended and there were hopes that some support groups would form as a result of this group. The outcome of this has caused us to refocus. Education is a direction that the bulk of the group turned out for, rather than support. The seniors are interested in a continuing education series, so that should be the direction that these groups could form from.

Is it worth trying again? Yes as Continuing Education, call it lifetime learning and have a different speaker and topic each week for a six to eight week series.

List at least one new project or activity that you would like to start next year.

- Further development and expansion of the new Adult Social Day Care Program

Who will you work with on this? Pamela Amaral-Lema, Karen Main, Robin Richard, Ann O'Donnell, Jamara Natal

AREA #1: PROGRAMS AND PROJECTS

Projects/programs	#s to be Served	Project Dates	✓ if Lead	Estimated Cost	Funding Source
Age Friendly Cities	NA	July-June	X	\$3000	MCOA
Discretionary Fund	50	July-Dec.	X	\$2,000	ARAW
Photo ID	255	July- June		Self Supported	Patron Funded
SHINE	500	July-June	X	\$7500	ARAW/EOEA/GF
Staff supervision	22	July-June	X	N/A	EOEA/CD/Coastline/GF

AREA #2: PERFORMANCE OBJECTIVES

Objectives	Degree of Importance	How Will You Measure Success?
To establish an Adult Social Day Care Program for 15 Elders	Critical	Enrollment of 15 Elders with consistent attendance minimum of 10
To increase the participation levels in Health and Wellness offerings at all Senior Centers by 20%	Important	FY17 vs FY16 attendance
To facilitate the task force as Phase I of Age Friendly Cities Project	Important	Consistent membership/meetings
To establish Food Bank Distribution Site to help needy seniors	Important	Sign up minimum 48 seniors in order to guarantee monthly delivery from Boston

AREA #3: GRANTS & OUTSIDE RESOURCES (INCLUDE GOODS AND SERVICES)

Grants that will/could support your projects	Brief Project Description	Date Due/ Submitted	Amount Requested
ARAW	Social Day Program and Driver	Nov 2015	\$10,000 Awarded
Community Development	Senior Center Program and Staffing	Feb 2016	\$92,000 Awarded
Discretionary Fund	ARAW – Needy Seniors Discretionary	Nov. 2015	\$3500 Awarded
DOT	New Van	Feb 2016	\$52,397

			Awarded
EOEA	18,765 SENIORS Formula grant TBD)	August 2016	\$10 per elder
Title III Coastline	Transportation Program Costs	October 2015	\$7,500 Awarded
MCOA	Elder Mobile Outreach Team	April 2016	Awarded
MRTP	Marketing for Social Day	Feb 2016	Awarded
EOEA	Food Bank	Feb 2016	Awarded
NCOA	SNAP	June 2016	TBD

Describe the most meaningful program/project you've done since July 1.

The ESOL Shining Lights Program brought the most satisfaction this past year. Shining Lights, which provides English education for adult immigrant students continues to be a success, despite budget cuts that forced us to eliminate a full-time AmeriCorps position and delayed the start of Fall 2015 ESOL classes. We currently have 98 adult students and 18 children registered in the program, and at least 25% of them have made observable progress since October 2015.

What made it so?

- To offset the loss of our AmeriCorps teacher, I recruited 6 volunteer teachers and tutors to cover 7 ESOL classes in 4 locations; I also decided (albeit reluctantly) to eliminate the Shining Lights classes at Alma del Mar due to budgetary constraints, saving the program about \$1,200 in transportation/child care costs.
- We maintained our collaboration with Grace Episcopal Church, which provides funding to offset some program costs, and strengthened our collaboration with the New Bedford Housing Authority, increasing the number of classes offered at NBHA sites, thus eliminating the need for transportation vouchers or child care costs.
- We applied for, and received, a Polaroid/Acushnet Foundation grant through the Community Foundation which will provide funding to launch a Family ESOL program in the 3rd Quarter of FY16 and extend into middle of FY17.

What project(s) did you try that did NOT live up to your expectations or projections?

I attempted to launch a free book loan program in conjunction with Coastline Elderly's Meals on Wheels program. "Food For Thought" would have delivered a free paperback along with meal deliveries that home-bound clients can read and return at their leisure.

Why do you think it didn't work?

The Meals on Wheels coordinator did not feel there would be sufficient interest among potential recipients to warrant the effort needed to launch the program.

Is it worth trying again? No. Without buy in from the Meals on Wheels coordinator, this program will not work.

