

**City of Westfield  
Minutes of the Council On Aging  
April 10, 2023**

I. The Meeting was called to order by the Chair, James V. Liptak at 12:31 p.m.

**Board Members Present:** James V. Liptak, Eileen Rockwal, Elizabeth Boucher, Barbara Taylor, Ed Ekmalian, and John Greaney. Also present were City Council Liaison, Ralph Figy and Tina Gorman, Executive Director of the Council On Aging.

**II. Approval of Minutes of March 13, 2023 Meeting:**

Upon a Motion duly made by Ed Ekmalian and seconded by Eileen Rockwal, it was  
VOTED unanimously: To approve the Minutes of the March 13, 2023 meeting.

**III. Public Participation:**

No public participation.

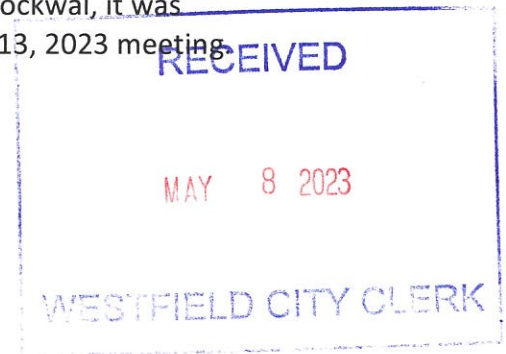
**IV: Items for Discussion/Information:**

**A. Highland Valley Elder Services (HVES) Report**

M. Liptak advised that Gretchen Parker, Director of Human Resources at HVES, presented to the HVES Board in March. The main accomplishments during her tenure include reduced time-to-hire; low staff turnover rate; software initiative for recruiting and maintaining staff and volunteers; recruitment of new Money Management and Ombudsman volunteers in Westfield and Amherst, where they were most needed. Also discussed was the HVES meal programs. Obtaining commodities has become increasingly difficult. Still, HVES prepares approximately 800 meals per day and plans to add a second meal option for home delivered meal recipients. Scott Gullett coordinates the Money Management Program for HVES and was the guest presenter at the April meeting. Mr. Gullett works with volunteers who assist older adults with paying their bills and managing their bank accounts when no family is available to assist in those areas. Other areas of assistance include benefits counseling such as Fuel Assistance, energy audits, and utility discounts. HVES is in good financial shape at this time.

**B. Second Floor Renovation Project, Update**

Mrs. Gorman reported that construction has started on the second-floor renovation project. Two workers from Cornerstone Construction are at the Senior Center daily and have begun framing the office space. Goodless Electric has also started the electrical work. Construction meetings are held weekly on Tuesday afternoons. In attendance are typically Lynn Gaffney (Cornerstone), Kyle Young and Aditya Surendhra (Dietz Architects), Bryan Forrette, the City's Building Facilities Director, and Tina Gorman. Inspections are ongoing as work is completed. Tentatively, the project will be completed in mid-June.



### **C. Review of Executive Office of Elder Affairs (EOEA) FY22 Annual Report:**

Mrs. Gorman distributed copies of the FY22 Annual Report submitted to EOEA. She explained each section of the report. Board members were directed to a few key areas: number and percentage of men who utilized the COA for programs and services (40%) as well as the total value of in-kind goods and services (\$70,365). Both are impressive statistics. In-kind goods include desserts and bread for the meal program as well as durable medical equipment and incontinence supplies. These items, along with others, are a huge cost savings to Westfield's older adults.

### **D. AARP Tax Program, Final Update:**

As of the meeting date, the total number of tax returns processed at the Senior Center this year is 336. This is a 27% increase over last year. Those served ranged in age from 62 through 85, with an average age of 74. The majority of participants were from Westfield and the Hilltowns. The volunteer tax aides and the Regional Coordinator plan to keep the drop-off format next year. In-person is more time consuming. Many more returns can be processed using the drop-off format.

