

TOWN OF WATERFORD
GENERAL FUND
2025-2026 PROPOSED BUDGET

DEPT/AGENCY: 10135 SENIOR CITIZEN COMMISSION

LINE ITEM	DESCRIPTION	2023-2024 ACTUAL EXPENDED	2024-2025 RTM APPROP.	2024-2025 ADDITIONAL/ TRANSFERS	ACTUAL EXPEND & ENCUMB AS OF 1/1/25	2025-2026 DEPT/ AGENCY REQUEST	2025-2026 APPROVED BD/COMM	2025-2026 BD OF SELECTMEN APPROVED	2025-2026 BOARD OF FINANCE APPROVED	BOF Approved \$ Increase	BOF Approved % Increase
PERSONNEL COSTS											
51110	ADMINISTRATION	152,328	161,515		86,967	165,557	165,557	165,557	165,557	4,042	2.50%
51210	CLERICAL/TECHNICAL	242,865	216,499		129,534	288,166	288,166	288,166	288,166	71,667	33.10%
51635	INSTRUCTORS	25,904	35,495		19,958	0	0	0	0	(35,495)	-100.00%
51810	OVERTIME	3,151	983		1,390	2,750	2,750	2,750	2,750	1,767	179.76%
51920	FICA	32,117	31,709		17,975	34,920	34,920	34,920	34,920	3,211	10.13%
	SUBTOTAL	456,365	446,201	0	255,824	491,393	491,393	491,393	491,393	45,192	10.13%
SERVICES											
52010	ADVERTISING	0	0		0	0	0	0	0	0	0.00%
52020	POSTAGE	1,282	1,000		102	1,000	1,000	1,000	1,000	0	0.00%
52030	PROFESSIONAL SERVICES	0	6,360		2,760	6,360	6,360	6,360	6,360	0	0.00%
52039	ADA SERVICES	0	450		0	450	450	450	450	0	0.00%
52040	SVC. CONTRACTS & REPAIRS	11,824	2,236		2,972	2,236	2,236	2,236	2,236	0	0.00%
52050	DUES, CONF & EDUCATION	408	280		85	280	280	280	280	0	0.00%
52130	PHYSICAL EXAMINATIONS	1,206	1,188		549	1,188	1,188	1,188	1,188	0	0.00%
52380	PROGRAMS	2,754	1,642		554	1,642	1,642	1,642	1,642	0	0.00%
	SUBTOTAL	17,474	13,156	0	7,022	13,156	13,156	13,156	13,156	0	0.00%
MATERIALS & SUPPLIES											
53010	OFFICE SUPPLIES	604	44		0	44	44	44	44	0	0.00%
53020	OTHER SUPPLIES	2,790	1,925		928	1,925	1,925	1,925	1,925	0	0.00%
53070	AUTO REPAIRS	1,728	1,562		734	1,562	1,562	1,562	1,562	0	0.00%
53080	AUTO MAINTENANCE	158	1,562		134	0	0	0	0	(1,562)	-100.00%
53090	FUELS & LUBRICANTS	8,302	10,388		3,912	10,388	10,388	10,388	10,388	0	0.00%
	SUBTOTAL	13,582	15,481	0	5,708	13,919	13,919	13,919	13,919	(1,562)	-10.09%
EQUIPMENT											
54020	FITNESS EQUIPMENT	0	1,292		0	0	0	0	0	(1,292)	-100.00%
54030	KITCHEN EQUIPMENT	57	3,806		1,766	3,806	3,806	3,806	3,806	0	0.00%
54050	AUTOMOTIVE EQUIPMENT	1,084	1,312		14	1,312	1,312	1,312	1,312	0	0.00%
	SUBTOTAL	1,141	6,410	0	1,780	5,118	5,118	5,118	5,118	(1,292)	-20.16%
	DEPARTMENT TOTAL	488,562	481,248	0	270,334	523,586	523,586	523,586	523,586	42,338	8.80%

Town of Waterford Senior Services

FY 26 Budget ~ 10135

Senior Citizen Commission

Prepared by Dani Gorman, MS,
Director Presented on behalf of the
Senior Citizen Commission
Joyce Vlaun, Chairperson

FY26: \$523,586

FY 25: \$481,248

To: Board of Selectmen, Board of Finance, RTM
From: Dani Gorman, Human Services Administrator
Re: Duties and Responsibilities of the Senior Services Department
Date: December 5, 2024

Waterford Senior Services is defined by town ordinance to meet the needs of senior citizens through "housing, economics, employment, health, transportation, recreation, and welfare needs". Established over 3 decades ago, the department continues to help seniors with these needs along with expansions to help them with ever-growing physical, emotional, and social matters. While retirements have been delayed for so many due to economic conditions, lifespans (thankfully) have been extended and participation levels climbing. Waterford's older residents have enrolled in programs at record levels and sought help for supportive services. This past year they engaged in over 50 new programs and used transportation services more than any other time. Our senior vans traveled over 25,000 miles in fiscal year 2024 to get seniors to where they needed to go safely and without worries. Our vans continued to provide curb to curb services throughout Waterford, New London, and East Lyme, while medical cabs (through a partnership with ECTC) got seniors to medical visits in more distant locations.

For seniors, the community center is a place for seniors to spend time with friends, enjoy the café, receive guidance with Medicare CHOICES, and apply for state and federal benefits. Our fitness activities, support groups, counseling, clubs and technology all foster social connections and reduce isolation. The department partners and networks with many local and state providers, but works most closely with Waterford Ambulance, police, and Elderly Protective Services. At the request of these organizations and adult children living in distant places, we are routinely called upon to conduct well-being checks as well as, offer case management services for both emotional and physical well-being services. Additionally, the department staff has committed themselves to understanding the diverse needs of consumers through data collection, outcome measures, and satisfaction surveys. The comprehensive and holistic approach has ensured that programs and services offered meet needs with a pinpoint accuracy. It is through this data collection that we are adding a state of the art media room to the community center, a first of its kind in the region, that will provide seniors with a comfortable and inviting place to watch movies, partake in workshops, and engage (through technology) with friend and family in distant places. The media room is fully funded through grant funds.

The Fiscal Year 2026 budget presentation represents fiscal restraint with increases only reflected in salaries and fuel costs. While programs, services, and needs continue to grow, the department is committed to meet the unprecedented demand through grant opportunities and innovative approaches. Our commitment to Waterford's older residents is steadfast and forward-thinking. We will continue to provide senior with opportunities that encourage independence, connectedness, civic engagement, and support for emotional and physical well-being.

To: Board of Selectmen, Board of Finance, RTM
From: Dani Gorman, Human Services Administrator
Re: Duties to Restrain Fiscal Spending
Date: December 5, 2024

The Senior Services budget is a reflection of fiscal restraint whenever possible. Our fiscal year 2026 budget represents a 8.8% increase.

In preparing the budget FY26 presentation; we did the following;

- Reviewed the data gathered from our online platforms that track registrations, numbers of participants, waiting lists, satisfaction, and, whenever possible, measuring outcomes.
- A budget discussion with the Senior Citizens Commission that permitted the department staff to gather feedback, perspective, and guidance.
- Discussions with staff and instructors about consumer needs, trends, and workloads.

Based on these meetings and discussions, the following highlights are provided;

- The only increase represented in the budget is in the 51000 series. The increases are based on contractual obligations between the bargaining units and the Town.
- In 53000 series a reduction is proposed.

In all other areas, the fiscal year 2026 budget presentation remained uninterrupted.

Series 51000: Personnel Costs

Administration: 10135-51110

Background: The salaries for the Human Services Administrator and Coordinator are shared salaries with the Youth and Family Services Department. The Human Services Administrator's salary is evenly shared between the two departments. The salary for the Coordinator is as follows; 40% Senior Services and 60% Youth and Family Services. More than half of the salary is assigned to YFS to include the Waterford Community Food Bank which falls under the YFS department.

Human Services Administrator GGA Class D 261 Days (50%) Shared with WYFS \$61,275.76 Longevity 1% \$905.55	\$61,275.76
Assistant Director GGA Class B 261 Days	\$76,972.72
Human Services Coordinator GGA Class B 261 Days	\$27,308.56

Clerical/Technical: 10135-51210

Background: This line includes clerical staff, transportation staff, café positions, and Meals on Wheels drivers. The demand for transportation services is at its highest level. A detailed description of our transportation services is available in the department's annual report. We have 3 vans with 2 of the 3 vans providing rides from approximately 8 am - 4pm weekly.

Senior Services Assistant AS-H/S-2 261 Days	\$49,288.81
Office Support Technician AS-G/S-2 261 Days	\$46,941.66
Enrollment Clerk PT-07/S-1 Total of 15 hours per week	\$20,522.43
Senior Services Clerk PT- Total of 10 hours per week	\$13,946.94

Driver 261 Days (1820 Hours)	\$35,754.39
Driver 156 days (988 hours)	\$26,609.99
Driver 156 Days (988 hours)	\$26,582.86
Sub Driver 50 Days (400 hours)	\$22,743.57
Community Café Manager (12 hours per week)	\$23,059.35

MOW Driver PT Delivering (multiple drivers)* Driver 1: \$17.50 per hour x an average of 6 hours per week Driver 2: \$16.50 per hour x an average of 6 hours per week Driver 3: \$16.50 per hour x an average of 6 hours per week Driver 4: \$16.00 per hour x an average of 6 hours per week	\$22,715.61
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*Deliveries are made 4 days per week / 2 drivers per day to cover 2 routes

Instructors: 10135-51635

Background: Instructors have been moved to Special Revenue fund because program fees are set to cover the cost of instructors.

Overtime 10135-51810- OVERTIME

Commission/Clerical 10 Days (2 hours)	\$2,750.00
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Total Salaries	\$456,472.65
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51920 FICA 10135-51920

Salaries:\$456,472.65 FICA rate: x .0765 FICA Total	\$34,920.16
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SERIES 51000 TOTAL	\$491,392.81
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Series 52000: Services

Advertising: 10135-52010

Background: We no longer have a need for advertising with our 5310 transportation grant which was the intended reason for this expense.

Budget Year	Amount Requested	Amount Spent
22-23	\$344.00	\$0.00
23-24	\$200.00	\$0.00
24-25	\$0.00	YTD \$0.00

Advertising Request FY 26	\$0
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Postage: 10135-52020

Background: Postage required for the quarterly newsletter which also includes the annual permit fee. 750 newsletters are mailed quarterly at a bulk mail rate. The newsletter is printed in house. This line is reduced because more residents request this via electronic deliver (email).

Budget Year	Amount Requested	Amount Spent
22-23	\$1,920.00	\$1,329.12
23-24	\$1,575.00	\$1,281.78
24-25	\$1,000.00	YTD 102.33

Postage Request FY 26	\$1,000
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Professional Fees: 10135-52030

Background: This line covers the cost for the mental health contractor. A detailed calculation is provided at the back of this budget presentation. Please see Attachment A

Budget Year	Amount Requested	Amount Spent
22-23	\$0.00	\$1,560.00
23-24	\$0.00	0.00
24-25	\$6,360.00	YTD 2, 760.00

Professional Fees Request FY 26	6, 360.00
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ADA/Title VI Interpretation: 10135-52039

Background: The Senior Services department provides this services for all town departments. While the service has not been utilized, it should remain available in the event it is needed and so that we remain accessible.

Budget Year	Amount Requested	Amount Spent
22-23	\$450.00	\$0.00
23-24	\$450.00	\$0.00
24-25	\$450.00	\$0.00

ADA requested FY 26	\$450.00
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Shared Service Contracts & Repairs: 10135-52040

Shared cost with Recreation and Parks for this section which covers the lease of RICOH copier / fax machine, and Breezeline cable service available on televisions in designated areas of the community center.

Breezeline \$64 x 12 months = \$768/2 = \$384

Ricoh \$50 x 12 months = \$600 / 2 = \$300

Quarterly inspections of fitness equipment as required by CIRMA = \$414

Budget Year	Amount Requested	Amount Spent
22-23	\$36,330.00	\$16,119.00
23-24	\$12,448.00	\$11,824.42
24-25	2,236.00	YTD \$1,950.65

Service Contracts Request FY 25 Shared Costs	\$2,236.00
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Non-shared Service Contracts & Repairs: 10135-52040

Background: Assistant Director's wireless phone. Required for on-call / off site purposes. The cost for the cell phone is provided by the town purchasing agent. Infoshred and color copy charges (per the Town cost provided by the in-house printer).

Verizon \$84 x 12 months = \$1,008

Infoshred \$25 x 4 visits per year = \$100

Color copy charges .05 per copy x \$600 copies = \$30

Budget Year	Amount Requested* Amount requested is the combination of the shared and non-shared	Amount Spent
22-23	\$36,330.00	\$16,119.00
23-24	\$12,448.00	\$11,824.42
24-25	\$2,236.00	YTD \$1,950.65

Service Contracts Request FY 26 Non-shared services	2,236.00
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Dues, Conferences, & Education: 10135-52050

Background: Trainings and memberships that have fees associated with them. It is expected that this year we will renew our membership with CT Association of Senior Center Personnel Membership (2@\$50), training for the Municipal Agent of Elderly, and the certifications required for the cafe staff (1@\$180 anticipated

Budget Year	Amount Requested	Amount Spent
22-23	\$776.00	\$869.42
23-24	\$690.00	407.98
24-25	\$280.00	YTD 85.00

Dues, Conferences, & Education FY 26	280.00
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Physical Examinations/ Background Checks: 10135-52130

Background: for all new driver hires and current drivers, the State of CT Dept. of Transportation (DOT) requires physicals. The Town also requires physicals and background checks for all new employees as a part of the hiring process.

3 physicals for drivers (per the DOT requirement with a DOT approved examiner)

\$172 x 3 = \$516

Average of 12 new hires per year x \$56 per Physical / Background check = \$672

Budget Year	Amount Requested	Amount Spent
22-23	\$1,216.00	\$1,157.42
23-24	\$2,216.00	\$1,205.90
24-25	\$1,188.00	YTD \$584.95

DOT/Public service Physical Examinations Request FY 25	\$1,188
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Programs: 10135-52380

All program costs are reflected in the department's special revenue fund. The cost for residents to participate in programs is "at cost" with a growing number of programs offered at no cost. The costs reflected in this line are what is needed to replace items like cards, game boards, items for music programs, etc. also, please see attachment B "Art and Craft Room"

Budget Year	Amount Requested	Amount Spent
22-23	\$150.00	\$1,764.71
23-24	\$2,650.00	\$2,753.85
23-24	\$1,642.00	YTD \$396.52

Programs Request FY 26	\$1,642.00
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SERIES 52000 TOTAL FY 26	\$13,156.00
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Series 53000: Materials and Supplies

Office Supplies: 10135-53010

Background: this line is reduced because the Town printer provides us with the paper and seals for the newsletter. The only cost that remains is the cost for ink cartridges (for our DeskJet Printer).

\$11 per cartridge and we anticipate needing 4 per year.

Budget Year	Amount Requested	Amount Spent
22-23	\$507.00	\$507.00
23-24	\$400.00	\$604.32
24-25	\$44.00	YTD 0.00

Office Supplies FY 26	44.00
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Other Supplies: 10135-53020

The department shares the costs for custodial supplies with the Recreation and Parks department. Costs for the following items are from a list of vendors provided by the State of

CT contract list that guarantees the lowest/best cost. Please see the list of supplies in Attachment C (shared with Recreation and parks.)