If so, what will you do differently?**List at least one new project or activity that you would like to start next year.**

- I received a request from the Diapers N' Things program at St. James, to provide a Spanish interpreter to help out during their weekly diaper distribution day. None of the program volunteers who work on a regular basis speak Spanish, and they have been dependent on bi-lingual volunteers who don't always show up consistently.
- I would like to work with UMass Dartmouth and BCC Interns to set up "Basic Spanish Conversation Classes" for volunteers in the social services field, in order to help them better communicate with the clientele they serve.
- We also have 2 students who applied for ESOL programs who don't fall into the classic category of ESOL; technically, they are English speakers who happen to be functionally illiterate. We are not aware of any programs in New Bedford that teach basic literacy (outside Adult Basic Ed or GED/HISET prep). I would like to run an experimental program to train volunteers to work with these students and to extend literacy tutoring to other students in the community.

Who will you work with on this?

- The Office of Civic Engagement at UMass Dartmouth has already expressed an interest in working with the Dept. of Community Services to utilize bilingual Endeavor Scholars to help with linguistic support and translation.
- The volunteers at the Diapers N' Things program would be the first group we would work with, and if successful, we could offer the program to other churches and community groups who frequently request interpreters and translators.
- We currently have two volunteers with experience in working with basic literacy for adult English speakers; I would like to work with them to coordinate a training program for volunteers to work with illiterate, English-speaking adults.

AREA #1: PROGRAMS AND PROJECTS

Projects/programs	#s to be Served	Project Dates	✓ if Lead	Estimated Cost	Funding Source
ESOL Programming					
- Students registered	70	July - June	Co-lead with Olga R.	\$12,000	City Funds, Grace & Grants
- Students retained	40				
- Students graduating	10				
LCP Program Coordination					
- Complaints processed	625	July - June	Coord. LCP Staff	\$75,000	AGO
- Complaints closed in 4 wks	200				
- 15 workshops (10 bilingual)	150				
- LCP Social Media Outreach	500				
Volunteer New Bedford	150	July - June	✓	N/A	N/A

(SouthCoast Serves, Cities of Service, Volunteer Parking Pass Program & Social Media pages Administration)					
Community Education/Diversity					
• Linguistic Support for Vols.	20	July – June	✓	N/A	Volunteer
• Adult Literacy	5	July - June	✓		-run

AREA #2: PERFORMANCE OBJECTIVES

Objectives	Degree of Importance Critical/Important	How Will You Measure Success?
To provide consumer mediation to a minimum of 650 consumers in the LCP coverage region	Critical	The LCP will do intakes for 650 people via AGO, outside referrals and walk-ins.
To provide 15 consumer education workshops in the LCP coverage region.	Critical	The LCP will give a minimum of 15 consumer workshops in FY 17.
To increase the number of ESOL students retained in the Shining Lights program	Important	15% of students registered in FY17 will complete the program.
To provide an adult basic literacy training program for at least 5 volunteers	Important	Five volunteers will be recruited, trained, and assigned to seniors needing services.

AREA #3: GRANTS & OUTSIDE RESOURCES (INCLUDE GOODS AND SERVICES)

Grants that will/could support your projects	Brief Project Description	Date Due/ Submitted	Amount Requested
Polaroid /CFSEMA	ESOL Programming Grants (Mar-Dec 2016)	12/15	\$9000
AGO LCAF Program	Local Consumer Program (Jul '16-Jun '17)	5/16	\$95,000

Describe the most meaningful program/project you've done since July 1.

I enjoy working in the neighborhoods the most because for the most part parents are very appreciative and enjoy the free Movies and for us for giving up our time to bring Movies or Tree Lightings to the Neighborhoods.

What made it so? Everyone thinks New Bedford is not going to amount to much but seeing the younger generation I have hope we can improve.

What project(s) did you try that did NOT live up to your expectations or projections?

I'm always trying to get people to attend their Neighborhood meetings.

Why do you think it didn't work? People are tired of going to meeting then finding out what they suggested falls on deaf ears.

Is it worth trying again? Yes

If so, what will you do differently? There are so many things happening in New Bedford but word doesn't seem to reach the masses. Sometime I mention things going on in the City but it mainly seems like a surprise. I think one problem is we think everyone has a computer or gets the Newspaper.

My new thing is to get the word out through neighborhoods or any other means I can.

List at least one new project or activity that you would like to start next year.

Develop a calendar with Quarterly events and distribute in both English and Spanish

Who will you work with on this? Haven't really discussed it with my co-workers but this is something I would love to explore.

