

# Town of Monroe

2016-2017

PROPOSED ANNUAL BUDGET  
WORKBOOK INFORMATION



## SENIOR CENTER & SOCIAL SERVICES



# Monroe Community & Social Services

## Budget 2016 – 2017

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### **Community Services Mission Statement**

To maintain and improve quality of life issues, while promoting independence, through the provision of pertinent resources, referrals and assistance to all residents of Monroe.

### **Monroe Senior Center Mission Statement**

Create opportunities for mindful aging through physical activity, social engagement, creativity and lifelong learning which impacts our entire community.

## Department Narrative

The Monroe Community & Social Services Department is comprised of several distinct, but cohesive units which serve the people of Monroe.

### Monroe Senior Center

The Senior Center's primary goal is to provide a balance of social, recreational, educational, wellness and financial programs to adults, age 55 and older. In addition, the Center strives to provide information, direct services and be a visible symbol of the community's concerns for the aging population. The Center offers counseling on Medicare/Medicaid, Prescription Drug Coverage, Health Insurance and Social Security issues. Information and assistance in obtaining Veteran's Benefits, Food Stamps and Energy Assistance are also offered. The Senior Center staff conducts Outreach visits to those in the Community who are homebound to ensure we reach all Town residents. The Senior Center became a designated "Aging and Disability Resource Center" (ADRC) in the fall of 2011. The ADRC is part of a nationwide movement for a single point of entry to provide seamless access to services and support.

The Center is open Monday through Friday from 8:30 am to 4:30 pm. In addition, the Center is open Wednesday evenings and Saturday mornings. Programs on Wednesday evenings and Saturdays provide an opportunity for our working members to engage in activities at the Center. We have offered a wide range of programming including exercise, support groups, financial, crafts and fun social experiences. This past summer we introduced outdoor evening concerts which proved very popular and will become a regular summertime offering.

Through the Senior Center, the Department of Community and Social Services offers transportation to residents who are age 60 and over and/or disabled. Transportation options include fixed routes and a Dial-a-Ride program. Funding is provided by the Town and various grants. A 20 passenger bus and a car are available 5 days per week, Monday through Friday. Rides within Monroe are \$2.00 one-way or round trip and \$4.00 one-way or round trip to Trumbull, Stratford and Bridgeport. The service is curb-to-curb with limited assistance. Caregivers ride free. Medical appointments have priority over social or personal care destinations.

### Monroe Food Pantry

The Food Pantry's goal is to serve the people in our Community who are struggling financially in a way which preserves their dignity by providing nutritious food and support. The Pantry empowers our families to become self-sufficient, as quickly as possible, without added stress. The Food Pantry also seeks to involve the Community in a way that teaches empathy, encourages respect and nurtures compassion.

Food Pantry vouchers redeemable at the Monroe Farmer's Market finished its third successful year. Families with children received \$60.00 to spend during the season to purchase fresh food or vegetables. Families without children under 18 received \$30.00. Funding was provided by the Coastal Fairfield County United Way.

### Social Services

The Social Services Department maintains offices at Town Hall and provides assistance, information and referrals to Monroe families. The Department helps residents navigate the system to obtain Food Stamps, Medical Insurance, WIC, Day Care, Summer Camp Scholarships, Energy Assistance, Substance Abuse, Teen Programs and Mental Health.

Social Services coordinates two major community programs each year. Every summer, volunteers collect school supplies and backpacks for the "Back to School Buddies" program. The "Holiday Giving Tree" program encompasses the whole community to ensure our residents, who are struggling, receive gifts for their family.

The Monroe Counseling Service is dedicated to enhancing the quality of life of Monroe residents by providing individual and family consultations, assessments and referrals. Our goal is to eliminate the stigma of seeking assistance when issues seem insurmountable and the misconception that relief is unattainable. In addition to providing counseling, the Clinical Coordinator attends local and regional meetings to establish contacts and further reach out to the community concerning mental health services.

