



# Agenda

DATE 12/31/14 TIME 11:45am

BY Luci Gonzales  
Alicia Hartley

## DIVISION OF SENIOR SERVICES PUBLIC HEARING

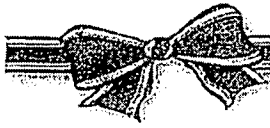
January 7, 2015

9:00 a.m.

\*\*\*\*\*Mary Esther Gonzales Senior Center\*\*\*\*\*

1121 Alto Street, Santa Fe, New Mexico

- I. Call to Order
- II. Invocation (Dennis E. Gonzales)
- III. Pledge of Allegiance (Andres Romero)
- IV. Introduction of Advisory Board Members (Andres Romero)
- V. Introduction of Division of Senior Services Staff (Ron J. Vialpando, DSS Director)
- VI. Purpose of Hearing (Luci Gonzales)
- VII. End Hunger In New Mexico (Dolores Gonzales)
- VIII. Service Delivery Presentation, by Ron J. Vialpando & DSS Staff (Power Point Presentation)
- IX. Prioritize Services / Items From the Floor
- X. Final Program Recommendations
- XI. Closing Statements
- XII. Adjournment



## PUBLIC HEARING

12/2014

12/17/14 TIME 3:00 PM  
Luis Gonzales  
[Signature]

## Older Americans Act to be the focus of Public Hearing January 7, 2015

The City of Santa Fe's Division of Senior Services will host a Public Hearing on the Older Americans Act and related services covered by this Act. You are invited to attend and learn about our services and give your valuable input.

*Wednesday, January 7, 2015 at 9:00 a.m.  
at the Mary Esther Gonzales Senior Center, 1121 Alto Street*

The Older Americans Act was enacted by congress in 1965 to ensure provision of social services to America's elderly population. The City's Division of Senior Services administers programs, which provide a comprehensive social service delivery system for senior citizens in our community. The following program services are critical to our planning and implementation process:

- Congregate Meals at our five senior centers
- Home Delivered Meals (Meals on Wheels)
- Assisted Transportation (senior vans)
- Home Management including housekeeping, laundry, escort, non-medical personal care, etc.
- Respite (Alzheimer's) Care including caregiver relief, companionship, non-medical personal care, caregiver support, etc.
- Durable Medical Equipment (walkers, wheelchairs, shower chairs, etc.)
- Grandparents Raising Grandchildren, including information and access, supplemental support, etc.
- Volunteer Programs – Foster Grandparent Program (FGP), Senior Companion Program (SCP), Retired Senior Volunteer Program (RSVP)
- Recreation and Fitness, including Senior Olympics, line dancing, exercise classes, Tai Chi, Enhanced Fitness, fitness equipment, etc.
- Capital Outlay and Legislative Request

The public's input on these programs is critical. If you are unable to attend the hearing on January 7<sup>th</sup>, written comments are encouraged and should be sent to:

City of Santa Fe  
Division of Senior Services  
Ron J. Vialpando, Director  
P.O. Box 909  
Santa Fe, NM 87504-0909

For more information, please call (505) 955-4721

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**DIVISION OF SENIOR SERVICES**  
**PUBLIC HEARING**  
**January 7, 2015**

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<b>ADJOURNMENT</b>	<b>Adjourned at 11:25 a.m.</b>	<b>10</b>

**MINUTES OF THE**  
**DIVISION OF SENIOR SERVICES**

**PUBLIC HEARING**

**January 7, 2015**

The Public Hearing of the City of Santa Fe Division of Senior Services was called to order by Ron Vialpando, Director, Division of Senior Services at 9:00 a.m. on this date at the Mary Esther Gonzales Senior Center, 1121 Alto Street, Santa Fe, New Mexico.

**MEMBERS PRESENT**

Andres Romero, Chairperson  
Bernardo C de Baca  
Tonie Ann Gallegos  
Elaina K. Gonzalez  
Virginia Lucero  
Corrine Sanchez  
Doug Schocke

**MEMBERS ABSENT**

Gilbert Alarid  
Mary Louise Giron, Vice Chairperson  
Dennis Gonzales  
Rosemarie Trujillo

**STAFF PRESENT**

Robert Chavez, Division of Senior Services Transportation Project Manager  
Lugi Gonzales, Division of Senior Services Manager  
Dan Mitchell, Division of Senior Services, Special Projects Administrator  
Christy Montoya, Administrative Secretary  
Melanie Montoya, Division of Senior Services Volunteer Program Administrator  
Katie Ortiz, Division of Senior Services  
Isaac Pino, Community Services Department Director  
Fran Rodriguez, Division of Senior Services, Transportation  
Marisa Romero, Division of Senior Services  
Carlos Sandoval, Division of Senior Services, Meals on Wheels Supervisor  
Theresa Trujillo, Division of Senior Services, In-Home Support Services Supervisor  
Ron Vialpando, Division of Senior Services Director  
Thomas Vigil, Division of Senior Services Nutrition Program Administrator

## **OTHERS PRESENT**

Myles Copeland, Deputy Cabinet Secretary, Governor's Office  
Leticia Delgado, Constituent Services Representative, Senator Udall's Office  
Anthony Futh, NM Aging & Long-Term Services Department  
Dolores Gonzales, Non-Metro NM Aging & Long-Term Services Department  
Toby Kessler, AAA Project Manager  
Patricia Lopez, NM Aging and Long-Term Services Department  
Jenny D. Martinez, Non-Metro NM Aging & Long-Term Services Department  
Michelle Quintana, NM Aging & Long-Term Services Department  
Jo Ann G. Valdez, Stenographer

*\*Please see the Sign-in Sheet for the names of the attendees. A copy is hereby incorporated with these Minutes as Exhibit "A".*

## **INVOCATION**

Invocation was led by Doug Schocke.

## **PLEDGE OF ALLEGIANCE**

The Pledge of Allegiance was led by Chairperson Andres Romero and was recited by all present.

