COUNCIL ON AGING ACTION ITEMS

Priorities: Immediate (I)=within 1 year; Short-Term (ST)=1-3 years; Mid-Term(MT)=3-5 years; Long-Term(LT)=5-10 years
NOTE: Priorities may have two time frames and they may start in the shorter time frame, but take longer to complete.

#	Goal Actions	Primary Entity	Sub entity(ies)	Evaluation Metrics	Priority	Status July 2022	Comment	Status Nov. 2022: 8/1/22 to Nov. 14th, 2022	Comment	Status March 2023
G1-8	Advocate for programs and services that allow seniors to age in place.	**Council on Aging**	Commission on Disabilities	Number of senior housing units available. Number of seniors housed in dedicated units. Date of hire for nurse. Date for hire for licensed social worker. Number of individuals helped with health and social issues. Survey of quality-of-life metrics.	ST	RN position is not included 2023 budget for the COA Licensed Social Worker position is not included in the 2023 Budget. Number of individuals served with health and social issues (Jan 2022-July 15, 2022: 560 individuals.) There are three housing authorities in South Hadley: Hubert Place (Operated by WestMass ElderCare) has 45 units for seniors. Newton Manor (40 units) and Lathrop Village (96 units). Per Housing Authority: 87% of the units at Newton Manor and Lathrop Village are dedicated to low-income seniors. The Council on Aging is the community focal point for residents 60 years and over. The COA supports the well-being of the older adult community by providing services to support their nutritional, emotional, social and recreational needs. The COA provides information, referrals and support programs for older adults and is considered the go-to resource for residents of any age with concerns about aging relatives, neighbors and friends. **Aging In Place: A Health and Wellness Fair** on June 14th, 2022. Estimated 250+ Individuals attended the fair. The center invited 40+ vendors to the Aging in Place fair. The COA had a table to highlight our resources and services. (Alzheimer's Caregiver Support Group and Memory Cafe, Caregiver Respite Grant). The COA & Fire districts 1&2 have collaborated on a **Falls Prevention Program** since Nov. 2021 with a total of 54 seniors participating. The program offers seniors a survey to assess fall risks in the home and then a visit from their FD. All Coffee and Conversation programs, special events and lifelong learning lecture series are taped and played on Channel 15. Basic Fitness, Gentle Yoga, Seated and Standing Yoga and Tai Chi are aired live on Channel 15 and taped for later use.		8/1/22 to 11/14/22 Number of individuals helped with health and social issues: Total 1,251	COD added 1-2023	The South Hadley Council on Aging creates and ensures that all of our programming supports aging in place. Lifelong Learning Lecture Series survey respondents: 84. LGBTQ+ survey results *shorturl.at/bqvV9* : 4. Council on Aging Board of Directors and the Senior Center Director wrote a letter to the Planning Board in support of ADU (Attached Dwelling Units) Bylaw.
G1-9	Expand programming for seniors.	**Council on Aging**		Number of new programs. Number of people participating. Expanded Memory Café.	ST	Our bi-monthly Memory Café has between 2-6 attendees. Room size is adequate for event. New Programs for seniors (Jan 2022-July 15, 2022: 59 new programs. Number of participants: 377 Lifelong Learning Lecture Series collaboration with Mount Holyoke College: faculty and guest lecturers provided 4 lectures in spring of 2022. Will begin again in Fall, 2022. South Hadley We are thrilled to announce that an Elder Mental Health Outreach Team (EMHOT) will soon be available to our communities. With funding from a recent grant award, WMEC together with several community partners will be offering mental health support to older adults in their homes or at community sites.		Bi-monthly Memory Café: 8 sessions held on the 2nd and 4th Wed. of month: 8 total participants. Mid October and November no one attended the Memory Café. Number of new programs: 40 . Number of participants: 1,251		Number of New Programs: 35 new programs offered. Number of people participating: 1,441. Memory Café reopens on April 20, 2023. In order to provide continuity of service for our Alzheimer's Caregiver Support Group members, Ann Andras, COA social Serv. Coordinator, took over facilitating the bi-monthly meeting. In order to be more inclusive, we changed the title to; Caregivers Support Group.
