

TOWN OF WATERFORD
GENERAL FUND
2026-2027 PROPOSED BUDGET

DEPT/AGENCY: 10135 SENIOR CITIZEN COMMISSION

LINE ITEM	DESCRIPTION	2024-2025 ACTUAL EXPENDED	FY2025 TRANSFERS IN/OUT	2025-2026 RTM APPROP.	2025-2026 ADDITIONAL/ TRANSFERS	ACTUAL EXPEND & ENCUMB AS OF 1/1/26	2026-2027 DEPT/ AGENCY REQUEST	2026-2027 APPROVED BD/COMM (12/16/25)	2026-2027 BD OF SELECTMEN APPROVED	2026-2027 BD OF FINANCE APPROVED	BOF Approved \$ Increase	BOF Approved % Increase
PERSONNEL COSTS												
51110	ADMINISTRATION	164,531	3,017	165,557		85,166	176,694	176,694	176,694	176,694	11,137	6.73%
51210	CLERICAL/TECHNICAL	265,300	48,805	288,166		145,927	280,246	280,246	280,246	280,246	(7,920)	-2.75%
51635	INSTRUCTORS	33,663	-17	0		0	0	0	0			
51810	OVERTIME	2,159	1,900	2,750		1,022	2,750	2,750	2,750	2,750	0	0.00%
51920	FICA	35,217	8,708	34,920		17,550	35,166	35,166	35,166	35,166	246	0.70%
	SUBTOTAL	500,870	62,413	491,393	0	249,665	494,856	494,856	494,856	494,856	3,463	0.70%
SERVICES												
52020	POSTAGE	352	-280	1,000		113	1,000	1,000	1,000	1,000	0	0.00%
52030	PROFESSIONAL SERVICES	0	-1,020	6,360		5,380	9,485	9,485	9,485	9,485	3,125	49.14%
52039	ADA SERVICES	0	-300	450		0	450	450	450	450	0	0.00%
52040	SVC. CONTRACTS & REPAIRS	4,241	3,036	2,236	2,000	1,574	4,122	4,122	4,122	4,122	1,886	84.35%
52050	DUES, CONF & EDUCATION	210		280		108	280	280	280	280	0	0.00%
52130	PHYSICAL EXAMINATIONS	972	-150	1,188		658	1,188	1,188	1,188	1,188	0	0.00%
52380	PROGRAMS	1,129	-450	1,642		724	1,642	1,642	1,642	1,642	0	0.00%
	SUBTOTAL	6,904	836	13,156	2,000	8,557	18,167	18,167	18,167	18,167	5,011	38.09%
MATERIALS & SUPPLIES												
53010	OFFICE SUPPLIES	0		44		0	44	44	44	44	0	0.00%
53020	OTHER SUPPLIES	1,791		1,925		1,300	2,053	2,053	2,053	2,053	128	6.65%
53070	AUTO REPAIRS	1,278		1,562		1,269	1,562	1,562	1,562	1,562	0	0.00%
53080	AUTO MAINTENANCE	134	-1,427	0		0	0	0	0	0	0	
53090	FUELS & LUBRICANTS	10,128	-259	10,388		4,914	10,388	10,388	10,388	10,388	0	0.00%
	SUBTOTAL	13,331	(1,686)	13,919	0	7,483	14,047	14,047	14,047	14,047	128	0.92%
EQUIPMENT												
54020	FITNESS EQUIPMENT	0	-1,291	0		0	0	0	0	0	0	
54030	KITCHEN EQUIPMENT	1,766	-2,039	3,806	(2,000)	82	300	300	300	300	(3,506)	-92.12%
54050	AUTOMOTIVE EQUIPMENT	1,462	154	1,312		406	1,312	1,312	1,312	1,312	0	0.00%
	SUBTOTAL	3,228	(3,176)	5,118	(2,000)	488	1,612	1,612	1,612	1,612	(3,506)	-68.50%
	DEPARTMENT TOTAL	524,333	58,387	523,586	0	266,193	528,682	528,682	528,682	528,682	5,096	0.97%

Town of Waterford Senior Services

FY 27 Budget ~ 10135

Senior Citizen Commission

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

FY27: \$528,681.92
FY 26: \$523,585.81

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To: Board of Selectmen, Board of Finance, Representative Town Meeting
From: Dani Gorman, Human Services Administrator
Re: Duties and Responsibilities of Senior Services & Looking Ahead
Date: December 8, 2025

Senior Services is dedicated to enhancing the well-being, independence, and quality of life of older adults within the community. The department provides a wide range of programs and services that promote health, wellness, and social engagement, including fitness classes, health screenings, recreational activities, and educational opportunities. It assists seniors and caregivers in accessing vital resources such as housing, transportation, nutrition, and benefit programs, while offering case management and advocacy to ensure that older residents receive the support they need. Senior Services also focuses on helping individuals age in place safely by coordinating in-home assistance and community partnerships. Through collaboration with local organizations, regional agencies, and health providers, the department works to create an inclusive, age-friendly community where seniors are valued, supported, and empowered to live active, fulfilling lives. Ad

The Fiscal Year 2027 budget for the Senior Services Department reflects our steadfast commitment to honoring, supporting, and empowering the older adults in our community. This budget is an investment in dignity, independence, and connection; it strengthens the essential programs and resources that help seniors live healthy, active, and fulfilling lives. In FY27, we are prioritizing wellness initiatives, transportation access, social engagement opportunities, and critical support services that allow residents to age safely and confidently in place. Our goal is to meet the growing needs of our aging population with compassion, innovation, and fiscal responsibility. Every dollar in this budget represents a promise—to ensure that every senior in our community is valued, included, and given the opportunity to thrive

Looking Ahead:

As we look ahead, our commitment to supporting older adults with dignity, compassion, and innovation remains unwavering. In the coming year, we will continue to expand our programs, strengthen our partnerships, and enhance the services that help seniors maintain independence, connection, and quality of life.

We are preparing for a future in which aging brings new opportunities, accessible resources, and community engagement to every senior's experience. By investing in staff development, embracing emerging technologies, and listening closely to the evolving needs of the individuals and families we serve, we aim to set new standards of excellence across all areas of senior care. Together with our clients, caregivers, partners, and community we

will build a supportive, inclusive environment where every senior can thrive.

We hope to further explore (sample ideas):

- **Intergenerational & community-hub models** by integrating programs that involve younger generations (e.g., students, young families) in mentoring, tech-teaching, crafts, storytelling, etc. This “intergenerational living & engagement” model strengthens social bonds, reduces isolation, and fosters mutual learning.
- Expand staff training on personalized care and memory/dementia-friendly services for members living with memory impairment, dementia, or cognitive decline with the goal to provide specialized memory-care programming: stimulating activities, therapy, social support, safe spaces, and staff trained in compassionate, person-centered memory care.
- Leverage technology thoughtfully, keeping ease of use, privacy, and human touch in mind. While smart tech (AI companions, sensors, telehealth) offers big promise, design should prioritize intuitive interfaces, consent, privacy, and not replace human connection.
- We will continue to pursue opportunities to expand our programs through grant funding on the local, state, and federal levels.



To: Board of Selectmen, Board of Finance, Representative Town Meeting
From: Dani Gorman, Human Services Administrator
Re: Duties to Restrain Fiscal Spending
Date: December 8, 2025

In the Fiscal Year 2027 budget presentation, spending is increased by a little over one percent due to the following;

- Increases in the salaries of a variety of positions through contractual obligations. This also includes non-union wages. All wage increases are approved through the Representative Town Meeting and is a positive statement on the part of town leaders / elected officials to retain talent.
- The placement of the nursing well-care services in the budget presentation (for the first time) for the following reason;
 - The nursing well-care services, once provided by Yale New Haven Health (YNHH) were discontinued prior to Fiscal Year 2026. The funding for this service had always been provided through the social services grants' funding. In the spring of 2025, once the budget presentation cycle and reviews had already started for FY26, YNHH withdrew their request and notified the First Selectman of the discontinuation of the program. While the First Selectman and Senior Citizens Commission advocated for the continuation of the popular program, YNHH explained that a nursing shortage would no longer permit them to provide weekly blood pressure clinics and well-being check-ups for seniors at the community center. At that time, YNHH also informed the nurse (known to our seniors for over a decade as "Nurse Judy") that she would either be reassigned or laid off. "Nurse Judy" chose to leave her position with YNHH and then entered into a contractual agreement with the town that was overseen by the town attorney. The agreement required the nurse to present and maintain her license with the State of Connecticut Department of Public Health and liability insurance. For FY26, the Senior Citizens Commission voted to enter into an independent contractual agreement with nurse Judy and pay for her services through the Endowment Fund with the understanding that in FY27, the contractual agreement would be placed in the department's budget presentation.

The total cost for the licensed nurse with her own liability insurance through a contractual agreement with the town in which she is an independent contractor is as follows:

On site nurse visits rate is \$65.00 per hour with nurse at community center for 5.75 hours per month.

Additional increases are noted in the following lines:

Professional Fees (10135-52030): Professional fees Clinical services hourly rate increased to \$70.00 per session.

Shared/ Non shared Contracts and Repairs (10135-52040): Shared/ Non shared Contracts and Repairs there were increased monthly costs on Breezeline, T-Mobile, Info Shred and we listed invoice cloud in the background.

Other Supplies (10135-53020): Increased cost in supplies (toilet paper, paper towels and trash bags).

Decreases are noted in the following line:

Kitchen Supplies (10135-54030):

Note: We have also submitted requests in other town budgets. A summary of these requests, along with supporting explanations and proposed costs, are provided in the final pages of this budget presentation.

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; 50% Senior Services and 50% 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 \$ Longevity 1% \$928.19	\$62,807.66
Assistant Director GGA Class B 261 Days	\$78,897.04
Human Services Coordinator GGA Class B 261 Days	\$34,989.09

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	\$51,469.98
Office Support Technician AS-G/S-2 261 Days	\$48,749.23
Senior Services Clerk PT-07/S-4 Total of 15 hours per week	\$22,104.09
Senior Services Clerk PT-07/S-4 Total of 10 hours per week	\$14,736.06

Driver 261 Days (1,827 Hours)	\$42,977.25
Driver 156 days (988 hours)	\$27,284.42
Driver 156 Days (988 hours)	\$27,284.42
Community Café Manager (19 hours per week)	\$24,212.27

MOW Driver PT Delivering (multiple drivers)* Driver 1: \$17.50 per hour x an average of 6 hours per week Driver 2: \$17.06 per hour x an average of 6 hours per week Driver 3: \$17.06 per hour x an average of 6 hours per week Driver 4: \$17.06 per hour x an average of 6 hours per week	\$21,428.16
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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	\$459,689.67
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51920 FICA 10135-51920

Salaries:\$459,689.67 FICA rate: x .0765 FICA Total	\$35,166.25
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SERIES 51000 TOTAL	\$494,855.92
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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
23-24	\$200.00	\$0.00
24-25	0.00	\$0.00
25-26	\$0.00	YTD \$0.00

Advertising Request FY 27	\$0
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Postage: 10135-52020

Background: Postage required for the quarterly newsletter which also includes the annual permit fee. 655 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
23-24	\$1,575.00	\$1,281.78
24-25	\$1,000.00	\$351.98
25-26	\$1,000.00	YTD 78.81

Postage Request FY 27	\$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 as well as contracted nurse detailed in memo on pages 5 and page 6.

Budget Year	Amount Requested	Amount Spent
23-24	\$0.00	\$0.00
24-25	\$6,360.00	\$5,340.00
25-26	\$6,360.00	YTD \$3,420.00

Professional Fees Request FY 27	\$9,485.00
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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
23-24	\$450.00	\$0.00
24-25	\$450.00	\$0.00
25-26	\$450.00	\$0.00

ADA requested FY 27	\$450.00
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Shared Service Contracts & Repairs: 10135-52040

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

Breezeline \$77 x 12 months = \$924/2 = \$462

Ricoh \$77.23 x 12 months = \$926.76 / 2 = \$463.38

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

Budget Year	Amount Requested	Amount Spent
23-24	\$12,448.00	\$11824.42
24-25	\$2,236.00	\$4,240.82
25-26	\$2,236.00	YTD \$1,119.80

Service Contracts Request FY 27 Shared Costs	\$4,122.00
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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).

T-Mobile \$86.80 x 12 months = \$1,041.60

Infoshred \$38 x 4 visits per year = \$152

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

Invoice Cloud \$130.00 per month x12 months = \$1,560.00

Budget Year	Amount Requested* Amount requested is the combination of the shared and non-shared	Amount Spent
23-24	\$12,448.00	\$11,824.42
24-25	\$2,236.00	\$5,272.00
25-26	\$2,236.00	YTD \$1,119.80

Service Contracts Request FY 27 Non-shared services	\$4,122.00
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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
23-24	\$690.00	\$407.98
24-25	\$280.00	\$210.00
25-26	\$280.00	YTD \$107.54

Dues, Conferences, & Education FY 27	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
23-24	\$2,216.00	\$1,205.90
24-25	\$1,188.00	\$971.91
25-26	\$1,188.00	YTD \$401.32

DOT/Public service Physical Examinations Request FY 27	\$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.

Budget Year	Amount Requested	Amount Spent
23-24	\$2,650.00	\$2,753.85
24-25	\$1,642.00	\$ 1,128.80
25-26	\$1,642.00	YTD \$500.10

Programs Request FY 26	\$1,642.00
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SERIES 52000 TOTAL FY 27	\$18,167.00
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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
23-24	\$400.00	\$604.32
24-25	\$44.00	\$0.00
25-26	\$44.00	YTD 0.00

Office Supplies FY 27	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
23-24	\$2,959.00	\$2,790.23
24-25	\$1,925.00	\$1, 790.62
25-26	\$1,925.00	YTD 1, 043.34

Other Supplies Request FY 27	\$2,053.00
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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 (97,561 YTD Mileage) (Identified as R30)

2018 Ford 11 Passenger W/C Minibus (56,267 YTD Mileage) (Identified as R4)

2022 Ford 12 Passenger W/C Minibus (24,822 YTD Mileage) (Identified as R5)

Fleetio report attached regarding preventative maintenance. Please see attachment D

Budget Year	Amount Requested	Amount Spent
23-24	\$1,729.00	\$1,728.14
24-25	\$1,562.00	\$1,277.72
25-26	\$1, 562.00	YTD \$1,268.50

Programs Request FY 27	\$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 27 we anticipate the need for 5,000 gallons x \$2.0545 per gallon = \$10,272.50 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.