Budget Year	Amount Requested	Amount Spent
22-23	\$2,715.00	\$2,848.23
23-24	\$2,959.00	
24-25	\$1,925.00	YTD 768.43

Other Supplies Request FY 26	\$1,925.00
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Auto Repairs: 10135-53070

Background: 3 vans that accommodate wheelchairs transport older residents and disabled residents to medical appointments, programs, and social outings.

The 3 vehicles are as follows:

2017 Ford 14 Passenger W/C Minibus (YTD Mileage 86,554) (Identified as R30)

2018 Ford 11 Passenger W/C Minibus (YTD Mileage 46,961) (Identified as R4)

2022 Ford 12 Passenger W/C Minibus (YTD Mileage 12,246) (Identified as R5)

Fleetio report attached regarding preventative maintenance. Please see attachment D

Budget Year	Amount Requested	Amount Spent
22-23	\$3,128.00	\$1,658.04
23-24	\$1,729.00	\$1,728.14
24-25	\$1, 562.00	YTD \$734.04

Programs Request FY 26	\$1,562.00
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Fuels and Lubricants: 10135-53090

Based on a 3 year history of the average gallons per year.

For FY 25 we anticipate the need for 5,000 gallons x \$2.4776 per gallon = \$12, 388 and this is offset by \$2,000 from an annual transportation giving campaign. For further information regarding the demand for transportation services, please see our annual report page on transportation.

2023: 3,114 gallons consumed

2024: 2,697.12 gallons consumed

2025: YTD 2,673.60 gallons consumed

Budget Year	Amount Requested	Amount Spent
22-23	\$7,270.00	\$6,904.78
23-24	\$10, 713.00	\$8, 303.35
24-25	\$10, 388.00	YTD \$2,402.09

Fuels and Lubricants Request FY 26	\$10, 388.00
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SERIES 53000 TOTAL	\$13,919.00
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SERIES 54000: Equipment**Fitness Equipment: 10135-54020**

Due to increased programming and usage, some replacements are required. Please see Attachment B "Fitness/Health"

Budget Year	Amount Requested	Amount Spent
22-23	\$0.00	\$0.00
23-24	\$0.00	\$0.00
24-25	\$1,292.00	YTD \$0.00

Fitness Equipment Request FY 26	\$0.00
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Kitchen Equipment: 10135-54030

Due to increased usage and the popularity of café activities at breakfast, lunch, and social hours, the need to re-aging equipment is necessary. The equipment being replaced is over a decade old. Please see Attachment C "Kitchen"

Budget Year	Amount Requested	Amount Spent
22-23	\$120.00	\$101.12
23-24	\$120.00	\$56.53
24-25	\$3,806.00	YTD \$1,766.31

Kitchen Equipment Request FY 26	\$3,806.00
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Automotive Equipment: 10135-54050

The cost to replace the tires on the transportation mini-buses. The cost per tire is \$164 provided by the Town DPW mechanic. It is expected that 8 tires will be replaced.

Budget Year	Amount Requested	Amount Spent
22-23	\$897.00	\$1, 966.95
23-24	\$1, 137.00	\$1, 084.32
24-25	\$1,312.00	YTD \$13.88

Automotive Equipment Request FY 26	\$1,312.00
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SERIES 54000 TOTAL	\$5,118.00
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TOTAL BUDGET CALCULATION

TOTAL SERIES: 51000	\$491,392.81
TOTAL SERIES: 52000	\$13,156.00
TOTAL SERIES: 53000	\$13,919.00
TOTAL SERIES: 54000	\$5,118.00
TOTAL BUDGET	\$523,585.81

TOWN OF WATERFORD
PERSONNEL WORKSHEET - 35 SENIOR CITIZEN COMMISSION
2025/2026 FISCAL YEAR

LINE 51920

DATE OF HIRE	EMPLOYEE	HOURS WORKED/ WEEK	HOURLY RATE FY26	SALARY FY25	LONGEVITY FY25	SALARY FY26	LONGEVITY FY26	TOTAL EMPLOYEE SALARY	PAYROLL TAXES (F.I.C.A.)
1110 - ADMINISTRATION									
12/01/2008	HUMAN SERVICES ADMIN/DIRECTOR	40	N/A	58,897.77	\$ 883.00	60,370.21	\$ 905.55	61,275.76	4,687.60
10/04/2021	HUMAN SERVICES COORDINATOR	40	N/A	26,642.49	\$ -	27,308.56	\$ -	27,308.56	2,089.10
6/13/2022	ASSISTANT DIRECTOR SS	40	N/A	75,095.34	\$ -	76,972.72	\$ -	76,972.72	5,888.41
	TOTALS			160,635.60	883.00	164,651.49	905.55	165,557.04	12,665.11
			*add longevity	161,518.60					
1210 - CLERICAL TECHNICAL									
5/9/2022	Senior Services Assistant	35	\$ 26.9780	46,726.70	\$ -	49,288.81	\$ -	49,288.81	3,770.59
9/18/2023	Office Support Technician	35	\$ 25.6933	44,250.97	N/A	46,941.66	N/A	46,941.66	3,591.04
07/01/14	Enrollment Clerk	15	\$ 26.2100	19,535.85	N/A	20,522.43	N/A	20,522.43	1,569.97
07/01/14	Enrollment Clerk	10	\$ 26.7183	10,279.14	N/A	13,946.94	N/A	13,946.94	1,066.94
05/15/2023	Community Cafe Manager	19	\$ 23.2500	21,944.43	N/A	23,059.35	N/A	23,059.35	1,764.04
	VACANT Driver-Sr Services	35	\$ 19.5700	19,310.35	N/A	35,754.39	N/A	35,754.39	2,735.21
06/25/1996	Driver-Sr Services	19	\$ 26.8300	25,965.32	N/A	26,609.99	N/A	26,609.99	2,035.66
07/22/2013	Driver-Sr Services	19	\$ 26.8026	25,340.49	N/A	26,582.86	N/A	26,582.86	2,033.59
11/20/2023	Driver-Sr Services	19	\$ 22.9316	21,644.15	N/A	22,743.57	N/A	22,743.57	1,739.88
*6 drivers as needed	Meals-On-Wheels (ave. 26hrs/wk total)	26	\$ 16.7371	22,715.61	N/A	22,715.61	N/A	22,715.61	1,737.74
	TOTALS			257,713.01	0.00	288,165.61	0.00	288,165.61	22,044.67
			*add longevity	257,713.01					
INSTRUCTORS									
	TOTALS			0.00	0.00	0.00	0.00	0.00	0.00
1810 - OVERTIME				2,635.00	0.00	2,750.00	0.00	2,750.00	210.38
1910 - FRINGE /F.I.C.A.								0.00	0.00
TOTALS			FY25 FICA	\$ 32,272.80	421,866.61	883.00	455,567.10	905.55	456,472.65
BUDGET TOTAL W/F.I.C.A.				454,139.41				491,392.81	

**TOWN OF WATERFORD
PROPOSED REVENUE BY DEPARTMENT
GENERAL FUND
2025-2026 FISCAL YEAR**

All revenues from each department must be listed in the following categories. Please add any revenue lines that are not listed below.

DEPARTMENT: Senior Services

LINE ITEM	2022-2023 ACTUAL	2023-2024 ACTUAL	2024-2025 EXPECTED	2024-2025 YTD	2025-2026 PROPOSED	VARIANCE
Alarm Monitoring						\$ -
Alarm Penalties						\$ -
Ambulance Subsidy						\$ -
Beach Admission Fees						\$ -
Benefit Assessments						\$ -
Bulky Waste Fees						\$ -
Conveyance Tax						\$ -
Copy Fees						\$ -
East Lyme Animal Control Fee						\$ -
Enhanced E 9-1-1						\$ -
Fines/Penalties						\$ -
Hazardous Household Waste						\$ -
Inspection Fees						\$ -
Interest/Lien Fees						\$ -
Inter-Municipal Revenues						\$ -
Miscellaneous						\$ -
Permitting/Licensing Fees						\$ -
Program/Registration Fees	12,336	10,198	10,198	7,776	15,552	\$ 5,354.00
Recording Fees						\$ -
Regional Communications Fees						\$ -
Rentals						\$ -
Sale of Recyclables						\$ -
State Operational Grants						\$ -
Tipping Fees						\$ -
Versa Kart/Blue Box Purchases						\$ -
TOTALS	\$ 12,336.00	\$ 10,198.00	\$ 10,198.00	\$ 7,776.30	\$ 15,552.00	\$ 5,354.00

**TOWN OF WATERFORD
PROPOSED REVENUE BY DEPARTMENT
SPECIAL REVENUE
2025-2026 FISCAL YEAR**

All revenues from each department must be listed in the following categories. Please add any revenue lines that are not listed below.

DEPARTMENT: Senior Services

LINE ITEM	2022-2023 ACTUAL	2024-2025 ACTUAL	2024- 2025EXPECT ED	2024-20254 YTD	2025-2026 PROPOSED	VARIANCE
GRANTS (list anticipated individual grants below)						
State of Elderly & Disabled	289,893					\$ -
CT DOT 5310 Grant	52,000	0				\$ -
Title III Federal Funds	34,091	5,325.00	5,325	1,065	5,325	\$ -
						\$ -
						\$ -
						\$ -
DONATIONS (list individual donations below)						
Transportation	2,110	265	1,000	0	1,000	\$ -
						\$ -
						\$ -
						\$ -
						\$ -
						\$ -
PROGRAM FEES (list anticipated revenue by program)						
Fitness	0	24,291	20,792	10,396	21,000	\$ 207.64
						\$ -
						\$ -
						\$ -
						\$ -
						\$ -
						\$ -
MISC						
						\$ -
						\$ -
						\$ -
						\$ -
TOTALS	\$ 378,094.00	\$ 24,555.53	\$ 27,117.36	\$ 11,461.30	\$ 27,325.00	\$ 207.64

Mental Health Independent Contractor Backup Attachment A

Background:

The Town of Waterford enters into contractual agreements with Master-level clinicians. The agreements are between the Town and the clinicians and detail the standards that exist for independent contractors and their roles as mental health providers. The contractors also provide the Town with their liability insurance at a level coverage that is set by the Town.

The number of clinicians contracted is based on the needs of the department/ Town. Contractors enter into 1 year agreements. The agreements are signed by the first selectmen based on recommendation from the Town attorney and Finance Director. The Human Services Administrator oversees the vetting of the clinician.

The **rate per hour** is negotiated between the contractor and Town and based on the clinician's licensing and years of experience.

Mental health services provided are identified as below:

- Individual Counseling
 - Family Therapy
 - Support Groups
 - Crisis Interventions
 - Risk Assessments
 - Substance Use Assessments
 - Mental Health Check-Ups
- The Licensed Clinical Social Worker (LCSW / the most senior clinician) is also contracted to provide supervision to the other clinicians and to ensure professional standards are met and to review treatment plans. The LCSW also assigns cases and reviews files.

Mental Health Services at Senior Services

Clinician assigned to Senior Services is Andrew Staunton, LCSW – Rate is \$60 per hour

➤ Support Groups (Loss of a Loved One & Caregiver Support)
2 Hours (1 hour per group) x 28 weeks = 56 hours x \$60 per hour
= \$3,360

➤ Individual counseling
50 sessions / hours (45 minute sessions / 15 minutes
for notetaking) x 60 per session = \$3,000

Total = \$9,960 – with allowance for extended time
after groups = \$9,996 total request (The requested
amount presented in the budget is based on the
trending expenses in FY23 per month).

Attachment B

Item/Location	\$ Per Unit	QTY	Total
Art/Craft Room			
Art class Table Easel by Testrite Visual Products	43.99	12	527.88
Black + Decker 12-Volt MAX Lithium Drill and 59-Piece Project Kit Tool Set	69.99	1	69.99
RYOBI ONE+ 18V Cordless Flexible LED Clamp Light (Tool Only)	39	12	479.64
Fitness/Heath			
Rainbow Low-Bounce Uncoated-Foam Balls 8.25" dia (21 cm) 6/count	34.87	4	139.48
Omron 7 Series Wireless Wrist Blood Pressure Monitor	98.99	1	98.99
Kitchen			
Non-Iron Round Panama Tablecloth 90"	15.99	15	239.85

Attachment C

Product	Quote- If above \$1,500.00 need 2 additional quotes Quotes from Amazon & Uline	Background	Imperial Dade Quotes	Background
Commercial Dish Washer Detergent	\$199.85	1 Pack comes with 4 8lbs		
Rise All	\$101.97	1 Pack come with 4 128 fl. Oz		
Ware Washing Detergent	\$67.99	1 Case come with 4 1 gallon jugs		
Sanitizing solution for Ware Wash	\$52.99	1 case with 4 1 gallon jugs		
Disposable Gloves	\$55.00	5 bags with 500 gloves per bag	\$40.73	1000 gloves per box
Facial Tissues	\$81.00	3+ cases, each case has 36 boxes with 200 tissues per box	\$76.34	36 packs with 100 sheets per tissue box
M-Fold Towels	\$38.00 per case	Each case comes with 4000 sheets	\$111.37	10 cases with 118 count in each case
Go Jo Foam hand cleaner	\$62.31 per case	3 refills in each case 1250mL	\$74.86	3 refills in each case 1250 mL
Toilet Tissues	\$77.00 per case	96 rolls per box	\$62.75	96 rolls per box
Waste paper basket liners	\$29.00 per case	1,000 per case	\$33.13	50 rolls per case
High Density Can Liners	\$49.00 per case	6 cases with 250 bags per case	\$50.77	250 per case
Wipe All 60 Wipes	\$155.00 per case	2 cases each at \$155.00 1,100 sheets per box	\$111.37	Cases of 10 with 500 sheets per box
Count Roll Paper Towels	\$42.00 per case	30 rolls per case with 85 sheets per roll	\$32.02	30 rolls per case with 85 sheets per roll
Hand Sanitizer Case	\$3.55 per bottle/ \$42.60 per case	8oz bottle comes 12 to a case	\$39.54	8 per case
Wipes for Fitness Equipment	84.99 per case	4 rolls per case with 800 wipes per roll	\$127.95 per case	4 rolls per case with 800 wipes per case
Sanitary Napkin bags	\$43.00 per case	500 per case	\$23.78 per case	250 bags per case

Service History by Vehicle

Town of Waterford - Public Works

3 records

Report generated on 11/25/2024 9:51 AM by Maryellen McConnell

Filters

Time Frame: Jul 1, 2023 - Jun 30, 2024 Vehicle: R5

Labor Cost
\$62.47

Parts Cost
\$140.67

Total Cost
\$203.14

Vehicle

R5

Service Entry	Actual Start Date	Actual Completion Date	Duration	Vendor	Primary Meter	Service Tasks	Resolved Issue Summary	Total Labor	Total Parts	Total Cost
26954453	06/06/2024 11:02 AM	06/06/2024 12:04 PM	1 hr 2 mins		9,401 mi	🔧 Body (Miscellaneous)	🔧 Lift not working	\$31.23	\$0.00	\$31.23
20528490	10/25/2023 1:00 PM	10/25/2023 1:30 PM	30 mins		8,646 mi	🔧 Tire Replacement	🔧 Gash in tire right back	\$15.62	\$111.53	\$127.15
19039526	08/08/2023 1:00 PM	08/08/2023 2:00 PM	1 hr 0 mins		7,916 mi	🔧 Engine Oil & Filter Replacement		\$15.62	\$29.14	\$44.76
Total Amount								\$62.47	\$140.67	\$203.14