## **INTRODUCTION OF ADVISORY BOARD MEMBERS**

Chairperson Andres Romero introduced the City of Santa Fe Division of Senior Services Advisory Board Members. The Advisory Board represents the City of Santa Fe and is made up of 11 Board Members. This Advisory Board meets monthly to discuss program issues as well as policies and procedures. These individuals volunteer their time, expertise and knowledge which make a difference with the Senior Program. The Board Members are as follows:

Andres Romero, Chairman  
Mary Louise Giron, Vice Chairman  
Rosemarie Trujillo, Secretary  
Gilbert J. Alarid  
Bernardo C de Baca  
Tonie Ann Gallegos  
Dennis E. Gonzales  
Elaina K. Gonzalez  
Virginia M. Lucero  
Corrine Sanchez  
Doug Schocke

Mr. Vialpando also introduced the following guests:

Myles Copeland, Deputy Cabinet Secretary, Governor's Office  
Leticia Delgado, Constituent Services Representative, Senator Udall's Office  
Anthony Futh, NM Aging & Long-Term Services Department  
Dolores Gonzales, Non-Metro NM Aging & Long-Term Services Department  
Toby Kessler, AAA Project Manager  
Patricia Lopez, NM Aging and Long-Term Services Department  
Jenny D. Martinez, Non-Metro NM Aging & Long-Term Services Department  
Michelle Quintana, NM Aging & Long-Term Services Department  
Jo Ann G. Valdez, Stenographer

## **PURPOSE OF HEARING**

Isaac Pino, the Community Services Department Director, welcomed and thanked everyone for attending the hearing today. He also thanked staff and all of the volunteers for everything they do for the senior programs. He invited the seniors to provide their feedback today.

Myles Copeland, the Cabinet Deputy Secretary for the Governor, also thanked everyone for taking the time to be here today. He said when we look at the state-wide perspective in terms of what they are doing for senior services, they look at what helps keeps seniors live the independent high-quality lives as we all want as we grow older. He said very few places do this as well as the City of Santa Fe, in terms of what they offer for senior services, things like yoga, senior dances, fitness and exercise classes and offering volunteering opportunities. He said they deserve to be recognized for the innovative ways that they do this; and he looks forward to hearing from the public today.

Mr. Vialpando introduced Jenny Martinez of the Non-Metro NM Area Agency on Aging.

Ms. Martinez spoke about the reasons for the public hearing noting that the City of Santa Fe wants to hear from the senior population on the "service delivery plan". The City of Santa Fe Division of Senior Services is hosting this public hearing because the City of Santa Fe is required to prepare and submit to the Area Agency on Aging a comprehensive plan that includes budget and program goals with reflect the services they provide to older adults (60 years of age or older).

The Older Americans Act was enacted by Congress in 1965 to ensure provision of social services to America's elderly population. The City's Division of Senior Services administers programs, which provide a comprehensive social service delivery system for senior citizens in our community. The following program services are critical to the planning and implementation process:

- Congregate Meals
- Home Delivered Meals
- Transportation

- Home Management Services
- Respite (Alzheimer's) Care
- Supplemental Assistance
- Grandparents Raising Grandchildren
- Volunteer Programs
- Senior Employment Program
- Center Programming/Health Promotion

## **END HUNGER IN NEW MEXICO**

Mr. Vialpando introduced Dolores Gonzales of the Non-Metro NM Area Agency on Aging.

Ms. Gonzales mentioned that the Non-Metro Area Agency on Agency is under the umbrella of the North Central New Mexico Economic Development District, which takes care of 32 counties throughout the state. She said one of the things they started was the First End Hunger in New Mexico Summit.

Ms. Gonzales reported on the following statistics:

- 40,000 New Mexicans seek food assistance.
- New Mexico poverty rates increased which puts New Mexico *second* in the Nation in leading in poverty.
- New Mexico is ranked #1 in the Nation for childhood food insecurity.
- New Mexico ranks second in the Nation for senior food insecurity.
- Hungry people in New Mexico miss 117 million meals every year.

Ms. Gonzales said their agency is trying to bring awareness to the State of New Mexico by presenting this summit and collaborating with state agencies, local governments and the leaders in New Mexico, such as the Governor; the Legislators; the food depots; the food pantries and the faith-based organizations throughout the state. She said the Summit was very successful last year. The mission of the summit is to build awareness of hunger in the State of New Mexico by supporting underlying solutions that inspire self-sufficiency and community empowerment and support for a hunger-free tomorrow.

Ms. Gonzales presented information on the 2<sup>nd</sup> *Annual End Hunger in New Mexico* Summit that is scheduled for September 23-24, 2015 at the Marriott in Albuquerque, New Mexico. All were invited to attend.

Ms. Gonzales said if anyone knows of anybody who is suffering from hunger, please bring them to the senior centers, and if they cannot make it here, they will set up some home-delivered meals because these are the people they are trying to reach.

**Gail Askew** asked Ms. Gonzales why food stamps are being cut for seniors. Ms. Gonzales noted that the food stamps were cut by Congress last year nationally and

unfortunately it affected the State of New Mexico. She said there is a bill at the Legislature this year that is proposing that the amount of food stamps be raised by \$5.00, and although it is a small amount, it is a start. She recommended that the seniors be at the Legislature to support the bill when it is heard.

#### **SERVICE DELIVERY PRESENTATION BY RON VIALPANDO & DSS STAFF**

Mr. Vialpando introduced the DSS staff who were present noting that the remainder of the staff are not in attendance because they are working in providing senior services. He reviewed the organizational chart for the Division for Senior Services. There are presently 70 employees: 6 City Classified Full-Time employees; 42 Term Grant Funded Full-Time employees; 4 Term Grant Funded Part-Time employees and 18 Temporary Part-Time employees. There are 5 City Senior Centers.

Mr. Vialpando reported on the Division of Senior Services Budget for Fiscal year 2014/2015 as follows:

- \$489,585 for Administration
- \$1,028,059 for Nutrition
- \$807,319 for Transportation
- \$684,876 for In-Home Support
- \$571,705 for Volunteer Programs
- \$34,724 for the Senior Employment Program
- \$3,904 for Health Promotion

#### **\$3,621,638 Total Budget for Senior Services**

61% of the funding comes from the City of Santa Fe (\$2,200,166). The federal government provides 17% of the budget (\$612,535); the State provides 20% of the budget (\$725,837) and 2% of the budget is provided by other funding sources (\$83,000).

Mr. Vialpando reviewed the 2012 Capital Outlay Legislative Request (General Obligation Bond) that was approved during the 2012 November Election as follows:

\$300,000	MEG Warehouse Project
185,690	Luisa Center Improvements
146,940	Luisa Computer Lab
134,880	MEG Computer Lab
110,890	Villa Consuelo Center Improvements
8,500	Pasatiempo Kitchen Improvements
132,000	Replacement Vehicles
<u>111,900</u>	Kitchen Equipment
<b>\$1,130,800</b>	<b>Total</b>



Mr. Vialpando reviewed the 2013 Capital Outlay Legislative Request as follows:

\$154,000 MEG Parking Lot Improvements  
82,072 Citywide Kitchen Equipment

**\$236,072 Total**

\*Approved during the 2013 Legislative Session

Mr. Vialpando reviewed the 2014 Capital Outlay Legislative Request as follows:

\$147,900 Villa Consuelo Kitchen Project (Critical)  
104,714 MEG Rear Entrance Improvements (Critical)  
33,755 MEG Rooftop HVAC Systems (Critical)  
500,000 Replacement Vehicles (Critical)  
39,631 MEG Congregate/MOW Kitchen Improvements (High)  
175,000 Citywide Kitchen Equipment (High)  
77,380 Citywide Senior Fitness Equipment (High)

**\$1,078,380 Total**

\*Critical and high priorities are being considered pending approval.