2024: 2, 697.12gallons consumed

2025: 3, 577.36gallons consumed

2026: 1,554.18YTD gallons consumed

Budget Year	Amount Requested	Amount Spent
23-24	\$10,713.00	\$8,302.35
24-25	\$10, 388.00	\$10,128.23
25-26	\$10, 388.00	YTD \$4,065.85

Fuels and Lubricants Request FY 27	\$10, 388.00
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SERIES 53000 TOTAL	\$14,047.00
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SERIES 54000: Equipment**Fitness Equipment: 10135-54020**

Budget Year	Amount Requested	Amount Spent
23-24	\$0.00	\$0.00
24-25	\$1,292.00	\$0.00
25-26	\$0.00	YTD \$0.00

Fitness Equipment Request FY 27	\$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 Kitchen is a Level 4 Kitchen as designated by Ledge Light Health District; the kitchen is inspected by LLHD yearly.

Budget Year	Amount Requested	Amount Spent
23-24	\$120.00	\$56.53
24-25	\$3,806.00	\$1,766.31
25-26	\$3,806.00	YTD \$53.87

Kitchen Equipment Request FY 27	\$300.00
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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
23-24	\$1,137.00	\$1, 084.32
24-25	\$1, 312.00	\$1, 462.16
24-25	\$1,312.00	YTD \$406.30

Automotive Equipment Request FY 27	\$ 1,312.00
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SERIES 54000 TOTAL	\$ 1,612.00
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**TOTAL BUDGET
CALCULATION**

TOTAL SERIES: 51000	\$494,855.92
TOTAL SERIES: 52000	\$18,167.00
TOTAL SERIES: 53000	\$14,047.00
TOTAL SERIES: 54000	\$1,612.00
TOTAL BUDGET	\$528,681.92

TOWN OF WATERFORD
PERSONNEL WORKSHEET - 35 SENIOR CITIZEN COMMISSION
2026/2027 FISCAL YEAR

LINE 51920									
DATE OF HIRE	EMPLOYEE	HOURS WORKED/WEEK	HOURLY RATE FY27	SALARY FY26	LONGEVITY FY26	SALARY FY27	LONGEVITY FY27	TOTAL EMPLOYEE SALARY	PAYROLL TAXES (F.I.C.A.)
51110 - ADMINISTRATION									
12/01/2008	HUMAN SERVICES ADMIN/DIRECTOR	40	N/A	60,370.21	\$ 883.00	61,879.47	\$ 928.19	62,807.66	4,804.79
10/04/2021	HUMAN SERVICES COORDINATOR	40	N/A	27,308.56	\$ -	34,989.09	\$ -	34,989.09	2,676.67
6/13/2022	ASSISTANT DIRECTOR SS	40	N/A	76,972.72	\$ -	78,897.04	\$ -	78,897.04	6,035.62
	TOTALS			164,651.49	883.00	175,765.59	928.19	176,693.79	13,517.07
		*add longevity		165,534.49					
51210 - CLERICAL TECHNICAL									
5/9/2022	Senior Services Assistant	35	\$ 28.1719	49,288.81	\$ -	51,469.98	\$ -	51,469.98	3,937.45
9/18/2023	Office Support Technician	35	\$ 26.6827	46,941.66	N/A	48,749.23	N/A	48,749.23	3,729.32
05/15/2023	Community Cafe Manager	19	\$ 24.4125	23,059.35	N/A	24,212.27	N/A	24,212.27	1,852.24
03/03/2025	Driver-Sr Services FT	35	\$ 23.5234	35,754.39	N/A	42,977.25	N/A	42,977.25	3,287.76
06/25/1996	Driver-Sr Services	19	\$ 27.5100	26,609.99	N/A	27,284.42	N/A	27,284.42	2,087.26
07/22/13	Driver-Sr Services	19	\$ 27.5100	26,582.29	N/A	27,284.42	N/A	27,284.42	2,087.26
*4 drivers as needed	Meals-On-Wheels (hrs/wk average)	24	\$ 17.0690	27,436.32	N/A	21,428.16	N/A	21,428.16	1,639.25
07/01/2014	Enrollment Clerk	15	\$ 28.2300	21,039.21	N/A	22,104.09	N/A	22,104.09	1,690.96
09/24/2024	Enrollment Clerk	10	\$ 28.2300	14,295.48	N/A	14,736.06	N/A	14,736.06	1,127.31
	TOTALS			271,007.50	0.00	280,245.88	0.00	280,245.88	21,438.81
		*add longevity		271,007.50					
51635 - INSTRUCTORS									
	UNDER SPECIAL REVENUE				N/A		N/A	0.00	0.00
	TOTALS			0.00	0.00	0.00	0.00	0.00	0.00
51810 - OVERTIME									
				2,750.00	0.00	2,750.00	0.00	2,750.00	210.38
51910 - FRINGE /F.I.C.A.									
				439,291.99	883.00	458,761.47	928.19	459,689.66	35,166.26
	TOTALS			472,897.83				494,855.92	
	BUDGET TOTAL W/F.I.C.A								

**TOWN OF WATERFORD
PROPOSED REVENUE BY DEPARTMENT
GENERAL FUND
2026-2027 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 Department

LINE ITEM	2023-2024 ACTUAL	2024-2025 ACTUAL	2025-2026 EXPECTED	2025-2026 YTD	2026-2027 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	10,198	23,190	10,512	1,841	7,364	\$ (3,148.00)
Recording Fees						\$ -
Regional Communications Fees						\$ -
Rentals						\$ -
Sale of Recyclables						\$ -
State Operational Grants						\$ -
Tipping Fees						\$ -
Versa Kart/Blue Box Purchases						\$ -
TOTALS	\$ 10,198.00	\$ 23,190.00	\$ 10,512.00	\$ 1,841.00	\$ 7,364.00	\$ (3,148.00)

Proposed Revenue General Fund: The reason for lower amount than previous is that all exercise programs were moved in to the Special Revenue Fund. Examples being- Line Dancing, Tai Chi, Pickleball Instructional Lessons.

**TOWN OF WATERFORD
PROPOSED REVENUE BY DEPARTMENT
SPECIAL REVENUE
2026-2027 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	2023-2024 ACTUAL	2024-2025 ACTUAL	2025-2026 EXPECTED	2025-2026 YTD	2026- 2027PROPOS ED	VARIANCE
GRANTS (list anticipated individual grants below)						
DOT 5310 Grant	0	0	0			\$ -
Title III Federal Funds	5,325	5,325	0		5,325	\$ 5,325.00
						\$ -
						\$ -
						\$ -
						\$ -
DONATIONS (list individual donations below)						
Transportation	265	0	1,000	0	1,000	\$ -
Madeline Burstien Trust	0	6,200	352	352	0	\$ (352.00)
						\$ -
						\$ -
						\$ -
						\$ -
PROGRAM FEES (list anticipated revenue by program)						
Fitness	24,291	23,271	52,988	21,461	53,000	\$ 12.00
						\$ -
						\$ -
						\$ -
						\$ -
						\$ -
						\$ -
MISC						
						\$ -
						\$ -
						\$ -
						\$ -
TOTALS	\$ 29,881.00	\$ 34,796.00	\$ 54,340.00	\$ 21,813.21	\$ 59,325.00	\$ 4,985.00

Proposed Revenue Special Revenue Fiscal Year 2026-2027: Increase in Program Fees (Fitness) due to all exercise instructional programs being moved out of the General Fund to Special Revenue. Example: Line Dancing, Tai Chi, Chair Tai Chi and Instructional Pickleball

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 \$70 per hour

Individual & Group sessions= 71.43 hours x \$70.00 per hour

One contractor for WSS

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).

Date of Issue November 17, 2025

Backup C3

Visitly
2350 Capistrello St
Dublin, California 94568
United States
+1 510-502-4458
billing@visitly.io

Bill to
Town of waterford
fsabbadini@waterfordct.org

\$899.00 USD

Description	Qty	Unit price	Amount
Visitor Management Software	1	\$899.00	\$899.00
Subtotal			\$899.00
Total			\$899.00
Amount			\$899.00 USD

DEPT	PROJECT NAME	DESCRIPTION	BUDGET FISCAL YEAR 2002-2003	BUDGET FISCAL YEAR 2003-2004	ESTIMATED FISCAL YEAR 2004-2005
SENIOR SERVICES	RecDesk Licensing and Support	Cloud based recreation management software with credit card payment processing configured for senior services	3,500.00	5,075.00	3,859.00
SENIOR SERVICES	Seniors - MySeniorCenter Lite - case management	Cloud based case management platform designed for senior services needs	750.00	750.00	850.00
SENIOR SERVICES/RECREATION (NEW)	Visitly	Visitor/Program Check in software subscription			899.00
SENIOR SERVICES (NEW)	Spedista	Visa scheduling and intelligent routing efficiency software subscription			6,300.00
IT/SENIOR SERVICES (NEW)	OptiSigns Digital Signage	Cloud based digital signage subscription to update the digital "kiosks" in the Community Center			188.00
SENIOR SERVICES	Camera	Cloud based Advertising/Marketing creation tool		600.00	720.00

RecDesk

RecDesk serves as Waterford Youth and Family, and Waterford Senior Service's primary platform for program registration, payments, roster management, and reporting, allowing residents to easily enroll in programs while providing staff with real-time data to manage participation and capacity.

My Senior Center is a specialized software system designed to help senior centers manage their daily operations more efficiently.

Visitly is a visitor management software used by schools, businesses, nonprofits, and other organizations to manage and track people entering their buildings.

What Visitly Software Does:

Digitizes visitor check-ins (replaces paper sign-in sheets)

Prints visitor badges

Captures visitor information (name, reason for visit, photo, etc.)

Provides real-time notifications to staff when their visitor arrives

Tracks staff and volunteer check-ins

Stores records securely for reporting and compliance

Supports pre-registration so guests can sign in faster

Offers emergency features (visitor lists, alerts)

Spedista is a **transportation scheduling, dispatch, and routing software platform** designed to help organizations coordinate rides and manage their transportation operations more efficiently. It's especially used by community transport programs, senior services, paratransit providers, volunteer driver programs, and non-emergency medical transportation services.

- Ride scheduling & dispatch: Organizes and assigns trips to drivers.
- Route planning & optimization: Creates efficient routes to save time and reduce costs.

- Driver/vehicle/passenger management: Tracks profiles, certifications, and vehicle details.
- Reporting & analytics: Offers quick insights and customized reports.
- Communication tools: Supports SMS, email, and voice notifications.

OptiSigns is a **cloud-based digital signage platform** that lets you turn screens (like TVs, monitors, or kiosks) into dynamic, remotely managed digital signs. It's designed for businesses and organizations to display content such as menus, announcements, promotions, social feeds, metrics, and more.

Canva is a web-based graphic design platform that allows users to create a wide variety of visual content easily, even without advanced design skills. It's widely used for social media graphics, presentations, posters, documents, marketing materials, and more.

Backup A2

FIFTEEN ROPE FERRY ROAD
WATERFORD, CT 06385-2886



PHONE: 860-442-0553
www.waterfordct.org

Backup B1

Waterford Senior Services

To: Kimberly Allen, Director of Finance
Garon VanOverloop, Senior Mechanic

From: Dan Gorman, Human Services Administrator

Cc: Senior Citizens Commission
Gary Schnelder, Public Works Director
Sandy Kenniston, Office Coordinator
Meaghan Lineburgh, Senior Services Assistant

Re: Request for the Fleet Management

Date: November 19, 2025

On behalf of the Senior Citizens Commission and after a discussion at the department's budget hearing workshop on November 12, 2025 (special meeting / minutes on file), it was proposed that a request come before you for consideration for an activity van for seniors based on the following reasons / needs as well as, data collected from our transportation logs;

- Activity vans are more shuttle focused on transporting *ambulatory* (i.e., walking) seniors and better on fuel efficiency when our wheelchair accessible / mobility van is not needed.
- They have adequate capacity for typical activities for smaller groups, especially when our transportation records show that the wheelchair van often has unused seats.
- They provide more comfort and provide a cozy, car-like ride, which can be more comfortable for seniors on short trips around town
- They are at a lower purchase price with reduced maintenance costs compared to full-size senior vans or buses. They also have better fuel efficiency, which saves money on regular trips.
- They also require less specialized driver training than full-sized vans or buses.

Data Submitted as of 12/2/25:

of passengers (annually) who were in a wheelchair and required the accessibility lift: 59

of riders using a walker needed to use the wheelchair lift because boarding the accessible van was too difficult. (An activity van would provide easier and more convenient access for this rider): 26

Total # of ambulatory passengers who do not routinely need an accessible / mobility van: 134

CT State Contract

x2y	White
	RWD

TASCA FORD

Waterford

State contract 24PSX0110

2026

 xzy

DEC 4th

Connecticut/ Rhode island/ Maine.

Connecticut/ Rhode island/ Maine.

Connecticut/ Rhode island/ Maine.

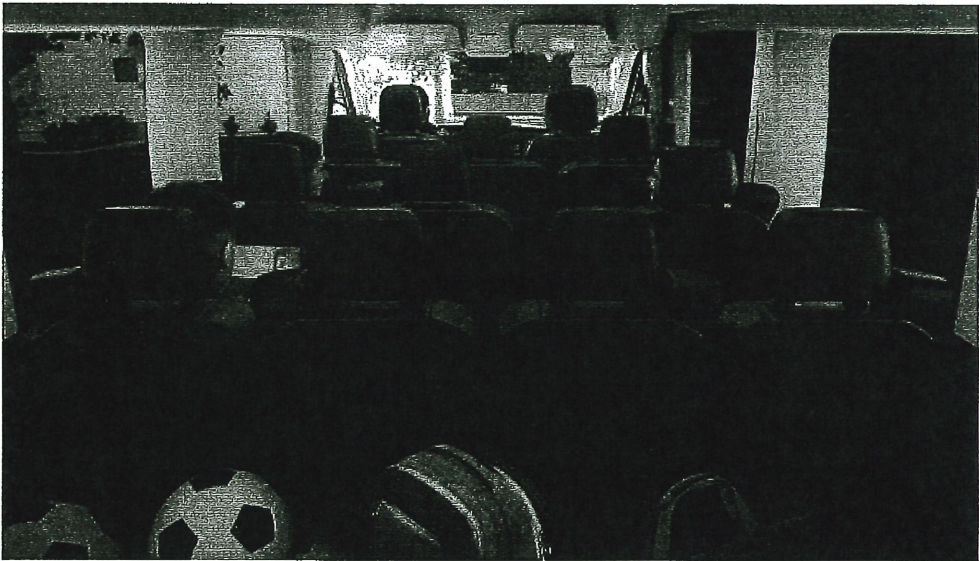
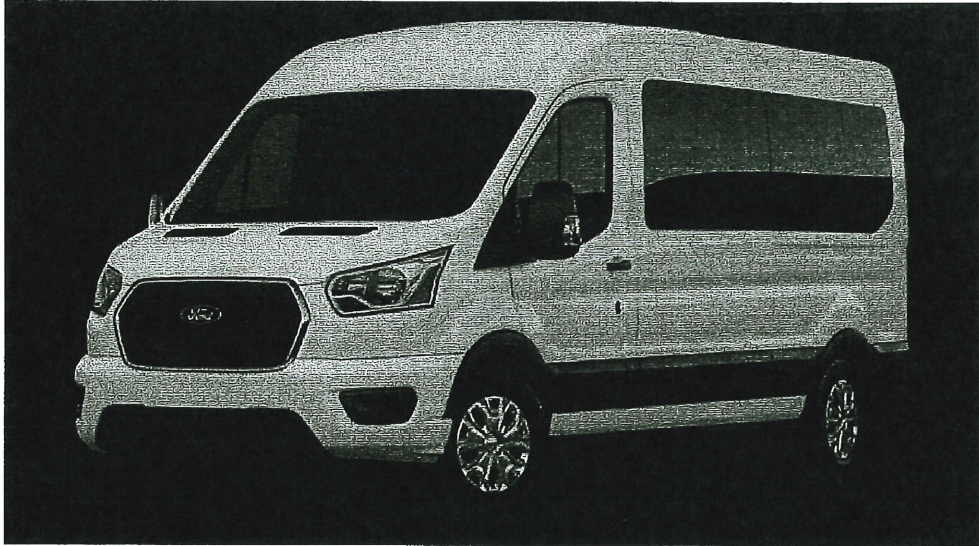
Connecticut/ Rhode island/ Maine.

