

Community Services Department - Social Service Contracts FY2018 Quarterly Report

Check one:

X	Q1 (July-September)
X	Q2 (October-December)
X	Q3 (January-March)
X	Q4 (April-June)

Contractor: Los Alamos Retired and Senior Organization (LARSO)

Address: 1101 Bathtub Row, Los Alamos, NM 87544 Telephone: 662-8920
Hours of Operation: BESC 7:30 a.m. – 4:30 p.m. Monday – Friday and 10:00 a.m. – 1:00 p.m. Saturday; WRSC 8:00 a.m. – 6:00 p.m. Mon-Friday, 10:00 a.m. to 1:00 p.m. Sat; and 1:00 to 4:00p.m. Sunday;
Name and Title of Person completing this report form: Linda A. Boncella, LARSO Executive Director

1. Contractor Services.

For each County fiscal year, Contractor shall provide equipment and personnel necessary to provide a senior citizens program as described herein for Los Alamos County residents, which shall, at a minimum, include the following elements. For the purposes of this Agreement, “seniors” means Los Alamos County residents age fifty (50) and over.

- a. Recreational, educational, physical fitness, and social programs. At a minimum, Contractor shall offer recreational, educational and social programs for seniors, including but not limited to, pool, bridge, crafts, dance lessons, travel seminars, exercise programs, health information workshops, computer literacy classes, insurance workshops, theatre and art activities, at the times indicated and facilities identified below:
 - (1) At the Betty Ehart Senior Center (the “Primary Facility”), available for senior programming Monday through Friday, at a minimum, from the hours of 7:30 a.m. to 4:30 p.m. and Saturdays, 10:00 a.m. to 1:00 p.m., excluding County holidays and Columbus Day (“Primary Facility Hours”).
 - (2) At the White Rock Senior Center, available for senior programming Monday through Friday at a minimum, from the hours of 8:00 a.m. to 6:00 p.m., Saturdays, 10:00 a.m. to 1:00 p.m., and Sundays 1:00 p.m. to 4:00 p.m., excluding County holidays and Columbus Day, (“White Rock Facility Hours”). County and Contractor may negotiate changes in hours or times on an as-needed basis.
- b. Transportation services. Contractor shall manage a transportation program that includes, at a minimum, the following services:
 - (1) Within Los Alamos County: Contractor shall work collaboratively with Atomic City Transit to reduce duplication of senior transportation services and provide the following transportation services: Monday through Friday, 8:00 a.m. to 4:00 p.m. and on Saturday 8:00 a.m. to 4:30 p.m. for the following:

- (a) For seniors - medical appointments, shopping trips, Senior Center activities, on behalf of Los Alamos Volunteers Association ("LAVA"), personal needs of the seniors, community events and activities.
 - (b) For Los Alamos County residents who are unable to drive for physical reasons or due to mental handicap - on a space-available basis.
- (2) Outside Los Alamos County: Contractor shall, from time to time, offer leisure or educational trips for groups of seniors outside County limits and Contractor shall provide transportation as provided in this Agreement.
- c. Meals.
 - (1) Contractor shall prepare and serve one (1) mid-day meal in a congregate setting at both the Betty Ehart and White Rock Senior Centers Monday through Friday; excluding County holidays and Columbus Day, provided, however, that Contractor's obligation to provide meals shall be subject to availability of funding from sources other than County and availability of volunteer services for food service. Subject to availability, Contractor may provide meals for evenings and weekends, from time to time, upon request. Meals shall be made available to anyone wishing to be served, regardless of age. Contractor shall strongly encourage reservations; individuals, regardless of age, who make reservations shall be served first. All others shall be served on a food available basis.
 - (2) Contractor shall provide one (1) mid-day home-delivered meal Monday through Friday, excluding County holidays and Columbus Day, to seniors who are unable to travel to either the Betty Ehart or White Rock Senior Center for congregate meals and who have requested meal delivery ("home-bound seniors"), subject to the same funding limitations set out in subparagraph c(1) above. Contractor shall provide one (1) additional meal to home-bound seniors on the serving day prior to any County holiday.
- d. Adult Daycare Program. Contractor shall provide an adult day care and respite care program at the Primary Facility subject to the number of participants and availability of funding from sources other than County. The adult day care program shall be made available to participants who meet the eligibility criteria listed below in items 1-7 and as reasonably determined by Contractor. Contractor shall first provide services to those aged sixty (60) years of age and older and all others to the extent space is available as follows:
 - (1) Residency in Los Alamos County or an adjoining county, but not in a nursing facility;
 - (2) At least eighteen (18) years of age;
 - (3) Needs supervision of daily activities, as determined from a review of physician and family reports, by Adult Protective Services, or based on home visits by Contractor;
 - (4) Ability to feed and toilet themselves with minimal assistance (persons suffering from incontinence are not accepted);
 - (5) Ability to eat independently;
 - (6) Ability to participate in the program without exhibiting disruptive behavior (disruptive behaviors may include, without limitation, restlessness or wandering, and threatening or unsafe behaviors); and
 - (7) Not eligible for other programs, including programs for the developmentally disabled.
- e. Additional services for seniors.
 - (1) Contractor shall produce a monthly newsletter and distribute it to members. A member is anyone who has completed a registration card and paid the required fee (not to exceed \$20.00 annually) except that seniors aged sixty (60) and older are not required to pay a fee.