AREA #1: PROGRAMS AND PROJECTS - Add rows as necessary					
Projects/programs	#s to be Served	Project Dates	✓ if Lead	Estimated Cost	Funding Source
Neighborhood Meetings	625	Monthly		None	None
Constituent Services	200	Daily	X	None	none
Fresh Start	75	Monthly		?	City
ADA	50	As needed		None	City
Shred Day	600	Bi-yearly	X	\$5 per Box	Residents
Fun Days, Movie nights and NNO	400	June to Sept	X	\$600	In-Kind
AREA #2: PERFORMANCE OBJECTIVES					
Objectives		Degree of Importance	How Will You Measure Success?		
To increase attendance at Neighborhood Meetings		Critical	Compare FY17 to FY16		
To provide services to 200 constituents		Important	Measuring progress to reaching goal of 200		
To Provide assistance to Fresh Start Clients as needed		Critical	Case resolution/services obtained		
To assist residents with disabilities and businesses with ADA compliance		Important	# of constituents served and projects reviewed (with architect)		
AREA #3: GRANTS & OUTSIDE RESOURCES					
Grants that will/could support your projects	Brief Project Description			Date Due/ Submitted	Amount Requested
Business participation	Supply Snacks for Youth events			On going	\$3000 in kind or donations

Name: Pauline Macedo

Title: Constituent Ombudsperson

Date: 06/13/16

Describe the most meaningful program/project you've done since July 1.

Constituent Services- Assist elderly/disabled residents "navigate" the system by providing Information & Referrals & Direct Services from various federal, state & local agencies in order to improve their quality of life. For those Requesting Housing Applications, R.E. Abatements, Snap Benefits etc., I am able to do the Applications based upon the information/documents provided. Through Translations (non-legal) I am to provide all of the above for our Portuguese-speaking constituents as well.

What made it so?

Most all of the elderly/disabled residents whom I have assisted by providing Direct or Indirect Assistance have tried to resolve their issues or concerns on their own and have been unsuccessful; with my knowledge, resources, contacts from social service providers/agencies and Portuguese language I am able to find a solution. To see a smile on the face of a person whom I have assisted and be known to many a "Someone who cares about the elderly" continues to inspire me each day to do whatever I can to advocate for the needs & services of those whom I serve.

What project(s) did you try that did NOT live up to your expectations or projections?

Due to my being out on approved sick leave from Feb. 19th – May 16th I was not able to attain the # of clients served by 7.

List at least one new project or activity that you would like to start next year.

Senior Social/Cultural Event.

Who will you work with on this? I will collaborate with either Staff from the NBHS Drama Dept., Z etc., for tickets and Non-Profit Organizations for transportation.

AREA #1: PROGRAMS AND PROJECTS					
Projects/programs	#s to be Served	Project Dates	✓ if Lead	Estimated Cost	Funding Source
Constituent Services	107	July - June	✓		City
Supper Program	35	Sept. – Oct May - June	✓	6,800.00	City
MA. Farmer's Market Vouchers	50	July – Sept.	✓	0	Coastline
Social/Cultural Event (1 day)	10	July - June	✓	Unknown	TBD
AREA #2: PERFORMANCE OBJECTIVES					
Objectives	Degree of Importance		How Will You Measure Success?		
To provide I & R & Direct Services with emphasis on the Portuguese, elderly & disabled populations.	Critical		Compare FY 17 to FY16 data; projected 107 to FY16 105.		
To Enhance the Sunset Supper Program	Important		Comparison from the number of attendees registered and those attended		
Farmer's Market Vouchers for Seniors 60+	Important		# of Vouchers given by Coastline will be distributed to reach 50 Seniors 60+.		
Cultural Event no cost for Seniors	Important		Provide 10 Seniors to event.		
AREA #3: GRANTS & OUTSIDE RESOURCES (INCLUDE GOODS AND SERVICES)					
Grants that will/could support your projects	Brief Project Description		Date Due/ Submitted	Amount Requested	
Free Space & Volunteers	Supper Program – 17 sessions) for 35 elderly and or disabled residents living in "Downtown" N.B. who can enjoy a nutritious meal, socialization & transportation at no cost.		Submitted on 2/16/16; approved on 2/20/16	(0) In-Kind \$800.00	
Tickets to Event & Transp.	Social/Cultural 1-Day Event		Not Submitted	(0)In-Kind \$245.00	

Describe the most meaningful program/project you've done since July 1.

The name of the program was Maintaining Independence with the Southcoast Senior Resource Association. **What made it so?** It was an informative presentation with 14 presenters that touched on everything you could need to know once you turn 65. It included doctor's, financial advisors, rehab facilities, nursing homes, lawyers, and funeral homes. Over 60 people attended it and were able to ask a lot of questions and get good information.

What project(s) did you try that did NOT live up to your expectations or projections?

- Card Making

Why do you think it didn't work? Although the cards were nice and some of the seniors bought things she had made, they either had no interest in the craft or had struggled with limited hand dexterity due to arthritis and they weren't able or reluctant to try it. None of the people in my current art classes ever attended, though they originally had expressed interest in the class. I tried moving the class to different days and times to see if that was the problem, but regardless of when it was offered, it just did not appeal.