Service History by Vehicle

Town of Waterford - Public Works

9 records

Report generated on 11/25/2024 9:47 AM by Maryellen McConnell

Filters

Time Frame: Jul 1, 2023 - Jun 30, 2024 Vehicle: R30

Labor Cost
\$706.25

Parts Cost
\$1,628.15

Total Cost
\$2,334.40

Vehicle

R30

Service Entry	Actual Start Date	Actual Completion Date	Duration	Vendor	Primary Meter	Service Tasks	Resolved Issue Summary	Total Labor	Total Parts	Total Cost
27423006	06/25/2024 1:00 PM	06/26/2024 12:00 PM	23 hrs 0 mins		83,180 mi	WHEEL CHAIR LIFT	Lift not working	\$104.13	\$134.17	\$238.30
27165793	06/14/2024 9:30 AM	06/17/2024 10:56 AM	3 days 1 hr 26 mins		82,956 mi	Body & Frame (Miscellaneous)	Lift not working	\$124.92	\$0.00	\$124.92
26393492	05/09/2024 12:30 PM	05/10/2024 9:30 AM	20 hrs 0 mins		81,915 mi	WHEEL CHAIR LIFT	Lift	\$79.72	\$0.00	\$79.72
26105111	04/19/2024 10:30 AM	04/23/2024 1:47 PM	4 days 3 hrs 17 mins		81,448 mi	Preventative Maintenance - Body & Frame (Miscellaneous)	Handle on Wheelchair Lift c...	\$0.00	\$75.18	\$75.18
22613770	01/30/2024 12:30 PM	01/30/2024 12:51 PM	21 mins		78,839 mi	Headlamp Bulb Replacement		\$7.81	\$0.01	\$7.82
22377557	01/19/2024 9:00 AM	01/19/2024 12:00 PM	3 hrs 0 mins		78,446 mi	HVAC (Miscellaneous) - Preventative Maintenance	HVAC	\$62.46	\$27.69	\$90.15
19530129	08/18/2023 2:30 PM	08/30/2023 5:00 PM	12 days 2 hrs 30 mins		74,138 mi	Electrical System (Miscellaneous)	BU camera, Lift Inop	\$124.92	\$408.11	\$533.03

Service Entry	Actual Start Date	Actual Completion Date	Duration	Vendor	Primary Meter	Service Tasks	Resolved Issue Summary	Total Labor	Total Parts	Total Cost
19214552	08/10/2023 1:30 PM	08/14/2023 1:30 PM	4 days 0 hrs 0 mins		73,996 ml	Engine Oil & Filter Replacement • Tire Rotation • Rear Brakes & Drums		\$156.15	\$818.99	\$975.14
18426205	07/05/2023	07/05/2023			73,280 ml	Tire Replacement	● REAR TIRE	\$46.14	\$164.00	\$210.14
Total Amount								\$706.25	\$1,628.15	\$2,334.40

Service History by Vehicle

Town of Waterford - Public Works

3 records

Report generated on 11/25/2024 9:48 AM by Maryellen McConnell

Filters

Time Frame: Jul 1, 2023 - Jun 30, 2024 Vehicle: R4

Labor Cost
\$323.40

Parts Cost
\$718.16

Total Cost
\$1,041.56

Vehicle

R4

Service Entry	Actual Start Date	Actual Completion Date	Duration	Vendor	Primary Meter	Service Tasks	Resolved Issue Summary	Total Labor	Total Parts	Total Cost
25450106	03/26/2024 10:00 AM	03/27/2024 1:30 PM	1 day 3 hrs 30 mins		38,410 mi	Preventative Maintenance - Rear Stabilizer Bar Link Replacement	Oil Change	\$119.58	\$115.59	\$235.17
24615106	03/07/2024	03/07/2024			37,732 mi	Tire Repair Kit Sealant Inspect	Large Nail in front tire w/...	\$39.86	\$0.00	\$39.86
19039491	08/07/2023 1:00 PM	08/08/2023 12:00 PM	23 hrs 0 mins		29,884 mi	Engine Oil & Filter Replacement - Tire Rotation - Vehicle Multi-Point Inspection - Brake Rotor Replacement		\$163.96	\$602.57	\$766.53
Total Amount								\$323.40	\$718.16	\$1,041.56



WATERFORD
SENIOR SERVICES



ANNUAL REPORT 2024

WATERFORD SENIOR SERVICES

Proudly serving Waterford since 1991



860-444-5848



24 Rope Ferry Rd, Waterford, CT 06385



WELCOME

DANI GORMAN

HUMAN SERVICES ADMINISTRATOR

MUNICIPAL AGENT FOR CHILDREN

MUNICIPAL VETERAN'S REPRESENTATIVE

ADA LIASON

The Senior Services department and Senior Citizens Commission ushered in a year of renewal, rebuilding, and high engagement levels. Most notably, Waterford's older residents enrolled in programs at record levels and sought help for supportive services. They enjoyed a multitude of new programs and used transportation services more than any other time. Seniors visited the community center to spend time with friends, enjoy the café, receive guidance with Medicare CHOICES, and apply for state and federal benefits. Referrals from Waterford Ambulance, police, and Elderly Protective Services resulted in 52 well-being checks and department staff committed themselves to understanding the needs of consumers through data to ensure all programs and services were delivered with a pinpoint accuracy.

No other department function grew as fast as programs. Quarterly, seniors were offered between 70-80 opportunities to partake in at the center, within the community, and to exciting travel destinations throughout the country and world. Fitness and dance classes remained the favorite programs to engage in, while matinee movies became increasingly more popular. The café not only oversaw the Meals on Wheels program for the homebound, but partnered with local restaurants and businesses to offer luncheon meals for special events, the senior picnic, beach day, holidays, workshops, and classes. Trained Medicare CHOICES counselors served as resources for seniors as they reviewed health insurance coverage and supplemental plans. While quilting and knitting encouraged our patrons to spend time with each other in a more relaxed setting, enrichment programs inspired new skills and hobbies. Like so many other senior centers, activities such as; bingo, card games, book clubs, and puzzles brought an unprecedented number of seniors out of isolation and back into the center for programs that were popular pre-pandemic.

The department also launched initiatives to track data, offer online registrations, and e-newsletters. Credit card payments were accepted for the first time and consumers were given multiple ways to learn about the department through an engaging web page and social media platforms. As often as possible, participants were given satisfaction surveys that permitted us to measure outcomes, especially program success. Suggestion boxes, questionnaires, and focus groups also presented opportunities to gather information about which programs would remain and what seniors looked forward to in upcoming cycles.

Through Human Services, seniors were able to get help with home care, housing, energy assistance, SNAP benefits, renters rebate, scams, and advocacy. Case workers traveled to all of the elderly housing developments for on-site appointments in an effort to increase access and reduce barriers. Adult children living in distant places called us for well-being

checks, resources, and mental health concerns regarding their elderly parents. The department staff's responsive approach brought comfort to so many families that lived outside of our region because they could see their loved ones were respectfully and resourcefully being taken care of very thoughtfully. While the department hosted hundreds of people for AARP tax appointments, we also offered the AARP safe driving class so that seniors could obtain discounts with car insurance. Additionally, staff worked with the police department and the families of seniors when drivers' licenses needed to be relinquished for safety reasons.

One on one counseling services and support groups provided seniors with support, healing, and encouragement. Our contract clinician, also a senior and Veteran, served as a trusted contact for nearly 30 seniors who struggled with the loss of a loved one, stress, anxiety, depression, and loneliness. All of these services were provided for free to reduce any barriers to access or engagement. The clinician also partook in well-being checks, home visits, and weekly phone calls in an effort to help those who felt alone, lost, and often isolated. Memory care programs were offered through partnerships with local organizations. One of our weekly programs, Brain Flex, gathered seniors to exercise their critical thinking, memory, and cognitive reasoning. Transitioning seniors from independent living to assisted living or long term care facilities was also at the forefront of the department's human services' functions, as well as providing groceries through the food bank to provide financial relief and farmer's market coupons for fresh fruit and vegetables.

As our consumers preferred our transportation services over driving their own cars, our accessible vans traveled many miles to get seniors to where they needed to go safely and without worries. Our vans continued to provide curb to curb service throughout Waterford, New London, and East Lyme, while medical cabs (through a partnership with ECTC) got seniors to medical visits in more distant locations. This 5 day a week service with 2 (of the 3) vans on the road per day got seniors to shopping trips, hair appointments, medical visits, and the senior center to participate in programs. The demand for transportation increasingly grew and prompted the addition of a new full time driver position in fiscal year 2025.

In fiscal year 2025 we expect the addition of a state of the art multi media room and an upgraded foyer with a new coffee station funded through the American Rescue Plan Act. The ADA accessible media room, a first of its kind in the region, will provide seniors with access to matinee movie shows, zoom workshops, and technology; increasing opportunities for entertainment and engagement. As the population of older residents continues to grow in Waterford, the department remains committed to providing seniors with a multitude of opportunities that promote well-being, inclusiveness, and resources.

On behalf of Chairwoman Vlaun and myself, I respectfully present the department's Fiscal Year 2024 Annual Report.

Sincerely,

Dani Gorman

Human Services Administrator



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MEET THE TEAM



DANI GORMAN
HUMAN SERVICES
ADMINISTRATOR



**TERRY FOWLER
WHEELER**
ASSISTANT DIRECTOR



HEIDI MCSWAIN
HUMAN SERVICES
COORDINATOR



MEAGHAN LINEBURGH
SENIOR SERVICES
ASSISTANT



MICHAEL BUSCETTO
OFFICE TECHNICIAN



JEN BRACCIALE
SENIOR SERVICES
CLERK



RICH MESSINA
SENIOR SERVICES
CLERK FOCUSED ON
VETERANS AND TAXES



ANDREW STAUNTON
CONTRACT CLINICAL
SUPERVISOR

OUR COMMISSION

JOYCE VLAUN	CHAIRWOMAN
DINA LOPES	VICE CHAIRWOMAN
RICK BEANEY	COMMISSIONER
ANNE DARLING	COMMISSIONER
TOM KENNEDY	COMMISSIONER
SUSAN MARELLI	COMMISSIONER
KENT WARD	COMMISSIONER
DAN RISSI	COMMISSIONER
RICHARD MUCKLE	SELECTMAN LIAISON



MEET THE TEAM

OUR VOLUNTEERS

- Sue Beeman
- Gaile Greenwood
- Chuck Ambulos
- Rob Rossi
- Linda Worobey
- Christine Mercado
- Dan Spellman
- Ann Kopycinski
- Smitty Beals
- Deb Wiseman
- Pam Crawford
- Val Michalski
- Deb Jutkiewicz
- Edith Bonzer
- Kathy Steward
- Anita Collins
- Tom Hickey
- Carol Sanders
- Catherine Patterson
- Rick McSwain
- Rob Rossi
- Matt Rossi
- Rocco Bracciale
- Kari-Ann Antonelli
- Susan Devlin
- Tom Kennedy
- Hon. Matthew Greene
- Selectman Rich Muckle
- Kent Ward
- Dr. John Melmed
- Saeeda Saimed
- Carol Morth
- Brenda Weston
- Joann Ballassi
- Maureen Broderick
- Sandy Rathbun
- Hayley Wheeler
- Braeden Wheeler
- Nancy Butler
- Mary Chartier
- Marion Cutler
- Patricia Feeney
- Val Graley
- Alberta Houlihan
- Mary Marquardt
- Audrey Mozley
- Marcia Pierce
- Patricia Weiss
- Esther Ayrton
- Bonnie Biddle
- Lucille Delmonte
- Sonia English
- Jean Linard
- Britt Nystrom
- Joanne Page
- Michelle Pennington
- Sharon Rainville
- Peg Perritt
- Ada Devez
- Barbara Oliveri
- Helen Rasi
- Brigid Boettcher
- Rianne Melmed
- Nora Ferriell

COMMUNITY INVOLVEMENT

- Caregiver's Support Group
- Waterford Community Center Health Fair
- CHOICES Medicare Counseling
- AARP Smart Drivers Course
- AARP Tax-Aide Assistance
- Senior Medicare Patrol Fraud Reporting
- Americans with Disabilities Act Day
- Coffee with a Cop
- Waterford Fire and Safety Education
- WYFS Stuff the Bus
- WYFS Light the Night
- Veterans Coffeehouse at Victoria Gardens
- Veterans Coffeehouse at Filomena's
- Cactus Jack Foundation
- United Way
- Waterford Day Parade
- Waterford Summer Concert Series
- Waterford Fall Festival
- Waterford Rotary Club
- Waterford Community Food Bank
- Waterford High School
- Waterford High School Athletics, Music and Drama
- Waterford Boy Scouts
- Waterford Girl Scouts
- Great Neck Elementary School
- Oswegatchie Elementary School
- Quaker Hill Elementary School
- Loss of a Loved One Support Group
- Senior Resources
- Community Foundation

PARTNERSHIPS

Over the past fiscal year, we worked alongside several organizations. These partnerships offered essential support and played a key role in addressing community needs. This collaborative network was fundamental in helping us provide meaningful services to the senior citizens here in Waterford.

- ADA
- National Council on Aging
- National Institute on Aging
- Alzheimer's Association
- Senior Resources Agency on Aging
- AARP
- TVCCA
- ECTC
- Meals on Wheels
- Visiting Nurse Association of Southeastern CT
- Dr. Walter, DPM
- Friendship Tours
- UConn Master Gardner Program
- Colette Travel
- Dr. John Melmed
- East Lyme Senior Center
- Lymes Senior Center
- Ukleja's Tree Farm
- Yellow Farmhouse Education Center
- Save The River Save The Hills
- Florence Griswold Museum
- Garde Arts Center
- LongHorn Steakhouse
- BJ's of Waterford
- Costco of East Lyme
- Shop Rite of NL
- M & T Bank
- Stop & Shop of Waterford
- Crescent Point
- Joby Rogers, Celebrity Makeup Artist
- SE Pickleball Association
- Broadway Kids and Company
- Hartford Healthcare
- Probate Judge Hon. Matthew Green
- Stop & Shop Pharmacy
- Great Neck Elementary
- OSW Elementary
- Quaker Hill Elementary
- United Way
- New London Athletic Club
- Nancy Butler, Author
- Waterford High School
- Filomena's Restaurant
- Neon Chicken
- SIFT Bake Shop
- Mr. G's Restaurant
- Flanders Fish Market and Restaurant
- Crown Pizza
- Supreme Pizza
- Ivy's Simply Homemade
- Nana's Byrek
- Captain Scott's
- Starbuck's of East Lyme and Waterford
- Dunkin Donuts
- Flanders Donuts
- BF Clyde's Cider Mill
- Zumba Gold
- Waterford Police Dept.
- Waterford Fire Depts.
- Waterford Fire and Safety
- Waterford Ambulance
- Waterford First Selectman's Office/Waterford Cares
- Waterford Youth and Family Services
- Waterford Recreation and Parks
- Waterford Community Food Bank
- Waterford Rotary
- Waterford Public Library
- Waterford Lion's Club
- Waterford High School Senior Internships
- SERAC
- Joe Grieco
- Thrive 55 Groton
- Greentree Manor
- Bayview Health Care
- Atria Crossroads
- NL Rehabilitation and Care
- Victoria Gardens
- Twin Haven

12,000

**Americans turn
60 years old
every day**



**1 in 4 Americans are
over the age of 60**

29% HAVE A DISABILITY

24% LIVE ALONE

13% ARE VETERANS



OUR PROGRAMS

Our services are designed to enhance the quality of life for older adults in the community.