### **V. Items for Action:**

Judge Greaney suggested that the Board, as a whole, discuss the nominations for Board officers to be elected at the Annual Meeting on May 8. Mr. Liptak facilitated that discussion. All current officers wish to keep their positions and when asked, no other Board members wished to be nominated for Chair, Vice Chair, Secretary, or Treasurer.

### **VI. Director's Report**

#### **Review of Programs**

- *Curbside Customer Loyalty Luncheon*
  - o 108 participants for 'surprise' corned beef and cabbage dinner
  - o Excellent feedback about the quality of the meal
  
- *Diabetes Dialogue Support and Education Group*
  - o Despite having to cancel the February meeting because of snow, there were 24 participants
  - o Very positive feedback about the facilitator, Jennifer Giffune, RD, and the content, presentation, and discussion
  - o Meets on the last Tuesday of the month, 1:30 to 2:30
  
- *Baystate Hearing Aid Service*
  - o Last Tuesday of the month, 10 to noon
  - o Jeff Halls, Board Certified Hearing Instrument Sciences Specialist
  - o Hearing screening, in-the-canal earwax inspection, hearing aid cleaning, and free minor repairs including tubing replacements
  - o Scheduling will be taken over by Evelyn Bristol

- *'Westfield Council On Aging Presents' Series*
  - o 'Funeral Planning 101'
  - o Presenter: Jim Adams, Firtion Adams Funeral Services
  - o Airing Tuesdays and Thursdays at 2:45 p.m. throughout the month of April
  
- *April WCPC Performance: Westfield High School 70<sup>th</sup> Annual Pops Concert*
  - o Spring concert featuring WHS Band, Jazz Combo, Alumni Band, Jazz Ensemble, Dixieland Band
  - o Shown on cable Channel 15 throughout March on Wednesday afternoons, and Saturday evenings

### **Upcoming Programs**

- *Spring Fling Curbside Luncheon*
  - o April 26, Yankee Pot Roast with gravy, mashed potatoes, lemon burst pudding cake
  - o Advance registration for curbside "regulars"
  - o To date 56 participants
  - o Open registration begins April 11

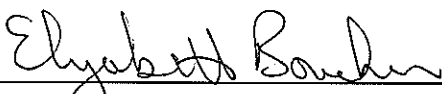
### **Miscellaneous**

- *Staffing: Agnes Fleming*
  - o Last day for Activities Aide, Agnes Fleming is Wednesday, April 12, 2023
  - o Position funded for 6 hours per week (Tuesday/Wednesday from 9 to noon)
  - o The position will remain open for the foreseeable future with responsibilities being absorbed by other COA staff
  
- *Meal registration policy*
  - o Currently, policy is same-day registration from 8:30 to 9:15 a.m.
  - o Considering a variety of other options to accommodate as many requests as possible
  
- *Adding McGinn Apartments: monthly blood pressure clinic*
  - o Evelyn Bristol is coordinating with Karen Casey from the Westfield Housing Authority for a day and time to begin in May
  
- *Document Shred Day*
  - o Saturday, April 22 from 9 to 11 a.m.
  - o \$5 donation for every box; limit three boxes
  - o Senior Center parking lot
  - o Coordinated by CSF Westfield

- VII:** Mrs. Gorman reminded the Board that our next meeting (Annual Meeting) is to be held on **Monday, May 8, 2023 at 12:30 p.m.** at the Westfield Senior Center. The 12:30 p.m. start time will be in effect until the second-floor construction is completed and the Multipurpose Room is once again available for COA Board meetings.
- VIII.** There being no further business to come before the Board, upon Motion duly made by Barbara Taylor and seconded by John Greaney, it was unanimously VOTED to adjourn the meeting at 1:30 p.m.