Is it worth trying again? No

List at least one new project or activity that you would like to start next year.

- Adult Social Day Care program

Who will you work with on this?

Robin Richard, Debra Lee & Pam Amaral-Lema/COA, Community Services, Local rehabilitation facilities, local social workers, Greater New Bedford Health Center, local nursing homes, & local representatives from Insurance agencies, Coastline Elderly Services, and Association for the Relief of Aged Women

AREA #1: ADMINISTRATIVE/OFFICE					
Projects/programs	#s to be Served	Project Dates	✓ if Lead	Estimated Cost	Funding Source
Open the Center and prepare for any activities that are scheduled		July-June	X		
Meet with the Administrative Specialist at Hillman St		July-June	X		
Maintain Petty Cash records for Adult Social Day Program		July-June	X		
Shop for supplies for the center		July-June	X		
Continuously work on increasing participation		July-June	X		
Maintain patron records		July-June	X		
Marketing & Advertising		July-June	X		
Update monthly calendar		July-June	X		
Monthly Report for Adult Social Day		July-June	X		
Make sure all activities and patron participation is entered into myseniorcenter.net		July-June	X		
Flyers/Pamphlets		July-June	X		
Event Planning for the center		July-June	X		
Seek out donations for the center		July-June	X		
Add one new activity per month for the center		July-June	X		
Meet with other coordinators		July-June	X		
Meet with volunteers regularly		July-June	X		
Bingo (All Times)	25	July-June		0	Patrons
Special Needs Exercise	15	July-June		\$2400	Disabilities Commission
Knitting	10	July-June	X	0	N/A
Tai Chi	15	July-June		0	Roberta Harrison Volunteer
Yoga (All Times)	15	July-June		\$3/per/week	Patrons
Puzzle	10	July-June		0	N/A

Cards	25	July-June		0	N/A
Nutrition	30	July-June		\$2/per meal	Coastline
Guest Speakers	30	Weekly		0	N/A
Blood Pressure Clinic	10	Monthly		0	Doctor's Express
Birthday Party	15	Monthly		\$240	Care One New Bedford
Podiatrist	10	Quarterly		0	Dr. Michael Crowe
Flu Clinic	15	Sept & Oct		0	Rite Aid
Thanksgiving Celebration	50	November	X	\$375	Sponsors
Halloween Party	20	October	X	\$75	Sponsors
Cookie Day	20	December	X	\$50	Sponsors
Open House	125	September	X	\$400	Sponsors
Matter of Balance	15	Nov-June		0	Community Nurses & Health Dept.

AREA #2: PERFORMANCE OBJECTIVES

Objectives	Degree of Importance Critical/Important	How Will You Measure Success?
To Increase participation to capacity 5 days a week.	Critical	Bring attendance level to 25 people per day by end of FY17
To Provide Up-to-date paperwork on all participants (ie: daily logs, issues that arise, contact with families, etc)	Critical	Weekly meetings with administrative specialist to go over paperwork
To Provide educational opportunities (ie: Matter of balance, Fall Prevention, Medicare 101, etc)	Critical	At least 4 during FY17
To provide Exercise programs based on level of ability of participants	Important	Minimum 2 per week during FY17

AREA #3: GRANTS & OUTSIDE RESOURCES (INCLUDE GOODS AND SERVICES)

Grants that will/could support your projects	Brief Project Description	Date Due/Submitted	Amount Requested
Sponsorships	Nursing Homes will provide food for special events at the center.	On going	\$3000
Medical Care	Monthly wellness clinics will be provided free of charge by Doctor's Express	On going	\$1200
Donations	Insurance companies regularly donate entertainment/special activities for the center	On going	\$550

AREA #4: SALARY AND GRANT OFFSETS

Grants that will or could support your FY17 salary	Grant Description	Date Due/Submitted	Amount Requested
CDBG	Community Center Coordinator	2/2016	30 hrs p/wk
EOEA	"		5 per/wk

Describe the most meaningful program/project you've done since July 1.

- SNAP Initiative

What made it so? The SNAP initiative was the most meaningful project that I have done, because I was able to reach out to so many seniors to help them apply to receive much needed assistance to help purchase food. When I meet with many seniors they explain how difficult it is to stretch their finances through the month that sometimes they go without much towards the end of the month. I was able to apply for SNAP benefits for many of my SHINE clients and it was great to hear from them that they received some assistance. They were very much appreciative of the extra help.

What project(s) did you try that did NOT live up to your expectations or projections? Shine presentations @ senior centers.