By offering a diverse range of programs and services tailored to their needs, we aim to promote well-being, social engagement, and personal growth. From health and wellness initiatives to social and recreational activities, our focus is on empowering seniors to lead fulfilling and active lives.

KEY IMPACTS OF OUR PROGRAMS



MENTAL HEALTH



SOCIAL CONNECTION



COMMUNITY ACCESS



PHYSICAL HEALTH



INFO ASSISTANCE



WELLNESS EDUCATION

OUR INSTRUCTORS AND PART TIME STAFF

Georgene Foly Didato
Edward Kolnaski
Alexander Culligan
Victoria Brouillard
Mindy Stone
Michele Flowers
Dan Spellman



OUR PROGRAMS

THE IMPACT ON OUR SENIOR COMMUNITY

The data on the right represents the number of individuals who participated in the programs we offered this year.



SOCIAL CONNECTION

Combating loneliness and isolation by providing opportunities for social interaction through enrichment and group fitness activities, breakfast and lunch events, clubs, and peer support groups. Enrichment programs give us the chance to celebrate the season, make social connections, and continue to grow. We offer game and card groups, art classes, crafts, knitting, crocheting and quilting clubs, book discussions, technology help, Brain Flex class, movie viewings, and much more to help ensure the seniors in our community are able to form important and lasting social connections.



69

ART CLASSES



115

PIZZA & A MOVIE



600

BINGO



979

CAFE PROGRAMS



PHYSICAL HEALTH

Promoting physical activity through tailored exercise programs like dance classes, walking groups, spin cycle, yoga, Zumba, pickleball, cornhole and strength training, which can improve balance, flexibility, and overall fitness. These classes remain popular among our active seniors which has drawn a consistent, vibrant group to our community center on a regular basis. In addition to programing, we provide a monthly foot clinic where seniors may receive a foot evaluation as well as a pedicure from a licensed Doctor of Podiatric Medicine.



158

DANCE PROGRAMS



237

PICKLEBALL



367

STRENGTH/ FEXIBILITY



28

FOOT CLINIC*

*AVG APPOINTMENTS PER MONTH

OUR PROGRAMS



MENTAL HEALTH

We offer several cognitive stimulation activities, educational workshops, and brain games to maintain mental acuity and prevent cognitive decline.

 **96**
BRAIN FLEX

 **181**
LUNCH AND LEARN



COMMUNITY ACCESS

We act as a hub to connect seniors with other community services including transportation, healthcare, and financial support. We provide retirement, estate, and will planning info sessions, safe driving workshops, vaccination clinics and tech help.

 **54**
STOP & SHOP VACCINES

 **339**
AARP TAX AIDE



INFO ASSISTANCE

Our work is about aging with dignity. Every person deserves access to the resources and supports that help them stay healthy and financially secure. This report shows the incredible impact Waterford Senior Services has made on our seniors.

 **116**
MEDICARE COUNSELING

 **335**
EDU PROGRAMS



WELLNESS EDUCATION

We provide health screenings, nutrition counseling, safety education, as well as information on how to make healthy lifestyle choices. Meditation & mindfulness workshops help to manage mental health.

 **40**
SAFETY EDUCATION

 **75**
MINDFULNESS

CAFE PROGRAMS



OUR CAFE PROGRAMS INCLUDE:

Lunch & Learn which combines educational information with while sharing a meal, Pizza and a movie, Special Lunch Events, Out to Lunch programs at restaurants, Holiday Celebrations, Café Lunch usually held before our very popular BINGO program and breakfast programs.

MEALS ON WHEELS PROGRAM

Half of all seniors living alone lack the income to pay for basic needs



For over 50 years, Meals on Wheels has been dedicated to supporting seniors across the country through a network of local programs. As one of these providers, we act as a vital resource for those facing food insecurity, nutritional issues, mobility challenges, loneliness, and other difficulties that come with aging. Our service starts with delivering nutritious meals, which allows Senior Services to offer much more. Delivering these meals has created an opportunity to connect with seniors, enabling Meals on Wheels providers to recognize and provide essential services that enhance independence and well-being. Every day, we hear stories of the impact Meals on Wheels has had on people's lives.

OUR MEALS ON WHEELS DRIVERS

SHAWNA ZITO HANNON
DAN SPELLMAN
MARK HANSON
JILL MARCHENI
NICK GAUTHIER



6,500
MEALS PROVIDED



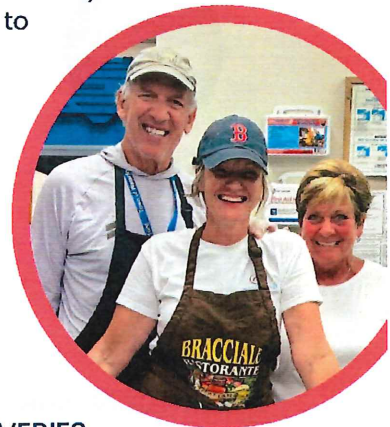
31
AVG WEEKLY DELIVERIES



BARRY NEISTAT
CAFE MANAGER



RICK BEANEY
SUBSTITUTE
CAFE MANAGER



TRANSPORTATION



JOHN FRASCARELLI
VAN DRIVER WSS



RUTH MENGHI
VAN DRIVER WSS



PATICIA DUFORD
VAN DRIVER WSS



RICK BEANEY
SUBSTITUTE DRIVER



COLLEEN LINEBURGH
SUBSTITUTE DRIVER



2,540
TOTAL RIDERS



25,078
TOTAL MILES

Waterford Senior Services offers free transportation to Waterford seniors and disabled residents. Transportation continues to remain high. Senior Services has two vans on the road Monday through Friday. Our dedicated drivers transport seniors to medical appointments, the grocery store, community center and hairdresser/barber appointments. By providing these services we are aiding seniors in continuing to be as independent as possible and lead fulfilling and active lives. As ridership grows, we are devoted to our clients and our commitment to ensuring that they are able to continue to lead enriching and active lives.



59%

PERSONAL RIDES

39%

MEDICAL RIDES

2%

OTHER RIDES



WATERFORD COMMUNITY FOOD BANK

The Waterford Community Food Bank continues to serve as a model program for other organizations and municipalities. Our food bank is very welcoming, clean, well organized, and friendly. Shoppers and volunteers work together to select items they would like for themselves and their families. Our "Shopping the Shelf" option remains popular. Volunteers have consistently served the community to provide a private shopping experience.



1,402

TOTAL HOUSEHOLDS SERVED



2,605

TOTAL PEOPLE SERVED



13,164

LBS FROM FOOD BANKS



12

VOLUNTEERS



512

THANKSGIVING MEALS



427

HOLIDAY MEALS

WATERFORD COMMUNITY FOOD BANK

GROWING DEMAND

In the past year, we have continued to see the demand for the Waterford Community Food Bank to rise. The food bank continues to provide on-going relief financially and emotionally.



179

NEW HOUSEHOLDS THIS YEAR



363

NEW INDIVIDUAL CLIENTS



The Waterford Community Food Bank continues to serve many residents struggling with food insecurities. Expanding on our recent additions of paper goods, toiletries, and kid-friendly snacks we now have a special dietary needs section serving those who are gluten free, low sodium, and organic options.

MONTHLY FOOD BAGS

We provided 6 themed monthly food bags this year with an average of 65 households signing up for each one! Some of the themes included taco night, summer cook out and chilli dinner.

VOLUNTEER COORDINATION

Anne Ogden Hinnars

VOLUNTEERS

Sue Gardiner

Trish Roy

Janet Pettinari

Leeann Spence

Deb Wiseman

Bert Chenard

Pam Crawford

Liz Beals

Joan Ballassi

Terry Abate

Regina Clark

Ada Filipetti



HUMAN SERVICES

The chart below reflects the prevalence of types of human services cases taken in. The data shows the difference in prevalence from FY23 to FY24. Some types of cases saw a major increase, while others have decreased.



CATEGORIES THAT INCREASED THIS YEAR



UNEMPLOYMENT
BENEFITS



HOMELESSNESS



ALMOST DOUBLED
SINCE LAST YEAR



RE-HOUSING AND
EVICTION PREVENTION

MOST PREVELENT THIS YEAR



ENERGY
ASSISTANCE



HOMELESSNESS



RE-HOUSING AND
EVICTION PREVENTION

HUMAN SERVICES



EMERGENCY FUNDING

Offers financial assistance to help with basic needs in order to maintain the independence, dignity, and quality of life to Waterford residents who income qualify. Funding may include home repairs, handicap accessibility, transportation, storage, utilities, fuel, and more.

24

HOUSEHOLDS



ENERGY ASSISTANCE

This program helps low and middle income families and individuals pay for their home heating bills. Basic grants range from \$100 to \$530 plus additional crisis benefits of \$1,230 per household for deliverable fuel.

195

HOUSEHOLDS



WELLNESS CHECKS

We visited homes at the request of loved ones, police, fire and residents. We not only made sure the residents were okay, but we provided case management services to assist them with overcoming physical and emotional hardships.

44

HOMES VISITED



WATERFORD CARES

We partnered Ledge Light Health District, police, fire, Waterford Ambulance, zoning and building departments to provide intensive case management services to residents. We were able to coordinate resources to support well-being and managing life challenges.

67

RESIDENTS SERVED

MENTAL HEALTH



OUR MENTAL HEALTH PROGRAM HAS **DOUBLED** SINCE IT'S INCEPTION

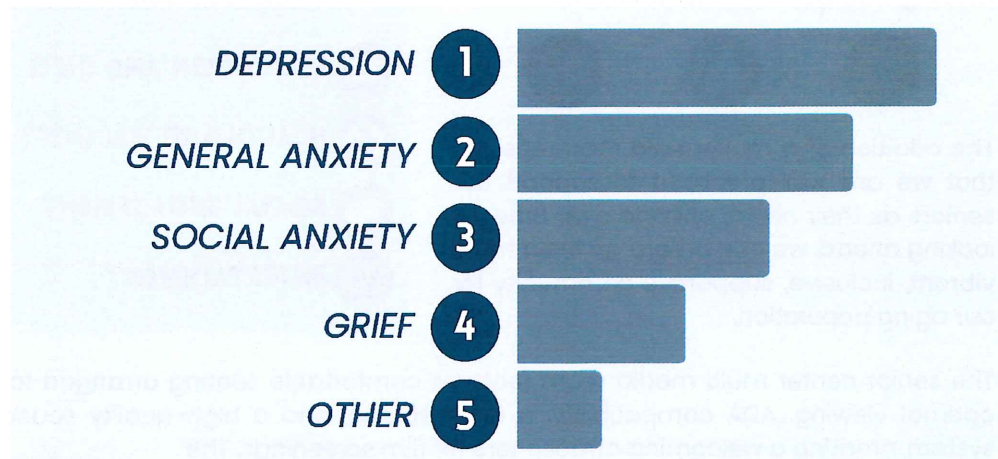


SUPPORT GROUPS ARE FOCUSED ON LOSING A LOVED ONE AS WELL AS CAREGIVER SUPPORT

In Fiscal Year 24, we were able to provide free counseling and support groups to our older residents, the disabled and veterans. Our mental health program was launched two years ago and continues to grow. Two contract clinicians

and a graduate intern maintained full caseloads of residents needing help for anxiety, depression, stress, substance use, and defiant behaviors.

TOP PRESENTING MENTAL HEALTH DISORDERS IN FY24



TOP PRESENTING MENTAL HEALTH CONCERNS



DEPRESSION



STRESS AND ANXIETY



LOSS AND GREIF



SUBSTANCE USE



CAREGIVING



MEDICATION AND HEALTH ANXIETY

LOOKING AHEAD

MULTIMEDIA ROOM

A grant from The American Rescue Plan Act has provided us with a valuable opportunity to assess and address the future needs of our seniors. This funding allowed us to conduct thorough research and engage directly with our senior community, enabling us to identify opportunities for enhancement in their quality of life and to address emerging challenges. With this grant for our innovative multimedia room we can explore a range of new programs. Our focus is on developing new and creative programs that cater to evolving interests, and expanding our offerings in areas such as technology training, nutrition, and mental health.



The addition of a multimedia room ensures that we are well-prepared to support our seniors as their needs change over time. By looking ahead, we can create an even more vibrant, inclusive, supportive community for our aging population.

The senior center multi media room features comfortable seating arranged for optimal viewing, ADA compatibility, a large screen, and a high-quality sound system, creating a welcoming atmosphere for film screenings. The room is decorated with soft lighting and easy accessibility, ensuring that all seniors can enjoy the space.

In addition to movie screenings, educational workshops or guest speaker events, the room can be transformed for meditation classes, games or Zoom conferences making it a multifunctional hub for community engagement.

This space could be used for:



EDUCATION AND INFO



HEALTH AND WELLNESS



SOCIAL ENGAGEMENT



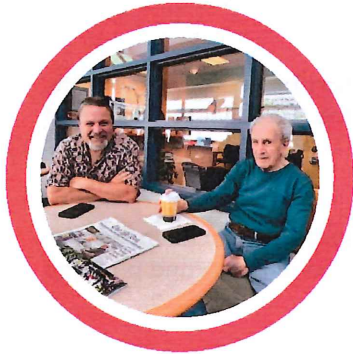
ENTERTAINMENT



LOOKING AHEAD

COFFEE STATION

The ARPA funding will also enable us to create a coffee station and seating area in the lobby of our community center, providing seniors with a welcoming and social space to gather. The coffee station will not only serve freshly brewed coffee but will also include a selection of teas and occasionally breakfast pastries, fostering a relaxed atmosphere where seniors can connect with one another.



By creating this dedicated space we aim to enhance the community experience, encouraging more seniors to spend time in the lobby before or after attending classes and Senior Services programs and events. This will promote social interaction and help combat feelings of isolation, which can be prevalent among seniors.

Along with the opportunities provided by the ARPA funds, we will continue to offer our very popular existing programs, while also adding exciting new offerings alongside our seniors' favorites.

The coffee station can also serve as a hub for informal gatherings, allowing seniors to share stories, build friendships, and engage in casual conversations. Additionally, we plan to host themed coffee mornings or special events, further enriching our community's social fabric. Overall, this addition will contribute to a warm and inviting environment that encourages seniors to come together, fostering a sense of belonging and community spirit.

LOOKING AHEAD



NEXT YEAR'S NEW CLASSES

Waterford Senior Services continues to reinvent itself to meet the needs and wishes of three generations of older adults. Baby Boomers now constitute two-thirds of the population over 50. We are developing new programs and opportunities for this vibrant generation of older adults and have an eye towards the future with the age of Generation X turning 60 years old in 2025.

TAI CHI

Gentle, flowing movements that promote relaxation, balance, and flexibility. Ideal for all fitness levels. This improves mental focus, reduces stress, and enhances physical stability.

SEATED ZUMBA GOLD

A fun, low-impact version of Zumba that can be done while seated. Perfect for those with limited mobility. This boosts cardiovascular health, increases coordination, and provides a lively social atmosphere.

WALKING PROGRAM

Organized group walks that encourage physical activity in a supportive environment. Suitable for all fitness levels. Held in the newly renovated Arnold Holm Jr. Park. This promotes heart health, builds endurance, and offers opportunities for social interaction.

THANK YOU NOTE WRITING WORKSHOPS

This class will guide participants in writing heartfelt thank you letters. You'll learn the importance of expressing gratitude, how to structure your letter, and tips for making your message personal and sincere. This class will help you communicate appreciation in a meaningful way.

