

Community Services Department - Social Service Contracts FY2019 Quarterly Report

Check one:

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

Contractor: Los Alamos Retired and Senior Organization (LARSO)

Senior Centers: 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 Boncella, 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, 2019. 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, 2018. 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:

- **Annual Financial Review:** The annual LARSO financial Audit was provided to LAC by September 30, 2018.
- **Participant input:** 1) There is a suggestion box located at both senior centers - suggestions are collected and reviewed on a regular basis. 2) Data has also been collected for calendar 2018 for both the BESC and WRSC meal programs to determine which meals are attended most frequently so that menus can be planned accordingly 3) The LARSO Advisory Council meets monthly to advise on LARSO issues. One recurring issue is visibility of senior programs. Another recurring issue is funding. 4) The White Rock Steering Committee is made up of LARSO members who regularly volunteer at the WRSC. These monthly meetings cover all issues and events concerning the WRSC. This meeting is attended by the WRSC Coordinator, WRSC Kitchen Chef and Executive Director.
- **Level of Participation:** 1) Volunteer Program: 253 volunteers reported 12,198 hours from 29 stations in our community. These volunteers range in age from 15 – 97. 2) The Day Out Program: 3,315.5 for 26 seniors – 18 women, 8 men. The age range for participants is 68 – 98 and one participant was from outside of Los Alamos County 3) General Membership is at 4,633. During this quarter there were 919 members active at the senior centers, 69.5% female and 38.5% male, and 95% live in Los Alamos County. 4) 19 volunteer HELP drivers provided 77 round trip rides for individuals with medical appointments outside of Los Alamos County.
- **Number and Description of Programs Offered:** Detailed on separate attachment.
- **Special Events:** 1) Canvas & Chamomile – “Paint the Sunflower” 2) Tax Aide – free tax preparation, Feb. 1st – Apr. 15th, taxes prepared by AARP Tax Aide volunteers. 3) “Listening with My Eyes” – talk by Patricia Conoway (keynote speaker at Aging Conference and Caregiver Conference in Santa Fe) 4) Live Theater at the Senior Centers – “The Night Before” 5) Medical Center Sponsored Talk – Dr. Justin Green “Meet the New Doc” 6) Canvas & Chamomile – “Paint the Lovebirds” 7) Beaded Earrings workshop 8) Photo presentation and special lunch – Mt Evans,

CO 9) Dinner Out monthly trip 10) Spy Trip – Santa Fe guided tour of the Dorothy McGibbin home by Georgia Strickfaden 11) Gail Rubin workshop – “Kicking the Bucket List – Downsizing and Organizing” & “Laughing in the Face of Death” – sponsored by Rivera Family Funeral Home. Lunchtime talk on Estate Planning by Shay Kendricks. 12) Live Theater at the Senior Centers – “Of Butterflies and Roses”. 13) Monthly bluegrass band “Quatro” at lunch.

- **Collaborations:** 1) Medical Center sponsored lunch talks 2) AARP Smart Driver Courses (3), Volunteer office provides volunteers who distribute posters twice monthly for other non-profits and government agencies. 4) Los Alamos Visiting Nurse Service 5) Memory Alliance support group and talks 6) Retired Public Employees Association – Quarterly lunch meeting. 7) Twice monthly cancer support group.
- **Marketing:** 1) Monthly newsletter sent to membership 2) Electronic bulletin board at both senior center locations 3) Website and Facebook page 4) 31 community poster locations supported by LAVA volunteers 4) Lunchtime announcements and/or table tents for special events. 5) Monthly Day Out calendar 6) Trifold – the Day Out trifold is given out to potential clients and to new clients and is available at the Day Out desk. The senior center trifold is also provided to potential members and is available at the front desk. 7) E-mail blast to membership about special events.
- **Feedback & Input** 1) Suggestion boxes at both senior centers 2) Once every three months Day Out conducts satisfaction survey and requests for activities 3) Almost daily feedback for Day Out from participants and family members. 4) Membership survey conducted toward end of fiscal year.

Other Quarterly Issues (if applicable):

- Through donations we have raised \$51,308.53 (through 4/18/19) toward our projected \$59,461 deficit.
- Staffing changes: we are currently fully staffed.

FY2019 Financial Information:

<u>Funding \$422,356</u>	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
<u>Type of Expense</u>				
<u>Personnel</u>	\$69,662.00	<u>\$74,049.00</u>	<u>\$74,801.00</u>	
<u>Supplies</u>	12,317.00	<u>13,019.00</u>	<u>\$12,562.00</u>	
<u>Event / Program</u>	21,804.00	<u>18,224.00</u>	<u>\$20,328.00</u>	
<u>Media</u>	-			
<u>Misc. Expense</u>	-			
<u>Total Expenses</u>	\$103,783.00	<u>\$105,292.00</u>	<u>\$107,691.00</u>	

FY2019 LA Scores Reporting:

FY2019 Rollup:

- **# Seniors Served by the Senior Center (Registered): 4,633 (Total Membership)**
- **# Meals Served: 21,929**

- **\$ Expenditure for Meals: \$142,046**
- **# Vehicle trips provided: 6,048**
- **\$ Expenditure for Vehicle Trips: \$63,800**
- **# Volunteer Hours for Support of LARSO programs only: 10,352**

1ST Quarter:

- # Seniors Served by the Senior Center (Registered): 4,259 (Total Membership)
- # Meals Served: 7,825
- \$ Expenditure for Meals: \$51,472
- # Vehicle trips provided: 2,117
- \$ Expenditure for Vehicle Trips: \$23,132
- # Volunteer Hours for Support of LARSO programs only: 3,248

2nd Quarter:

- # Seniors Served by the Senior Center (Registered): 4,334
- # Meals Served: 7,292
- \$ Expenditure for Meals: \$48,620
- # Vehicle trips provided: 1,986
- \$ Expenditure for Vehicle Trips: \$20,232
- # Volunteer Hours for Support of LARSO programs only: 3,481

3rd Quarter:

- # Seniors Served by the Senior Center (Registered): 4,633
- # Meals Served: 6,812
- \$ Expenditure for Meals: \$41,954
- # Vehicle trips provided: 1,945
- \$ Expenditure for Vehicle Trips: \$20,436
- # Volunteer Hours for Support of LARSO programs only: 3,623

4th Quarter:

- # Seniors Served by the Senior Center (Registered):
- # Meals Served:
- \$ Expenditure for Meals:
- # Vehicle trips provided:
- \$ Expenditure for Vehicle Trips:
- # Volunteer Hours for Support of LARSO programs only.