[illegible]

OEM discount 6% off of MSRP

Non OEM Upfit Cost Plus 5%

Backup B3



Executive Summary

SPEDSTA provides software and services for organizations needing to manage transportation options for the elderly, special needs and disabled community. Our customers include small to medium sized Transit, Medical Clinics/Hospitals, Senior Living Homes and Community/Private Transportation Organizations. SPEDSTA is a comprehensive and modern software platform used by over 50 organizations nationally.

This proposal is presented to the Town of Waterford.

As part of this deployment:

1. SPEDSTA will setup, configure and deploy a dedicated SPEDSTA web application Dispatch service
2. SPEDSTA will offer remote digital training and support.
3. In addition, SPEDSTA will set up a community and configure administration and reporting privileges for a dedicated Town of Waterford account.
4. Upon mutually determined and agreed upon success, Town of Waterford would agree in principle to do co-marketing, Case Studies, joint conference participation and be a referenceable customer for SPEDSTA.

Regular monthly check-ins will be done to review results, progress, issues and next steps. Any software feature additions and modifications will be captured into a working document for review at these meetings.

What differentiates us?

Core Competency and Capabilities

Specifically developed for elderly, disabled and special needs transportation and delivery demands. We are subject matter experts!

The safest & most modern solution encompassing community, dial-a-ride, para-transit, demand-response dispatch, driver-passenger, and caregiver scheduling and tracking platform.

Error free automatic route planning, real time routing, pooling and communication through seamless dispatch, passenger, and driver tools and apps.

Customizable volunteer and paid driver payout profiles, Custom pricing, discounts, ride cost estimation, collection, disbursement, and accounting

Ease of use. Cross platform functionality across mobile, desktop and tablet. 1 click destination scheduling, 1 click tracking, 1 click reporting

Easy integration With 3rd party payments systems, ERP, CRMs, ride share (Uber/Lyft) and multiple supported platforms. Ride scheduling API available.

Safety Features

Member decision support systems. Driver-vehicle authorizations, driver matching, caregiver scheduling and tracking, GPS tracking, smart multi-routing, speed tracking, real time communication, route traffic and weather forecasting, driver and passenger reputation tracking, insurance, and license expiration alerts

Privacy and data protection using similar protocols and infrastructure as Apple, Microsoft, Amazon, and Google.

Compliance and Security. HIPAA and ADA compliant.

Accounting and Reporting

Robust financial and historical reporting – Monthly/Quarterly and Annual reports. Build your own reports tool and pivot table.

Automated Invoicing and statements. Driver-passenger reconciliation, payouts, payments, cash, cashless, bank transfer, billing systems - Visa/Credit card.

Detailed driver/passenger reports and analytics. Data logging for liability protection, complaints handling and quality of service.

Service History by Vehicle

Town of Waterford - Public Works

15 records

Report generated on 12/08/2025 9:17 AM by Maryellen McConnell

Filters

Time Frame: Jul 1, 2024 - Jul 1, 2025 Vehicle: R30, R4, R5

Labor Subtotal
\$2,494.27

Parts Subtotal
\$1,866.34

Line Item Subtotal
\$4,360.61

Vehicle

R30

Service Entry	Start Date	Completion Date	Duration	Vendor	Primary Meter	Labor	Parts	Total cost	Service Task	Labor Subtotal	Parts Subtotal	Line Item Subtotal
36509197	05/23/2025 9:00 AM	05/23/2025 2:04 PM	5 hrs 4 mins		92,318 mi	\$100.86	\$0.00	\$100.86	Body & Frame (Miscellaneous)	\$100.86		\$100.86
36312209	05/16/2025 1:30 PM	05/16/2025 3:16 PM	1 hr 46 mins		92,072 mi	\$42.03	\$59.99	\$102.02	Exterior Lighting Inspect	\$42.03	\$59.99	\$102.02
35817747	04/25/2025 7:45 AM	04/25/2025 7:45 AM			91,415 mi	\$612.90	\$313.27	\$926.17	A/C Diagnostics	\$490.32	\$266.51	\$756.83
35817747	04/25/2025 7:45 AM	04/25/2025 7:45 AM			91,415 mi	\$612.90	\$313.27	\$926.17	Electronic Solenoid Replacement	\$122.58	\$46.76	\$169.34
33981463	03/05/2025 8:00 AM	03/05/2025 2:30 PM	6 hrs 30 mins		90,030 mi	\$168.10	\$110.42	\$278.52	Preventative Maintenance	\$168.10	\$110.42	\$278.52
33119924	02/18/2025 10:00 AM	02/18/2025 11:30 AM	1 hr 30 mins		89,618 mi	\$33.62	\$111.53	\$145.15	Tire Replacement	\$33.62	\$111.53	\$145.15
30787998	11/07/2024 12:30 PM	11/07/2024 3:30 PM	3 hrs 0 mins		86,474 mi	\$122.58	\$71.54	\$194.12	Air Conditioning System Inspect	\$122.58	\$71.54	\$194.12
29391927	09/06/2024 8:25 AM	09/09/2024 1:30 PM	3 days 5 hrs 5 mins		84,690 mi	\$144.09	\$424.87	\$568.96	Exhaust System Inspect	\$64.04	\$66.75	\$130.79

Service Entry	Start Date	Completion Date	Duration	Vendor	Primary Meter	Labor	Parts	Total cost	Service Task	Labor Subtotal	Parts Subtotal	Line Item Subtotal
29391927	09/06/2024 8:25 AM	09/09/2024 1:30 PM	3 days 5 hrs 5 mins		84,690 mi	\$144.09	\$424.87	\$568.96	Tire Replacement	\$32.02	\$328.00	\$360.02
29391927	09/06/2024 8:25 AM	09/09/2024 1:30 PM	3 days 5 hrs 5 mins		84,690 mi	\$144.09	\$424.87	\$568.96	Preventative Maintenance	\$48.03	\$30.12	\$78.15
28875395	08/16/2024 7:30 AM	08/16/2024 9:30 AM	2 hrs 0 mins		84,145 mi	\$81.72	\$169.28	\$251.00	WHEEL CHAIR LIFT	\$81.72	\$169.28	\$251.00
28761506	07/25/2024 1:30 PM	07/25/2024 2:30 PM	1 hr 0 mins		83,980 mi	\$72.88	\$0.00	\$72.88	WHEEL CHAIR LIFT	\$72.88		\$72.88
Total Amount										\$1,378.78	\$1,260.90	\$2,639.68

Vehicle

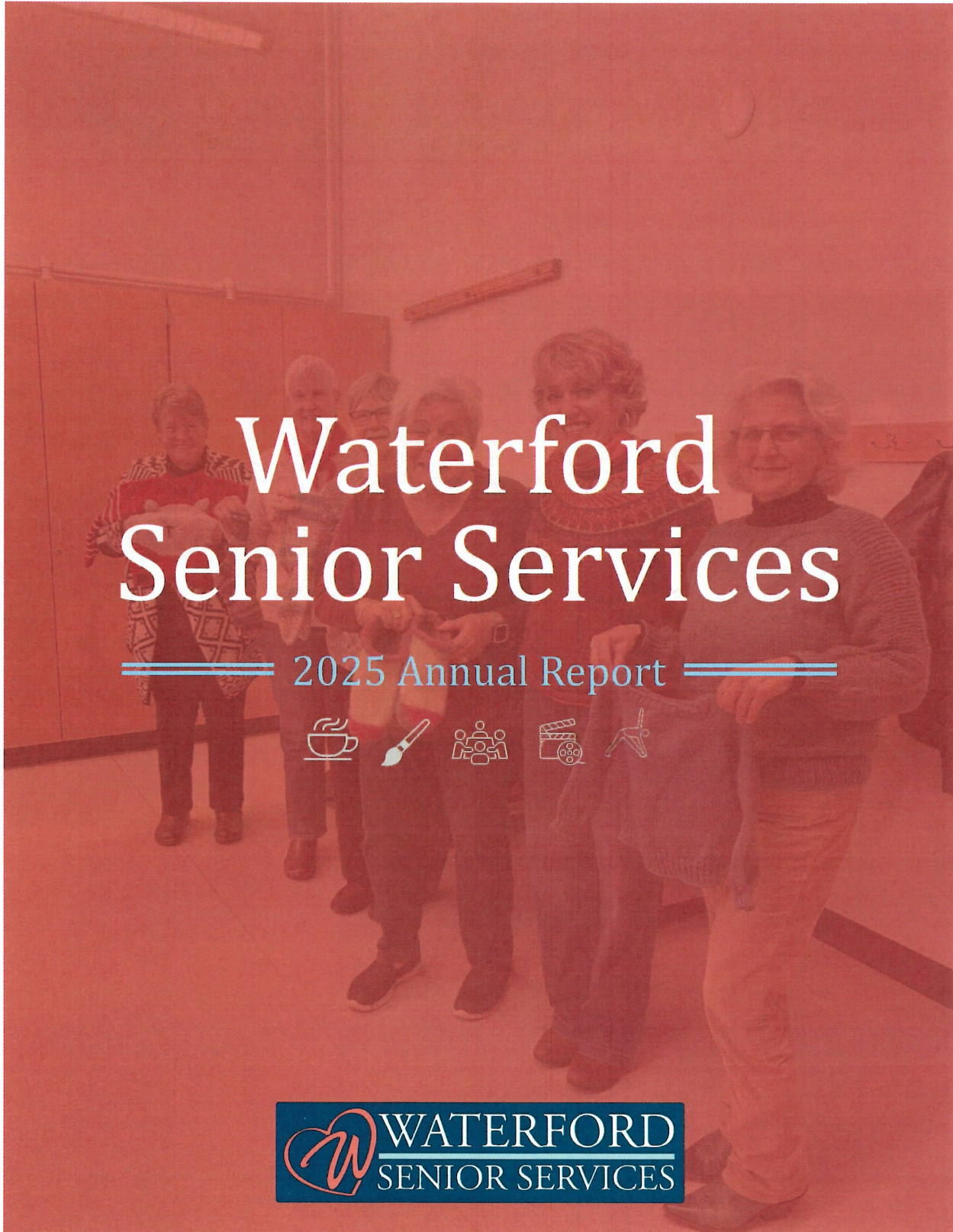
R4

Service Entry	Start Date	Completion Date	Duration	Vendor	Primary Meter	Labor	Parts	Total cost	Service Task	Labor Subtotal	Parts Subtotal	Line Item Subtotal
35363249	04/10/2025 8:00 AM	04/10/2025 12:00 PM	4 hrs 0 mins		51,545 mi	\$163.44	\$0.00	\$163.44	A/C Diagnostics	\$163.44		\$163.44
34223167	03/06/2025 7:30 AM	03/10/2025 9:00 AM	4 days 0 hrs 30 mins		50,515 mi	\$332.05	\$148.24	\$480.29	Drive Belt Tensioner Replacement	\$108.10	\$148.24	\$256.34
34223167	03/06/2025 7:30 AM	03/10/2025 9:00 AM	4 days 0 hrs 30 mins		50,515 mi	\$332.05	\$148.24	\$480.29	Towing/Roadside Assistance	\$223.95		\$223.95
32850462	01/31/2025 9:30 AM	02/06/2025 3:30 PM	6 days 6 hrs 0 mins		49,568 mi	\$278.78	\$225.48	\$504.26	WHEEL CHAIR LIFT	\$40.86		\$40.86
32850462	01/31/2025 9:30 AM	02/06/2025 3:30 PM	6 days 6 hrs 0 mins		49,568 mi	\$278.78	\$225.48	\$504.26	Engine Drive Belt Replacement	\$40.86	\$44.21	\$85.07
32850462	01/31/2025 9:30 AM	02/06/2025 3:30 PM	6 days 6 hrs 0 mins		49,568 mi	\$278.78	\$225.48	\$504.26	Exhaust Pipe Replacement	\$115.34	\$124.71	\$240.05
32850462	01/31/2025 9:30 AM	02/06/2025 3:30 PM	6 days 6 hrs 0 mins		49,568 mi	\$278.78	\$225.48	\$504.26	Preventative Maintenance	\$81.72	\$56.56	\$138.28

Service Entry	Start Date	Completion Date	Duration	Vendor	Primary Meter	Labor	Parts	Total cost	Service Task	Labor Subtotal	Parts Subtotal	Line Item Subtotal
29063507	08/22/2024 2:30 PM	08/26/2024 9:00 AM	3 days 18 hrs 30 mins		44,078 mi	\$64.04	\$147.96	\$212.00	Body (Miscellaneous)	\$32.02	\$120.88	\$152.90
29063507	08/22/2024 2:30 PM	08/26/2024 9:00 AM	3 days 18 hrs 30 mins		44,078 mi	\$64.04	\$147.96	\$212.00	Preventative Maintenance	\$32.02	\$27.08	\$59.10
Total Amount										\$838.31	\$521.68	\$1,359.99