SYMPATHY LETTER WRITING WORKSHOPS

In this compassionate class, participants will explore how to write condolence letters that offer comfort and support. You'll learn about the delicate nature of expressing sympathy, appropriate language to use, and ways to share memories that honor the deceased. This class aims to provide the skills needed to convey your feelings thoughtfully during difficult times.



WYFS Program Growth, Trends and Analyst for WYFS Afterschool Programs

Winter 2024 to Winter 2025

Graph Key:

Light Blue – Maximum Capacity: Represents the maximum number of participants each program can accommodate, based on factors such as available space, staffing levels, and instructor preferences. This line helps us understand the program's full potential and whether we are operating near capacity. Tracking this metric allows us to identify when additional resources might be necessary to expand offerings.

Royal Blue – Actual Enrollment: Shows the number of students who successfully enrolled and participated in each program. This line is essential for measuring the program's effectiveness and demand compared to its maximum capacity. Understanding actual enrollment trends helps us assess whether we are meeting community needs or if adjustments to promotion, scheduling, or resources are required.

Green – Waitlist: Reflects the number of parents who placed their child on a waitlist when a program was already full. Waitlists are an important tool for gauging unmet demand and help us prioritize which programs might benefit from expansion. Although rare, withdrawals can occasionally provide an opportunity to enroll waitlisted participants.

Purple – Abandoned Carts: Indicates programs added to a RecDesk cart but not fully registered. This metric highlights interest levels, even if it doesn't translate directly to enrollment, and provides insights into potential barriers to completion, such as cost, timing, or that the program is already full. Analyzing abandoned cart data can guide improvements in program design or the registration process to better capture this interest.

Trends Analysis:

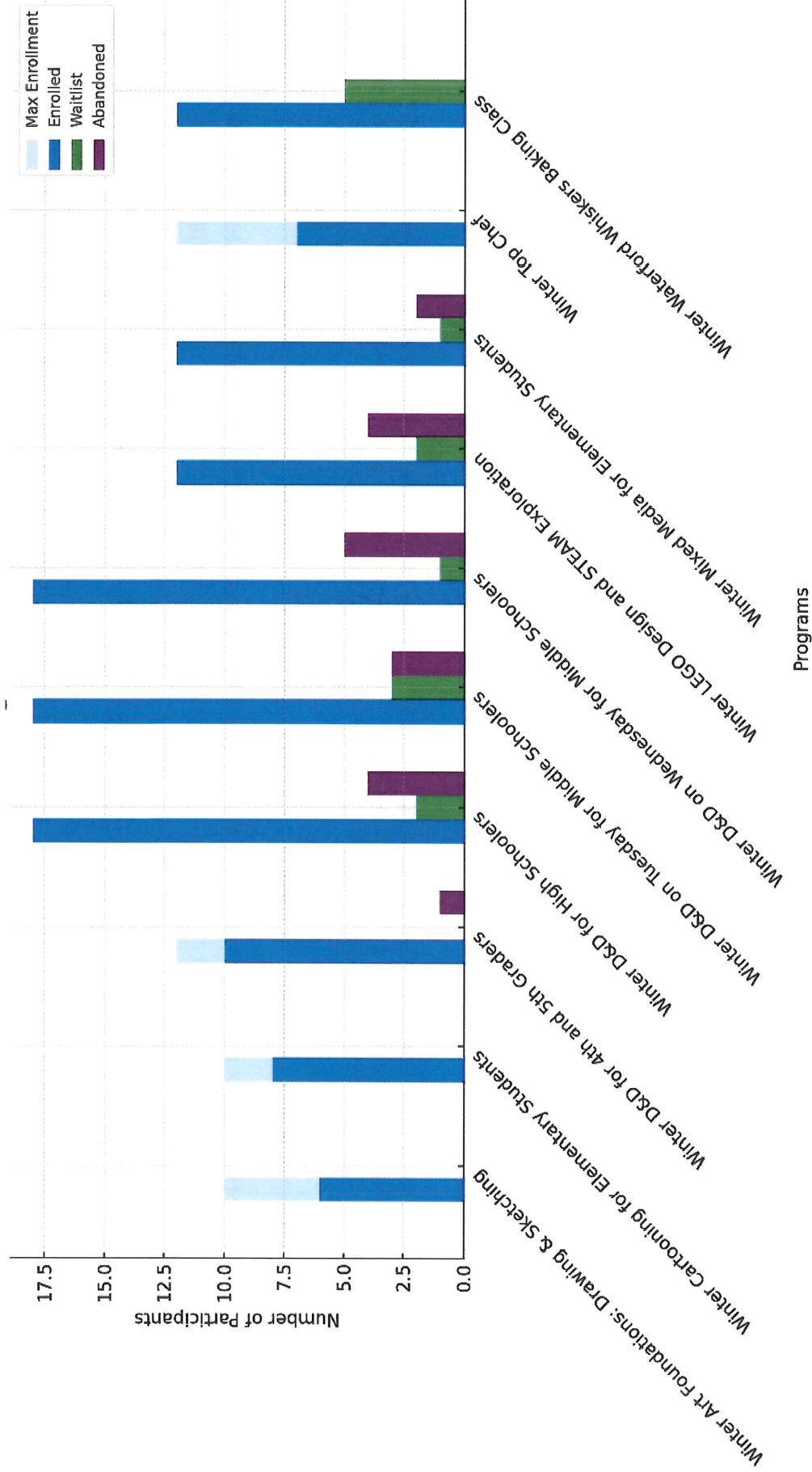
Over the last year, the graphs reveal consistent growth in enrollment across all seasons, with actual enrollment (Royal Blue) steadily approaching maximum capacity (Light Blue) in several programs. Waitlist numbers (Green) have fluctuated but remain significant, particularly in the Fall and Winter sessions, suggesting unmet demand. Abandoned cart data (Purple) shows interest exceeding enrollment, particularly during peak seasons, indicating possible barriers such as timing conflicts, costs, or limited capacity.

Overall Growth Analysis:

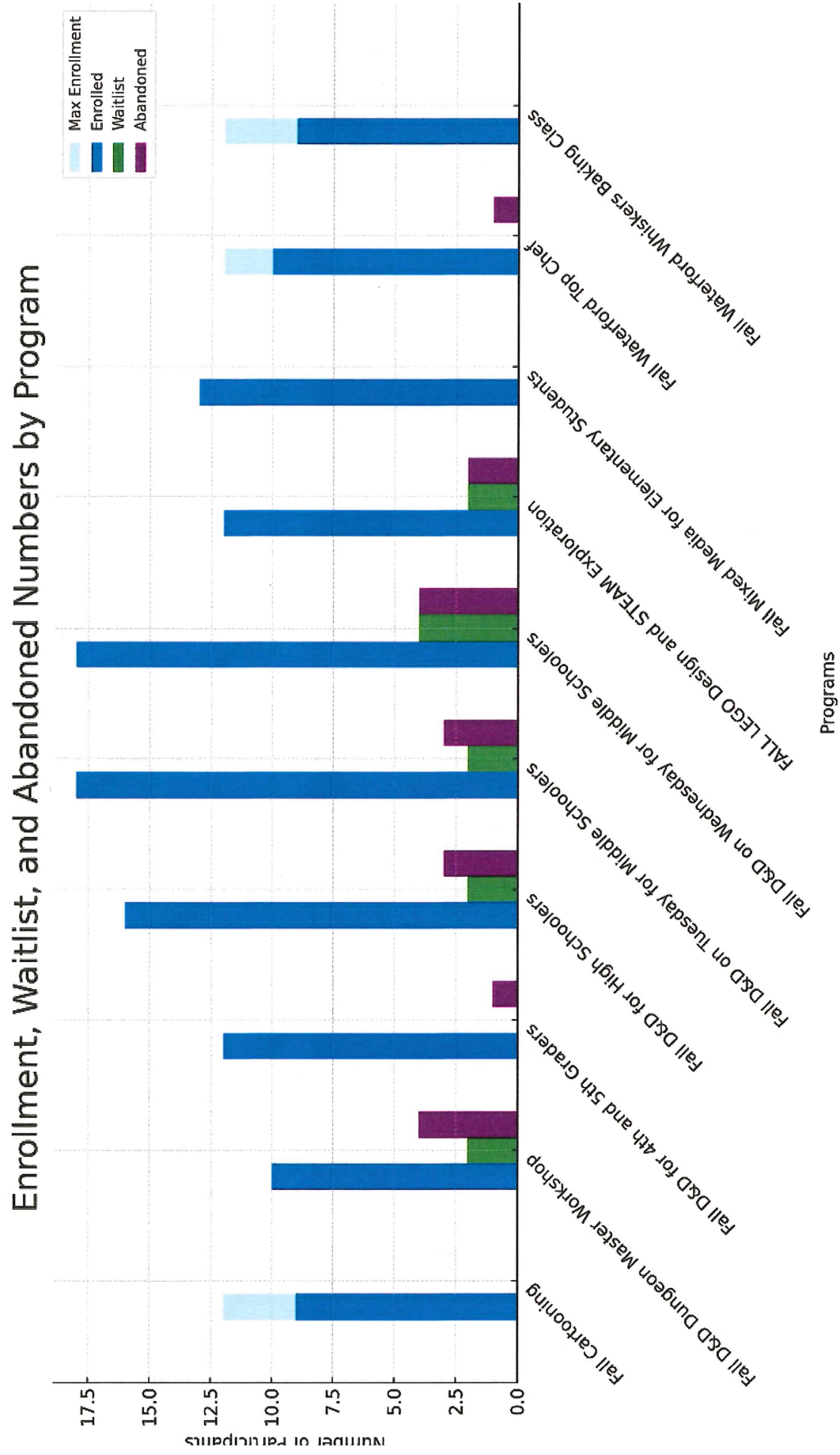
The afterschool programs have experienced clear growth over the past year, demonstrating increased community engagement and demand. Waitlist and abandoned cart metrics indicate untapped potential, signaling an opportunity for expansion or process improvements. These trends highlight the program's success in fostering participation while identifying areas for resource allocation to meet rising demand effectively.

Current Winter Session 2025

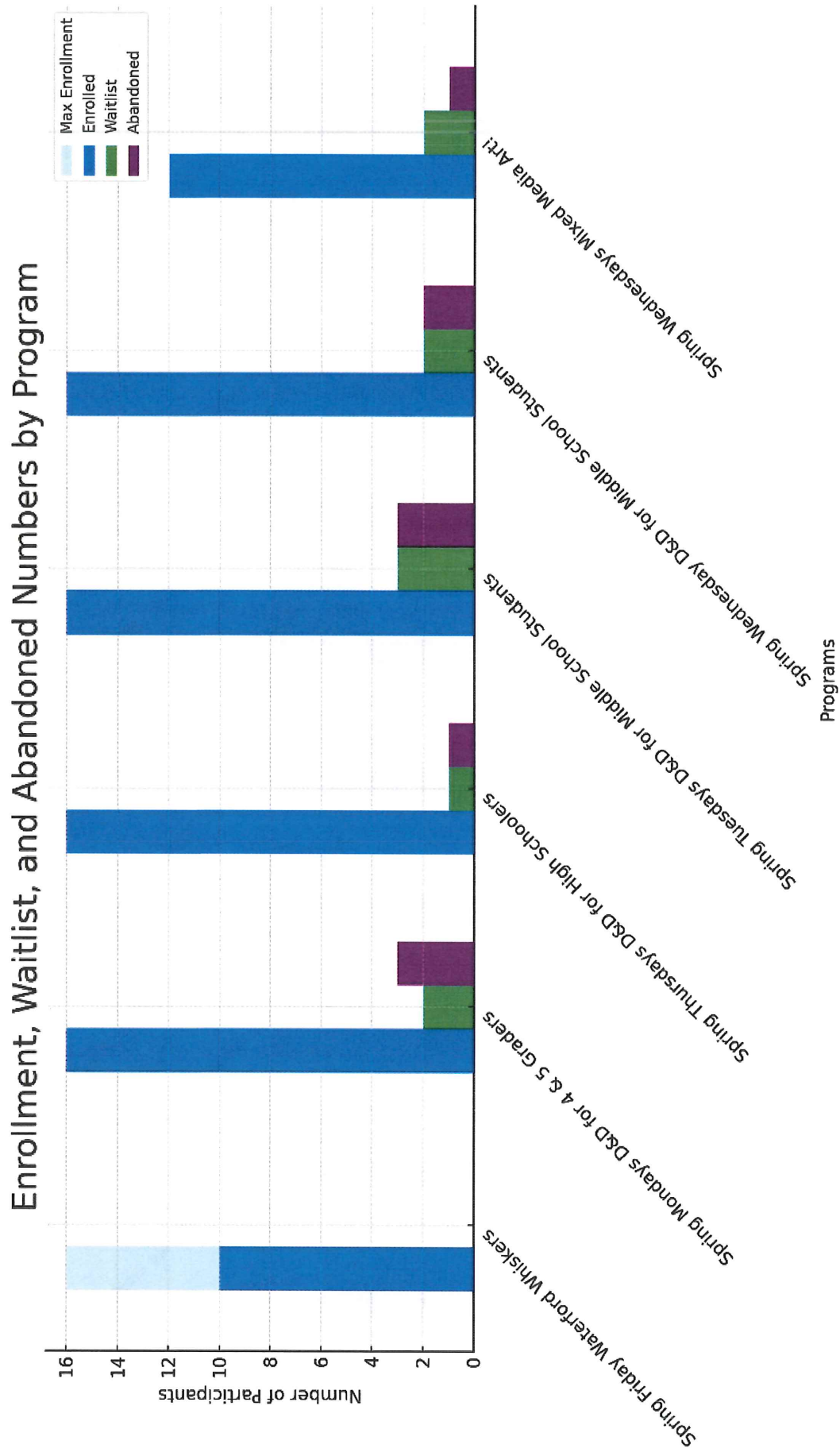
Enrollment, Waitlist, and Abandoned Numbers by Program