Why do you think it didn't work? I think it didn't work because of the timing of the presentations. The presentations were planned right before bingo where seniors are really just interested in playing bingo and not the presentation.

Is it worth trying again? Yes

If so, what will you do differently? Try to coordinate a time on a non bingo day at the senior center and to plan it right before open enrollment.

List at least one new project or activity that you would like to start next year.

- Outreach for the Adult Social Day Care

Who will you work with on this?

Debra Lee, Pamela Amaral-Lema, Coastline Elderly Services, ARAW and other local nursing homes, doctor offices and human service agencies.

AREA #1: PROGRAMS AND PROJECTS					
Projects/programs	#s to be Served	Project Dates	√ if Lead	Estimated Cost	Funding Source
Discretionary Fund	50	July-June		\$3,500	ARAW
SHINE	340	July-June	X	\$5,000	ARAW
AREA #2: PERFORMANCE OBJECTIVES					
Objectives		Degree of Importance	How Will You Measure Success?		
To increase # of seniors seen for SHINE assistance by 5%		Important	Compare FY17 to FY16		
To increase outreach on SHINE services by 5% annually.		Important	Increase services by 5% from FY16. Monthly intake and comparison.		
To increase SHINE services provided at senior centers		Important	Increase services by 5% from FY16. Monthly intake and comparison.		
To provide seniors with information on fuel assistance applications.		Important	Measure in tracking system		
AREA #3: GRANTS & OUTSIDE RESOURCES (INCLUDE GOODS AND SERVICES)					
Grants that will/could support your projects	Brief Project Description			Date Due/ Submitted	Amount Requested
Discretionary Fund	ARAW- Needy seniors discretionary			Nov. 16	TBD
Outreach Services	ARAW- Outreach			Nov. 16	TBD
AREA #4: SALARY AND GRANT OFFSETS					
Grants that will or could support your FY17 salary	Grant Description			Date Due/ Submitted	Amount Requested
Outreach Services	ARAW- Outreach			Nov. 16	\$7,277
Outreach Services	EOEA			Aug. 16	\$9,703

1. Describe the most meaningful program/project you've done since July 1.
 - For me the most meaningful program is the Local Consumer Program.
What made it so? Through The Local Consumer Program; I am able to help consumers that are having problems with merchants so they can avoid having to go to court. Also providing constituents with information on how to deal with Identity theft and avoid scams has meant a lot to me. Many people feel lost when it comes to this subject and don't know what to do. I had the opportunity to help people with warrants due to Identity theft and being able to guide them in a situation like this has been a rewarding and learning experience to me.
2. What project(s) did you try that did NOT live up to your expectations or projections? The project that did not live to my expectation was the last phase of PFS II. I wanted to have a workshop activity at UMASSD for the nursing students but due to lack of time with the grant it didn't happened.
Why do you think it didn't work? I think there was lack of interest in their part.
Is it worth trying again? The Department no longer has the grant
3. List at least one new project or activity that you would like to start next year. Actually for next year I am going to be working as a Shine Counselor is a great opportunity for me to be trained and certified by the Executive Office of Elder Affairs in the health insurance area and be able to provide counseling and assistance to the elderly and disabled population.
Who will you work with on this? Debra Lee Council on Aging

AREA #1: PROGRAMS AND PROJECTS - Add rows as necessary					
Projects/programs	#s to be Served	Project Dates	✓ if Lead	Estimated Cost	Funding Source
Local Consumer Program	60	July- June			AGO
Face to Face Mediation Program	30	July-June			AGO
SHINE	30	July-June		18,760	EOEA
SNAP Enrollment	20	August			EOEA
AREA #2: PERFORMANCE OBJECTIVES (minimum of 4)					
Objectives	Degree of Importance	How Will You Measure Success?			
To increase consumer mediations to consumers through the Local Consumer Program	Critical	I will increase the number of mediations in FY17 by 5%			
To provide consumer education programs to the Spanish speaking population on The Greater New Bedford Area	Important	I will do 8 presentations for the Hispanic community for FY17			
To provide health insurance counseling and assistance to the elderly and disable population	Important	I will assist 25 people for FY17			
To increase consumer mediations for the face to face mediation program	Important	I will mediate 40 cases for FY17			
AREA #3: GRANTS & OUTSIDE RESOURCES (INCLUDE GOODS AND SERVICES)					
Grants that will/could support your projects	Brief Project Description		Date Due/ Submitted	Amount Requested	
Executive Office of Elder Affairs	SHINE Counselor Servicing the health insurance for everyone		TBD	168,885	
AGO FTF	Attorney General's Office Face to Face		April 2016	40,000	
AGO LCP	Attorney General's Office Local Consumer		April 2016	95,000	
SNAP	Enroll; seniors in food stamps		Aug-June	TBD	

Name: Marci Pina-Christian Title: Human Services Coordinator Date: 6/15/16

Describe the most meaningful program/project you've done since July 1.