Mr. Vialpando reviewed the 2015 Capital Outlay Legislative Request as follows:

\$199,995 MEG Facility Code Improvements  
197,695 Luisa Facility Code Improvements  
50,784 Villa Consuelo Meals Equipment (New Kitchen)  
39,795 MEG Meals Equipment  
6,384 Pasatiempo Meals Equipment

**\$494,653 Total**

\*Pending approval via the 2015 Legislative Session.

A PowerPoint presentation was presented by various Division of Senior Services staff members.

[A copy is hereby incorporated to these Minutes as Exhibit "B". Please see Exhibit "B" for the specifics of this presentation.]

## **PRIORITIZE SERVICES/ITEMS FROM THE FLOOR**

Ms. Theresa Trujillo, the DSS In-Home Support Supervisor read 35 letters of support from senior citizens in the community who were not able to attend the public hearing.

[Copies are hereby incorporated to these Minutes as Exhibit "C". The letters of support will be counted as a vote on the final recommendations.]

## **FINAL PROGRAM AND RECOMMENDATIONS**

The following recommendations were ranked and prioritized based on the senior citizens' input and vote:

- 1) Transportation = 91
- 2) Home Management Services (Homemaker services) = 74
- 3) Other – Chores = 61
- 4) Other – Medical = 61
- 5) Respite Care = 61
- 6) Home Delivered Meals = 59
- 7) Congregate Meals = 56
- 8) Supplemental Services/Grandparents Raising Grandchildren = 29
- 9) Other – Volunteer Programs = 6

## **CLOSING STATEMENTS**

**Juan Romero** thanked everyone who showed up today. He explained that some services are not available to people 50 years of age and he would like to see if they can get all the entities to get the programs uniformed. He suggested that the senior citizens contact their representatives and voice their opinion.

**Jenny Martinez** said they need to address this at the congressional level to make a policy change in the Request for Proposal for the Plan. She explained that there is a standardized age criteria and this needs to be changed in the Americans Older Act.

**Andres Romero** recommended that a petition be started to do this.

**Juan Romero** asked if there was anything that Ms. Gonzales could do about the job issue for seniors.

**Dolores Gonzales** said they can call the NM Aging and Long-Term Services Department which has a "50 Plus Program" (in the Toney Anaya building). They can help put together with resumes and going out to look for a job.

**Coralee Freihich** said she has been a homeowner here since 1997 and very active in the community. She congratulated Ron Vialpando and the City of Santa Fe for their outstanding senior programs. She said she travels a lot and has never seen senior programs like the ones here in Santa Fe.

Ms. Freihich spoke about the senior meals. She requested that all of the salt be taken out of the meals and off of the tables. She said this is very important for the seniors who cannot have salt in their diets. She also suggested that the cooks cut out the carbs in the meals.

She mentioned that they closed the La Farge Pool and she would love to see it opened again. She said it easily assessable from the parking lot.

**Diana Montoya** said they are so grateful for all of the wonderful services. She asked when the computer room at the Luisa Senior Center would be built because they so desperately need it. Also, can they have wireless access? She said they can keep in contact with family and they can read newspapers around the world on the internet. They can also do research on the internet.

Mr. Vialpando said the Request for Proposal for the computer room has gone out and they are presently looking for a contractor. Once this process is complete, he anticipates that they will be breaking ground in the next 30-60 days. He met with the Civic Housing Authority related to the internet services and they are working on this for the senior centers.

Ms. Montoya asked if they will have instructors as well.

Mr. Vialpando said yes, there are volunteers who will help instruct the computer classes.

**Laura Spencer** asked if they can have security measures in place for the computer at the MEG Center.

Mr. Vialpando said he is working with the City of Santa Fe IT Department to have security boundaries in place through the City's server.

**Virginia Lucero** is a member of the Senior Advisory Board. She recognized Carol Montoya, the instructor for the Fitness Program and Julie Salazar who runs the Mind and Body program. She said both of these programs are excellent programs and she would advise people to participate in these programs.

**Alice Spencer** said the meals and the people here are great but she would suggest that salads be served every day.

In response, Mr. Vialpando said there has been some dialog between the City of Santa Fe and the Non-Metro Area Agency on Aging regarding this and to provide a salad

bar at the MEG Center as a pilot project to see how it works. He noted that there is a pilot program going on now at Valencia County.

**Juanita Quintana** said sometimes the restaurants are not clean. She said people can get sick this way too.

Mr. Vialpando said he would address this with the Civic Housing Authority.

**Tom Pedersen** complimented Juan Romero on his efforts for trying to help out. He also complimented the Division of Senior Services for the amount of services that are provided. He said we are very fortunate to have these services here. He noted that he has many friends throughout the country and they don't have even a portion of the amount of services that are provided to us here.

Mr. Pedersen said it might be helpful to have some kind of an informational flier made up and available that would outline the services available and the age breaks. Secondly, it is a good idea to do a petition, but what counts is the number of contacts to our representatives. He suggested that people email or write letters to our representatives. He said they usually respond and each contact counts.

**Mickey Nichols** said she has lived in over eight states in the United States and no one but Santa Fe has all of these programs. She is so grateful for these programs. She said to offer some roughage to seniors is very important for their digestion. Vitamins and minerals are also very important. She said she would like to see the instructors get paid and never cancel. She said these two people are wonderful and very dedicated and come all the time. She thinks Santa Fe, New Mexico is on the right track with regards to helping seniors to be better people and to be healthier.

**Jane Sandoval** said she wants to take this opportunity to thank Melanie Montoya for the wonderful job that she does and for going far and beyond to help the seniors. She also thanked Ron Vialpando for being such a "super duper Director".

**Danna Metzger** said she is very grateful for the exercise programs. She explained that these have helped her to move from using a walker to not using a walker. She said she is very thankful to staff for doing whatever they can to accommodate the exercise classes. She requested a private space for the exercise classes where there would be no distractions.

Mr. Vialpando said the Division of Senior Services has a \$200,000 request for this Legislative Session to expand the space at the MEG Center and to utilize the space for these reasons.