G1-10	Provide and support inter-generational programming.	Library	**Council on Aging,** Historical Commission, School Department	Number of offerings. Number of participants. Participant satisfaction. Ages of persons participating.	ST	Director Leslie Hennessey assisted with a Gold Star project with 2 Girl Scouts to create "Cards for Seniors" Card collection boxes are located at Plains Elem School, Moser Elem. School, the S.Hadley Public Library and the Family Center. Quarterly collection and drop off to the Senior Center. Estimate of 125 cards have been collect. Pioneer Valley Performance Academy provided an African Drum program with 68 in attendance. Memorial Day Veterans Breakfast collaboration with SH High School students in the Culinary Department. Students prepared and delivered breakfast to veterans and their guests. 75 in attendance. Additionally, there were 14 Culinary students and 11 students from the Vocal Roar Choir.		Intergenerational Programing at the COA: Girl Scout Reunion: 38 participants both adult and youth (ages 5-24 years) Holiday Pie with MacDuffie High School Students: 22 total participants. (Student ages: 13-17 years) Participating senior comments were all positive with a high degree of enthusiasm.		Number of Programs offered: 5 new programs. Schools participating: MacDuffie High School Students, PVPA's WOFA Dance and Drum Company (High School) and the Hampshire Young Peoples Chorus. Total participation in all 6 events: 100. Five UMASS Nursing Students will complete their final, spring Internship at the COA, 2/23 through 5/23. The interns will provide multiple presentations, a COVID-19 Booster Clinic, and the interns will launch our Walk Challenge Campaign.
G1-11	Raise awareness of the stigma of ageism and promote opportunities to highlight the wisdom and strength of aging.	**Council on Aging**	Commission on Disabilities	Types of outreach. Number of people reached. Actions taken as a result of increased awareness.	MT	Media Outreach: Channels 22, 40 and 3 and S.Hadley Community Channel 15. We have do not have a system in place to determine the number of people reached. We have experienced an increase in membership and have added additional classes to meet membership's needs. We believe having a constant reminder (in the Town Reminder) of the center's activates and special events sends a clear message that the center, and our members, are pursuing a healthy, active lifestyle. 4/1/21 to 7/30/21 - 521 seniors participated in 15 exercise classes.		Sept. 10th Community Event: 250+ individuals in attendance. COA Art Show showcased the works of older adults: 120 attended. "On the Topic of Ageism": 9/13: zero attendees. 9/26th: presenter canceled due to lack of pre-registered individuals.	COD added 1-2023	According to the Fight Ageism organization, getting older adults to share their stories is the key to ending discrimination. The South Hadley Senior Center provides a social environment for older adults to create their stories.
G1-14	Offer more technology assistance for people trying to keep up with their devices.	Library	School Department, **Council on Aging**	Number of people requesting help.	ST	The COA has a 2-year,grant funded position (through WestMass ElderCare) for a Technology Instructor for 5-hrs per wk. Nov. 2021 to July 15th: 76 individuals served.		One-on-One Tech Time with Sandy: An additional 10 individuals were served for a total of 86 individuals served through July 15th to Nov. 15th.		iPad Loan Program currently has five iPads on loan to seniors in South Hadley. Training on how to use the iPad is provided by our Technology Instructor.
G1-15	Support implementation of the 2016 Housing Production Plan with relevant regulatory strategies and update the plan in 2022.	Planning Board	Commission on Disabilities, **Council on Aging,** Housing Authority	Date regulatory strategies approved.	ST	Ann Andras, Senior Center Social Services Coordinator is representing the senior center on the Advisory Committee to the Housing Production Plan update. Meetings will begin in July 2022 and end May 2023				Ann Andras, Senior Center Social Services Coordinator is representing the senior center on the Advisory Committee to the Housing Production Plan update. Meetings will begin in July 2022 and end May 2023
G1-22	Work with Council on Aging to improve communication, education and programming to elderly population regarding fraud and scams.	Police Department	**Council on Aging,** SHCTV	Number of presentations or communications. Number of people reached. Number scams/fraud attempts reported.	I	All incoming scan alerts appear on our 2- internal, digital monitor and reach all participants. Number of Fraud slides this year: 4 slides. Fraud presentations at the senior ctr: 6 presentations. Number of seniors in attendance: 31.		Online Shopping Safety Presentation: 6 in attendance Shopping Rights with the MA State Office of Consumer Affairs: 6 in attendance. 1- new scam slide uploaded to digital messaging board: number of seniors reached @100		Scheduled programs for April and June 2023 . Programs will be facilitated by Rachel Senecal | Coordinator Elders and Persons with Disabilities Unit for the Northwestern District Attorney's Office the Hampden County. Monthly TRIAD meetings with S.H. PD, FD, and BOH provide additional information about scams. Scam Alerts are added to the COA's 2 monitors and shared as slides with channel 15.