- (2) Contractor shall disseminate information to the public regarding the Services provided by Contractor under this Agreement through use of the news media, a dedicated Senior Center website, and other appropriate means.
 - (3) Contractor shall assist seniors with questions regarding, and coordinate services with, other community service agencies, such as Social Security, the Supplemental Nutritional Assistance Program (formerly food stamps), Medicare and Medicaid.
 - (4) Contractor shall provide information, assistance, and guidance on an as needed basis regarding health benefits, Social Security, food stamps, Medicare, Medicaid and other community programs, including referrals for legal advice.
 - (5) Contractor shall provide independent living support services for seniors upon request, which may include daily telephone reassurance calls and chore service referrals.
 - (6) Contractor shall manage LAVA, as authorized by the National and Community Service Trust Act of 1993, to provide varied volunteer community services.
 - (7) Contractor shall collaborate with County departments and/or other community cultural or social service providers on a minimum of four (4) events, activities, or programs per fiscal year and Chair the Older Adults Services Network Subcommittee of the Los Alamos Community Health Council.
 - (8) Contractor shall actively develop and/or solicit any additional funding sources for all senior services and programs.
 - (9) As resources permit and with prior written permission from the Community Services Director, Contractor may provide additional, enhanced or improved Services, as Contractor finds appropriate, for seniors. Enhanced or improved services may include, without limitation, the extension of hours for which services are provided.
- f. Fees for Services. Contractor shall charge fees for services as follows. All fees and donations collected shall be used by Contractor to supplement, enhance or provide additional services to seniors as follows. Other services provided to seniors pursuant to this Agreement shall be provided without charge.
- (1) Transportation. Contractor shall charge fees for transportation within Los Alamos County provided, however, that Contractor shall not require seniors aged sixty (60) and over to pay a fee, but may suggest that such seniors make a donation in the amount recommended by the LARSO Advisory Council. Contractor may establish a reasonable charge, or suggested donation for seniors aged sixty (60) or over.
 - (2) Meals. Contractor shall charge a fee intended to cover the cost of the meal for each meal provided by Contractor to anyone other than a senior aged sixty (60) or over. Seniors aged sixty (60) and over shall not be required to pay for meals provided by Contractor. Contractor may, however, suggest that seniors aged sixty (60) and over make a donation in the amount recommended by the LARSO Advisory Council.
 - (3) Adult Day Care. Contractor shall charge a fee intended to cover the cost of this service, except that seniors aged sixty (60) and over shall not be required to pay for this service. Contractor may suggest that seniors aged sixty (60) and over make a donation in the amount recommended by the LARSO Advisory Council.
- g. Funding. Contractor shall take actions reasonably necessary to secure donations and contributions from participants and others, including funding through the Area Agency on Aging, New Mexico Department of Health, New Mexico Department of Aging and Long-term Care, and volunteer services to support, enhance and improve the Services described in this Agreement and offered by Contractor at the Primary Facility and the White Rock Senior Center.
- h. Feedback. Provide opportunities for feedback and input into programs, events and activities offered by Contractor through surveying. Incorporate this information into the design and implementation of new and existing programs.