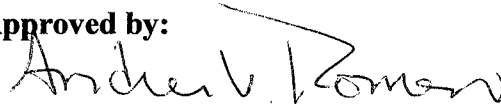
**Leticia Delgado** said on behalf of Senator Udall, thank you to everyone who attended today's meeting. She said it is extremely important that the Senator, as well as the other members of the New Mexico delegation, hear from their constituents. She said the emails, the letters and phone calls are very important and Senator Udall takes these

into consideration when he is making important decisions in Washington, D.C. about funding and budget cuts, etc. She said she would leave her card with Ron Vialpando for people to contact her if they would like.

**ADJOURNMENT**

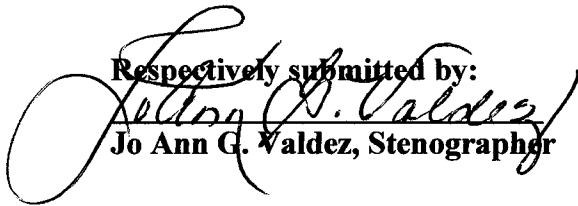
This Public Hearing concluded at 11:25 a.m.

Approved by:



**Andres Romero, Chairperson**

Respectively submitted by:



**Jo Ann G. Valdez, Stenographer**

**City of Santa Fe**  
**Division of Senior Services**  
**MEG Senior Center**  
**Public Hearing – Sign In Form**

Date: 1-7-15

Number of Participants 50 page 1 of 3

Names of Participants:

1 <u>Carmen Montoya</u>	26 <u>Elba Pineda Philips</u>
2 <u>Campo S. Bella</u>	27 <u>Jose Lopez</u>
3 <u>Juanita Guanitana</u>	28 <u>Janet M. M. M.</u>
4 <u>BELLA LUGRO</u>	29 <u>SANDRA SQUADRILLI</u>
5 <u>JANESA ABOVA</u>	30 <u>Amelie Dancu</u>
6 <u>Clarie Valencia</u>	31 <u>Nicky Archuleta</u>
7 <u>Mary Lou Martinez</u>	32 <u>Ruth Lopez</u>
8 <u>Dee Spencer</u>	33 <u>Margaret Jette</u>
9 <u>Laura Spencer</u>	34 <u>ALLAN GILLES</u>
10 <u>Mary Sandoval</u>	35 <u>LAURA GARCIA</u>
11 <u>Christine Mendoza</u>	36 <u>VEET DEHA</u>
12 <u>BERNADETTE Sandoval</u>	37 <u>Jose Galligan</u>
13 <u>Grace Jo Quintero</u>	38 <u>Isidre Poches</u>
14 <u>Perfilia Martinez</u>	39 <u>Clarice Sanchez</u>
15 <u>Geriva Lopez</u>	40 <u>Helen Sanchez</u>
16 <u>Tomnie Ortega</u>	41 <u>Mary Lou Martinez</u>
17 <u>Juan Baca</u>	42 <u>John G. Valdez</u>
18 <u>Ranovia Griego</u>	43 <u>Laine K. Gomez</u>
19 <u>Charles Salgado</u>	44 <u>Isabel Salgado</u>
20 <u>Francilla Lopez</u>	45 <u>Cecilia Romero</u>
21 <u>Paul Askeu</u>	46 <u>Juan Romero</u>
22 <u>Rosario H. Torres fgp</u>	47 <u>Roggy Jones</u>
23 <u>Katie Ortiz</u>	48 <u>Maria Josefina Camos</u>
24 <u>TILLIE KITCHENS</u>	49 <u>Wanda M. M. M.</u>
25 <u>MARGIE GURUTE</u>	50 <u>Bonnie Morda Soy</u>

**City of Santa Fe**  
**Division of Senior Services**  
**MEG Senior Center**  
**Public Hearing – Sign In Form**

Date: 1-7-15

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Names of Participants:

1 <u>Saeon Lili Amyo</u>	26 <u>Joseph Matheny</u>
2 <u>Patricia Lopez</u>	27 <u>Paul Hodel</u>
3 <u>Anthony Fitch</u>	28 <u>David Lucero</u>
4 <u>David Lopez</u>	29 <u>Juan Rodriguez</u>
5 <u>Valley Roman</u>	30 <u>Marie Rodriguez</u>
6 <u>DANNA K. METZGER</u>	31 <u>Jon HISEN P4F</u>
7 <u>M B Bird</u>	32 <u>MELINDA GARCER</u>
8 <u>Michelle Quintana</u>	33 <u>SERRY E. SMITH</u>
9 <u>John M. Aene</u>	34 <u>TILIE GARCIA</u>
10 <u>Carol Montoya</u>	35 <u>Joe Lee</u>
11 <u>Barbara Conroy</u>	36 <u>LENIA DIERZ</u>
12 <u>Shirley Coca Barila</u>	37
13 <u>Samuel Dwyer</u>	38
14 <u>Mary Moreno</u>	39
15 <u>John Kearney</u>	40
16 <u>Michelle Chabot</u>	41
17 <u>Wes Sander</u>	42
18 <u>FRED HERRERA</u>	43
19 <u>DAVID DEGUERA</u>	44
20 <u>BEN UDEAX</u>	45
21 <u>Dolores Vigil</u>	46
22 <u>Jeffrey Dyer</u>	47
23 <u>Michael Nichols</u>	48
24 <u>Coran Hender</u>	49
25 <u>Tom PEDERSEN</u>	50

**City of Santa Fe**  
**Division of Senior Services**  
**MEG Senior Center**  
**Public Hearing – Sign In Form**

Date: 1-7-15

Number of Participants 33 page 3 of 3

Names of Participants:

1 ELVIRA T. LAJAN	26 Melanie Marton
2 Virginia M. Lucero	27 Cindy Montoya
3 Marisa Romero	28 Rachel Wexler
4 Ruy Gonzalez	29 Earl Jaramillo
5 Robert Duran	30 Evelyn Moats
6 Gilbert Romero	31 Tiesha
7 Erick Con	32 Robert Pichio
8 Kimberly Romero	33 Mary Rde Bernal
9 Gene Spang	34
10 Elyse Sandman	35
11 Yuse Siley	36
12 Leticia Delgado	37
13 Dolores Gonzales	38
14 Jerry D Martinez	39
15 X. Viro	40
16 Tony Kessler	41
17 Fran Rodriguez	42
18 Robert Chavez	43
19 Theresa Trujillo	44
20 Brenda Ortiz	45
21 Dianne Dean	46
22 Randy Munay	47
23 Isaac J. Pao	48
24 Daniel Mitchell	49
25 Myles Graham	50