G1-26	Identify and encourage conditions that attract and support Black, Indigenous, and People of Color population.	Selectboard	Administration, **All entities**	Process for identifying issues concerning BIPOC population and for monitoring the experience of Town services across all demographics. Process for identifying challenges and addressing them. Change in Town demographics. Change in diversity of people participating in civic life.	ST/MT	The 2022 revised COA Mission Statement reads: The South Hadley Senior Center provides a culturally responsive environment that promotes opportunities for learning, social interaction and recreational activities that foster a fulfilling and healthy lifestyle for all seniors. Our community is committed to advancing, cultivating, and preserving a culture of empowerment, diversity, inclusion and belonging.				
G1-27	Increase transportation options for members of the South Hadley community, including affordable and accessible options.	Selectboard	Administration, Commission on Disabilities, **Council on Aging,** School Department	Types of transportation available. Number of people taking trips. Change in routes. Change in number of routes. Fee for trips.	MT/LT	1-12 passenger Minibus, 1-8 passenger minibus, 1-4 person EV car. Number of people taking trips (7/1/22 to 6/30/22 : 66 individuals use the COA transportation Program. In April 2022, the transportation program initiated a fee-free system. Currently, all in-town transportation is no charge.		8/1/22-11/15/22: 447 transportation rides were provided to 53 older adults. The Council on Aging transportation program is a fee-free system. Scheduled trips to Big-Y occur on Tuesdays and Fridays. Trips to Neighbors Helping Neighbors Food Pantry are available on Wednesdays. Transportation is provided for in-town medical and dental appts, pharmacies, banks and local retail.		March 2023: Senior Center Transportation program adds free transportation by minibus and electric car to Holyoke Medical Center and Trinity Health of New England Medical Group in Chicopee. Companions ride free regardless of age. Plan to expand grocery shopping options outside of South Hadley in April 2023
G1-31	Foster Town engagement with college/university personnel and consultants to provide special expertise.	Administration	**Other entities as appropriate**	Number of personnel used. Type and effectiveness of services provided.	ST, MT, LT	Lifelong Learning Lecture Series collaboration with Mount Holyoke College: Professors from , guest lectures provided 4 lectures in spring of 2022. Will begin again in Fall, 2022.		Oct. 18th Presentation of "Nonotuck: Rethinking the History & Present of Native South Hadley, a Lifelong Learning Lecture Series in collaboration with Mount Holyoke College: 42 individuals in attendance.		Collaboration with Mount Holyoke College: Three Lifelong Learning Lecture Series presented; "Retrospective Exposure of Gender and Sexuality", "Awkward Adolescents and Grumpy Old Males" , and "It's Never Too Late to Learn a New Language". The Council on Aging entered into a collaboration with the University of Massachusetts Nursing Department to host five Senior Nursing Students for their Spring Semester Internship. The RN's will hold a COVID-19 Booster Clinic, a Fitness Fair, blood pressure clinics, and they will offer numerous presentations on a variety of health related topics .
G3-10	Consider alternative community heating and cooling sites and work to identify and map new potential sites.	Board of Health	Administration, **Council on Aging,** School Department, Library, Sustainability & Energy Commission	Number of sites. Date map available. Number of uses. Date of use. Reason for use.	ST	The South Hadley Senior Center is a designated Cooling Center.				
G3-14	Incorporate addressing climate change/resiliency into routine permitting and operations.	**All boards and committees**		Date new mandate adopted. Changes to Zoning or subdivision regulations adopted. Impact on projects.	ST					
G3-24	Work with boards and committees to produce videos to welcome new members and give them a brief overview of responsibilities.	SHCTV	**All boards and committees**	Number of videos. Number of boards and committees participating. Feedback from viewers.	ST	COA creates slides for use as PSA's on Channel 15 program. All Coffee and Conversation programs, special events and lifelong learning lecture series are taped and played on Channel 15. Basic Fitness, Gentle Yoga, Seated and Standing Yoga and Tai Chi are aired live on Channel 15 and taped for later use.		Ongoing		
G3-25	Encourage people of diverse backgrounds to run for boards and/or apply for committees to ensure broad representation of all residents in government functions.	**All boards**		Number of candidates identified. Number of candidates elected. Change in demographics of candidates.	ST/MT	The 2022, the South Hadley Board of Directors revised the COA Mission Statement to read: The South Hadley Senior Center provides a culturally responsive environment that promotes opportunities for learning, social interaction and recreational activities that foster a fulfilling and healthy lifestyle for all seniors. Our community is committed to advancing, cultivating, and preserving a culture of empowerment, diversity, inclusion and belonging.		Ongoing		
G3-28	Establish a grant program to provide internet-enabled devices to low-income households.	SHELD	**Council on Aging,** School Department, Library	Date grant program established. Number of devices provided.	ST/MT	During COVID-19 lockdowns, the South Hadley Council on Aging received town funding for an iPad loan program: A total of 2 seniors have taken advantage of this program. Renewed push for participation will begin in the coming months.				iPad Loan Program currently has five iPad on loan. Training on how to use the iPad is a collaborative provided by our Technology Instructor.