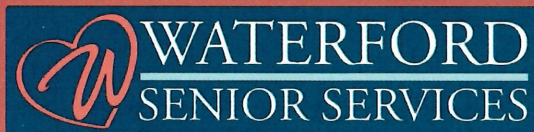
Vehicle

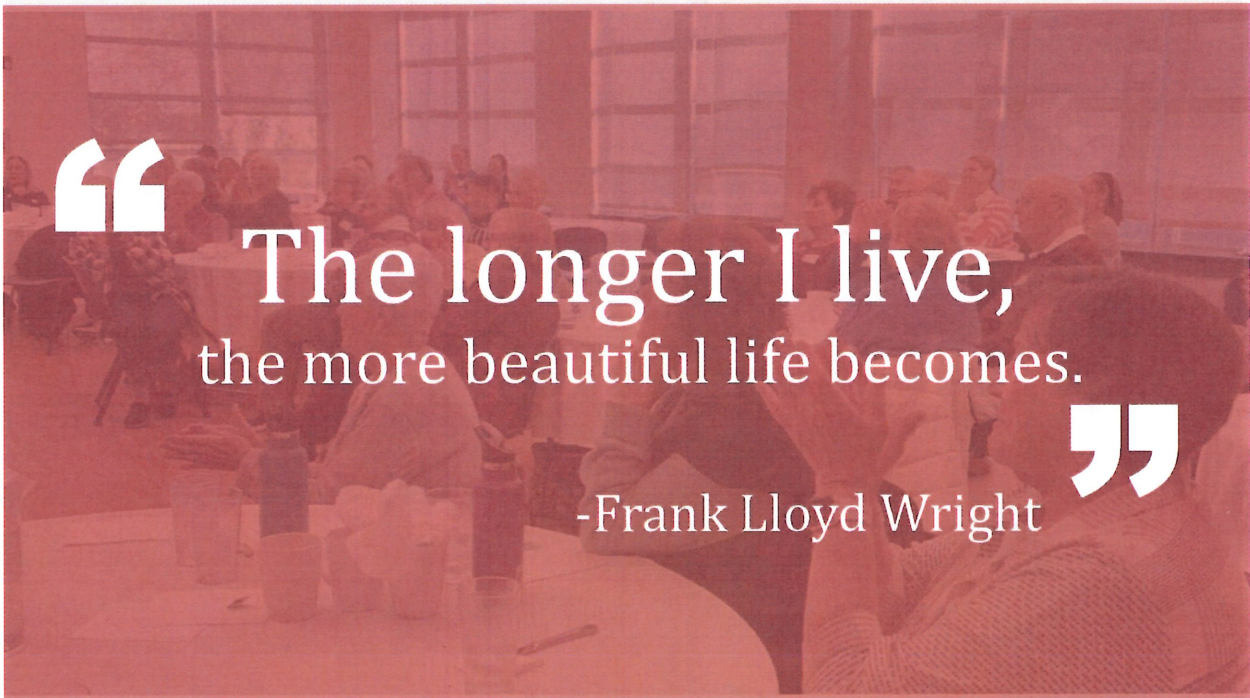
R5												
Service Entry	Start Date	Completion Date	Duration	Vendor	Primary Meter	Labor	Parts	Total cost	Service Task	Labor Subtotal	Parts Subtotal	Line Item Subtotal
36128996	05/09/2025 8:30 AM	05/09/2025 3:30 PM	7 hrs 0 mins		15,855 mi	\$122.58	\$27.55	\$150.13	Preventative Maintenance	\$122.58	\$27.55	\$150.13
28078247	07/19/2024 1:00 PM	07/19/2024 3:00 PM	2 hrs 0 mins		9,885 mi	\$154.60	\$56.21	\$210.81	WHEEL CHAIR LIFT	\$32.02		\$32.02
28078247	07/19/2024 1:00 PM	07/19/2024 3:00 PM	2 hrs 0 mins		9,885 mi	\$154.60	\$56.21	\$210.81	Module Reprograming	\$40.86		\$40.86
28078247	07/19/2024 1:00 PM	07/19/2024 3:00 PM	2 hrs 0 mins		9,885 mi	\$154.60	\$56.21	\$210.81	Preventative Maintenance	\$81.72	\$56.21	\$137.93
Total Amount										\$277.18	\$83.76	\$360.94



Waterford Senior Services

2025 Annual Report





“

The longer I live,
the more beautiful life becomes.

”

-Frank Lloyd Wright

WSS

Senior Citizens Commission

Joyce Vlaun- Chairperson

Dina Lopes- Vice Chair

Dan Rissi- Vice Chair

Rick Beaney- Commissioner

Anne Darling- Commissioner

Cathy Gonyo- Commissioner

Marilyn Lusher- Commissioner

Susan Marelli- Commissioner

2025 ANNUAL REPORT



A Message from Human Services Administrator Dani Gorman

Fiscal Year 2025 has been a time of growth, resilience, and renewed commitment for Waterford Senior Services. As we continue to serve an expanding population of older adults, our focus has remained steadfast: to promote independence, dignity, and quality of life for every senior in our community. Throughout the year, we strengthened partnerships, enhanced our programs, and embraced innovation to meet the evolving needs of those we serve. From expanding access to health and wellness initiatives, to improving transportation and meal services, to offering new opportunities for connection and lifelong learning, our team has worked tirelessly to ensure that every senior felt supported and valued. At the heart of our Senior Services' mission is the belief that well-being extends beyond physical health.

Our mental health programs supported the emotional, psychological, and social needs of older residents, helping them maintain stability, confidence, and connection as they age. Through individualized case management, counseling referrals, support groups, and wellness workshops, we ensured that every senior had access to compassionate care and the resources they needed to navigate life's challenges. Our staff worked closely with families, caregivers, and community partners to address issues such as isolation, depression, anxiety, grief, and financial or housing concerns. By creating a safe, supportive environment, the Senior Services empowers older adults to build resilience, strengthen relationships, and enhance their overall quality of life.

The Senior Services department has also re-committed itself to using data-driven strategies to design, evaluate, and enhance programs that meet the evolving needs of older residents.

By collecting and analyzing information on program participation, community demographics, and service outcomes, we ensured that every initiative was guided by evidence and focused on measurable impacts.

Through this approach, we were better able to identify gaps in services, allocate resources efficiently, and develop targeted programs that promoted health, independence, and social connection. Data allowed us to move beyond assumption and enabled continuous improvement, accountability, and a deeper understanding of how to best serve our senior community today and in the future.

Fiscal year 2025 was one of our busiest and most vibrant years yet at the senior center. With record participation across programs, events, and daily activities, our center continued to serve as a true hub of community life for older residents. From fitness and wellness classes to educational workshops, social gatherings, and volunteer opportunities, our calendar was full and so were our rooms. This high level of engagement reflects the growing demand for meaningful connections, accessible resources, and enriching experiences among our senior community in 2025. It was heartwarming to see more members joining, returning, and staying active; making the senior center a place where every day has been an opportunity to learn, laugh, and belong.

This annual report reflects not only our achievements, but also the dedication of our staff, volunteers, community partners, and the seniors who inspire our mission every day. As we look ahead, we remain committed to fostering an inclusive, compassionate community where aging is celebrated and every individual has the opportunity to thrive. On behalf of the Senior Citizens Commission, the Senior Services Department, and our Chairwoman Joyce Vlaun, I respectfully present our Fiscal Year 2025 Annual Report:

A handwritten signature in blue ink that reads "Dani Gorman".

Meet Our Team



Dani Gorman

Human Services Administrator

Dani oversees the department's daily operations and leads initiatives that strengthen services for Waterford's youth, families, and seniors through collaboration and innovation.



Terry Wheeler

Assistant Director

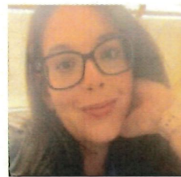
Designs and develops services that support older adults' well-being. Plans, coordinates and manages senior programs. Supports planning, staff supervision, budgeting, and community outreach.



Heidi McSwain

Human Services Coordinator

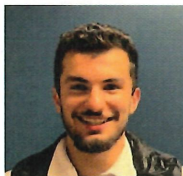
Heidi coordinates family services, community assistance, and volunteer programs, ensuring residents receive compassionate, effective support when they need it most.



Meaghan Lineburgh

Senior Service Assistant

Provides administrative and client support within senior services programs. Assists with scheduling, recordkeeping, and coordination of activities and resources for older adults.



Michael Buscetto

Office Technician

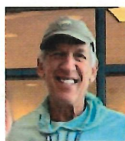
Provides clerical support for senior programs. Handles communication, transportation scheduling, and customer service to ensure efficient office operations and quality service for older adults.



Rich Messina

Veterans Liaison

As the Veterans Liaison, Rich Messina helps Waterford veterans access essential benefits and resources. A Vietnam War veteran himself, he brings compassion and understanding to ensure those who served receive the support they deserve.



Jennifer Bracciale, Barry Neistat & Rick Beany

Senior Services Clerk & Café Managers (Shared)

Van Drivers



Rick Holloway



John Frascarelli

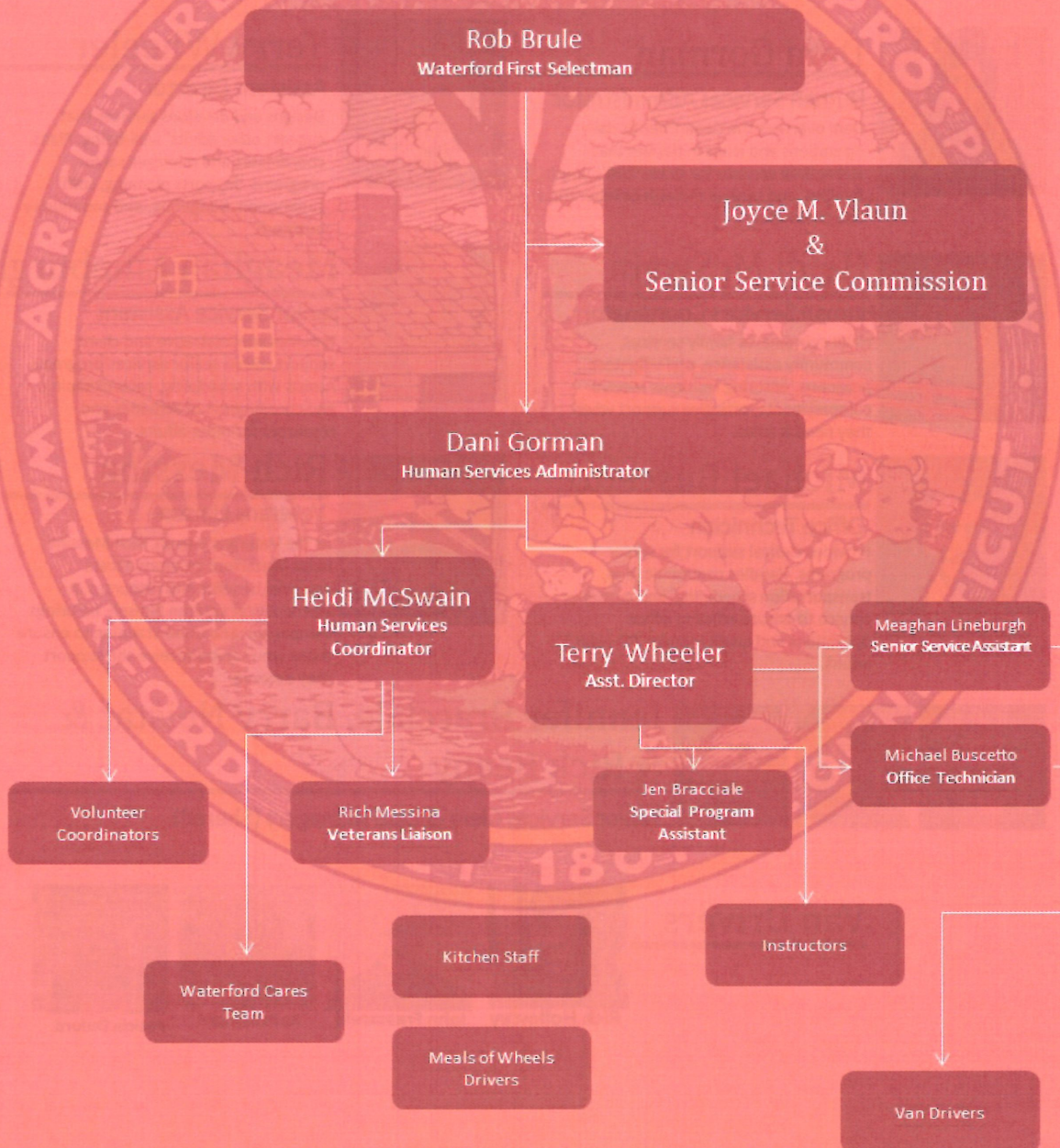


Ruth Menghi



Patricia Duford

Organization Chart



2025 ANNUAL REPORT

Community Partners

Waterford Senior Services thrives through the strength of our community connections. Our partnerships span healthcare, housing, nutrition, safety, education, and recreation allowing us to serve the diverse needs of our growing senior population. These collaborations help ensure that every senior in Waterford has access to the resources, services, and experiences that support aging with dignity, purpose, and connection.

National Aging and Disability Resources

- Americans with Disabilities Act (ADA)
- National Council on Aging (NCOA)
- National Institute on Aging (NIA)
- Alzheimer's Association
- AARP (Smart Drivers, Tax-Aide)
- Falls Free CT
- UCP of Eastern CT
- Blue Doors Foundation

Regional and State Agencies

- Senior Resources Agency on Aging
- TVCCA (including Meals on Wheels)
- Visiting Nurse Association of Southeastern CT
- East Lyme Senior Center
- Lymes' Senior Center
- SERAC (Southeastern Regional Action Council)
- Thrive 55 Groton

Health Care Providers and Specialists

- Dr. Walter, DPM (Foot Clinic)
- Hartford Healthcare Center for Healthy Aging
- Bayview Health Care
- Atria Crossroads
- NL Rehabilitation and Care
- Greentree Rehabilitation and Nursing

Financial Institutions

- M&T Bank
- Chelsea Groton Bank
- Charter Oak Federal Credit Union

Retail and Grocery Partners

- Stop & Shop of Waterford
- Stop & Shop Pharmacy
- Costco of East Lyme
- Shop Rite of New London

- BJ's of Waterford

Restaurants and Food Establishments

- Filomena's Restaurant
- Neon Chicken
- Mr. G's Restaurant
- Flanders Fish Market and Restaurant
- Crown Pizza
- Supreme Pizza
- Ivy's Simply Homemade
- Nana's Byrek
- Captain Scott's
- Starbucks of Waterford
- Flanders Doughnut and Bake Shop
- BF Clyde's Cider Mill
- Dunkin' Donuts
- SIFT Bake Shop
- LongHorn Steakhouse
- Recovery Room
- Langley's
- Olive Garden
- Chili's
- Black Sheep

Health, Educational & Cultural Organizations

- UConn Master Gardener Program
- Yellow Farmhouse Education Center
- Save The River Save The Hills
- Florence Griswold Museum
- Garde Arts Center
- Broadway Kids and Company
- Nancy Butler, Author and Speaker
- SE Pickleball Association
- Kent Ward, Whaling City Athletic Club
- Joe Grieco
- Mike Mauro
- SERAC
- Friends of Harkness
- Modern Vein Providers

- Audiology Concierge
- SE CT Visiting Nurse Association
- Jude Carter Writing Workshops
- Kathy Swope, Author
- Terri Brodeur Breast Cancer Foundation
- Safe Futures

Transportation & Travel

- Friendship Tours
- Colette Travel
- SEAT HOP Bus Service
- Eastern CT Transportation Consortium

Public Safety and Emergency Services

- Waterford Police Department
- Waterford Fire Department
- Waterford Fire and Safety Education
- Waterford Ambulance
- Waterford Emergency Management

Local Government & Community Services

- Waterford First Selectman's Office / Waterford Cares
- Waterford Youth and Family Services
- Waterford Recreation and Parks
- Waterford Community Food Bank
- Waterford Tax Assessor's Office
- Waterford Rotary Club
- Waterford Public Library
- Waterford Lion's Club
- Waterford High School Senior Internships

Housing and Senior Living

- Jordan Brook
- Victoria Gardens
- Twin Haven
- AHEPA

2025 ANNUAL REPORT

Waterford Senior Services Program Impact Overview

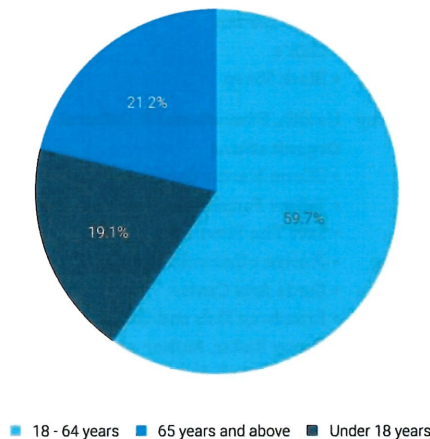
At Waterford Senior Services, programs are designed to enhance the quality of life for older adults in our community by addressing their diverse needs and aspirations. As of the 2020 Census, Waterford's population was 19,570, with 4,542 residents aged 65 and older, comprising approximately 23% of the total population.