Project Warmth, the Town of Monroe's Fuel Bank, is administered by Community & Social Services. Project Warmth is available to families who have year round energy needs not covered by state, federal and non-profit programs or have exhausted their benefits. Project Warmth also takes into account families who have extenuating circumstances preventing them from obtaining help from other energy assistance programs.

The Friendship Fund, a designated Community & Social Services account, solicits donations from the Community to help pay for school supplies, summer activities, emergency housing and holiday giving.

Staff members have been trained in Mental Health First Aid, Suicide Prevention, CPR, Basic First Aid and Defibrillator usage. In addition, the Department is involved with the Youth Commission, ADAM, Commission on Aging, TRIAD, RYASAP, Area Agency on Aging, Mental Health Organizations and participates in various community events including National Night Out and National Mental Wellness campaigns. Community & Social Services coordinates Evictions with the assistance of the Public Works Department and provides Outreach home visits on behalf of the Assessor's Office for various rebate programs. The Police Department utilizes the Department of Community & Social Services for assistance/referrals.

## Goals for <sup>46</sup>2016 - 2017

- Continue the growth of Senior Center to provide appropriate and relevant programming.
- Continue the development of goals and objectives with the assistance of the Senior Center Strategic Planning Committee for future needs of the Center.
- Continue to reach out to Monroe residents and provide mental health services through the Monroe Counseling Service. The Community Services staff will continue to seek funding in order to re-establish a Youth Service Bureau in Monroe and assist the Police Department in the creation of a Juvenile Review Board.
- Obtain funding to renovate the Monroe Food Pantry to include the Social Services Department and the Center for Family Justice.
- Continued community awareness/fundraising for the Friendship Fund, Project Warmth and the Food Pantry.
- Broaden community awareness of the Department of Community and Social Services programs.

## Current Staffing Levels

Director:

*Barbara Yeager*

Full Time

### Social Services:

Social Services Coordinator:

*Mary Ann Kalm, LMSW*

Part Time / 25 hours per week

Mental Health Clinical Coordinator:

*Deirdre Ekholdt, LCSW*

Part Time / 19.5 hours per week

Food Pantry Coordinator:

*Wendy Jolls*

Part Time / 25 hours per week

Custodian:

*Bob Scopoletti*

Part Time / 2 hours per week

### Senior Services:

Administrative Assistant:

*Pat Martin*

Full Time / 35 hours per week

Elderly Services Coordinator:

*Kim Cassia*

Part Time / 25 hours per week

Transportation Coordinator:

*Betsy Kraushaar*

Part Time / 19.5 hours per week/100% Grant Salary

Driver:

*Rose Marie Syarto*

Full Time / 35 hours per week

Driver:

*John Delfino*

Part Time / 2 days per week Grant Salary  
1 day per week Town Salary

Driver:

*Open*

Part Time / 2 days per week Grant Salary

Custodian:

*Bob Scopoletti*

Part Time / 17.5 hours per week

Building Attendant:

*Darrin Snihur*

Part Time / 6 hours per week

## Senior Services Budget – 2016/2017

980-150001	Salary – Administration	\$54,325	
		\$100	Longevity
0080-150003	Salary – Administrative Assistant	\$37,929	
	<i>New job description &amp; title, change to Supervisor's Union Salary increase to</i>	\$350	Longevity
		\$44,000	
0080-150003	Salary – Full Time Driver	\$30,962	
0080-150005	Salary – Elderly Services Coordinator	\$24,700	
	\$19.00 per hour/25 hours week		
	<i>Increase hourly rate to \$21.00</i>	\$2,600	
0080-150005	<i>Office Assistant – New Position</i>	\$16,731	
	<i>\$16.50 per hour/19.5 hours per week</i>		
0080-150005	Building Attendant	\$3,074	
	\$9.60/\$10.10 per hour/6 hours per week		
0080-150005	Salary – Custodian	\$10,410	
	\$11.44 per hour/17.5 hours week		
	<i>Increase hourly rate to \$15.00</i>	\$3,240	
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0080-150005	Salary – Driver	\$4,992	
	\$12.00 per hour/8 hours @ 52 weeks		
	<i>Increase hourly rate to \$15.00</i>	\$1,248	
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0080-150005	Salary – Part Time Employees	\$2,721	
	Paid Time Off Coverage		
	Driver/35 hours @ 6 weeks		
	Custodian/17.5 hours @ 1 week		
	<i>Increase in hourly salaries</i>	\$691.50	
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0080-153385	Office Expenses	\$3,000	
0080-153390	Operating Expenses	\$4,000	
0080-153580	Vehicle Expenses	\$16,000	
0080-150500	Nutrition	\$7,500	
0080-153565	Utilities	\$30,000	
0080-153485	Repair & Maintenance	\$5,000	
	Painting exterior of Senior Center	\$21,800	<i>Estimate includes Pavilion</i>
	Enlarge Senior Center Parking Lot	\$365,000	<i>Estimated</i>