**List of Exhibits:**

- Director's Report
- Executive Office of Elder Affairs, FY22 Annual Report

  
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Elizabeth Boucher, Secretary

### Review of Programs

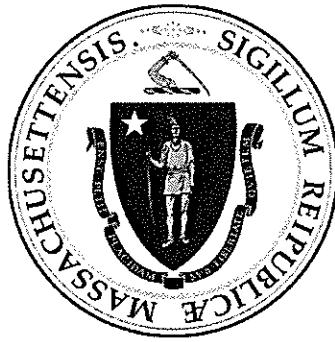
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**Executive Office of Elder Affairs**

**Councils On Aging Program**

**Councils On Aging Survey FY2022 (July 1, 2021 - June 30, 2022)**

**I. COA**

**COA: Westfield Council On Aging**

**COA Location**

Address: **45 Noble Street**

City: **Westfield**

Zip Code: **01085**

Phone #: **(413) 562-6435**

Name of Current Director / Coordinator: **Tina Gorman**

Email of Current Director / Coordinator: **[t.gorman@cityofwestfield.org](mailto:t.gorman@cityofwestfield.org)**

**Senior Center**

Does the COA operate a senior center: **Yes**

**FY2022 Days & Hours of Operation**

Open Start Time and End Time: **8:30 a.m. to 4:30 p.m.**

Monday: 8:30 a.m. to 4:30 p.m.

Tuesday: 8:30 a.m. to 4:30 p.m.

Wednesday: 8:30 a.m. to 4:30 p.m.

Thursday: 8:30 a.m. to 4:30 p.m.

Friday: 8:30 a.m. to 4:30 p.m.

Saturday: **Periodic Curbside Special Events**

**Councils On Aging Survey FY2022 (July 1, 2021 - June 30, 2022)**

**II. STAFFING & BUDGET**

**Personnel**

For each category, provide the number of personnel and hours in FY22: if there were no personnel in a category, enter 0.

Total Number of Paid Staff (Full & Part Time): **14**  
 Average Weekly Hours of Paid Staff Service (Full & Part-Time Staff): **26.6**  
 Total Senior Property Tax Work-Off Individuals: **1**  
 Total Annual Hours of Senior Property Tax Work-Off Individuals: **58**  
 Total Number of Volunteers: **86**  
 Total Annual Hours of Volunteer Service: **16,043**

**Revenue**

Municipal Appropriation: \$487,953  
 EOEI Appropriation: \$95,904  
 Federal Government: \$5,000 (Community Development Block Grant)  
 Other Donations: \$5,251 (Revolving Gift)  
 Other: \$3,800 (Sarah Gillett Grant) \$3,255 (Senior Safe Grant)

**Total Revenue: \$601,163**

**In-Kind: Donated Goods & Services**

For each category, provide an actual or estimated dollar amount for the value of the donated goods.

Enter as many categories as needed.

	Category Name	Amount – Total \$70,365
Category 1	Durable Medical Equipment	\$6,091
Category 2	Incontinence Supplies	\$16,321
Category 3	Fitness Class Supplies; Games	\$370
Category 4	Food, Kitchen Supplies	\$23,731
Category 5	Cable Programming	\$1,200
Category 6	Books	\$9,449
Category 7	Springfield Republican Newspaper	\$8,300
Category 8	Yarn, Crafting Supplies	\$390
Category 9	Furniture, Custodial Supplies	\$2,500
Category 10	Miscellaneous	\$2,013



**Councils On Aging Survey FY2022 (July 1, 2021 - June 30, 2022)**

**III. PEOPLE SERVED**

**Demographic Characteristics**

Did you collect and maintain demographic information (such as age, gender, and race/ethnicity) for the people that the COA served in FY22? (select all that apply)

(Yes / No)

Age: **Yes**

Gender: **Yes**

Race / Ethnicity: **Yes**

**People Served: Age**

Report the number of people served in each age group; please count each consumer only once regardless of how many activities they participated in.

59 and Under: **46**

60 – 74: **1,286**

75+: **1,569**

Age Unknown: **0**

**Total Number of Unduplicated People Served: 2,901**

**People Served: Gender**

Report the number of people served by gender; please count each consumer only once regardless of how many activities they participated in.