2. Deliverables:

Contractor shall provide to County:

- a. An annual financial review performed by an independent party with acknowledged financial experience to include, at a minimum, all financial records relating to the Agreement period, and furnishing County with a copy of the first such review by September 30, 2018. A copy of Contractor's most recent financial audit performed by an accountant or accounting firm may be accepted in lieu of the financial review. This provision shall survive termination of this Agreement.
- b. Written reports, on forms provided by County, covering each three (3) month period of the term of this Agreement beginning on July 1, 2017. The reports will include financial information describing Contractor's use and expenditures of County funding and, at a minimum, summary information on:
 - (1) The efforts undertaken and the results of Contractor's solicitation of meaningful participant input and/or feedback and a demonstrated willingness to act on this information;
 - (2) The level of participation, reported by age, gender, and residence of the participants, in the various services, programs, events, and other activities offered under this Agreement;
 - (3) The number and description of programs offered by Contractor to seniors;
 - (4) The level and results of Contractor's collaboration and coordination of effort with other community service providers; and
 - (5) A description of Contractor's efforts to market/advertise events, programs and services.

Contractor shall furnish these reports to County within thirty (30) days after the end of each reporting period.
- c. Other information relating to the senior services program as may be requested in writing by County.

Quarterly Report on Deliverables Above:
First Quarter

1. **Participant input**
 - Suggestion boxes at each center
 - Monthly day program survey questions
 - LARSO Advisory Council and White Rock Steering Committee
2. **Level of Participation**
 - 259 volunteers reported 16,723 hours of work at 36 stations in our community ranging in age from 55-97.
 - Day Out 4086 hours for 22 seniors – 16 women, 6 men, all but 1 live in LA County, ages 70 - 95.
 - General membership is 5443, 81% live in LA County, 60%female, 38%male
3. **Programs** - see attachments
4. **Collaboration**
 - The Day Out program now hosts folks from "All Individuals First" day program for weekly Bingo
 - Home Instead staff member provides monthly music group for Day Out seniors
 - BESC hosts LAVNS volunteer and staff meetings 5x/month
 - BESC hosted Home Instead staff training
 - NM Alzheimer Association provided 2 educational classes for seniors/families and a 6 week Savvy Caregiver course for caregivers
 - Los Alamos Chamber assisted with setting up electronic billboard at BESC
 - New Mexico Bank & Trust sponsored lunch at BESC on 7/7/17
 - AARP volunteers taught 3 Safe Driver classes
 - Russ Gordon Lunch on 9/8

- LAPD Detective Wolking gave a "Don't get Scammed" talk at both senior centers
- Los Alamos Y teaches 2 Silver Sneakers classes/week at the WRSC
- WR Baptist continues to host Wed. am breakfast for 40-50 seniors
- Exec. Dir. has participated in 2 older adult network dementia friendly community presentations

5. Marketing

- Monthly Senior Newsletter
- Facebook page
- Lunch program announcements
- 40 community poster locations supported by LAVA volunteers
- Both senior centers now have large electronic bulletin boards
- Weekly schedules in Los Alamos Monitor

Other Quarterly Issues (if applicable):

- **LARSO has raised \$37,000 towards the budget shortfall for FY2018 (as of 10/30/17)**
- LARSO has been challenged this quarter to meet the demands for rides as we have lost several of our sub drivers and have not been successful in recruiting replacements. We also lost our part time kitchen assistant at WR and could not find a replacement with any commercial cooking experience. We have hired a home cook and are doing extensive training to bring this employee up to the level of performance that we need.
- WRSC: no longer open on Sundays due to lack of volunteer leadership. Fitness programming that was on Sunday has been shifted to a weekday slot. We are still looking for a way to secure the Silver Sneakers program equipment in the Activity building.

Second Quarter

1. Participant input

- **Suggestion boxes at each center**
- **Monthly day program survey questions**
- **LARSO Advisory Council and White Rock Steering Committee**
- **In November, we conducted our annual participant survey at both centers.**

2. Level of Participation

- 277 volunteers reported 14,527 hours of work at 35 stations in our community ranging in age from 15-97.
- Day Out 3596 hours for 21 seniors – 17 women, 4 men, all but 1 reside in LA County, ages 70 - 95.
- General membership is 5313, 79% live in LA County, 60%female, 38%male
- 16.25 hours of Benefits Counselling were reported for the last time by our amazing volunteer Glenn Lockhart. Mr. Lockhart passed away on 1/4/18.
- 10 volunteer drivers provided 145 rides to medical appointments outside of Los Alamos County