In Waterford, the senior population is diverse and growing. Among residents aged 65 and older, 1,257 are 80 years or older and 1,959 are between 70 and 79 years old. This demographic shift underscores the importance of programs that support not only physical health but also social engagement and cognitive well-being.

Our services aim to promote well-being, social connection, and personal growth. From health and wellness initiatives to social and recreational activities, we focus on empowering seniors to lead fulfilling and active lives. Recognizing the significance of community, our programs provide opportunities for socialization, fostering a sense of belonging and purpose among participants.

Waterford, Connecticut population by age cohort

The largest age cohort is 18 - 64 years with a population of 11,669 (59.66%)



Source: U.S. Census Bureau, American Community Survey (ACS) 2017-2021 5-Year Estimates

2025 ANNUAL REPORT

Waterford Senior Services Program Impact Overview

Social & Cognitive Wellness Activities

Staying socially connected and mentally engaged is essential to aging well. Waterford Senior Services offers a variety of programs designed to promote interaction, mental stimulation, and a strong sense of community. The number of participants reflect the number of seniors who took part with some individuals attending multiple events. Numbers are dependent upon the number of times per fiscal year we hold the program.

Café Programs

Our Café Programs blend socialization, education, and nutrition to create meaningful experiences for older adults. These include:



- **Lunch and Learn- 209 participants:** Combining educational presentations with shared meals, encouraging learning alongside social connection.
- **Special Lunch Events and Holiday Celebrations- 483 participants:** Bringing the community together to celebrate seasonal and cultural occasions.
- **Out to Lunch Programs- 115 participants:** Group outings to local restaurants, promoting exploration and social engagement.
- **Pizza and A Movie – 105 participants:** A fun, relaxed setting where participants enjoy a meal before a popular film.
- **Café Lunch – 238 participants:** Usually held before our popular Bingo sessions, providing a chance to connect over a meal.
- **Breakfast Programs- 105 participants:** Offering a nutritious start to the day, entertainment and opportunities for social interaction.
- **Senior Picnic- 114 participants:** An annual outdoor gathering that celebrates community and friendship, at Waterford Beach Park.
- **Beach Day at Waterford Beach Park- 27 participants:** An annual summer event that invites seniors to experience the beauty and relaxation of Waterford's local beach. A special experience for those seniors who may find it harder to visit on their own.
- These programs create vibrant, welcoming spaces where seniors can nurture both body and mind, promoting lifelong learning, friendship, and community spirit.

2025 ANNUAL REPORT

Waterford Senior Services Program Impact Overview

Games & Card Groups

Regular game gatherings provide fun, challenge, and connection. There are **66 games per year with 883 participants**. We offer a wide selection including Bunco, Bingo, LCR Wild, Mahjongg, Bridge, Pinochle, Cribbage, Canasta, and Pitch. These games support memory, strategy, and social engagement, key elements of cognitive wellness.

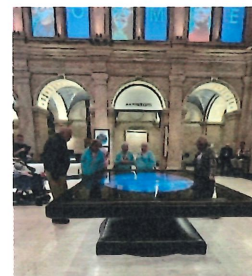


Creative Enrichment & Lifelong Learning

Enrichment programs helped the **465 participants** celebrate the seasons, explore new interests, and express themselves creatively. Offerings include painting classes, wreath-making, floral design, and knitting, crocheting, quilting, and book discussions. Technology help sessions and our Brain Flex class encourage digital confidence and cognitive health, while seasonal workshops keep programming fresh and engaging.



Travel and exploration are important aspects of active aging -346 participants. Waterford Senior Services organizes day trips twice a month in partnership with Friendship Tours, offering seniors enjoyable, accessible outings to regional attractions. We also collaborate with Collette Travel to provide trips to America's popular destinations and international vacations, created with the interests and needs of older adults in mind. In addition, we host local excursions to favorite destinations and special events, such as a tea at Florence Griswold or an afternoon of bowling making it easy for seniors to stay engaged, curious, and connected. Together, these activities create a vibrant environment where older adults can thrive, mentally, emotionally, and socially.



2025 ANNUAL REPORT

Waterford Senior Services Program Impact Overview

Physical Health & Wellness

Supporting the health of older adults is central to our mission at Waterford Senior Services. We offer a wide range of inclusive fitness programs and preventive health services that help individuals maintain strength, mobility, and overall wellness as they age.



- **Inclusive Fitness & Movement – 379 participants**
Our adaptive chair classes provide safe, accessible exercise options for those with mobility or balance concerns, focusing on strength, flexibility, and circulation while promoting confidence and fall prevention.



- **Popular Group Activities**
Pickleball (190), strength training (295), line dancing (123), table tennis (68), Tai Chi (104), and Zumba Gold (135) attract active older adults committed to maintaining wellness and connection.



- **Falls Prevention Partnership – 77 participants**
In partnership with Physical Therapist Natalie Edwards, we offer specialized balance and safety programs to reduce fall risk and promote independence.



- **Preventive Health Services**
We partner with local providers for convenient onsite screenings, including:

- Flu Clinics with Stop & Shop Pharmacy (57)
- Blood Pressure Checks by Nurse Judy, VNA (296)
- Vein Screenings by Modern Vein Providers (13)
- Hearing Checks by Hearing Concierge (28)
- Foot Clinic with Dr. Walter, PDM (312)



2025 ANNUAL REPORT

Waterford Senior Services Program Impact Overview

Waterford Senior Services is dedicated to helping older adults age with dignity through programs that promote health, connection, and independence. As our community grows, we remain committed to providing services that enhance quality of life and reduce isolation. We look forward to continuing our work, supporting seniors to live vibrant, engaged, and meaningful lives.

Key Impacts of Our Programs



Enhanced Social Connection

Our programs create vital opportunities for seniors to build friendships and reduce loneliness. With **100% of our offerings including socialization components**, participants experience increased feelings of belonging and community support.



Improved Physical Health

Through fitness classes, adaptive chair exercises, and preventive health services, seniors enhance their strength, balance, and mobility, contributing to greater independence and reduced fall risk.



Cognitive Stimulation and Lifelong Learning

Enrichment activities, brain fitness classes, and educational programs like Lunch and Learn promote mental agility, curiosity, and personal growth, helping to maintain cognitive health.



Accessible Preventive Care

Partnerships for flu vaccinations, blood pressure screenings, vein health, foot care, and hearing check-ups provide convenient, onsite access to essential health services, leading to early detection and better management of health issues.



Information Assistance & Benefits Counseling

Our knowledgeable staff offers Veterans Affairs and Medicare counseling, helping seniors navigate complex healthcare systems and access vital benefits with confidence and ease.



Technology Help

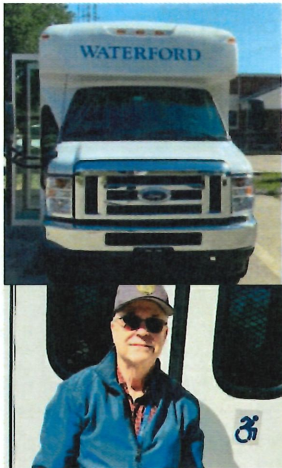
Technology support sessions empower older adults to use digital tools for communication, accessing services, and enhancing daily life, reducing isolation and increasing independence in an increasingly digital world.



Driver Safety & Independence

The **AARP Smart Driver Course** helps seniors update their driving skills, stay informed about safe driving practices, and maintain independence behind the wheel.

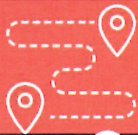
Transportation



Waterford Senior Services continues to provide free, reliable transportation for Waterford seniors and residents with disabilities. Operating Monday through Friday, our vans remain in high demand as seniors use them to attend medical appointments, shop for groceries, visit the hairdresser or barber, and participate in community activities. The addition of a full-time van driver has expanded our capacity, allowing more residents to access this vital service. By helping seniors stay mobile, we support their ability to live independently, remain socially active, and engage fully in the community. The transportation program is also being upgraded, with route optimization underway to better meet the needs of Waterford's growing senior population



33,403 TOTAL MILES FOR FLEET



2972 TOTAL INDIVIDUAL TRIPS



2865 TOTAL RIDERS for FY2025



1208 TOTAL SOCIAL RIDES



1100 TOTAL MEDICAL RIDES

2025 ANNUAL REPORT

Waterford Community Food Bank



Volunteers

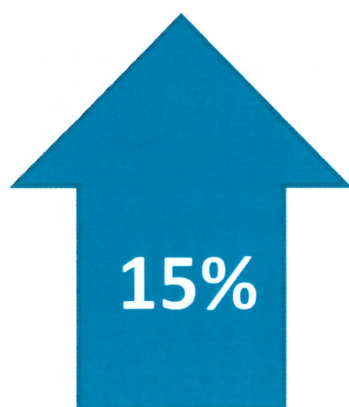
Our Food Bank thrives thanks to a dedicated team of 12 adult volunteers who work tirelessly under the leadership of Volunteer Coordinator Anne Ogden. Together, they organize donations, pack meals, and ensure that local families have consistent access to nutritious food and essential support.

Their compassion, reliability, and teamwork embody the very best of Waterford's community spirit.



By The Numbers

This year, the Waterford Community Food Bank served over 1,500 households and more than 3,000 individuals, an increase of nearly 15% from last year. As the need for assistance continues to rise, our dedicated volunteers and generous donors have ensured that no neighbor goes without support. New this year, our vegetable garden provides fresh, locally grown produce to clients, promoting healthier options and food sustainability. Through compassion and commitment, we continue to meet growing demand and provide vital resources to families across our community.



Mental Health

Referrals for counseling continued to increase from older adults, caregivers, physicians, and community agencies seeking mental health support for seniors. The rise in requests highlights both a growing awareness of available services and the ongoing need for accessible, affordable care. Many older residents reached out for help managing challenges such as grief, loneliness, and adjustment to life changes. This steady demand underscores the vital role our counseling program plays in promoting emotional wellness, connection, and stability among Waterford's aging population. The most prevalent mental health concerns we're seeing:



Depression

Depression is one of the most common mental health challenges among older adults, often linked to grief, chronic illness, or changes in independence. It can manifest as fatigue, loss of interest, or withdrawal from social activities. Early recognition and support are vital in helping seniors regain a sense of purpose and connection.



Anxiety

Many seniors experience anxiety related to health concerns, financial pressures, or uncertainty about the future. Persistent worry and tension can impact sleep, focus, and overall quality of life. Providing coping tools and reassurance helps reduce stress and promote emotional stability.



Social Isolation

Social isolation remains a leading concern for older adults, particularly those living alone or with limited mobility. Loneliness can intensify feelings of depression and anxiety, affecting both mental and physical health. Community programs and peer connections play a crucial role in rebuilding engagement and belonging.

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Human Services

In Fiscal Year 2025, our Human Services Department remained dedicated to enhancing the well-being of Waterford residents. Guided by compassion and collaboration, we focused on meeting basic needs, strengthening families, and improving quality of life through prevention, intervention, and direct support. The following highlights capture the scope and impact of our work throughout the year.

At WSS we are committed to ;

- Assessed community needs to identify gaps in social, economic, and health-related services.
- Provided direct assistance such as food, housing support, energy aid, or emergency relief.
- Coordinated family and youth services, including counseling, case management, and early intervention programs.
- Promoted public health and safety by addressing issues like homelessness, mental health, substance use, and domestic violence.
- Supported workforce and economic stability through job readiness, childcare assistance, and access to benefits.
- Collaborated with other agencies and nonprofits to create an integrated system of care.
- Advocated for social equity and ensured fair access to resources and opportunities for all residents.



201 applications were approved for Energy Assistance, helping households stay warm and secure through the winter months.



154 Renter Rebate applications were processed, resulting in \$72,000 awarded to residents.



101 Farmers Market Nutrition Cards were distributed, totaling \$4,000 in local food support.



\$4189.77 in Endowment Funds was used to assist residents facing emergencies, providing critical support for auto repairs, housing needs, and other unexpected hardships.

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Veteran Services

Waterford Veterans Coffeehouse at Filomena's –The Waterford Veterans Coffeehouse at Filomena's provides a welcoming space for veterans to connect, share stories, and access valuable resources in a respectful and supportive environment. By fostering fellowship and mutual understanding, it strengthens the bonds within the veteran community while honoring their service and sacrifice. Proudly the largest veterans' gathering in eastern Connecticut, the Coffeehouse continues to grow, with attendance increasing by 35 percent as the community remains deeply committed to ensuring every veteran feels valued, connected, and supported.



12 Coffeehouses
for FY25



100 Veterans Avg.
Attendance



400+ Veteran Food Bags
distributed through the year



Supporting Waterford's Veterans

Under the leadership of Veterans Liaison Rich Messina, we have strengthened its outreach to local veterans in 2025. A Vietnam War veteran himself, Rich has helped dozens of Waterford veterans access critical resources, benefits, and tax relief programs. His dedication and compassion ensure that those who served our country receive the care, recognition, and support they deserve.