Male: **1,089**

Female: **1,812**

Other: **0**

Gender Unknown: **0**

**Total Number of Unduplicated People Served: 2,901**

## **Councils On Aging Survey FY2022 (July 1, 2021 - June 30, 2022)**

### **People Served: Race**

Report the number of people served who identify as each race; please count each consumer only once regardless of how many activities they participated in.

American Indian / Alaskan Native: **2**

Asian: **1**

Black / African American: **8**

Native Hawaiian / Other Pacific Islander: **2**

White: **2,654**

Other: **34**

Unknown: **200**

**Total Number of Unduplicated People Served: 2,901**

### **People Served: Ethnicity**

Report the number of people served who identify as the following ethnicity; please count each consumer only once regardless of how many activities they participated in.

Hispanic or Latino: **45**

Not Hispanic or Latino: **2,723**

Unknown: **133**

**Total Number of Unduplicated People Served: 2,901**

## **Councils On Aging Survey FY2022 (July 1, 2021 - June 30, 2022)**

### **IV. PROGRAM HIGHLIGHTS: Detail three important program highlights during FY2022.**

#### **FY2022 Program Highlight (1)**

In February 2022, the Council On Aging partnered with the City Health Department to house a nurse at the Senior Center, five days a week. The 'Senior Center' nurse focuses on patient education, blood pressure checks, medication review, blood glucose testing, and medical referrals. During her first two weeks at the Center, the nurse assisted with four medical emergencies, including two calls to 9-1-1, both resulting in the hospitalization of the seniors. Her expertise was immeasurable. Within a few months, the role broadened to include home visits to the COA's most at-risk Outreach and Companion Program clients. The nurse provides an assessment of their current health, wellness, and mobility status and then develops an appropriate plan of action. Areas assessed include physical and mental health; chronic illnesses; previous surgeries; medications; mobility limitations; and sensory limitations. As Westfield's population of older adults expands, particularly the 85+ cohort, their health and service needs have become increasingly intertwined. This requires the expertise of both health and social service professionals. This two-pronged approach strengthens the COA's case management capabilities for some of the City's most vulnerable older adults.

#### **FY2022 Program Highlight (2)**

Throughout FY22, we maintained the curbside meal program. The COA staff and volunteers continued facilitating wellness check-in stops throughout the parking lot during curbside daily meals and special events. During the pandemic, the COA staff discovered a whole new cohort of older adults needing the convenience of curbside meals. Many are caring for spouses or parents at home who are unable to participate in the indoor congregate meal program because of cognitive, sensory, and/or mobility limitations, as well as incontinence problems. Other curbside services included a Drug Take-Back Day, in partnership with the Police Department, and the AARP tax assistance program. *File Of Life* packets, incontinence supplies, and boxes of COVID home tests were also distributed routinely. Indoor dining was available twice a week.

#### **FY2021 Program Highlight (3)**

It should be noted that during FY22, the number of complicated cases involving at-risk older adults rose dramatically. Most involved housing insecurity, mental and physical health challenges, limited financial resources, and dysfunctional family dynamics, often resulting from substance abuse. The bulk of the legwork fell on the COA Outreach Coordinator. More staff resources were utilized for each case as the Companion Program Coordinator, Senior Benefits Coordinator, and Public Health Nurse were consulted. As Westfield's older population continues to swell, so too will these types of cases.

**Councils On Aging Survey FY2022 (July 1, 2021 - June 30, 2022)**

**V. ACTIVITIES**

**Activities: People Served (All Ages)**

For each of the following activities, report the number of duplicated and unduplicated people served during FY2022.