The continued growth of the FTF program has been rewarding.

What made it so? We were able to get into New Bedford just before July 1st. We applied for recertification within the courts and were re-approved. We have volunteers calling that want to be trained to work within our program and the courts want to give us more work.

What project(s) did you try that did NOT live up to your expectations or projections?

The juvenile mediations have not turned out as expected

Why do you think it didn't work?

I think we need mediators with special training in that area; it requires a specific skill set.

Is it worth trying again? Perhaps in the near future we will re-visit.

If so, what will you do differently? We would need to obtain mediators with juvenile mediation training

List at least one new project or activity that you would like to start next year.

- Expand Taunton court coverage (started working there 3/16)

Who will you work with on this? The pool of 8 mediators we now have in the program.

AREA #1: PROGRAMS AND PROJECTS -					
Projects/programs	#s to be Served	Project Dates	✓ if Lead	Estimated Cost	Funding Source
Consumer Aid Programs FTF	234	July -June	✓	45%	AGO
Neighborhood and Community Outreach	2200	July -June	✓	45%	In- Kind Services
Human Relations Commission	130	July -June	✓	10% of my salary	In-kind

AREA #2: PERFORMANCE OBJECTIVES		
Objectives	Degree of Importance	How Will You Measure Success?
To Expand community mediations with elderly and disabled populations	Important	5% increase over FY16
To Increase the number of court mediations by 5%	Critical	5% increase over FY16
To increase # of settlements	Important	5% increase over FY16
To increase consumer satisfaction of mediation services rendered by providing enhanced free training opportunities to mediators	Important	10% increase over FY16
To provide information/referral services, training, and other support as needed to neighborhood groups. Attend special events as required.	Important	Records of attendance/Monthly reports
To provide administrative support to HRC and assist in recruiting members.	Important	Prepare all documents in a timely manners and maintain necessary records

AREA #3: GRANTS & OUTSIDE RESOURCES (INCLUDE GOODS AND SERVICES)			
Grants that will/could support your projects	Brief Project Description	Date Due/ Submitted	Amount Requested
AGO Grant	Funding of adult dispute resolution services	May 2016	Awarded
NAFCM Grant	Expand community mediation services	June 13, 2016	TBD

• List at least one new project or activity that you would like to start next year.

- I want to bring in outsiders to lead the seniors in old fashioned sing-a-longs, for example. I know of a man named Johnny Nicolacci who caters to seniors and would be willing to come in twice a month. Music Mondays could also consist of totally FREE activities from time to time such as me bringing in a bunch of my old recordings from the 30s, 40s and 50s, playing them and then chatting about the memories they bring back.

AREA #1: PROGRAMS AND PROJECTS -

Projects/programs	#s to be Served	Project Dates	✓ if Lead	Estimated Cost	Funding Source
Music Monday	8-25	Weekly	X	TBD	Sponsors
Arts Wednesday	8-25	Weekly	X	TBD	Sponsors
Speaker Friday	8-25	Weekly	X	TBD	Sponsors
Update monthly calendar		Monthly	X		
Monthly birthday party	8-25	Monthly		\$240	Care One New Bedford
Opening day event	50	July 2016		\$400	Coastline/Sponsors
Flu Clinic	8-25	Sept. & Oct.		0	Rite Aid
Blood Pressure Clinic	8-25	Monthly		0	Doctor's Express

AREA #2: PERFORMANCE OBJECTIVES

Objectives	Degree of Importance	How Will You Measure Success?
To Provide educational opportunities (ie: Matter of balance, Fall Prevention, Medicare 101, etc)	Critical	At least 4 during FY17
To provide entertainment programs on a weekly basis	Critical	Provide at least one entertainment program per week
To Increase participation to capacity 5 days a week.	Critical	Bring attendance level to 25 people per day by end of FY17
To Maintain high daily interest/engaging programming at social day	Critical	Ask the seniors what they would like in the schedule (Likes & dislikes)

AREA #3: GRANTS & OUTSIDE RESOURCES (INCLUDE GOODS AND SERVICES)

Grants that will/could support your projects	Brief Project Description	Date Due/Submitted	Amount Requested
Sponsorships	Nursing homes/agencies will provide food and or entertainment for special events	Ongoing	\$3,600
Wellness Care	Monthly wellness visits provided by Doctor's Express	Ongoing	\$1,200
Sponsorships	Banks will provide monetary support for music, art and speaker series	Ongoing	\$2,400

AREA #4: SALARY AND GRANT OFFSETS

Grants that will or could support your FY17 salary	Grant Description	Date Due/Submitted	Amount Requested
EOEA	Assistant Rec. Leader	8/2016	35 hrs p/wk

Name: Olga Rodriguez

Title: Assistant Project Manager

Date: June 14, 2016

Describe the most meaningful program/project you've done since July 1.