2025 ANNUAL REPORT



The Waterford Care team is a multidisciplinary group of town providers who work collaboratively to ensure that residents who have been referred receive comprehensive, efficient, and person-centered care. By integrating medical, behavioral, and social support services, the team promotes seamless communication among providers, reduces duplication of efforts, and enhances outcomes. Our goal is to deliver consistent, high-quality care tailored to each resident's individual needs and preferences.

Referrals to the Waterford Cares Team come from a variety of sources, including adult caregivers, family members, law enforcement, fire and ambulance services, as well as other healthcare and community service providers. This broad referral network ensures that individuals in need of support are identified promptly and connected to the appropriate services and resources.

In fiscal year 2025, the Waterford Cares Team managed an average of five new cases per week. The residents referred to the team presented with a range of ages and complex and interrelated challenges, including mental health concerns, substance use issues, chronic medical conditions, housing instability, social isolation, and difficulties accessing essential community resources. Through a collaborative and person-centered approach, the team worked to address these needs holistically, ensuring that each individual received the appropriate level of care and support.

The Waterford Cares Team completed 75 well-being checks in the field. These visits played a vital role in supporting the physical and emotional health of our community members. By meeting individuals where they are, the team was able to identify needs early, provide timely assistance, and strengthen connections between residents and local resources. This proactive approach ensured that no one is left without care, fostering a safer and more supportive community for all.

The team's dedication gained the attention of other local leaders, who recognize Waterford Cares as a model of commitment to residents in need. This continued collaboration and recognition highlight the impact of proactive, compassionate community outreach.



Looking Ahead

Introducing the Memory Café

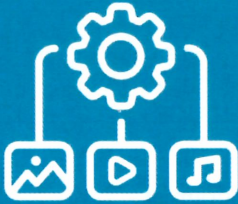
In the year ahead, we are excited to introduce a new program at Waterford Senior Services, the Memory Café, a program formed in partnership with the Waterford Public Library. This welcoming and inclusive gathering will provide a safe, supportive space for individuals living with memory loss, along with their family members and care partners, to connect, share experiences, and enjoy meaningful activities together.

Importantly, the Memory Café will also offer significant benefits for caregivers. Caregiving can be both rewarding and demanding, and the café provides caregivers a much-needed opportunity to relax, share experiences, and receive encouragement from others who understand their journey. By participating together, caregivers and their loved ones can enjoy positive shared experiences outside of their daily routines, strengthening relationships and easing emotional stress.

In addition, the Memory Café will connect caregivers to community resources, support networks, and educational opportunities, helping them find balance and enhancing the care they provide at home.

The Memory Café, held weekly in our dining room, will feature engaging programs such as music, art, conversation, and light refreshments in a relaxed social setting. Our goal is to foster connection, reduce isolation, and promote joy and well-being among participants.

By adding the Memory Café, we are expanding our commitment to serving all seniors in our community, including those affected by dementia or cognitive changes and their care partners. We look forward to collaborating with the library, local businesses and volunteers to bring this valuable resource to life and to ensure it becomes a vibrant, supportive part of Senior Services' programming.



Looking Ahead

Launching the Curiosity Corner

As we look to the year ahead, Senior Services is proud to announce the launch of the Curiosity Corner, an innovative educational initiative housed in our new Patricia Ryan Movie Theater and Multimedia Center. This thoughtfully designed, technology-enhanced environment will serve as a hub for lifelong learning, cultural enrichment, and intellectual engagement.

The Curiosity Corner will feature a diverse range of classes and presentations that encourage exploration, discussion, and discovery. Upcoming topics include The History of Shopping, examining the evolution of consumer culture and its social impact; Media Madness, exploring the changing media landscape and its influence on society; and Celebrating National Parks, highlighting the origins of America's park system, the role of the railways, and the enduring power of nature to inspire.

Through this initiative, we aim to expand the scope of our educational programming, promote intergenerational engagement, and position Senior Services as a leader in creative and meaningful lifelong learning opportunities. The Curiosity Corner reflects our ongoing commitment to innovation, connection, and the enrichment of mind and spirit for all who participate.

Empowering Seniors in a Digital World

Finally, we look to the year ahead, Senior Services is excited to launch our new *Staying Connected Technology Series* — an engaging program designed to help older adults confidently embrace today's digital world. Our Media Center is ideally equipped to host technology programs, providing a welcoming, comfortable space for seniors to learn and stay connected. Through interactive workshops participants will explore topics such as Artificial Intelligence and its practical uses, online safety and privacy, and how technology can support health, wellness, and daily living. The series will also highlight ways to stay socially connected, use smart devices to enhance independence, and discover the creative possibilities technology offers for lifelong learning. By empowering older adults with knowledge and digital skills, we aim to strengthen connection and technology confidence.

Waterford Senior Citizens Commission Meeting
Tuesday, December 16, 2025 at 4:00pm
Waterford Community Center
24 Rope Ferry Rd. Waterford, CT 06385

Present: Joyce Vlaun (Chairperson), Rick Beaney, Anne Darling, Cathy Gonyo, Dina Lopes, Marilyn Lusher, Dan Rissi, Susan Marelli

Also Present: Dani Gorman (Human Services Administrator), Heidi McSwain (Human Services Coordinator), Terry Wheeler (Senior Services Assistant Director, Richard Muckle (Selectman Representative)

Absent: Tom Kennedy (Senior Representative)

- I. Call to Order: Meeting was called to order at 4:02pm
- II. Establish a Quorum: Quorum was established
- III. Public Comment: None
- IV. Approval of minutes of the November 18, 2025 Commission meeting: Motion made by Marilyn Lusher to approve the minutes of the November 18, 2025 Commission Meeting. Rick Beaney seconded the motion. Motion passed.
- V. Correspondence: Thank you letter and donation presented to commission.
- VI. Committee Reports:
 - a. Budget: Senior Citizen Commission Budget for Fiscal Year 2027 presented to commission, discussion followed. Motion made by Marilyn Lusher to approve the Senior Citizen Commission Budget for Fiscal Year 2027 as presented. Anne Darling seconded the motion.
Motion passed: 8-0-0
 - b. Nomination Committee: None
 - c. Endowment/Planned Giving Sub-Committee: One endowment request went to committee. Discussion followed
 - d. Transportation: Dani Gorman stated that in January there would be a presentation to the commission on new transportation software. Discussion about reviewing transportation policies and to be presented to commission at January Commission Meeting.
 - e. Policies Ad Hoc Committee: None
- VII. Director/Assistant Director Report for November 2025: Terry Wheeler presented the commission with latest addition to the Loop. Wheeler stated that registration were busy with an increase in online registration.

VIII. New Business: None

IX. Adjournment: Rick Beaney made a motion to adjourn at 5:01pm. Susan Marelli seconded the motion. Motion passed.

Respectfully submitted

Meaghan Lineburgh

Recording Secretary

Program Growth, Trends and Analyst for WSS

Winter 2025 to Winter 2026

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.

Program Trends (FY25)

Across FY25, Waterford Senior Services programs continued to show strong and consistent participation across all categories. Education programs saw the largest growth in offerings and participation, expanding significantly while still maintaining high enrollment levels. Health and fitness programs remained some of the most consistently filled programs, with most classes operating near capacity throughout the year. Games and leisure programs continued to provide steady participation and strong social engagement opportunities, while trips and travel programs frequently filled completely and often generated waitlists. Overall, participation trends show that programming remains highly valued by the community and is frequently operating close to maximum capacity.

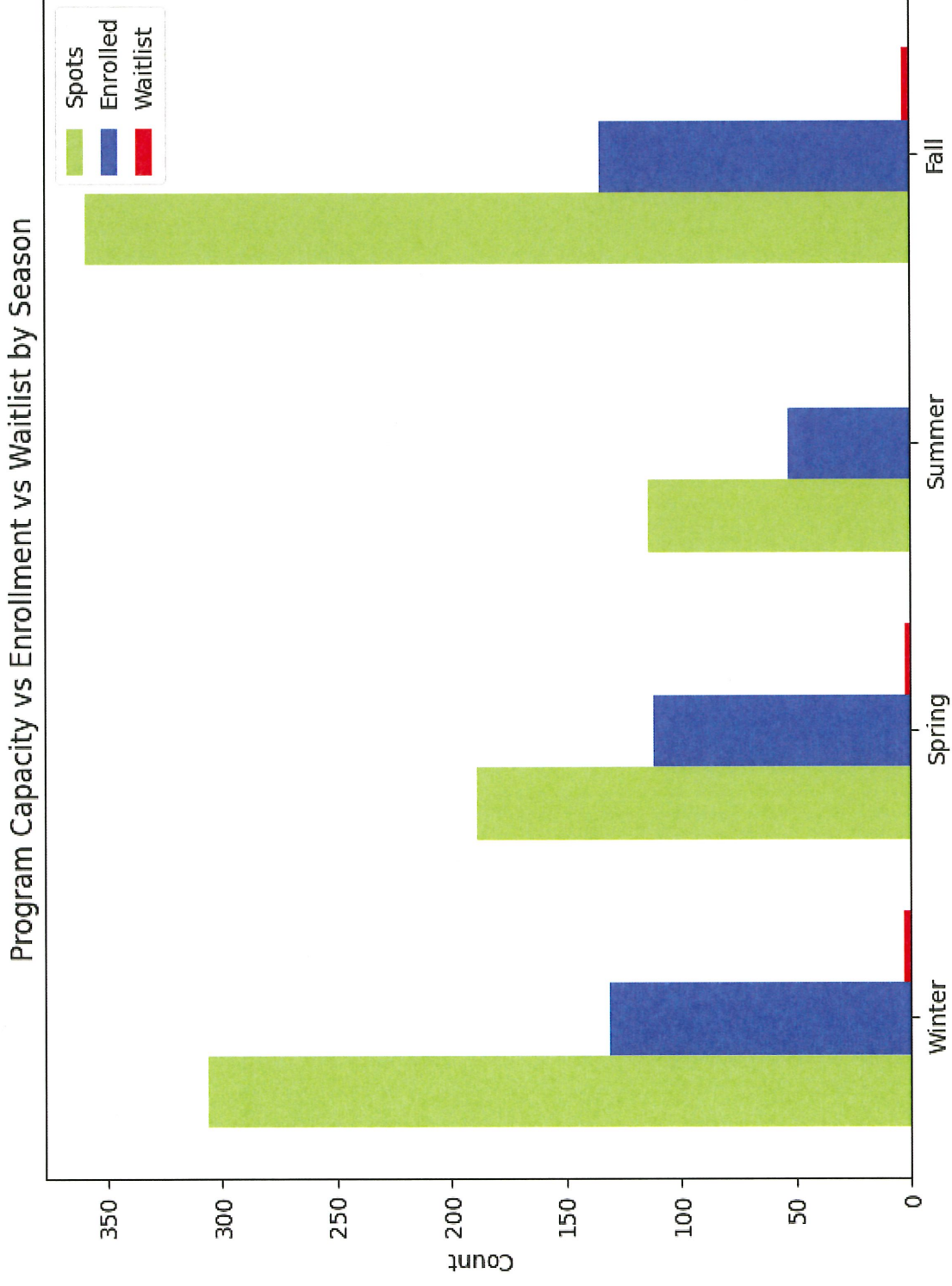
Operational Analysis

The data indicates that Waterford Senior Services is operating at a very high level of activity. Most program categories consistently fill a large percentage of available spots, and several programs exceed capacity or develop waitlists. This level of utilization suggests that current space and scheduling availability are becoming limiting factors. Staff continue to expand programming to meet demand, but many offerings are already near full enrollment, demonstrating both the popularity of the programs and the need for additional room to grow.

Overall Growth from Previous Years

Compared to previous years, FY25 shows substantial growth in both the number of programs offered and the total number of participants served. In particular, educational programming expanded dramatically while maintaining high enrollment, and fitness and leisure programs continued to operate near capacity. Despite the increase in available program spots, utilization rates remain very strong, indicating that demand for senior programming continues to rise. This growth reflects an increasingly active and engaged senior community and reinforces the need for additional space and resources to support continued program expansion.

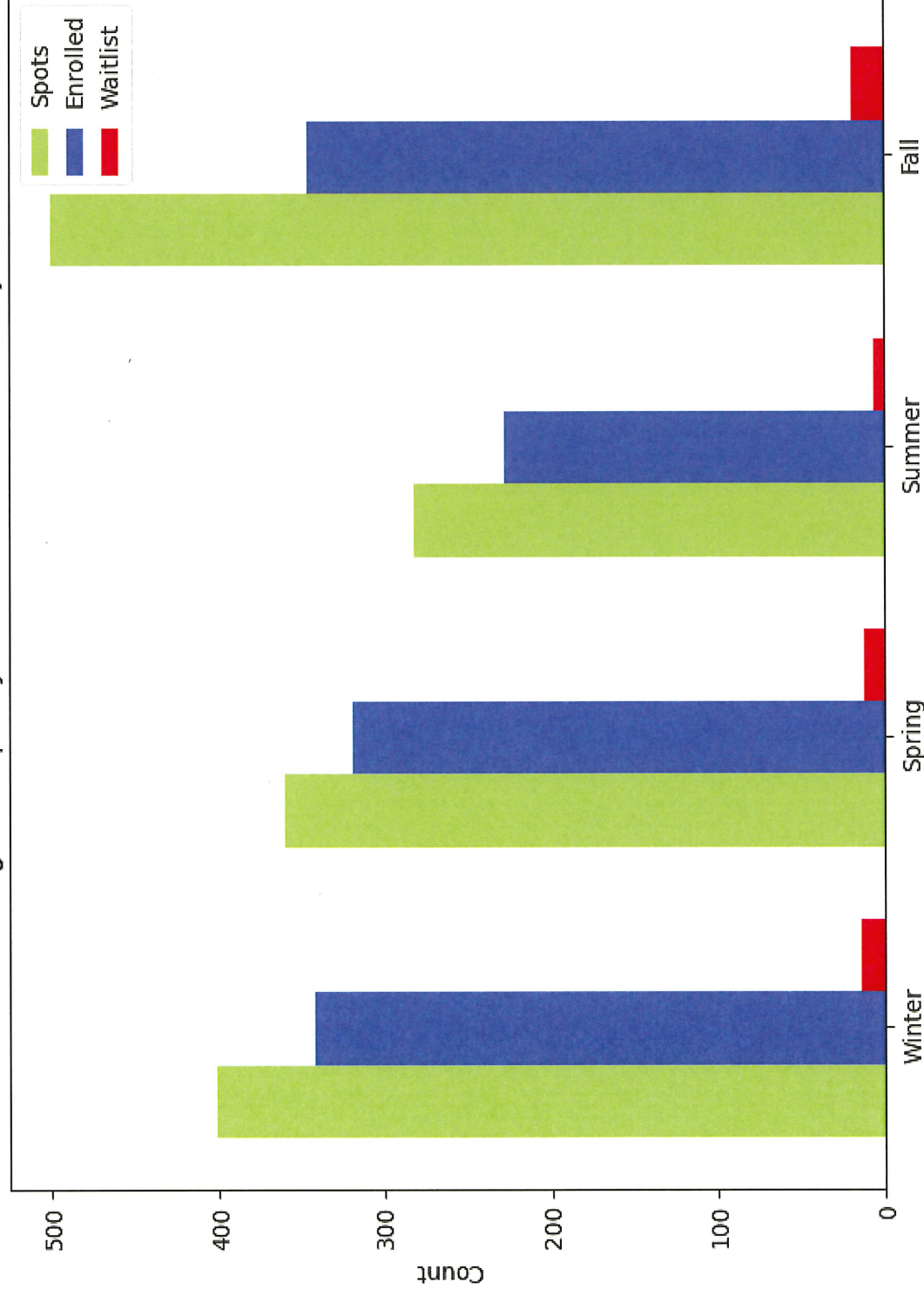
WSS Education Programs 2025



WSS Health and Fitness FY25

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.