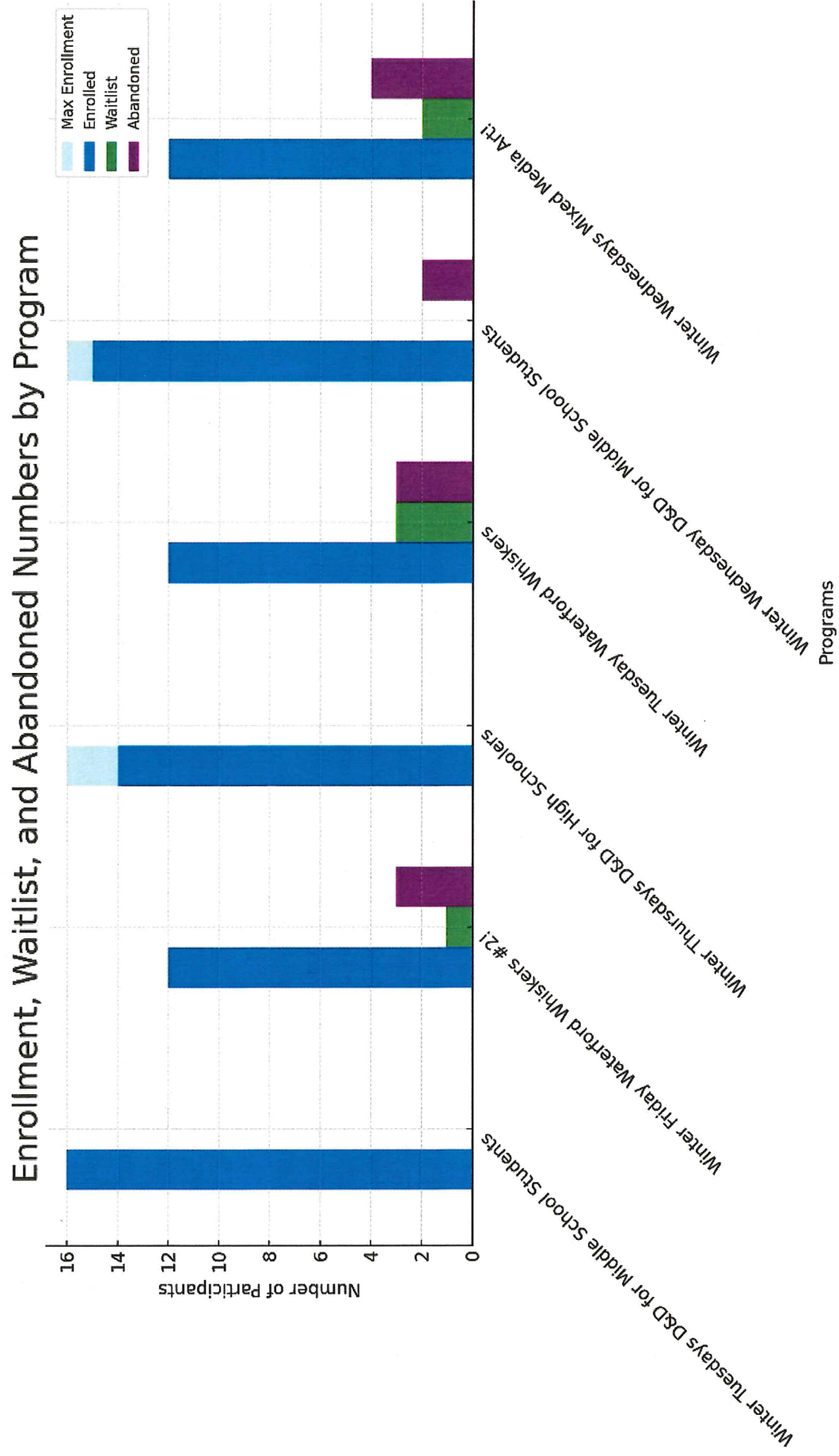
Fall Session 2024



Spring Session 2024



Winter Session 2024



Program Growth, Trends and Analyst for WSS

Winter 2024 to Winter 2025

Graph Key:



Green – Maximum Capacity: Represents the maximum number of participants each program can accommodate, based on factors such as available space, staffing levels, and instructor preferences. This line helps us understand the program's full potential and whether we are operating near capacity. Tracking this metric allows us to identify when additional resources might be necessary to expand offerings.



Royal Blue – Actual Enrollment: Shows the number of students who successfully enrolled and participated in each program. This line is essential for measuring the program's effectiveness and demand compared to its maximum capacity. Understanding actual enrollment trends helps us assess whether we are meeting community needs or if adjustments to promotion, scheduling, or resources are required.



Red – Waitlist: Reflects the number of parents who placed their child on a waitlist when a program was already full. Waitlists are an important tool for gauging unmet demand and help us prioritize which programs might benefit from expansion. Although rare, withdrawals can occasionally provide an opportunity to enroll waitlisted participants.

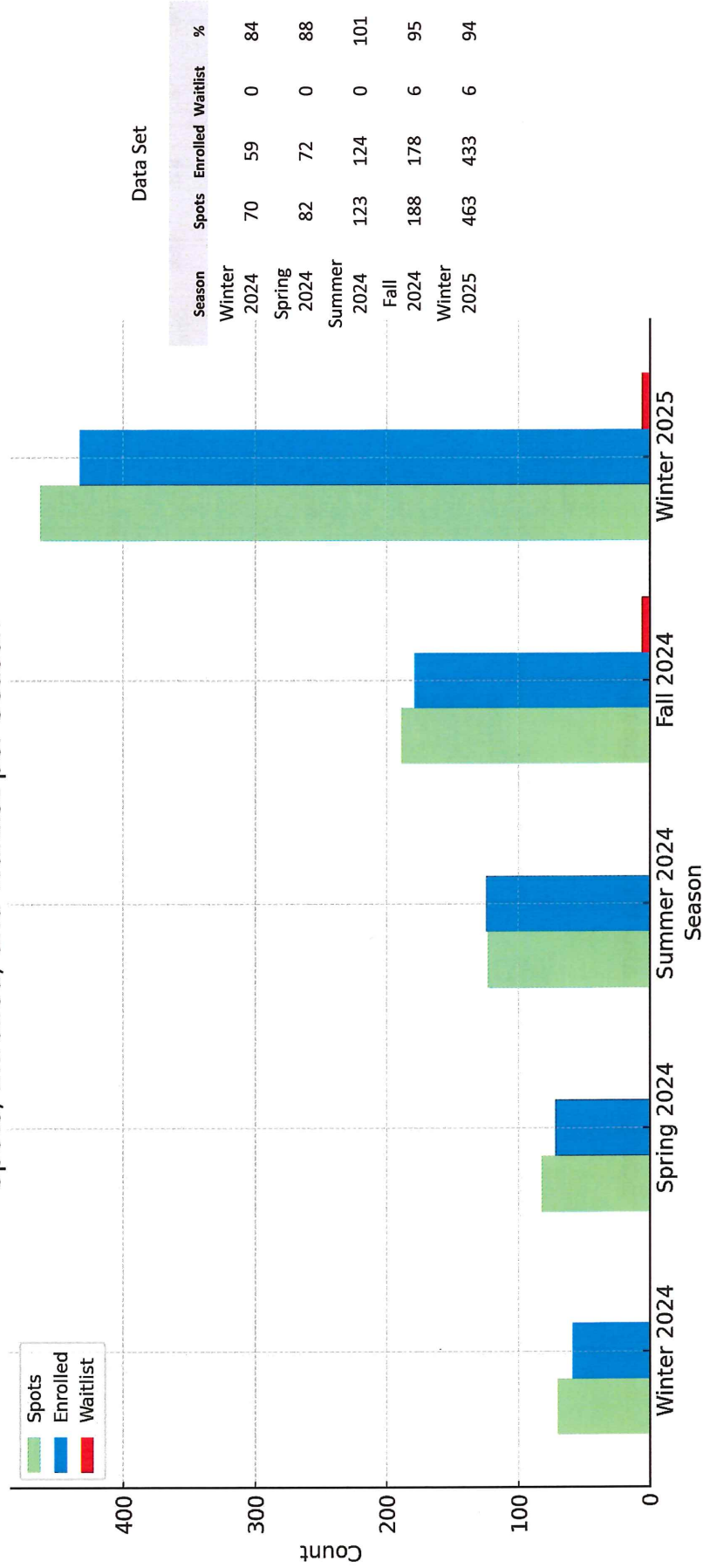
Trends Analysis: Across the datasets, there is a clear trend of increasing spots and enrolled participants over time, reflecting growing interest and demand for the programs. For example, spots increased from 70 in Winter 2024 to 463 in Winter 2025 in one dataset, while enrolled participants grew from 59 to 433 during the same period. Additionally, utilization rates (% Filled) consistently remained high, ranging from the mid-80s to 100%, with seasons like Fall 2024 showing complete capacity and forming waitlists. Winter seasons often reflect lower % Filled during mid-season data collection, emphasizing the need to consider final figures. This growth highlights the program's success and the need for expanded capacity to accommodate the rising demand.

Overall Growth Analysis: The data demonstrates consistent overall growth in both spots and enrolled participants across all seasons, indicating the program's increasing popularity and effectiveness. Spots expanded significantly, as seen in one dataset, from 70 in Winter 2024 to 463 in Winter 2025, and enrolled participants increased from 59 to 433 within the same timeframe. Other datasets show similar trends, such as spots growing from 58 in Spring 2024 to 110 in Fall 2024, with corresponding enrollment reaching full capacity by Fall 2024. The steady rise in waitlists, especially in Summer and Fall seasons, underscores the growing demand. These patterns reflect the program's ability to attract and retain participants, highlighting the importance of planning for continued growth and scaling resources to meet increasing community interest.

WSS Education Programs

Waterford Senior Services has increased the number and types of programs offered to reflect the informational needs of our senior community. Educational programs include Stress Reduction Classes, Medicare Workshops, Health Information related to Aging (i.e. Blood Pressure, Hearing, Nutrition) and Safety Information (i.e. First Aid, Fall Prevention, Scam Prevention), Advance Directives, Estate Planning and Probate, as well as Continued Learning and Growth education (i.e. Story Writing, Technology)

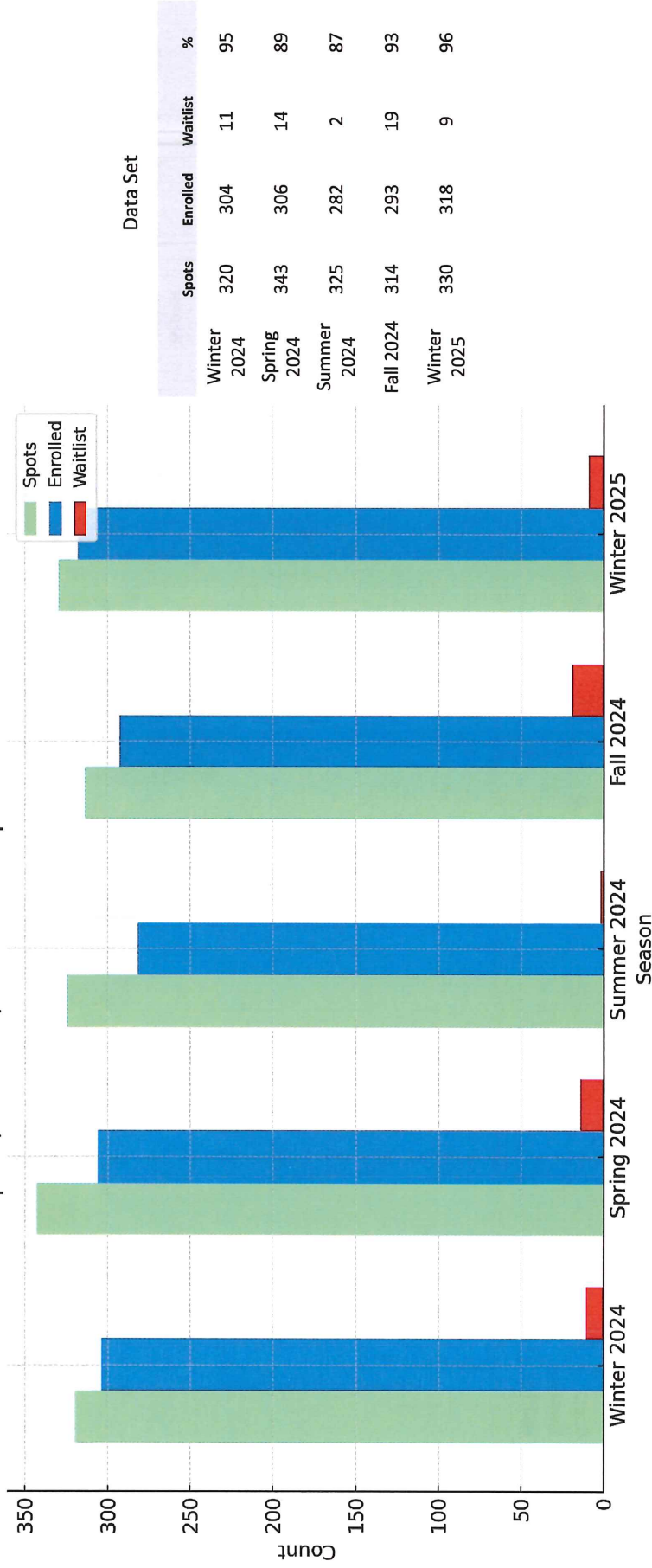
Spots, Enrolled, and Waitlist per Season



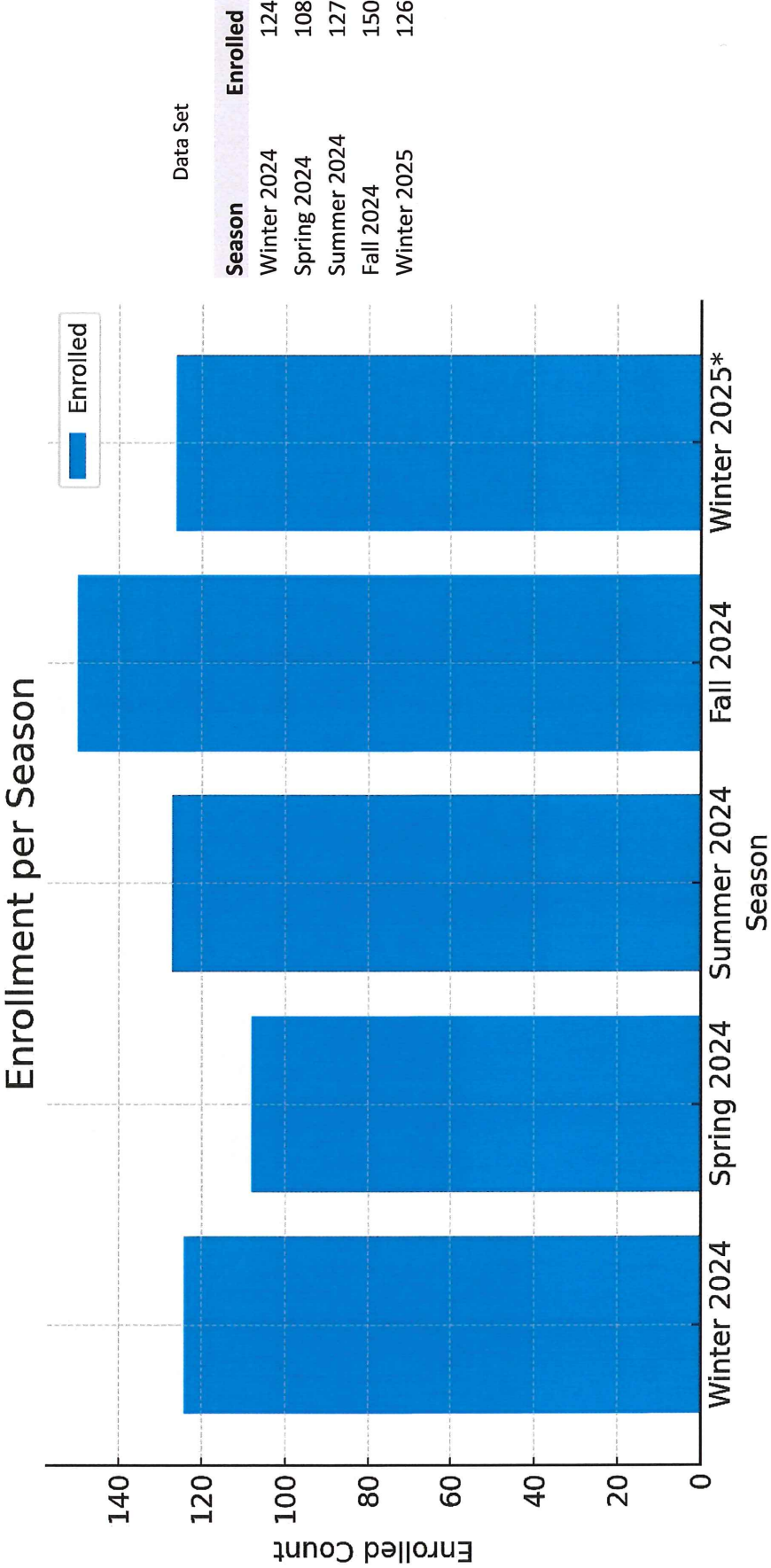
WSS Health and Fitness

Waterford Senior Services Fitness programs continue to be in high demand, supporting both physical health and emotional well-being. Fitness programs aim to improve balance, muscle mass and strength, flexibility and joint health. Our classes increase social interaction, lead to better quality sleep and improve mental health. Participation increases heart health, bone health, aids chronic disease management and assists weight management. Exercise has been shown to boost the immune system. Regular exercise is linked to increased life expectancy and a higher quality of life. Active older adults tend to have better overall health and are more likely to remain independent.