Butterfly Program, worked with the girls using recycled materials. We had a small conversation about not having enough money to buy new things when at home we had recycled materials. We followed up with an art recycle project where the girls learned how to reuse materials from home without the need to buy supplies. The girls learned about budgeting, recycling material and creating beautiful projects like jewelry boxes, picture frames, book organizer, CDs, hangers made a dog, etc.

What made it so? The girls had so much fun making new things using recycled materials. The girls supported each other to complete their assignment.

What project(s) did you try that did NOT live up to your expectations or projections? NA

List at least one new project or activity that you would like to start next year.

KidzArt Program will start working projects with themes based on the New Bedford Zoo and Buttonwood Park Pond. They will have field trips at New Bedford Art Museum and Zoo. They will visit different locations to learn about new art techniques, artists through the city (zoo and pond animals), followed up with art projects. They will display their art masterpieces at the final event.

Who will you work with on this? Sanfanity Vasquez

AREA #1: PROGRAMS AND PROJECTS					
Projects/programs	#s to be Served	Project Dates	√ if Lead	Estimated Cost	Funding Source
IIK- Butterfly Program	40	Oct- June		2,500	City
ESOL Shining Lights Program <ul style="list-style-type: none">• Adult students• Childcare	90 20	Sept-June	√	16,000	City, Grace, Polaroid/ CFSEMA
IIK- KidzArt Program	20	Oct - June	√	4,000	City
IIK- KoolDays - April Vacation	40	April Vacation		5,000	City
IIK- KoolDays - Summer Program	40	July - Aug		29,000	City
IIK- Saturday Academy Program	75	Oct -June		50,000	City
Girls STEAM	40	Oct – June	√	60, 000	State
AREA #2: PERFORMANCE OBJECTIVES					
Objectives	Degree of Importance	How Will You Measure Success?			
To coordinate ESOL education to a minimum of 90 adults learners in FY17	Critical	Shining Lights will register and provide lessons to 90 adult students; attendance records will be kept			
To increase the rate of students who complete the shining lights program by 10%	Important	The goal is to have to students complete the program (up from 30 in FY17)			
To provide art instruction to a minimum of 30 students through IIK program	Critical	Minimum 30 kids will be enrolled and complete the art programs			
To increase IIK Enrollment by expanding the number of schools participating	Important	Programs will show at least 50% increased attendance over FY17			
AREA #3: GRANTS & OUTSIDE RESOURCES (INCLUDE GOODS AND SERVICES)					
Grants that will/could support your projects	Brief Project Description			Date Due/ Submitted	Amount Requested
Polaroid / CFSEMA	Funding for Shining Lights			December 2016	9,000
Grace Church	ESOL In-Kind Contributions – Free Rent			9/16	500
NB Educators Foundation	Funding for IIK Summer Programming			May 2016	TBD

Name: Seth Thomas Title: SeniorScope Editor

Date: 6/22/16

Describe the most meaningful program/project you've done since July 1.

I am new to this position, but I am looking to forward to creating a more reader-friendly paper for seniors to enjoy.
What made it so?

What project(s) did you try that did NOT live up to your expectations or projections?

NA

List at least one new project or activity that you would like to start next year.

- I plan to speak with local advocates about food inequity and malnutrition in the New Bedford region.

Who will you work with on this?

Christine Sullivan of Coastline Elderly Services

AREA #1: ADMINISTRATIVE/OFFICE					
List Reports/Admin. Tasks that you will prepare on a regular basis		How often?			
Comm. Services Monthly Report		Monthly			
Title III reports		Monthly			
Title III grant application		Yearly			
Produce SeniorScope newspaper		Daily			
Solicit advertising		Daily			
Supervise SeniorScope staff		Daily			
In person, email and phone contact with printer, readers, advertisers and others		Daily			
Research and write articles		Daily			
Obtain and edit submissions		Daily			
Take photos at various locations		Weekly			
Prepare dummy layout, check proofs, etc.		Monthly			
AREA #2: PROGRAMS AND PROJECTS					
Projects/programs	#s to be Served	Project Dates	✓ if Lead	Estimated Cost	Funding Source
SeniorScope	15,000	Year round	X	55,052	varied
AREA #3: GRANTS & OUTSIDE RESOURCES (INCLUDE GOODS AND SERVICES)					
Grants that will or could support your projects	Brief Project Description			Date Due/Submitted	Amount Requested
Title III	12 page newspaper for seniors			Summer 2016	TBD
AREA #4: SALARY AND GRANT OFFSETS					
Grants that will or could support your FY17 salary	Grant Description			Date Due/Submitted	Amount Requested
Title III	12 page newspaper for seniors			Summer 2016	TBD

Name: Catherine Verdadeiro

Title: Administrative Specialist

Date: 6/23/16

Describe the most meaningful program/project you've done since July 1.