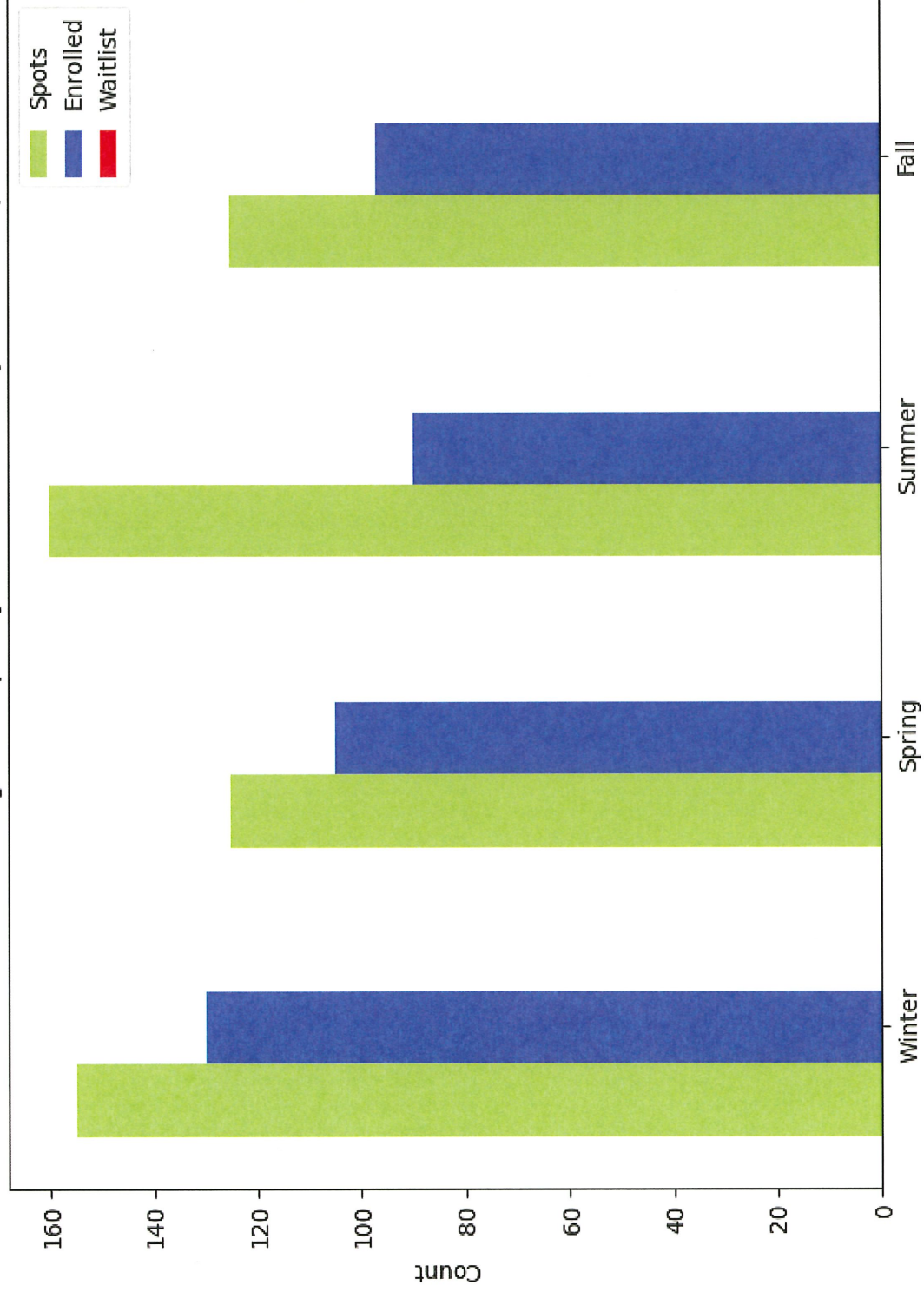
Fitness Program Capacity vs Enrollment vs Waitlist by Season



WSS Leisure and Games FY25

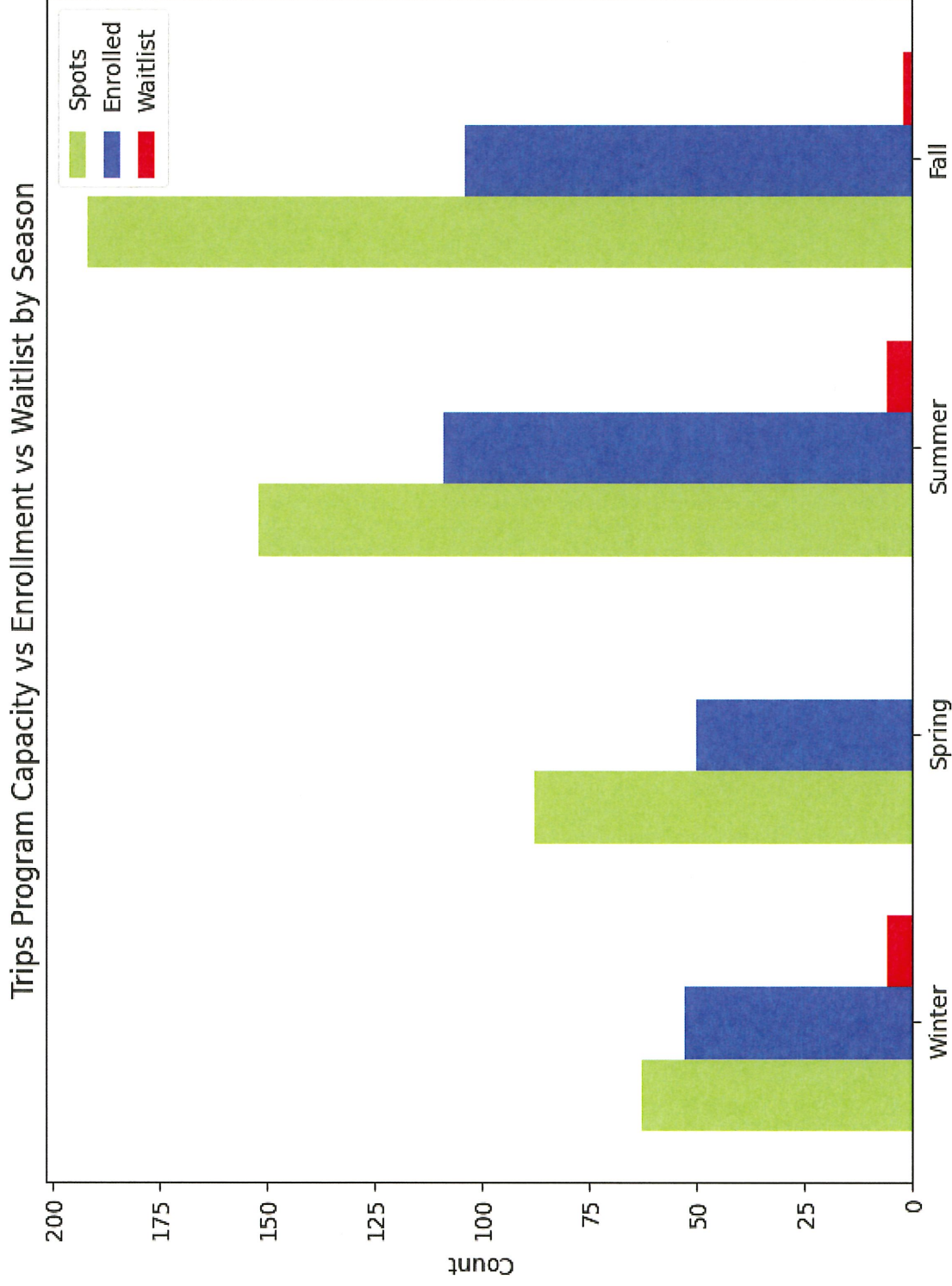
Waterford Senior Services offers a variety of games to appeal to all abilities, and we find they offer numerous benefits beyond entertainment. Seniors maintain mental and physical health, build relationships, and enjoy fulfilling, active lifestyles. Staying connected reduces feelings of isolation and 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.

Games & Leisure Program Capacity vs Enrollment by Season (Updated)



WSS Trips FY25

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.



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.

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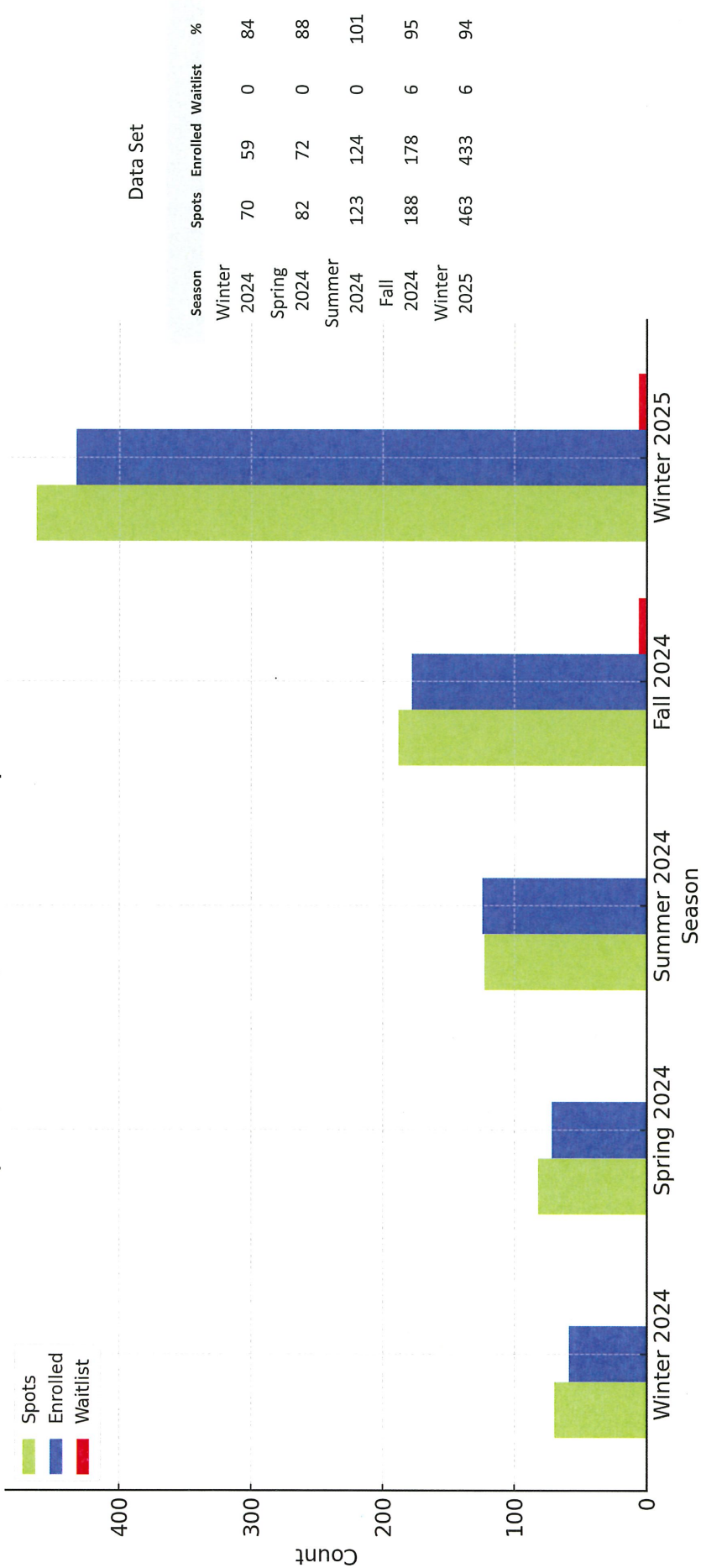
Trends Analysis: Across the datasets, there is a clear trend of increasing spots and enrolled participants over time, reflecting growing interest and demand for the programs. For example, spots increased from 70 in Winter 2024 to 463 in Winter 2025 in one dataset, while enrolled participants grew from 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)