# City of Santa Fe

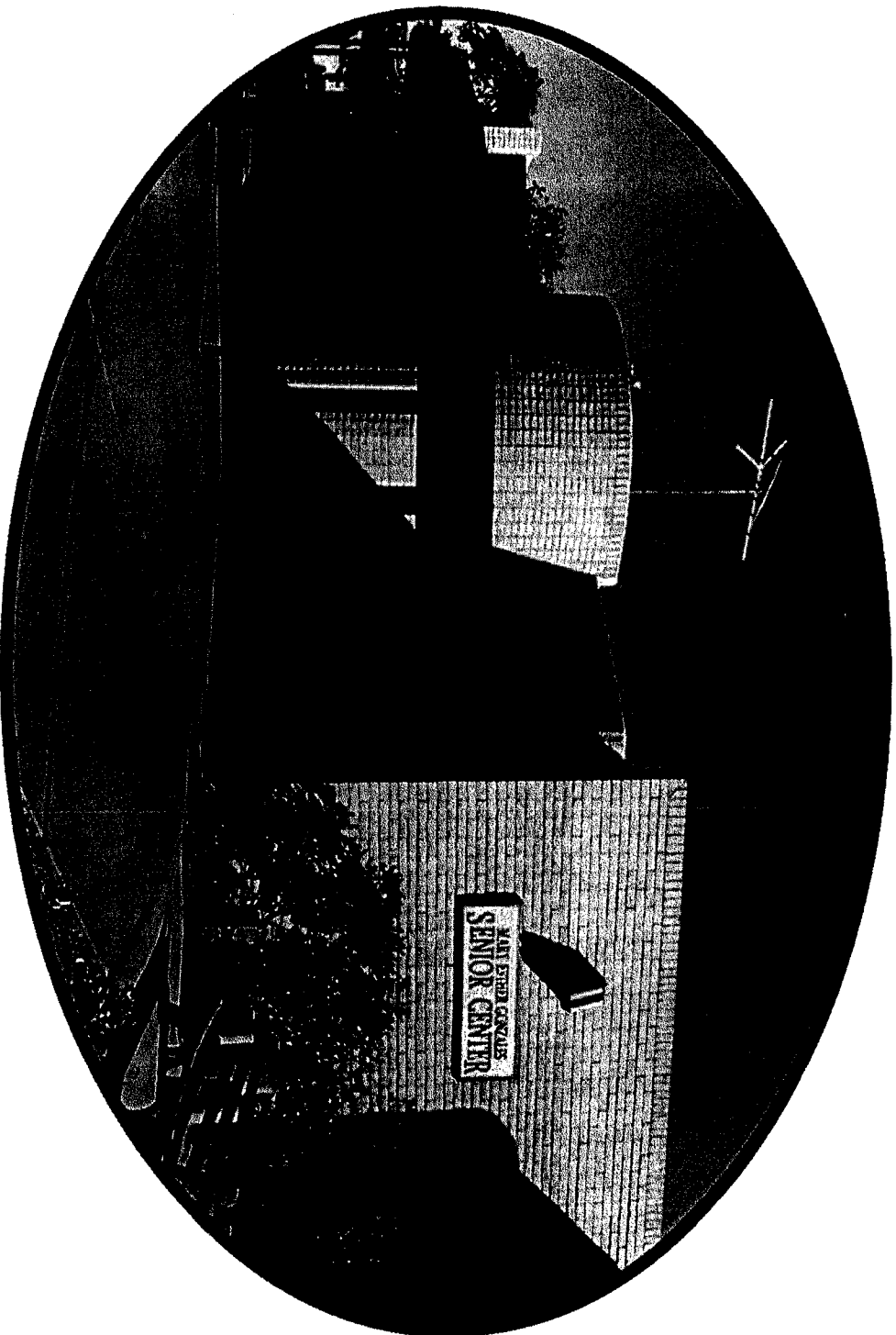


NEW MEXICO  
AGING &  
LONG-TERM  
SERVICES  
DEPARTMENT

Division of Senior Services

\*Original, in color, is available  
in the Clerk's office.