3. Programs - see attachments

4. Collaboration

- The Day Out program hosted youngsters from 2 preschools
- Home Instead staff member provides monthly music group for Day Out seniors and we partnered on the Be A Santa to a Senior gift tree.
- BESC hosts LAVNS volunteer and staff meetings 3x/month
- NM Alzheimer Association provided 2 educational classes for caregivers
- Los Alamos National Bank sponsored holiday lunches at both centers in Dec.
- AARP volunteers taught 2 Safe Driver classes
- LAPD Sgt. Ross gave lunch talks at both senior centers following the WR bank robbery. He also met with our staff to discuss crisis incident management
- Los Alamos Y teaches 2 Silver Sneakers classes/week at the WRSC

- WR Baptist continues to host Wed. am breakfast for 40-50 seniors
- Exec. Dir. has participated in 2 older adult network dementia friendly and 1 fall prevention community presentations
- BESC now hosts monthly DAR meetings
- We partnered with Champions of Youth Ambitions on the Festival of Trees fundraiser

5. Marketing

- Monthly Senior Newsletter
- Facebook page
- Lunch program announcements
- 40 community poster locations supported by LAVA volunteers
- Both senior centers now have large electronic bulletin boards
- Weekly schedules in Los Alamos Monitor
- Met with CEO of LA Medical Center to inform of services, discuss transportation to LAMC and to encourage sponsorship of senior lunches
- Did a presentation to Rotary which resulted in a \$500 donation

Other Quarterly Issues (if applicable)

- Our fundraising efforts have netted \$72,000.
- We were informed in December that if we do not get more Adult Protective Services clients into Day Out that they will pull another \$8000 on 1.15.18
- The state announced on Dec. 22nd that they will terminate the contract that they have with the Non-Metro Area Agency on Aging, who is one of our funders and the state will assume that contract. This will likely mean that data entry functions will be shifted to us as a provider.

Third Quarter

1Participant input

- **Suggestion boxes at each center**
- **Monthly day program survey questions**
- **LARSO Advisory Council and White Rock Steering Committee**
- **Hosted CHC Older Adult Network Focus Group facilitated by Ann Egan**
- **Encouraged seniors to take the AAA/ALTSD survey at the centers or online**

2Level of Participation

- 263 volunteers reported 13,746 hours of work at 31 stations in our community ranging in age from 15-97.
- Day Out 3623 hours for 21 seniors – 17 women, 4 men, all but 1 reside in LA County, ages 70 - 95.
- General membership is 5369, 79% live in LA County, 60%female, 38%male
- 6 volunteer drivers provided 43 rides to medical appointments outside of Los Alamos County

3Programs - see attachments

4Collaboration

- Home Instead staff continue to provide monthly music group for Day Out program
- BESC hosts LAVNS volunteer and staff meetings 3x/month
- Memory Care Alliance provided 2 educational classes for caregivers and are now the facilitators for the monthly Alz. Support Group
- AARP volunteers taught 3 Safe Driver classes and provided tax preparation totaling 288 Federal returns
- Los Alamos Y teaches 2 Silver Sneakers classes/week at the WRSC
- WR Baptist continues to host Wed. am breakfast for 40-50 seniors

- Exec. Dir. has participated in 2 older adult network dementia friendly presentations
- BESC now hosts monthly DAR meetings
- Dr. Janice Knoefel from the UNM Memory & Aging Center gave a workshop for the community
- Los Alamos Little Theatre gave 4 performances at our centers of 2 new short plays
- Sun Tours gave a workshop on how to reduce travel stress
- With support from the NM Dept. of Health, the Matter of Balance fall prevention program was offered for 8 weeks to 13 seniors
- Leadership Los Alamos student Joe Dudziak offered 1:1 assistance to seniors as part of his project
- In February, the BESC began making space available at noon on Wednesdays for the local cancer support group
- The New Mexico Museum of Art gave presentations at both centers about their 100th birthday celebrations this year.
- Students from Northern New Mexico college did oral cancer screenings at the WRSC 3/16
- The LAVA Quilters and the Los Alamos Piecemakers Guild held their annual joint lunch at the BESC, shared their quilting projects and lots of good food

5. Marketing

- Monthly Senior Newsletter
- Facebook page
- Lunch program announcements
- 40 community poster locations supported by LAVA volunteers
- Both senior centers have large electronic bulletin boards
- Weekly schedules in Los Alamos Monitor

Other Quarterly Issues (if applicable)