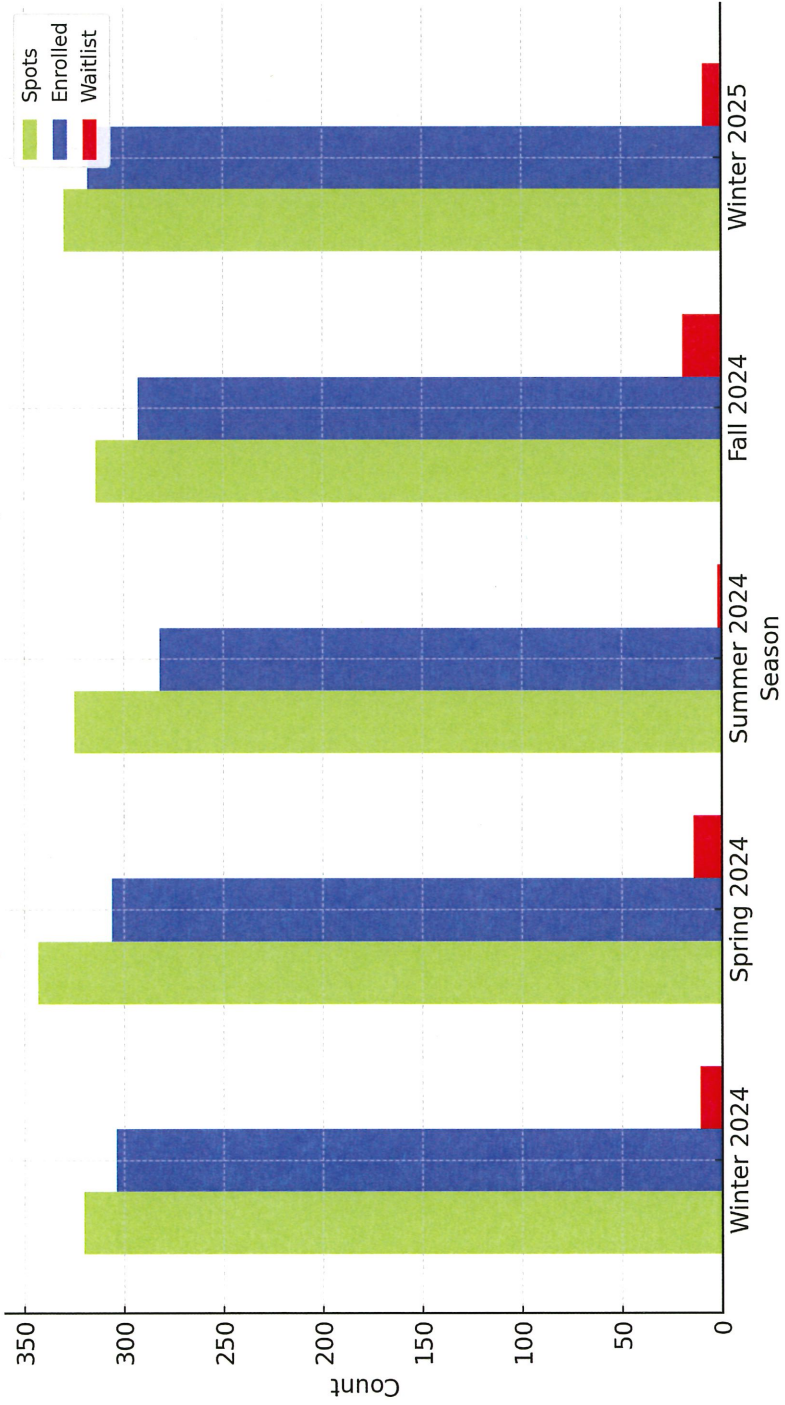
Spots, Enrolled, and Waitlist per Season



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



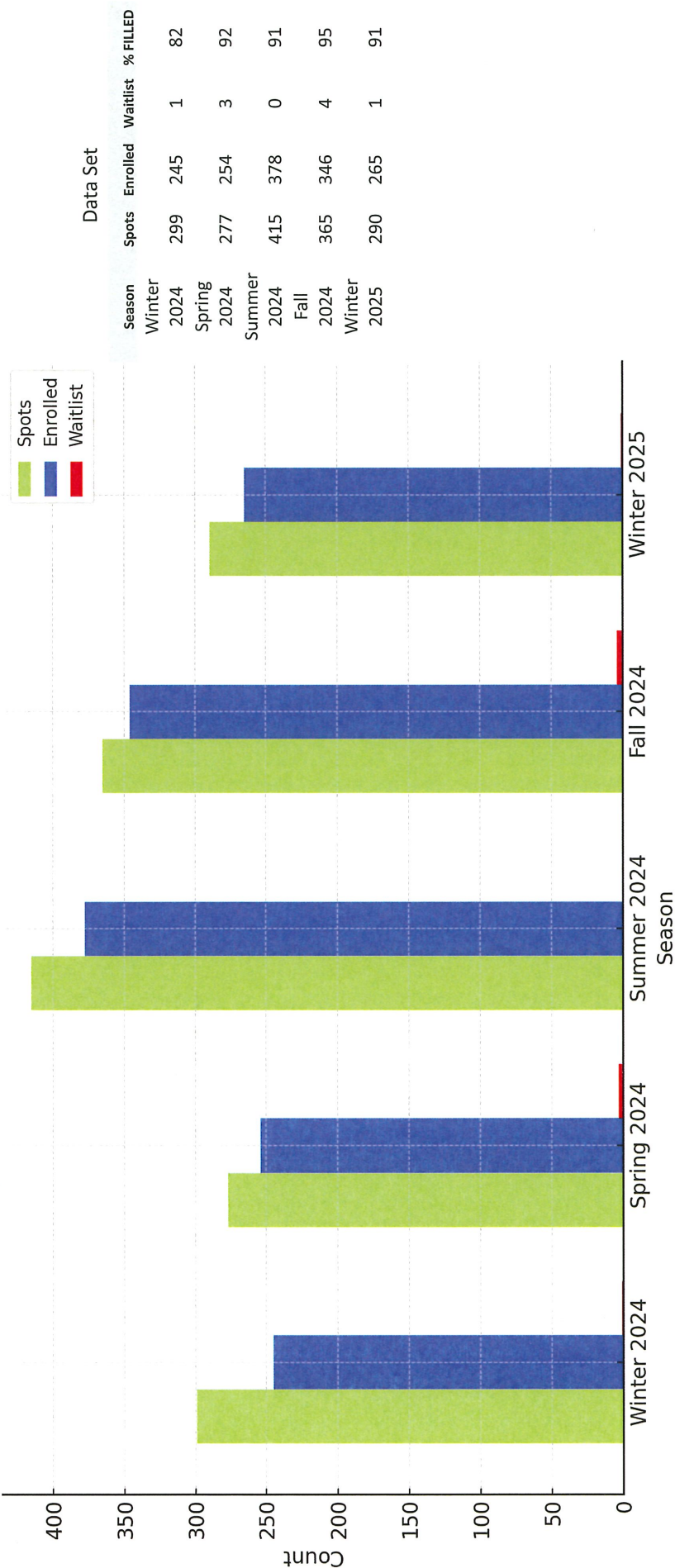
Data Set

	Spots	Enrolled	Waitlist	%
Winter 2024	320	304	11	95
Spring 2024	343	306	14	89
Summer 2024	325	282	2	87
Fall 2024	314	293	19	93
Winter 2025	330	318	9	96

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.

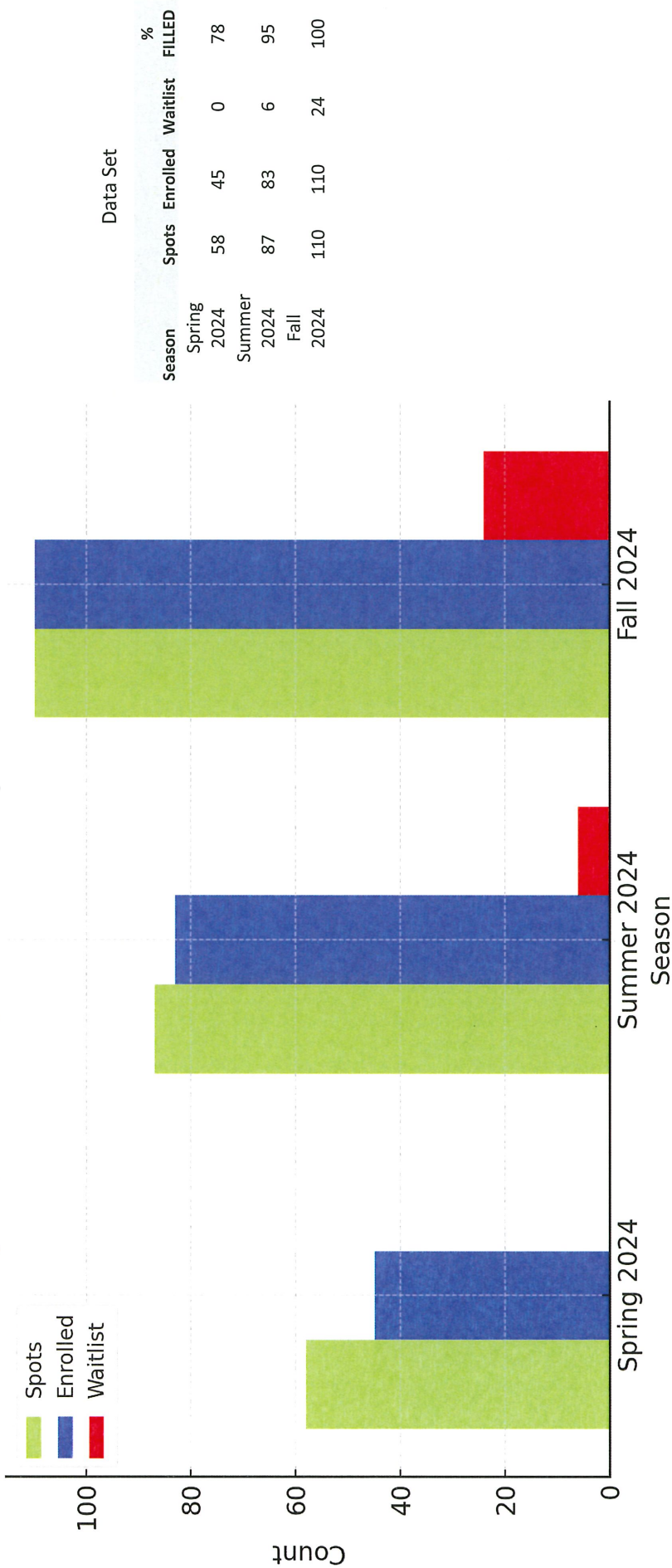
Spots, Enrolled, and Waitlist per Season



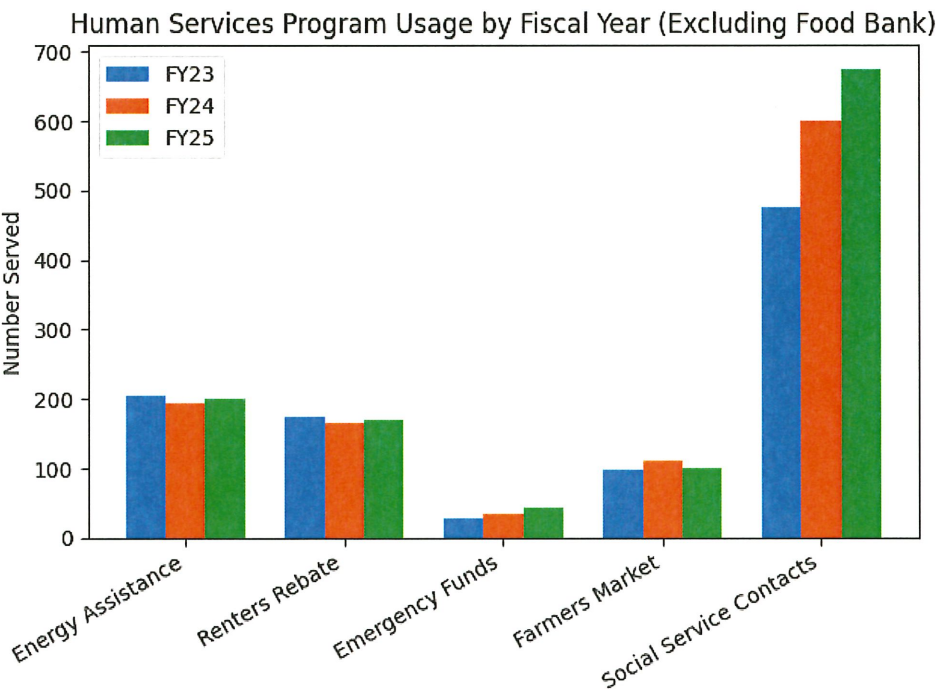
WSS Trips

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.

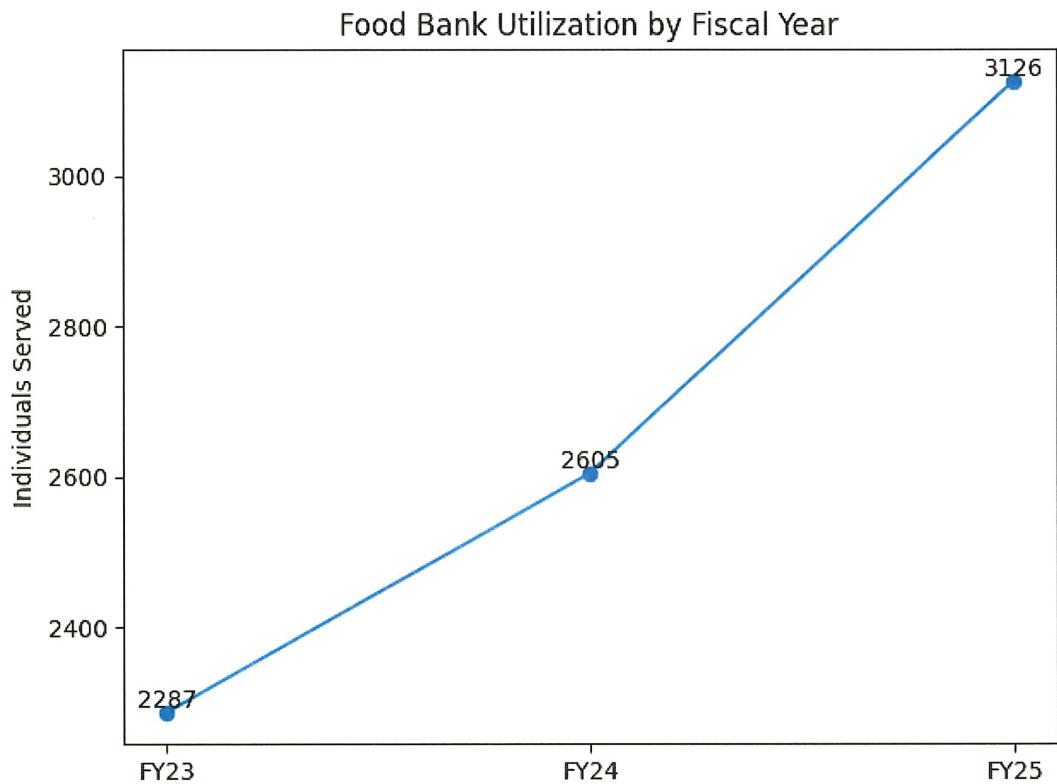
Spots, Enrolled, and Waitlist per Season



Human Services Data and Trends FY23 to FY25



HUMAN SERVICES	FY23	FY24	FY25
Energy Assistance (Per Household)	204	195	201
Renters Rebate (Per Household)	175	165	171
Emergency Funds (Per Household)	29	35	43
Farmers Market (Per Individual)	98	111	101
Food Bank (Per Individual)	2,287	2,605	3,126
Social Service Contacts (Per Individual)	476	601	675



Food Bank utilization has increased steadily over the past three fiscal years. In FY23, the Food Bank served 2,287 individuals, rising to 2,605 in FY24, and reaching 3,126 individuals in FY25. This represents an increase of approximately 37% over two years, indicating a significant rise in demand for food assistance within the community. The consistent year-over-year growth suggests that more households are relying on food support services, likely reflecting broader economic pressures such as rising food costs, housing expenses, and financial instability. The Food Bank continues to serve as a critical safety net for residents facing food insecurity.