# Welcome!



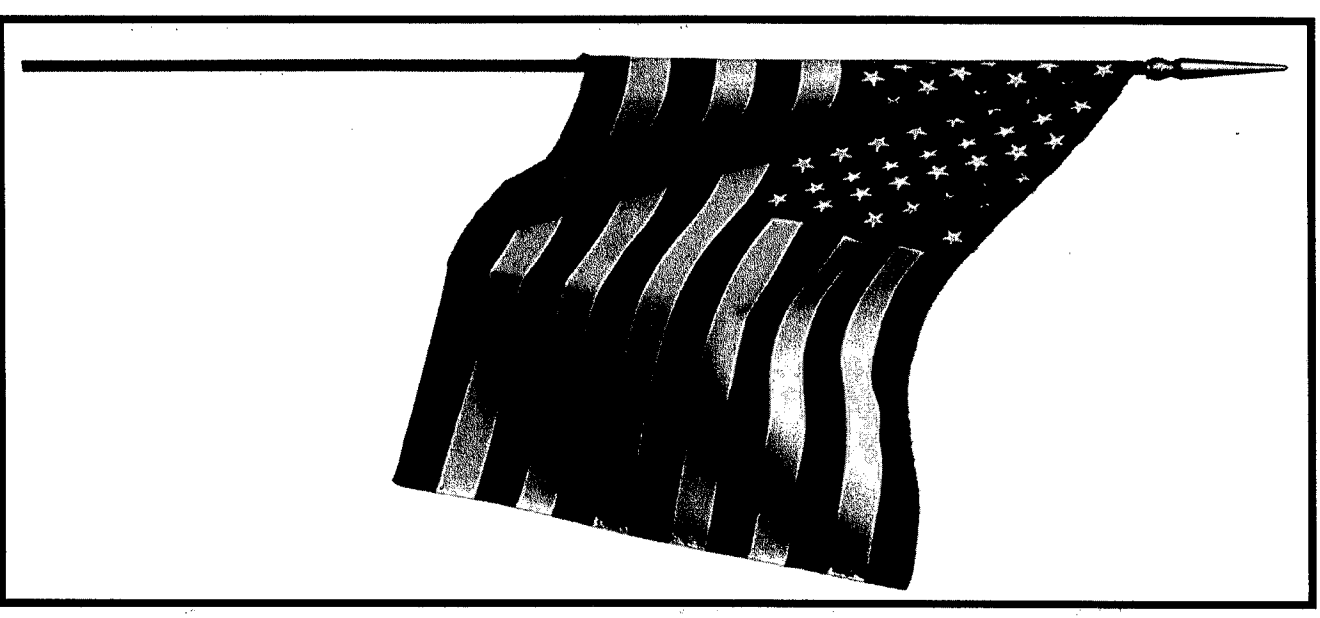
Mary Esther Gonzales Senior Center

# **Invocation**

**(Lead by Dennis E. Gonzales)**

# **Pledge of Allegiance**

**(Lead by Andres Romero)**



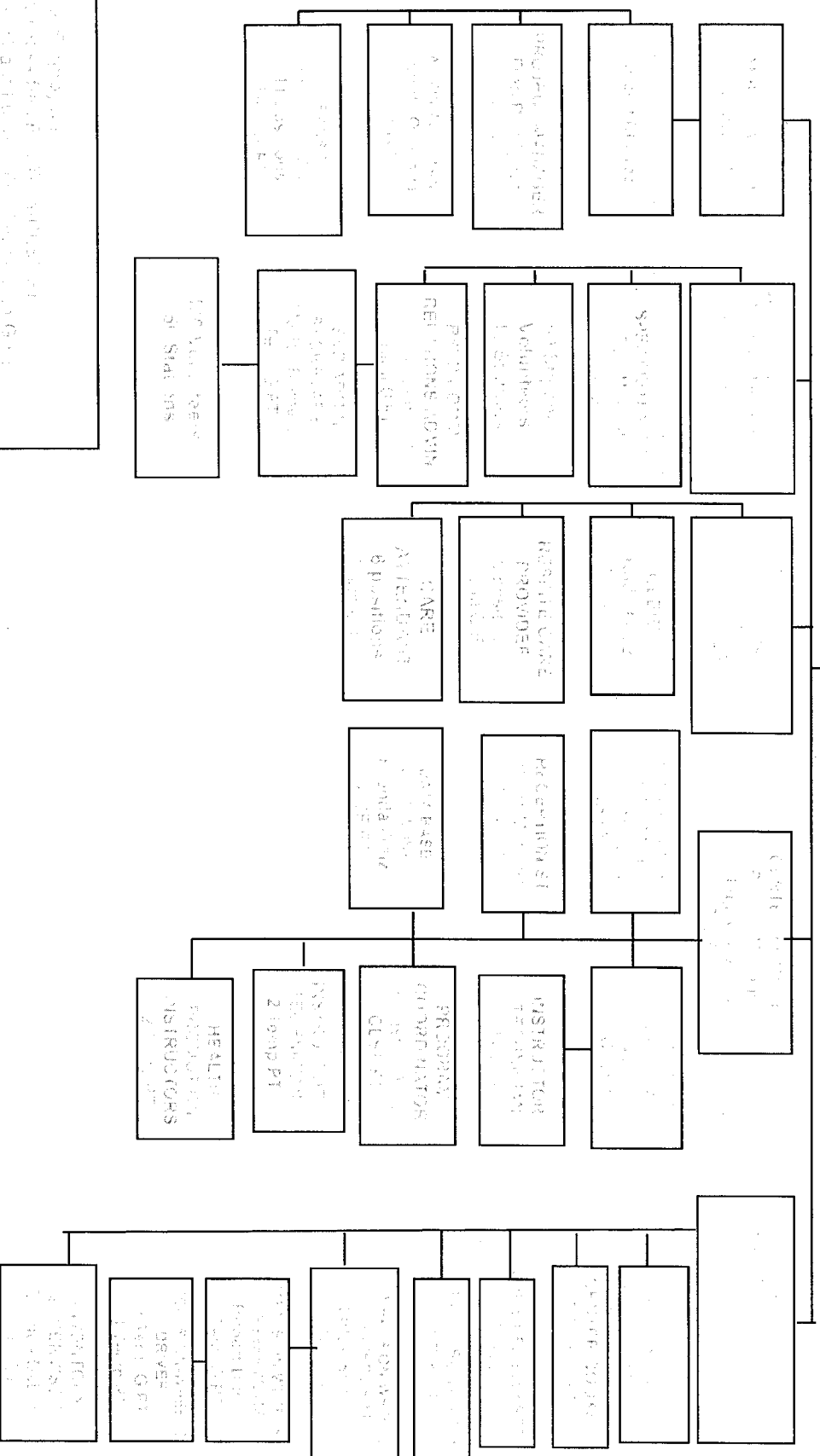
# Introduction of Advisory Board

The City of Santa Fe Division of Senior Services Advisory Board represents the City of Santa Fe and is made up of 11 Board Members. This Advisory Board meets monthly to discuss program issues as well as policies and procedures.

These individuals volunteer their time, expertise and knowledge and make a real difference with our senior program. Our Board Members are as follows:

- |                                    |                      |
|------------------------------------|----------------------|
| ❖ Andres Romero, Chairman          | ❖ Dennis E. Gonzales |
| ❖ Mary Louise Giron, Vice Chairman | ❖ Elaina K. Gonzalez |
| ❖ Rosemarie Trujillo, Secretary    | ❖ Virginia M. Lucero |
| ❖ Gilbert J. Alarid                | ❖ Corrine Sanchez    |
| ❖ Bernardo C de Baca               | ❖ Doug Schocke       |
| ❖ Tonie Ann Gallegos               |                      |

**City of Santa Fe  
Division of Senior Services**



# **Older Americans Act**

## **To be the focus of the public hearing!**

Santa Fe, NM, January 7, 2015, - The City of Santa Fe Division of Senior Services will host a public hearing on the Older Americans Act as we prepare to enter the final year (FY 2015-2016) of our current Four Year Plan and determine the future needs and priorities of our program.

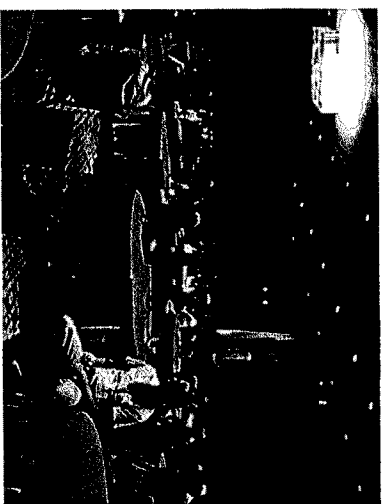
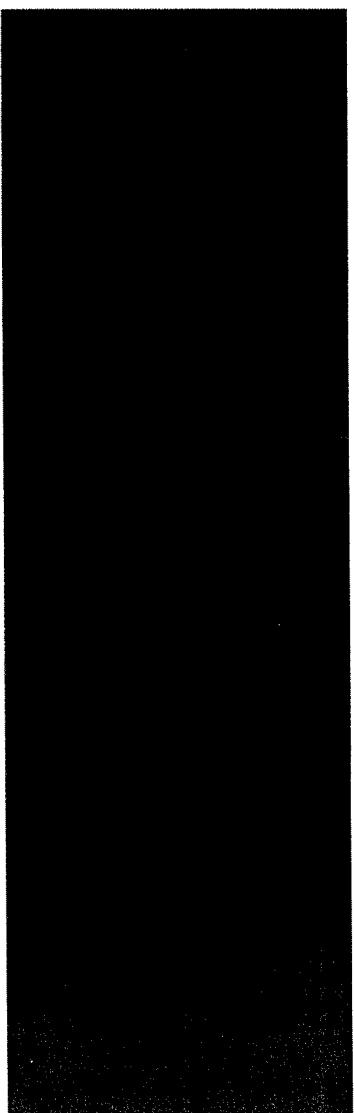
The Older Americans Act was enacted by Congress in 1965 to ensure provision of social services to America's elderly population. The City's Division of Senior Services administers programs, which provide a comprehensive social service delivery system for senior citizens in our community. The following program services are critical to our planning and implementation process:

- ❖ Congregate Meals
- ❖ Home Delivered Meals
- ❖ Transportation
- ❖ Home Management Services
- ❖ Respite (Alzheimer's) Care
- ❖ Supplemental Assistance
- ❖ Grandparents Raising Grandchildren
- ❖ Volunteer Programs
- ❖ Senior Employment Program
- ❖ Center Programming/Health Promotion

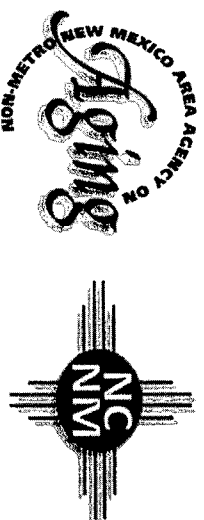
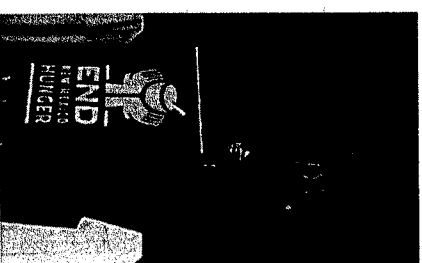
## Purpose of Hearing

The City of Santa Fe is required to prepare and submit to the Area Agency on Aging a comprehensive plan that includes budget and program goals which reflect the services we provide to older adults (60 years of age or older).





Brought to you by:



North Central New Mexico Economic Development  
District Non-Metro Area Agency on Aging  
P.O. Box 5115 3900 Paseo de Sol  
Santa Fe, NM 87502-5115  
Toll Free: 866 699-4927  
Direct: 505-395-2668  
[www.EndNMHunger.com](http://www.EndNMHunger.com)

Call for Partners and Presenters  
For more information contact:  
Dolores Gonzales  
866-699-4927



# Division of Senior Services Budget

## Fiscal Year 2014/2015 Continued

### In-Home Support

	Home Management		\$309,118
	Respite		\$361,258
	Supplemental Assistance		\$4,500
	GRGC		\$10,000
	In-Home Support Total		\$684,876
	Senior Companion Program		\$10,200
	Retired Senior Volunteer Program		
	Foster Grandparent Program		\$249,360
	Volunteer Total		
			\$34,724
	Senior Employment Total		\$34,724
	Health Promotion		\$3,904
	Senior Wellness Total		