	Total # Duplicated People Served	Total # Unduplicated People Served	Check here if estimated
<b>OUTREACH &amp; ADVOCACY</b>			
<b>General Information Services (Units: # Inquiries)</b>	2,600		X
<b>Case Management / Advocacy / Outreach</b>	2,819	708	
<b>Health Benefits Counseling / SHINE</b>	299	247	
<b>Other Benefits Counseling</b>	230	123	
<b>PROFESSIONAL SERVICES</b>			
<b>Group Support (Units: # Sessions)</b>	71	23	
<b>Legal Assistance</b>			
<b>AARP Tax Assistance</b>	294	294	
<b>Mental Health</b>	120	109	
<b>SUPPORT SERVICES</b>			
<b>Food Shopping Assistance</b>	998	44	
<b>Social / Supportive Day Care</b>			
<b>Friendly Visiting</b>	51	51	
<b>Wellness Check</b>	23	23	
<b>Durable Medical Equipment Loan</b>	547 pieces of equipment	330	
<b>Employment Services</b>			
<b>Intergenerational Programming</b>	34	34	
<b>Transportation (Ambulatory) Medical</b>	54	27	
<b>Day Trips</b>	114	37	
<b>Home Repair</b>	13	13	
<b>Paper Newsletter (Units: # Issues)</b>	12 X 1,800 = 21,600	1,800	

**Councils On Aging Survey FY2022 (July 1, 2021 - June 30, 2022)**

**Activities: People Served**

Cont'd	Total # Duplicated People Served	Total # Unduplicated Consumers Served	Check here if estimated
WELLNESS			
<b>Health Education, Cable Live Stream &amp; YouTube Senior Center Programming – 14 Sessions</b>		368(YouTube hits)	
<b>Health Screening</b>	112	21	
<b>Flu Clinics</b>	101	101	
<b>Fitness/Exercise</b>	5,196	175	
<b>Congregate Meals</b>	394	35	
<b>Curbside Meals</b>	12,376	642	
<b>Home Delivered Meals (Thanksgiving)</b>	106	106	
<b>Monthly Brown Bag Food Distribution</b>	1,495	184	
COMMUNITY			
<b>Recreation &amp; Socialization</b>	7,585	975	
<b>Senior Safety Events</b>	525	399	
<b>Community Ed, Cable Live Stream &amp; YouTube Senior Center Programming – 5 sessions</b>		478(YouTube hits) 11 Sessions	

**Activities: People Served (People Less Than Age 60)**

For each of the following activities, report the number of duplicated and unduplicated FY22 people served who were less than 60 years old. If the number of duplicated or unduplicated people is an estimate, please check the box.

SERVICES TO CONSUMERS < AGE 60	Total # Service Units (Hours, unless otherwise noted)	Total # Unduplicated Consumers Served	Check here if estimated
<b>General Information</b>	100		X
<b>Transportation (Units: # Rides)</b>			
<b>Family Assistance</b>	650		X
<b>Other</b>			

**Councils On Aging Survey FY2022 (July 1, 2021 - June 30, 2022)**

**VI. VOLUNTEER RESOURCES**

**Volunteers: Resource Sheet**

Enter the number of unduplicated volunteers for each role below.

Note that no volunteer credit should be given for tax work-off hours unless the volunteer exceeded the hours served for the specified tax relief purposes or for the RSVP Service for which the COA is a contractor. Do not include volunteering at non-profit "Friends of COA" or preparation time for on-site volunteer work (fundraising, rehearsing, etc.).

	Total # Positions		
<b>Cable Educational Presenters</b>	<b>11</b>		
<b>Tax Assistance</b>	<b>7</b>		
<b>Board Liaison with AAA/ASAP</b>	<b>1</b>		
<b>Facilitator, Zoom Book Group</b>	<b>1</b>		
<b>Curbside Special Events</b>	<b>12</b>		
<b>Curbside Lunch Distribution</b>	<b>3</b>		
<b>Curbside Brown Bag Distribution</b>	<b>8</b>		
<b>Thanksgiving Meal Delivery</b>	<b>16</b>		
<b>Phone Buddies, Companion</b>	<b>26</b>		
<b>Medical Escort, Companion</b>	<b>S/A</b>		
<b>Shopping Assistant, Companion</b>	<b>S/A</b>		
<b>Host, Weekly Cable Show</b>	<b>1</b>		
<b>Total</b>	<b>86</b>		
<b>Other (Please Specify)</b>			
<b>Other (Please Specify)</b>			
<b>Other (Please Specify)</b>			