Financially managing State grants and Invest in Kids programs for the department has been very meaningful and productive to me.

What made it so?

There are always challenges when it comes to grants. My main focus is to make sure all expenses for grants and accounts are expended according to grants and MOA's expenditure guidelines. Making sure all grants financial reports are on time and accurate.

What project(s) did you try that did NOT live up to your expectations or projections?

Since I am part of the financial team, there are no projects that didn't live up to my expectations.

List at least one new project or activity that you would like to start next year.

- I would be more than happy to manage any new grants or MOA's that might come to this department.

Who will you work with on this?

In case of any new grants, I will be working closely with the community services Director & staff.

AREA #1: PROGRAMS AND PROJECTS					
Projects/programs	#s to be Served	Project Dates	✓ if Lead	Estimated Cost	Funding Source
AREA #2: PERFORMANCE OBJECTIVES					
Objectives		Degree of Importance		How Will You Measure Success?	
Start each one with: To increase, or to provide, or to reduce					
To provide grant management to department		Critical		Prepare budgets, track expenses, spreadsheets, reconciliations & monthly/quarterly reports will be sent to grant agencies	
To provide financial assistance to department's Director.		Critical		Monthly reports and as needed grant assistance will be provided to Department director and lead staff.	
To keep up to date with Payroll Deduction & Payroll Change Notices.		Critical		Employee's Deductions and changes will be up to date.	
To provide budget assistance to IIK providers and Contractual staff		Critical		Invest-In-Kids budgets & MOA's will be updated regularly.	
To provide office support in regard to supplies, printer and copier Ink.		Important		By ordering Office supplies as needed.	
To maintain an effective working relationships with employees, supervisors and other city departments, official and the public.		Important		By attending meetings and trainings.	

Describe the most meaningful program/project you've done since July 1.

- Expansion of the Fresh Start Program to include more providers and agencies

What made it so?

Bringing additional resources to the program has enable us to better serve the clients and connect them with the services they need

What project(s) did you try that did NOT live up to your expectations or projections?

SHIP – Senior Home Improvement Program

Why do you think it didn't work? Not enough funding

Is it worth trying again? Yes

If so, what will you do differently? Need to contact more potential outside funders

List at least one new project or activity that you would like to start next year.

- Girls STEAM Academy

Who will you work with on this? Jason Perry, Olga Rodriguez

AREA #1: PROGRAMS AND PROJECTS					
Projects/programs	#s to be Served	Project Dates	√ if Lead	Estimated Cost	Funding Source
Fresh Start/EMOT	50	July-June	√	\$150,000	City/EOEA/ARAW/MCOA
Clear Path/Home AID	65	Nov-June	√	17,500	City/EOEA/ARAW/CCWD
Girls STEAM Academy	40	Sept-June	√	60,000	City/State
Commission for Citizens with Disabilities/Exec. Director/Staff Support		July-June	√	40,000 \$15,000	Handicapped Parking revenues
ADA Transition Plan Update	N/A	July-June	√	10,000	CCWD
AREA #2: PERFORMANCE OBJECTIVES					
Objectives		Degree of Importance	How Will You Measure Success?		
To increase the # of FS clients served in FY17		Critical	Comparison to FY16		
To increase revenues for Fresh Start		Important	Comparison to FY16		
To maintain Clear Path Service		Critical	Comparison to FY16		
To sustain staffing levels		Important	Comparison to FY16		
To increase senior program activities levels		Critical	Comparison to FY16		
To update the City's Transition Plan		Critical	Document updated sections annually		
To improve access to disabled residents		Critical	Compliance with ADA		
AREA #3: GRANTS & OUTSIDE RESOURCES (INCLUDE GOODS AND SERVICES)					
Grants that will/could support your projects	Brief Project Description		Date Due/Submitted	Amount Requested	
MCOA	Elder Mental Health Crisis Intervention Team		3/16	\$100,000	
NBEF	Summer STEAM for 4 th and 5 th grade		4/16	\$5000	
FTFMP	Face to face mediations		4/16	\$55,000	
LCP	Local consumer program		4/16	\$95,000	
State	Girls STEAM		1/16	\$60,000	
Other grants listed in staff reports					