## Program Description

### Senior Services

1001-10-15101-0000-0080

**Mission Statement:** Create opportunities for mindful aging through physical activity, social engagement, creativity and lifelong learning which impacts our entire community.

**0080-150001 Administration:** To manage and direct staff of salaried and volunteer workers necessary to maintain the on-going function of the Senior Center, initiate new programs, increase member usage and interact with local agencies and community. Additional responsibilities include overseeing Social Services, Mental Health and the Food Pantry staff.

**0080-153580 Vehicle Expenses:** To provide inexpensive transportation for the elderly and disabled residents of Monroe in order to maintain independence and quality of life.

**0080-150500 Nutrition:** To provide luncheons for social and educational purposes. Also provide refreshments for programs, coffee bar and kitchen supplies.

**0080-153385 Office Expenses**

Expended 2014-2015	Approved 2015-2016	Requested 2016-2017
\$2,452.95	\$3,000	\$3,000

Paper & Postage (\$469.38); Office Supplies & Printing (\$496.56);  
Cleaning Supplies & Paper Goods (\$1,487.01)

**0080-153390 Operating Expenses**

Expended 2014-2015	Approved 2015-2016	Requested 2016-2017
\$3,419.24	\$4,000	\$4,000

Newsletter Postage (\$2,742.87); Dues & Licensing Fees (\$470.00); Misc (\$206.37)

**0080-153580 Vehicle Expenses**

Expended 2014-2015	Approved 2015-2016	Requested 2016-2017
\$14,651.76	\$13,500	\$16,000

Fuel for Bus & Car (\$12,218.44); Repairs & Maintenance (\$2,231.37); Mileage (\$201.95)

**0080-150500 Nutrition**

Expended 2014-2015	Approved 2015-2016	Requested 2016-2017
\$7,250.00	\$7,500	\$7,500

Luncheons & Refreshments (\$4,913.51); Coffee Bar (1,783.30); Supplies (\$553.19)

**0080-153565 Utilities**

Expended 2014-2015	Approved 2015-2016	Requested 2016-2017
\$27,915.21	\$30,000	\$30,000

Electric (\$12,510.59); Alarm (\$420); Garbage (\$778.08); Water (\$949.64); Propane (\$12,632.38);  
Gallagher Pump (\$400); CCM (\$104.52); Fire Extinguishers (\$120)

**0080-153075 Contracted Services/Programming**

Expended 2014-2015	Approved 2015-2016	Requested 2016-2017
\$4,969.63	\$0	\$0

Speakers (\$1,200); Entertainment (\$325.00); Instructors (\$3,420);  
Program Supplies (\$24.63)

0080-153485

Repair & Maintenance

Expended 2014-2015

\$3,514.52

Approved 2015-2016

\$5,000

Requested 2016-2017

\$5,000

Generator Repair (\$266); Gas Fireplace Repair (\$188.24); Edgerton Repair (\$1,635); Lighting (\$593.28); Electrical (\$200); Pest Control (\$50); Fire Extinguishers (\$582)

## Senior Services Budget Justification

Request a job reclassification from Administrative Assistant to Assistant Senior Center Director. This would necessitate a change from the Clerical Union to the Supervisors Union. The Assistant Senior Center Director responsibilities would include trip coordination, volunteer coordination, publicity, bookkeeping and meeting/workshop attendance. The Assistant Director would also directly supervise the Transportation Coordinator, the new Clerical & Building Attendant position, as well as the Custodian. In addition, the Assistant would become a Trainer for Qualified Food Operators necessary for sheltering volunteers.