G3-29	Work with Council on Aging and Library to provide training for those unfamiliar with connecting to online resources.	SHELD	**Council on Aging,** School Department, Library	Number of requests for help. Number receiving training. Primary will depend on population to be served.	ST	Grant funded position: Technology Instructor for 5-hrs per wk. Nov. 2021 to July 15th: 76 individuals served.		One-on-One Tech Time with Sandy: An additional 10 individuals were served for a total of 86 individuals served through July 15th to Nov. 15th.		One-on-One Tech Time with Sandy: Total number of individuals assisted this quarter: 52. Number of visits: 114.
G4-1	Create working groups of staff and committee and board members to meet regularly around common priorities to identify and work together toward shared objectives.	**All boards, committees, and departments**	Administration, Selectboard	Date working group created. Number of shared priorities identified. Number of group actions being pursued. Number of actions completed.	ST	The South Hadley Age & Dementia Friendly Community Action Plan received certification in October 2021. Select board approval given on Oct. 19th, 2022. The first meeting held with stakeholders was in January 2022: Last meeting held July 19th, 2022. During this meeting the need for a townwide resource booklet for seniors was identified and a subcommittee was formed to create the booklet.				
G4-4	Improve inter-departmental communications within the municipality and to the public.	Administration	**All departments**	Number and types of communications. Feedback from residents and business owners.	ST/MT	Monthly newsletter and COA updates emailed to all employees, department heads, selectboard members and Town Admin. Additionally, well over 350+ email addresses are part of the monthly updates including members, community partners and media.				
G4-5	Provide professional development for all departments and committees as appropriate to improve skills in website content development and presentation.	Administration	**All departments**	Date provided. Number of participants.	ST/MT					
G4-8	Create a central resource directory on the Town website for all listing and linking to all current plans, reports and key data.	Administration	**All boards, committees, and departments**	Date resource created. Relevance of information provided. Use of information.	ST/MT	A South Hadley Age & Dementia Friendly sub-committee is working on a resource booklet for seniors in South Hadley. The group is being led by Desiree Smelzer form the public library. .				

G4-13	Prior to Town Meeting, review proposed bylaws as to legality, consistency with other bylaws, and alignment with the goals of this Master Plan Update and make recommendations for action (recommend or not recommend) to the Selectboard and Town Meeting.	Bylaw Review	**All other boards and committees**	Date(s) bylaws reviewed. Number of committees and/or proposers consulted. Recommendations made. Votes by Town Meeting.	ST/MT								
G4-22	Post articles in area newspapers, Town's website and social media.	**All boards and committees**		Number of articles posted. Number of responses or other feedback.	ST/MT	The Council on Aging contributes articles and updates to the Town Reminder on a weekly basis. The Council on Aging has a Facebook page that has 548 followers. Feedback is provided from Facebook messaging and has been very positive.							ongoing
G4-27	Work with boards, committees and departments to identify baseline data for impact evaluation and standard metrics, as appropriate.	Master Plan Implementation Committee	**All boards, committees, and departments**	Date baseline data identified. Schedule for collection of baseline data. Date(s) data collected.	MT								
G4-28	Work with boards, committees, and departments to monitor progress towards goals using metrics recommended in this Master Plan Update, as appropriate.	Master Plan Implementation Committee	**All boards, committees, and departments**	Identify schedule and process for monitoring. Feedback from boards etc. as to usefulness. Dates of progress updates to Selectboard, Planning Board, and Town Meeting.	MT/LT	The Age & Dementia Friendly South Hadley Community Assessment and Action Plan was created in March 2021 and accepted by the South Hadley Select board on October 19th, 2021. The S. Hadley Master Plan will be added to the Agenda items for the September 2022 Board of Directors meeting.		Ongoing. Monthly Age & Dementia Friendly Committee updates are provided during the Council on Aging's Board of Directors meeting by Leslie Hennessey or Carol Constant.					Ongoing
G4-29	Work with Town Administrator, Planning Board and Selectboard to determine whether there are additional reporting mechanisms that should be put in place, for example to flag an urgent issue.	Master Plan Implementation Committee	Administration, Planning Board, Selectboard, **All Departments**	Date additional reporting mechanisms identified. Number of users. Feedback on effectiveness.	ST/MT	A South Hadley Age & Dementia Friendly sub-committee is working on a resource booklet for seniors in South Hadley. The group is being led by Desiree Smelzer from the public library.		Second printing of the South Hadley Municipal Resource Booklet will be provided by the Friends of the South Hadley Seniors					