Spots, Enrolled, and Waitlist per Season



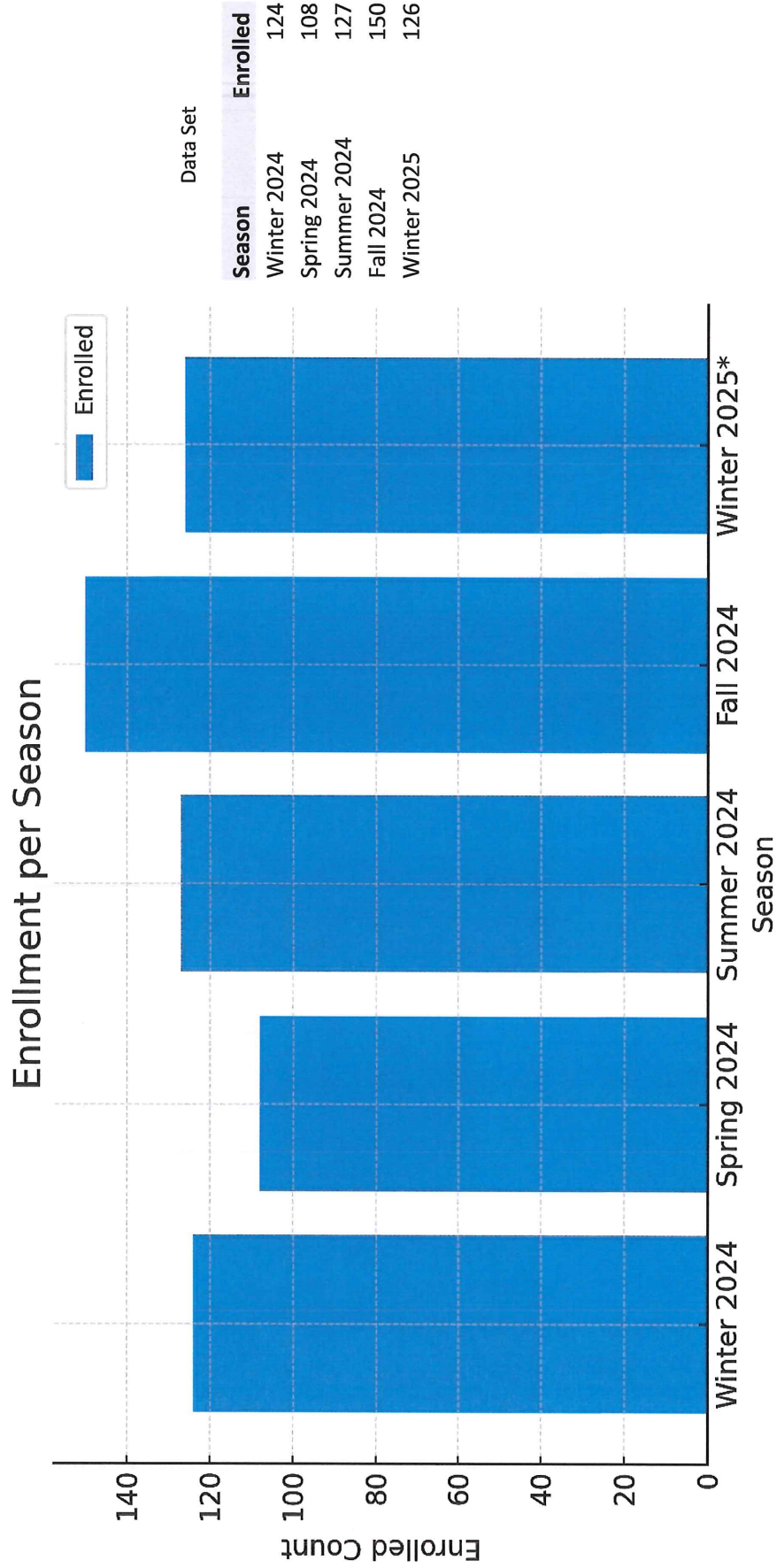
WSS Health and Fitness



* The current enrollment numbers for Winter 2025 are not final, as the season is still ongoing. Additional enrollments are expected as the program progresses, and final figures will be updated at the end of the season.

WSS Leisure and Games

Low-impact games like pickleball, cornhole and table tennis are ideal for seniors who want to stay active without putting stress on their joints, and foster social connections. Incorporating card games, board games, bingo, and bunto into a senior's routine can provide physical, cognitive, and social interaction that enrich their daily life. These provide a fun opportunity for seniors looking to stay active and engaged. For many seniors, having regular activities to look forward to, such as a weekly or monthly game, provides a healthy routine. This sense of structure can create a sense of purpose and stability.

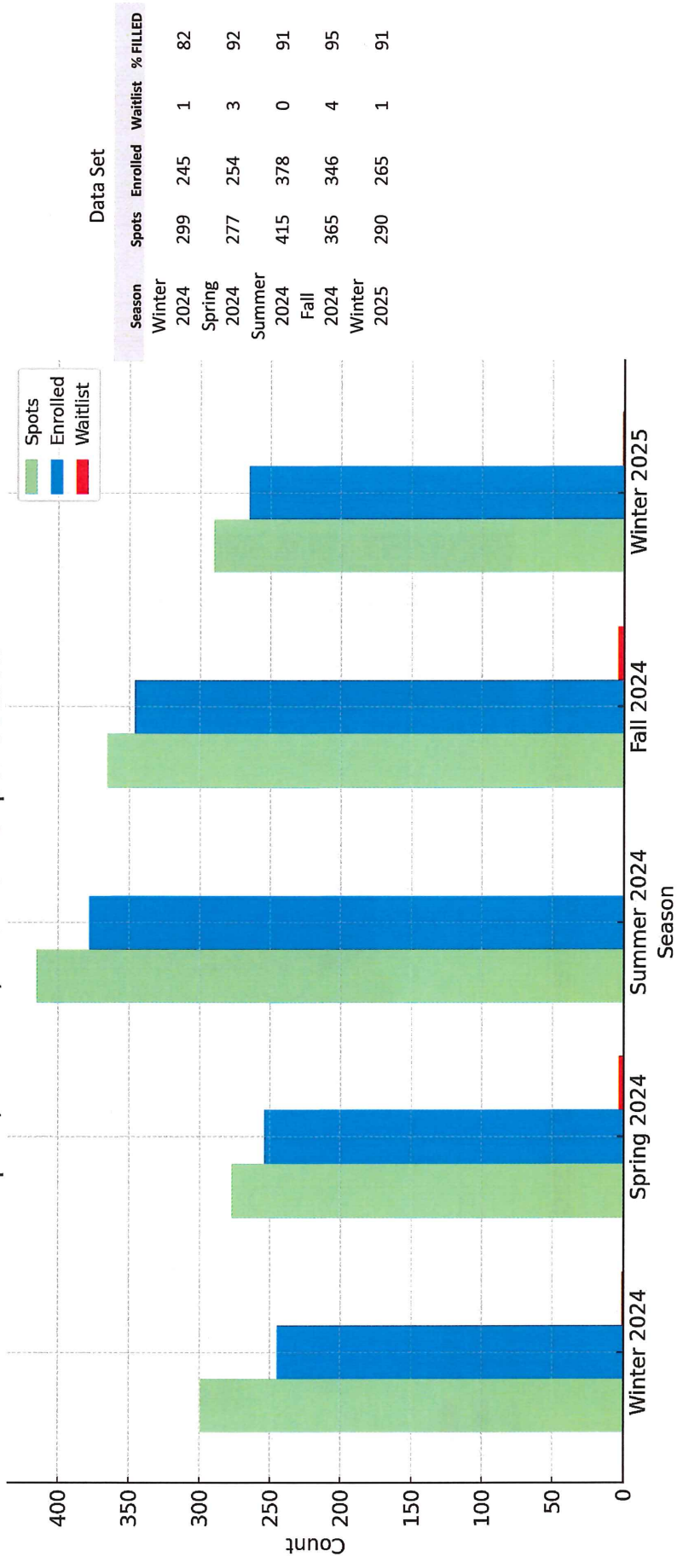


* The current enrollment numbers for Winter 2025 are not final, as the season is still ongoing. Additional enrollments are expected as the program progresses, and final figures will be updated at the end of the season.

WSS Leisure and Games

Waterford Senior Services offers a variety of games to appeal to all abilities, and we find they offer numerous benefits beyond entertainment. Seniors maintain mental and physical health, build relationships, and enjoy fulfilling, active lifestyles. Staying connected reduces feelings of isolation and loneliness, fostering teamwork, communication, and shared experiences in a fun environment where the focus is on enjoyment, which can reduce feelings of boredom or depression. Our programs are more than meets the eye, bingo is never just bingo. Staff can check in with our seniors on a variety of issues, and take steps for early intervention.

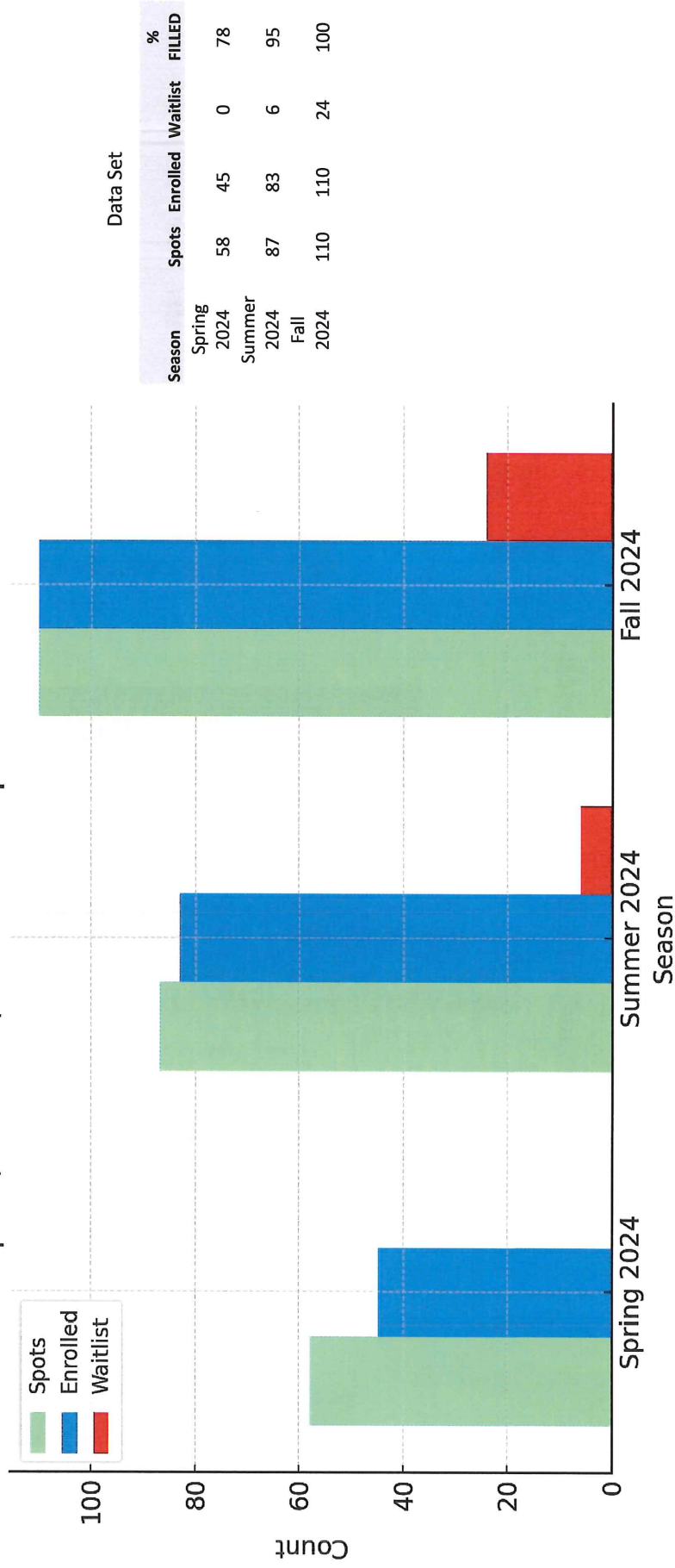
Spots, Enrolled, and Waitlist per Season



WSS Trips

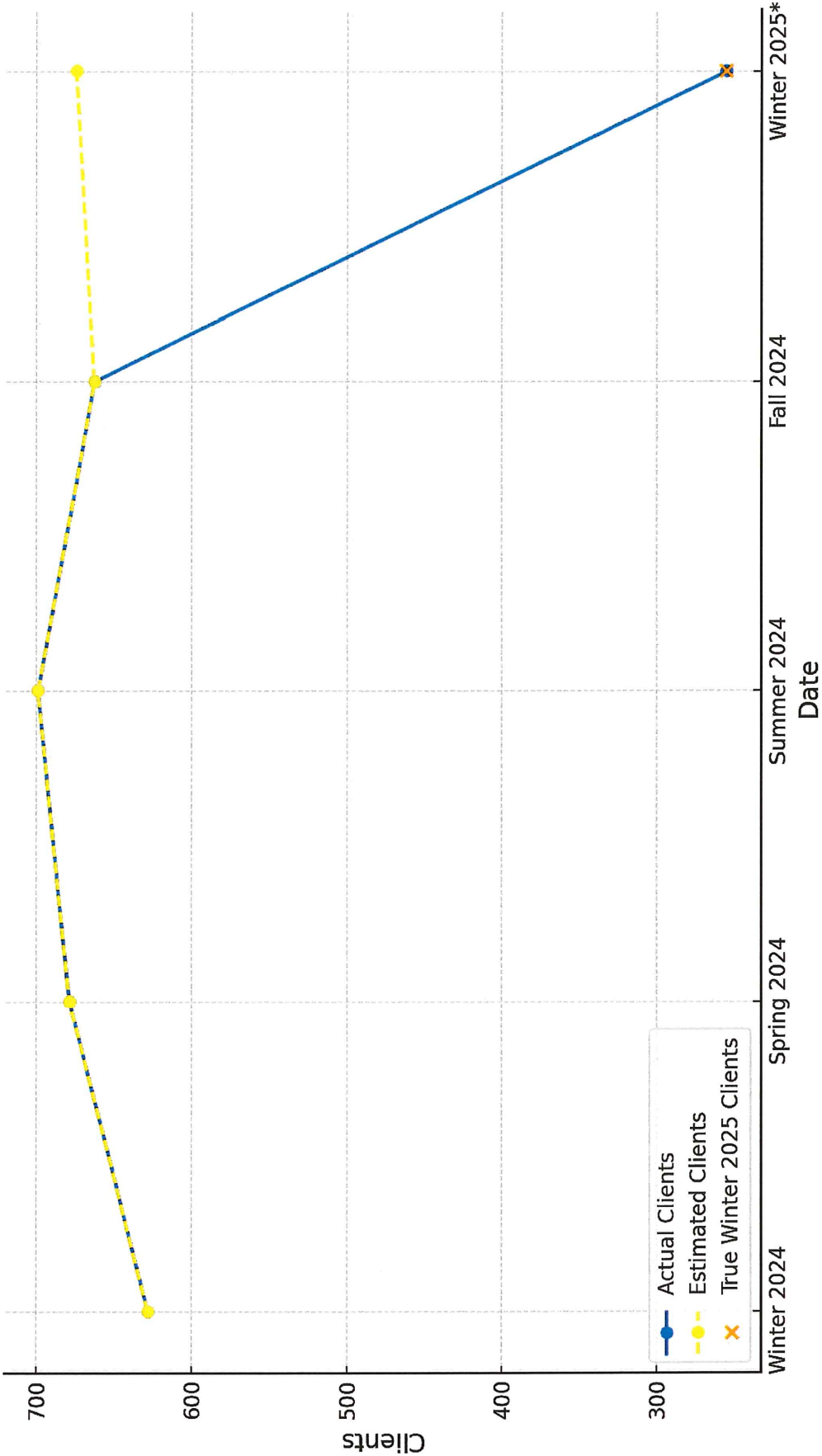
We offer a variety of travel opportunities including shows, museums, eateries, and popular destinations. They promote an active, engaged lifestyle, improve health, and provide meaningful experiences. Many of our trips are designed with educational elements, allowing seniors to explore new cultures, history, and geography. Waterford Senior Services trips are designed with mobility and accessibility in mind, ensuring that older adults can enjoy travel experiences without the challenges that might come with traditional travel. Our group tours enhance feelings of community. Engaging in a new experience can elevate mood, leading to greater happiness and life satisfaction.