Request for Community & Social Services Office Assistant. The employee would be responsible for many of the day to day clerical tasks currently done by the Director and the Administrative Assistant. In addition, the Office Assistant will be responsible for the Front Desk at the Senior Center. Duties would include bookkeeping, deposits, statistical assessment of programs and provide research for grants. The employee would provide additional office coverage when other personnel are not in the office.

The creation of an Office Assistant and Assistant Director would realign the work load for the Community and Social Services Director to create more time in the daily schedule to pursue the programming needs of the Center. The current level of daily tasks necessary to manage the Senior Center, Social Services and the Food Pantry substantially slows down the process of future growth necessary to deliver the best outcomes for the residents of Monroe. The Director will continue to research/write multiple grants, supervise staff located in multiple locations, implement new programming, attend evening/weekend functions, respond to Police Department referrals, in addition to raising money for several Community Funds.

Increase the Elderly Services Coordinator hourly rate from \$19.00 per hour to \$21.00. Monroe's population continues to age and Monroe residents are seeking options regarding their insurance, home care, housing and energy needs. The Elderly Services Coordinator provides counseling not only to residents, but their families and providers as well. Given the complexity of the issues facing our aging population and the amount of training required to be certified should result in the appropriate compensation.

Increase the hourly rate for the Part time Driver and the Custodian to \$15.00. Neither position has had an increase in many years. In order to hire and retain qualified people requires an increase. The Driver is providing transportation to our most vulnerable residents and is required to attend special training programs for defensive driving and be certified in first aid. The Custodian is required to not only clean two buildings, but set up rooms for activities.

## Social Services Budget – 2016/2017

710-150005	Salary – Social Services Coordinator \$21.00 per hour/25 hours week <i>Increase hourly rate to \$28.00</i>	\$27,300  \$9,100	
0710-150005	Salary – Mental Health Coordinator \$28.00 per hour/19.5 hours week <i>Increase hourly rate to \$30.00</i>	\$28,392  \$2,028	
0710-150005	Salary – Food Pantry Coordinator \$19.00 per hour/25 hours week <i>Increase hourly rate to \$21.00</i>	\$24,700  \$2,600	
0710-150005	Salary – Custodian \$11.44 per hour/2 hours per week <i>Increase hourly rate to \$15.00</i>	\$1,190  \$370	
0710-153385	Office Expenses	\$2,350	<i>Increase of \$600 for cell phone</i>
0710-153390	Operating Expenses	\$1,000	
0710-153580	Vehicle Expenses	\$1,500	
0710-151820	Eviction/Ejections (Relief)	\$3,000	
0710-153480	Utilities	\$9,000	
0710-153485	Repair & Maintenance	\$5,000	

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**Program Description**

Social Services Department

1001-10-15109-0000-0710

**Mission Statement:** To provide resources, information, referrals and assistance in order to promote independence and to maintain and improve the quality of life for all Monroe residents.

<b>0710-153385</b>	<b>Office Expenses</b>		
	Expended 2014-2015	Approved 2015-2016	Requested 2016-2017
	\$1,163.43	\$1,750	\$2,350
	Paper (\$24.00); Office Supplies & Printing (\$777.34); Postage (\$362.09)		
<b>0710-153390</b>	<b>Operating Expenses</b>		
	Expended 2014-2015	Approved 2015-2016	Requested 2016-2017
	\$639.99	\$1,000	\$1,000
	Supplies (\$111.70); Printing (\$202.75); Fees (\$120.00); Misc. (\$205.54)		
<b>0710-153580</b>	<b>Vehicle Expenses</b>		
	Expended 2014-2015	Approved 2015-2016	Requested 2016-2017
	\$820	\$1,500	\$1,500
	Mileage for Volunteer Drivers to CT Food Bank & to pick up food and supplies at area food stores		
<b>0710-151820</b>	<b>Eviction/Ejectment</b>		
	Expended 2014-2015	Approved 2015-2016	Requested 2016-2017
	\$0	\$3,000	\$3,000
<b>0710-153480</b>	<b>Utilities</b>		
	Expended 2014-2015	Approved 2015-2016	Requested 2016-2017
	\$8,067.95	\$9,000	\$9,000
	Electric (\$3,140.81); Alarm (\$324); Garbage (\$1,019.95; Water (\$200.58); Pest Control (\$600); Oil (\$2,782.61)		
<b>0710-153485</b>	<b>Repair &amp; Maintenance</b>		
	Expended 2014-2015	Approved 2015-2016	Requested 2016-2017
	\$703.93	\$5,000	\$5,000
	Fire Extinguishers (\$71.93); Edgerton (\$632)		