- Our fundraising efforts have netted \$87,000.
- \$8000 reduction in funds took place in Jan. from the ALTSD/APS contract for Day Out, due to low APS census. 1 referral rec'd this quarter
- The state did not terminate the contract that they have with the Non-Metro Area Agency on Aging,

4th Quarter

1. Participant Input

- LARSO Advisory Council monthly meeting

2. Level of Participation

- 246 LAVA volunteers provided 12,170 hours of volunteer time at 30 stations.
- 14 HELP rides were provided by volunteers for medical appointments outside of Los Alamos County.
- Day Out provided 4,826.25 hours for 30 seniors.
- General LARSO membership is at 4,162

3. Programs

- See attached

4. Collaboration

- Community Foundation Lunch Talk presented by David Izraelevitz and Executive Director Rachel Kizielewicz about the foundation's mission to serve the charitable needs of our community.
- Spring Piano Recital by the students of Frances Meier on May 11th at BESC
- Los Alamos County Emergency Manager gave a talk at both BESC (5/16) and WR (5/17) on fire emergencies.

- Hosted Lab Retiree Lunch at BESC on Friday, 5/18
- Two theater performances of “Newborn Security” by Robert Benjamin – BESC (5/23) WRSC (5/24)
- Alzheimer’s Association presentation “Understanding, Empathy and Hope for Those Affected by Alzheimer’s Disease” at BESC on Friday, June 22nd for caregiver’s and community members.

5. Marketing

- Monthly Senior Newsletter
- Facebook page
- Lunch program announcements
- 40 community poster locations supported by LAVA volunteers
- Electronic bulletin boards at both senior centers.
- Weekly schedules in Los Alamos Monitor

Other Quarterly Issues

- Our FY18 fundraising efforts amounted to \$118,690
- LARSO received a \$2,500 grant from the LANL Foundation to support low income seniors who are benefitting from the Day Out program.
- Provided the Managing a Chronic Condition evidence-based series of workshops during May and June.

FY2018 Financial Information:

<u>Funding \$414,075</u>	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
<u>Type of Expense</u>				
<u>Personnel</u>	\$72,007	<u>\$75,223</u>	<u>\$72,928</u>	<u>\$ 71,990</u>
<u>Supplies</u>	\$13,066	<u>\$12,059</u>	<u>\$11,588</u>	<u>\$ 12,286</u>
<u>Event / Program</u>	\$18,637	<u>\$16,133</u>	<u>\$18,918</u>	<u>\$ 19,241</u>
<u>Media</u>				
<u>Misc. Expense</u>				
<u>Total Expenses</u>	\$103,710	<u>\$103,415</u>	<u>\$103,434</u>	<u>\$103,517</u>

FY2018 LA Scores Reporting:

1ST Quarter:

- # Seniors Served by the Senior Center (Registered): 5443
- # Meals Served: 7781
- \$ Expenditure for Meals: \$43,769
- # Vehicle trips provided: 2656
- \$ Expenditure for Vehicle Trips: \$24,169
- # Volunteer Hours for Support of LARSO programs only. 3201

2nd Quarter:

- # Seniors Served by the Senior Center (Registered): 5313
- # Meals Served: 7924
- \$ Expenditure for Meals: \$44,392
- # Vehicle trips provided: 2432
- \$ Expenditure for Vehicle Trips: \$25,894
- # Volunteer Hours for Support of LARSO programs only: 3296

3rd Quarter:

- # Seniors Served by the Senior Center (Registered): 5370
- # Meals Served: 7631
- \$ Expenditure for Meals: \$45,544
- # Vehicle trips provided: 2217
- \$ Expenditure for Vehicle Trips: \$28,295
- # Volunteer Hours for Support of LARSO programs only: 3065

4th Quarter:

- # Seniors Served by the Senior Center (Registered): 4,162
- # Meals Served: 8046
- \$ Expenditure for Meals: \$47,269
- # Vehicle trips provided: 2293
- \$ Expenditure for Vehicle Trips: \$22,051
- # Volunteer Hours for Support of LARSO programs only: 3323.5
-

FY2018 Totals:

- # Meals Served: 31,382
- \$ Expenditure for Meals: \$180,974
- # Vehicle trips provided: 9,598
- \$ Expenditure for Vehicle Trips: \$100,409
- # Volunteer Hours for Support of LARSO programs only: 12,885.5