Spots, Enrolled, and Waitlist per Season



WSS Transportation Data and Trends

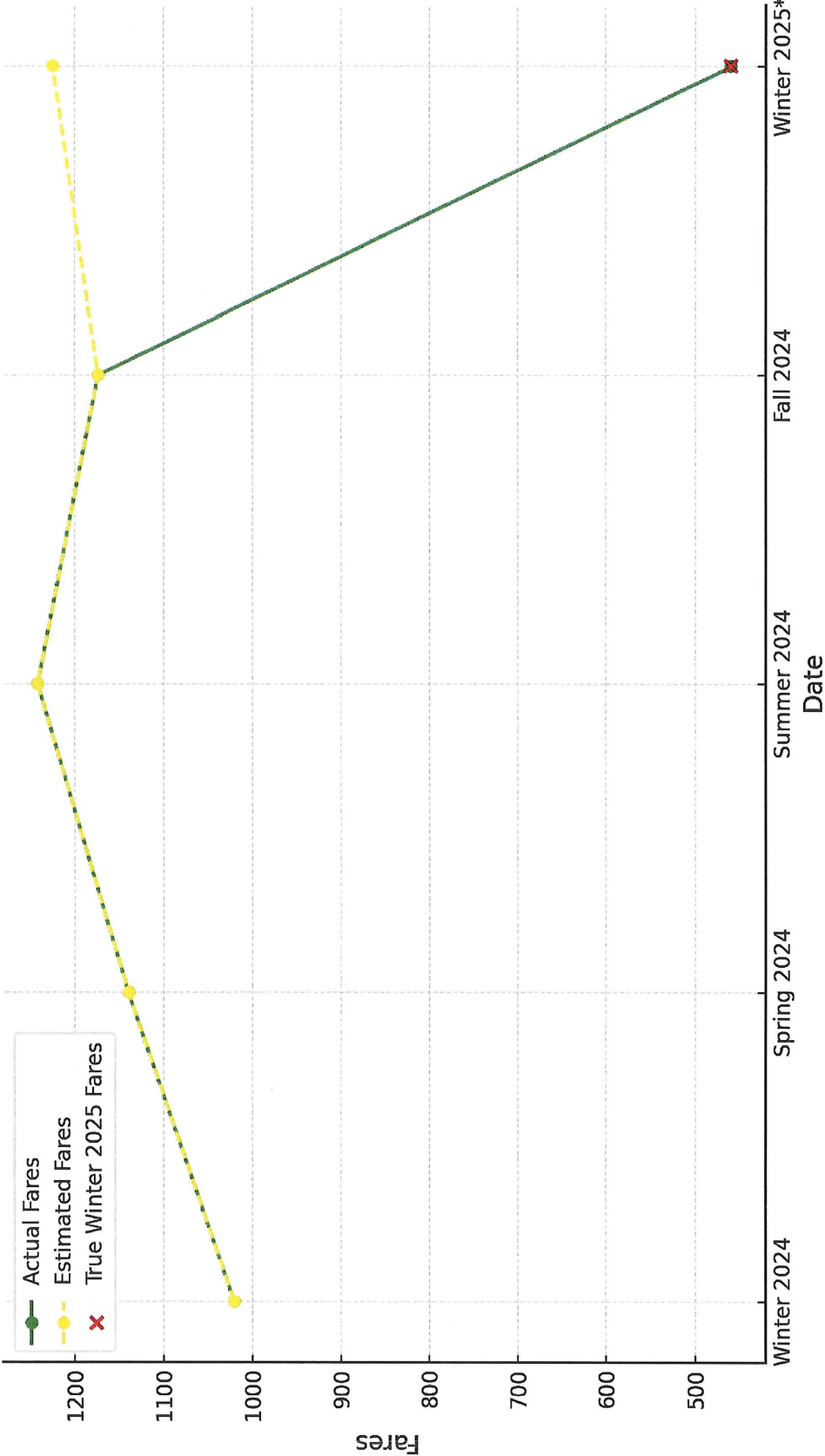
Client Trends with Winter 2025 Estimation



DATA SET	
Season	Participants
Winter 2024	628
Spring 2024	679
Summer 2024	699
Fall 2024	663
Winter 2025*	255*

WSS Transportation Data and Trends

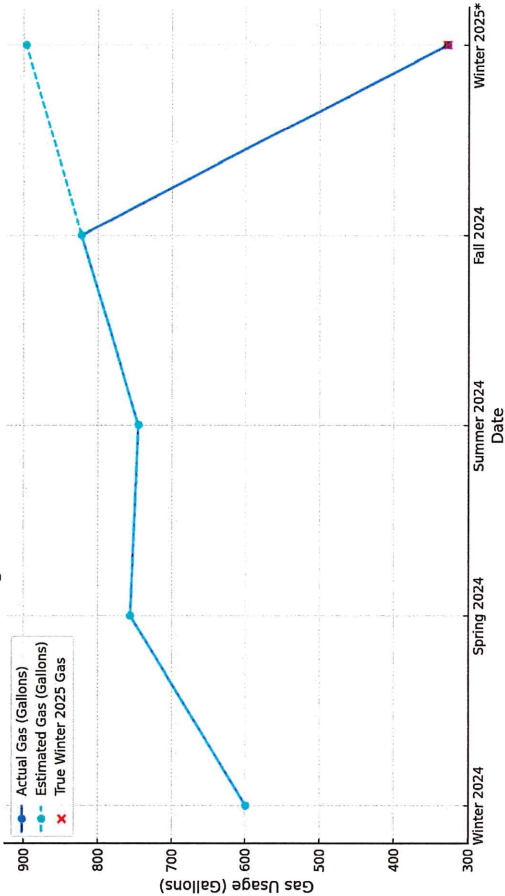
Fares Trends with Winter 2025 Estimation



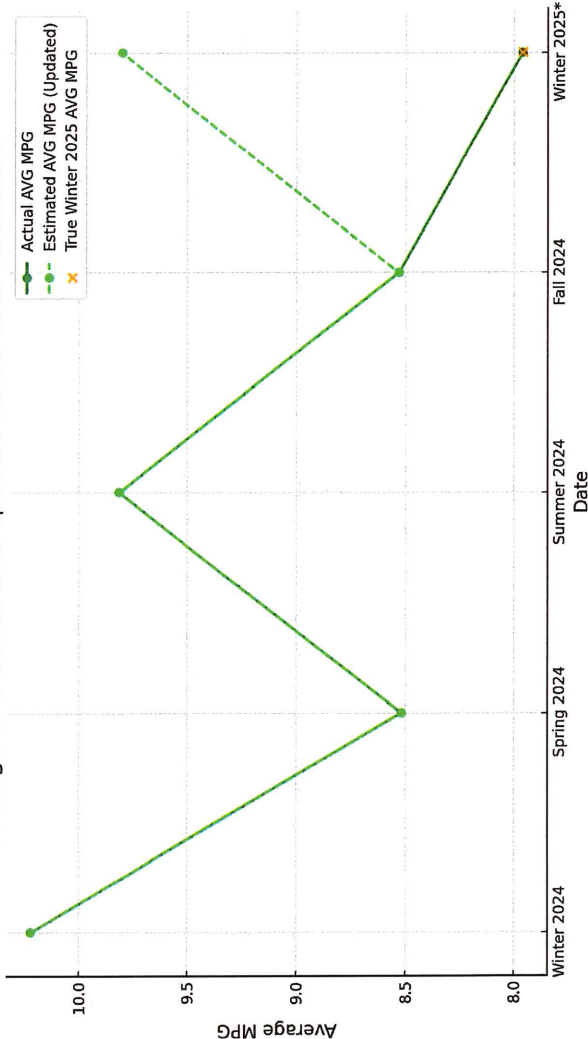
DATA SET	
Season	Fares
Winter 2024	1021
Spring 2024	1140
Summer 2024	1242
Fall 2024	1174
Winter 2025*	460

WSS Transportation Data and Trends

Gas Usage Trends with Winter 2025 Estimation

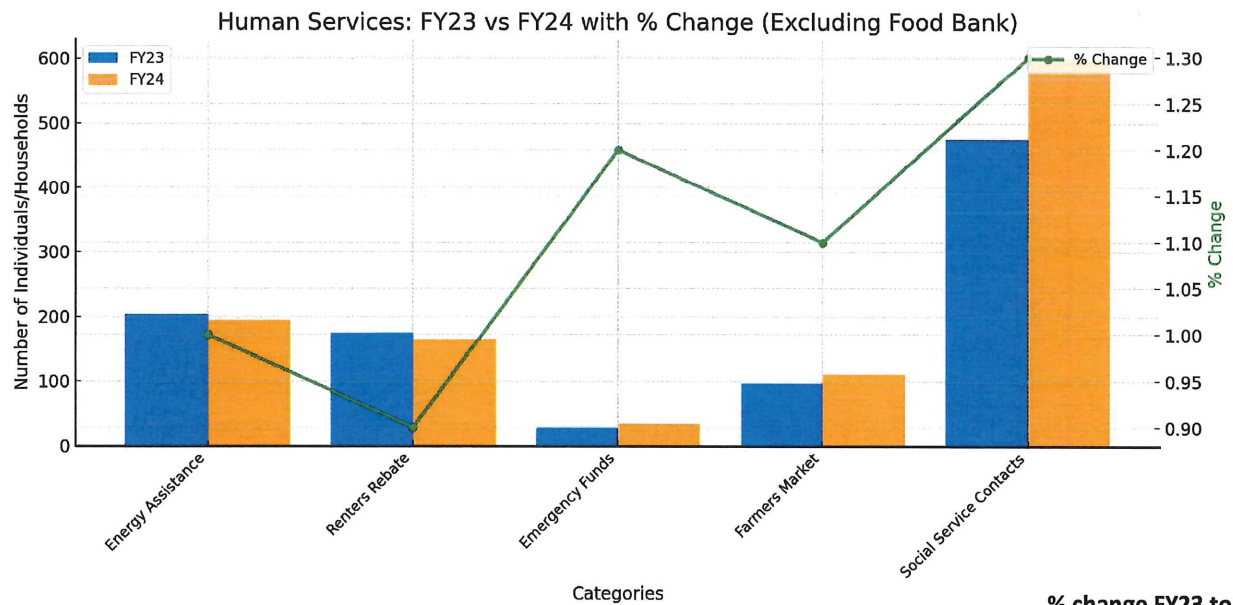


Average MPG Trends with Updated Winter 2025 Estimation



DATA SET		
Season	Fuel (Gallons)	AVG MPG
Winter 2024	598.41	10.22208853
Spring 2024	756.22	8.516040306
Summer 2024	745.45	9.812864713
Fall 2024	822.1	8.52864615
Winter 2025*	327.48	7.959264688

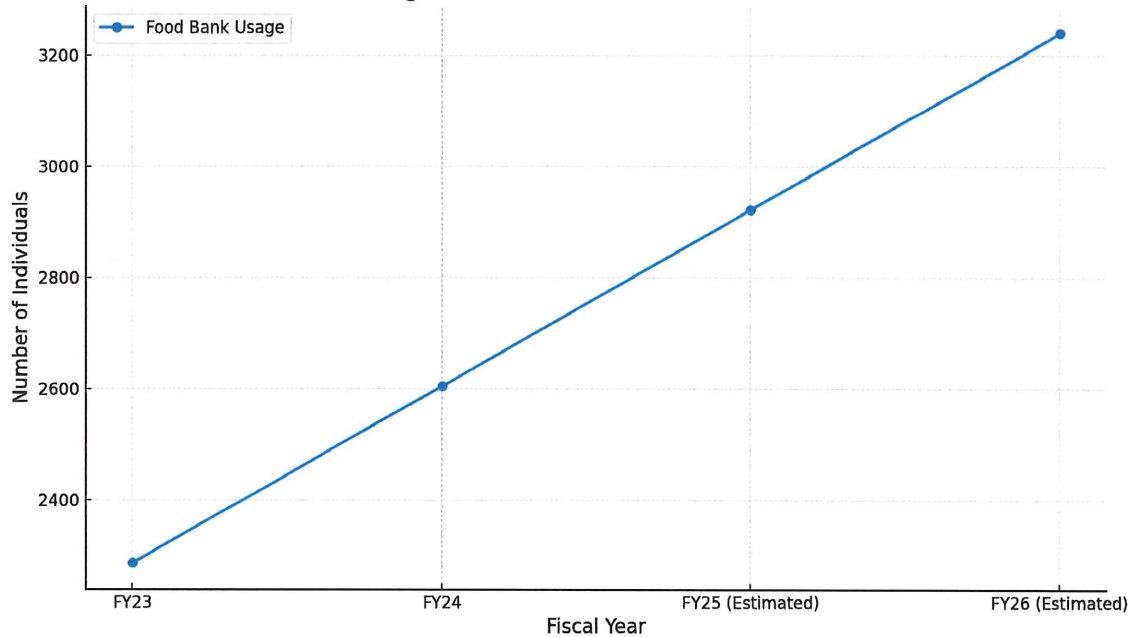
Human Services Data and Trends



HUMAN SERVICES

	FY23	FY24	% change FY23 to FY24
Energy Assistance (Per Household)	204	195	96
Renters Rebate (Per Household)	175	165	94
Emergency Funds (Per Household)	29	35	121
Farmers Market (Per Individual)	98	111	113
Food Bank (Per Individual)	2,287	2,605	114
Social Service Contacts (Per Individual)	476	601	126

Food Bank Usage with Estimated Growth for FY25 and FY26



The line graph illustrates Food Bank usage trends, highlighting both actual and estimated values. The actual data shows 2,287 individuals served in FY23 and 2,605 in FY24. Based on a consistent growth rate observed between these years, the estimated usage is projected to reach 2,923 individuals in FY25 and 3,241 in FY26. This projection assumes continued steady growth in demand for Food Bank services.