## Social Services Budget Justification

Increase the Social Services Coordinator hourly rate from \$21.00 per hour to \$28.00. The current Social Services Coordinator is a Licensed Social Worker with a Masters Degree. The Coordinator works independently and handles complex issues facing the families of Monroe. In addition, the Social Services Coordinator supervises volunteers in two successful Social Services programs - Back to School Buddies and the Holiday Giving Tree. Both require an inordinate amount of time to implement and are done on a part time schedule. The Coordinator handles referrals from the Monroe Police Department and the School system. Monroe residents under 60 seeking options regarding their insurance, housing and energy needs are assisted by the Social Services Coordinator.

Increase the Mental Health Clinical Coordinator hourly rate from \$28.00 per hour to \$30.00. The current Clinical Coordinator is a Licensed Clinical Social Worker with a Masters Degree. The Coordinator works independently and handles complex mental health issues facing the families of Monroe. The Clinical Coordinator meets with residents in the office or an alternate location, if necessary, to render short term consultations, assessments and referral to enhance the quality of life of our Monroe residents.

Increase the Food Pantry Coordinator hourly rate from \$19.00 per hour to \$21.00. The Food Pantry Coordinator works independently and handles real life issues facing the families of Monroe. The Coordinator orders all the food needed for the Pantry, coordinates and supervises volunteers, maintains records for federal programs and offers comfort and hope for families who are facing financial hardship.

The Custodian hourly rate will increase to \$15.00 per hour. The Custodian is same person from the Senior Center.

Request i-Phone for the Mental Health Clinical Coordinator. Due to the nature of the job, it is necessary to be available when not in the office. The cost to add the phone to the Town plan would be \$50.00 per month.

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**Five Year Plan**

Increase the number of hours the Senior Center is open during the evening/weekend

Create a Social Services facility that houses Social Services, Mental Health Counseling and Food Pantry in one location. Grant funding would be used for the majority of the cost, if not the entire amount.

Clinical Coordinator becomes a Full Time position.

Social Services Coordinator becomes a Full Time position

Elderly Services Position becomes a Full Time position

Food Pantry Coordinator becomes a Full Time position

### Capital / Operational Items

1. A portable generator to protect perishable food during power outages at the Food Pantry. The staff has been able to safeguard the food during the past several storms, but during all situations, the Pantry was not at capacity. A future event with perishables at full capacity could result in large losses of food. During a prolonged power outage, it would be reasonable to have the Pantry open to assist the Town's residents in obtaining food. Currently, the Pantry has to remain closed when it is out of power. A portable generator can be relocated to another town location when the power is restored at the Pantry. The estimated cost to purchase a generator and have the appropriate electrical work done is \$18,000.
2. Painting of the exterior and interior of the Senior Center.
3. Increase the size of the Senior Center parking lot which would accommodate the shortage of parking spaces during peak times at the Center. The additional parking spaces will also be advantageous for Wolfe Park events which use the Senior Center lot. A preliminary estimate of enlarging the current Senior Center parking lot is \$365,000. Construction cost, which includes the necessary septic alterations to support pavement, would be \$320,000 and engineering cost would be approximately \$45,000.

### Current Cost Savings

Replaced two older freezers and added a new double door refrigerator at the Food Pantry with more energy efficient models. The double door refrigerator and one of the freezers were obtained through grant monies and volunteer donation of a used newer freezer.

### Potential Cost Savings

Currently the Dial-A-Ride transportation service utilizes a 20 passenger service bus and a car. The service bus is used for fixed rides for shopping two days a week with multiple passengers, but often the bus only has one or two passengers. This is not an economical use of the vehicle. The purchase of a van or an additional car would result in less wear and tear and gasoline usage and increase the longevity of the bus. The two daily drivers would alternate vehicles depending on the need.

## Assistant Senior Center Director – Supervisor’s Union

### Immediate Supervisor: Director of Community & Social Services

**Job Summary:** Assist the Director in day to day operations of the Senior Center. Specifically responsible for the trip, volunteer and Masuk vocational programs coordination. Immediate Supervisor of the Transportation Coordinator, Front Desk, Custodian, Building Attendant and Senior Center Volunteers.

### Duties and Responsibilities:

Supervisor Transportation Coordinator, Custodian, Building Attendant and Front Desk personnel

Trip Coordinator: Organize private charter and Senior Center trips. Responsibilities include correspondence, presentations, trip folders and payment.

Volunteer Coordinator: Responsibilities include volunteer recruitment, training, scheduling and supervision.

Masuk Vocation Program: Responsibilities include interaction with the School to Career Facilitator, scheduling of student volunteers, maintaining proper health codes and program evaluations.

Bookkeeping – Complete payment requisition forms for all Senior Center invoices and program instructor’s fees; deposit program, luncheon, registration and vehicle transportation fees. Maintain Petty Cash income, expenses and monthly balance.

Assist Director with budget preparations

Provide referrals as necessary to the Elderly Services Coordinator

Oversee and coordinate Luncheon programs to maintain health code requirements. (Certified Food Operator)

Maintain membership database

Plan and disseminate Center publicity to local newspapers and web based calendar of events

Maintain senior center supplies

Maintain office equipment and schedule service as necessary

Prepare building maintenance work orders

Responsible for the Sunshine Club

### Qualifications:

Education: High School Education minimum, College Degree or at least 3 years related experience

Outstanding organizational skills and computer literacy

Fluency in Excel, Word, good written and spoken English language and communication skills

Ability to work independently

### Physical Demands:

While performing the duties of this job, the employee is regularly required to talk or hear. The employee regularly is required to stand, walk, sit, use hand to finger movements, handle or feel objects, or controls; and must be able to lift and/or moves up to 10 pounds.

### Work Environment:

Work is generally performed while sitting or standing in an office environment

Full Time, 35 hours per week

Salary \$44,000 per year

### **Senior Center Front Desk (Clerical)**

**Job Summary:** Position requires person to oversee the Front Desk at the Senior Center from 9:00 am to 12:30 pm on Monday and Tuesday through Friday from 9:00 am to 1:00 pm. Work directly with members of the Senior Center and visitors to answer questions and assist in day to day services. In addition, the job requires clerical duties for the Senior Center and Social Services.

#### **Duties and Responsibilities:**

Greet people as they enter the Monroe Senior Center

Assist members and non-members with program information and registrations (luncheons, trips, membership and classes)

Prepare sign-in sheets, schedule program appointments, kitchen and program room set-up/ clean-up

Complete tax receipts for all donations

Complete Social Services purchase order requisitions, as directed, and process bills to ensure that they are completed and forwarded for billing.

Perform routine functions, including but not limited to, filing and record maintenance

Maintain coffee station and prepare refreshments as needed

Other duties as directed by Assistant Senior Center Director

#### **Qualifications:**

Outstanding organizational skills and computer literacy

Fluency in Excel, Word, good written and spoken English language and communication skills

Ability to work independently

#### **Physical Demands:**

While performing the duties of this job, the employee is regularly required to talk or hear. The employee regularly is required to stand, walk, sit, use hand to finger movements, handle or feel objects, or controls; and must be able to lift and/or moves up to 10 pounds.

#### **Work Environment:**

Work is generally performed while sitting or standing in an office environment

Part time, 19.5 hours per week

Salary \$16.50 per hour

Annual Salary: \$16,731.00