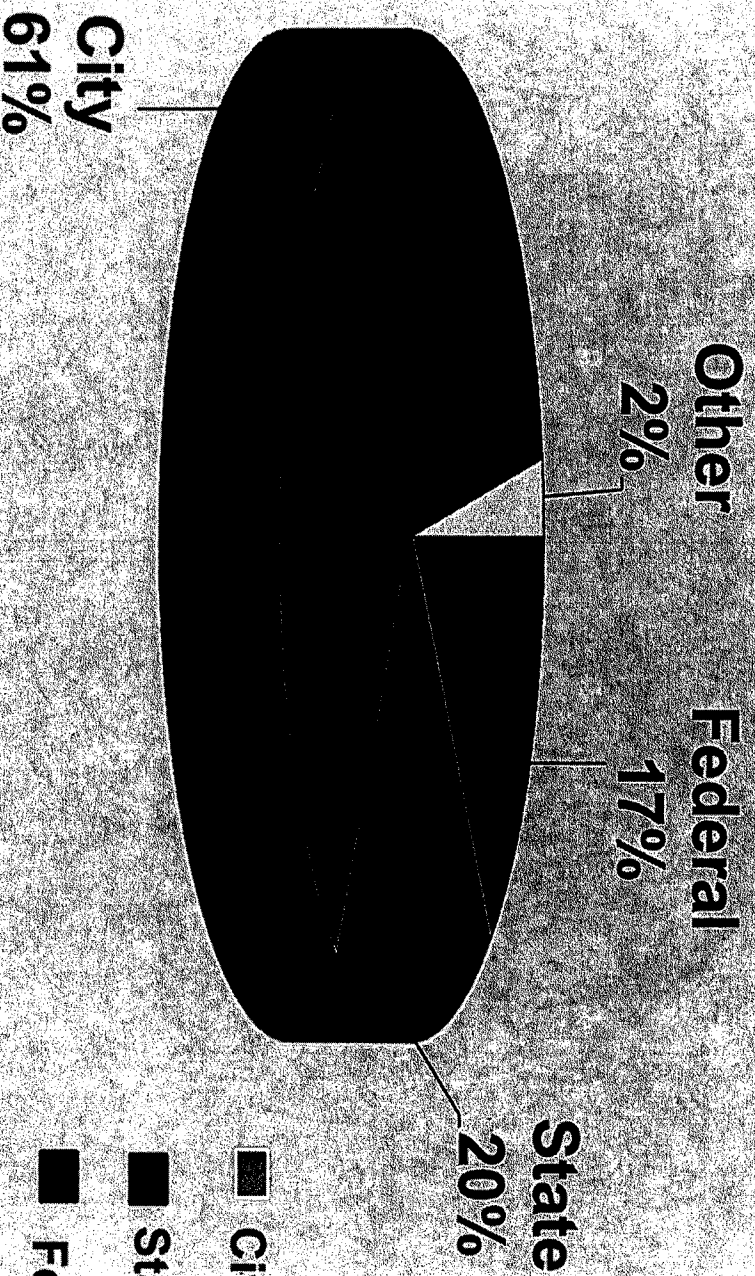
# Division of Senior Services Budget

## Fiscal Year 2014/2015

### Administration

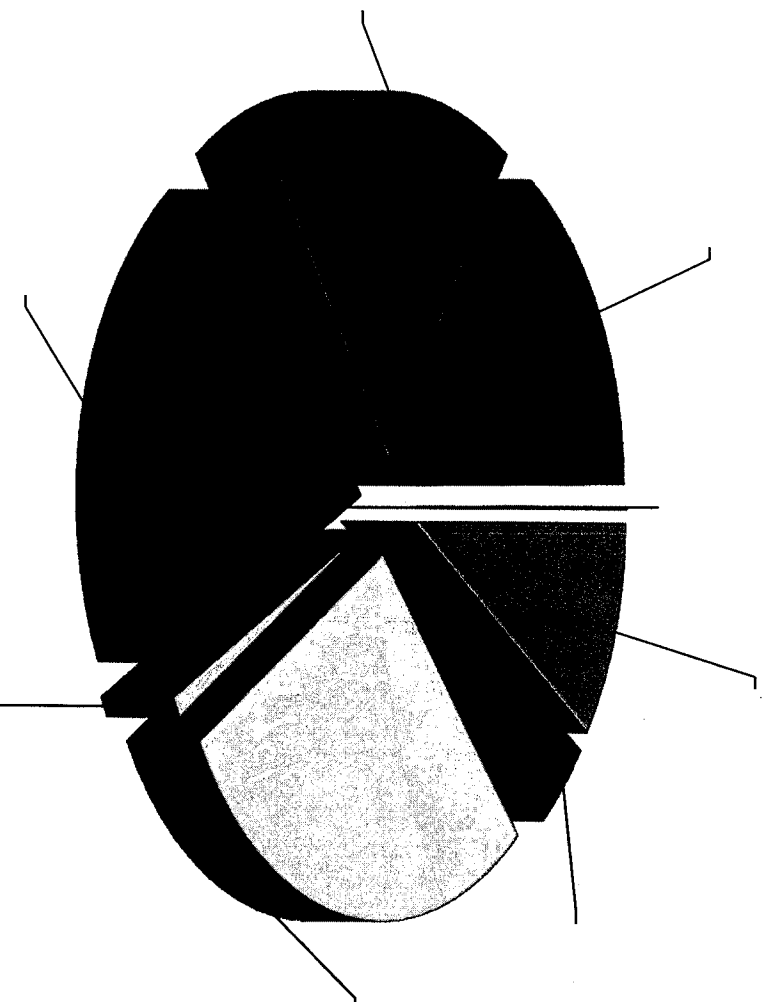
Division Administration	
General Liability	
Senior Center Programs-Health Promotion	
Admin Total	\$489,585
Congregate Meals	
Home Delivered Meals	
Nutrition Donations	\$64,866
NSIP	
Nutrition Total	\$10,600.00
Transportation	
Transportation Donations	10,621
Transportation Total	

# Percentage by Fund 2014/2015



■	City	\$2,200,166
■	State	\$725,837
■	Federal	\$612,535
□	Other	\$83,000
Total		\$3,621,638

# Distribution of Funds by Program Service 2014/2015



## 2012 Capital Outlay Legislative Request

**\$ 300,000     Warehouse Project<sup>\*</sup>**

**\$ 185,690     Luisa facility code improvements**

**\$ 146,940     Luisa Computer Lab**

**\$ 134,880     MEG Computer Lab**

**\$ 110,890     Villa Consuelo Center Improvements**

**\$ 8,500     Pasatiempo Kitchen Improvements**

**\$ 132,000     Replacement Vehicles**

**\$ 111,900     Kitchen Equipment**

**\$ 1,120,800     Total**

## 2013 Capital Outlay Legislative Request

**\$ 154,000      MEG Parking Lot Improvements**

**\$ 82,072 Citywide Kitchen Equipment**

**\$ 236,072      Total**

**\*Approved during the 2013 Legislative Session**

## **2015 Capital Outlay Legislative Request**

**Critical and high projects being considered. \***

**\$ 199,995      MEG Facility Code Improvements**

**\$ 197,695      Luisa facility code improvements**

**\$ 50,784 Villa Consuelo Meals Equipment (New Kitchen)**

**\$ 39,795 MEG Meals Equipment**

**\$ 6,384 Pasatiempo Meals Equipment**

**\$494,653      Total**

**\* Pending Approval via the 2015 Legislative Session**

# **2014 Capital Outlay Legislative Request**

**Critical and high projects being considered. \***

**\$ 147,900      Villa Consuelo Kitchen Project**

**\$ 104,714      MEG Rear Entrance Improvements**

**\$ 33,755 MEG Rooftop HVAC Systems**

**\$ 500,000      Replacement Vehicles**

**\$ 39,631 MEG Congregate/MOW Kitchen Improvements**

**\$175,000      Citywide Kitchen Equipment**

**\$ 77,380      Citywide Senior Fitness Equipment**

**\$ 1,078,380 Total**

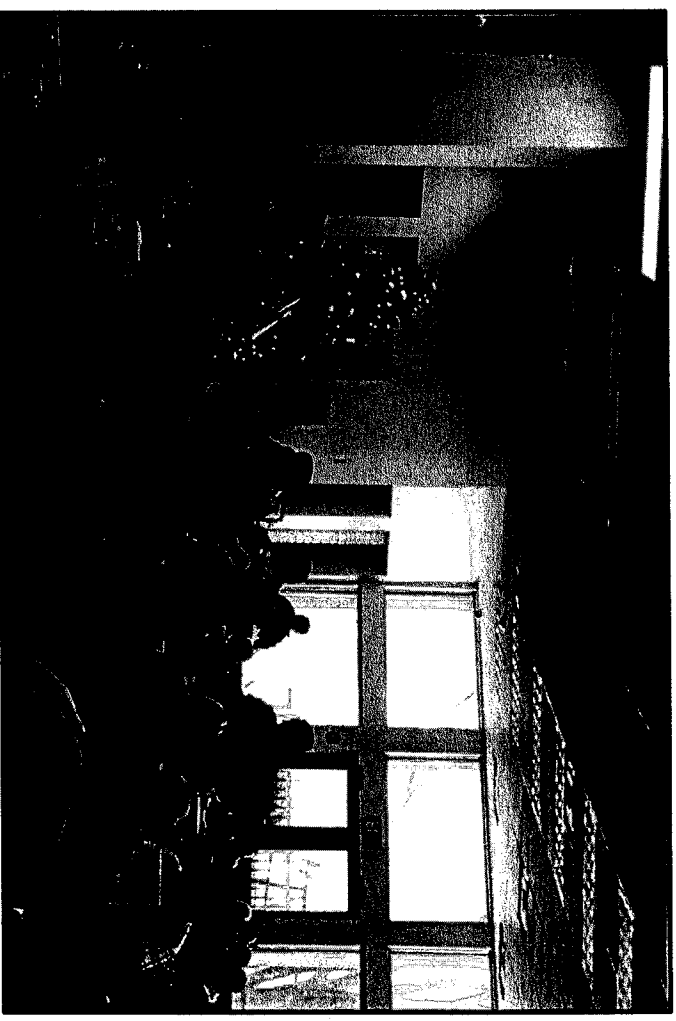
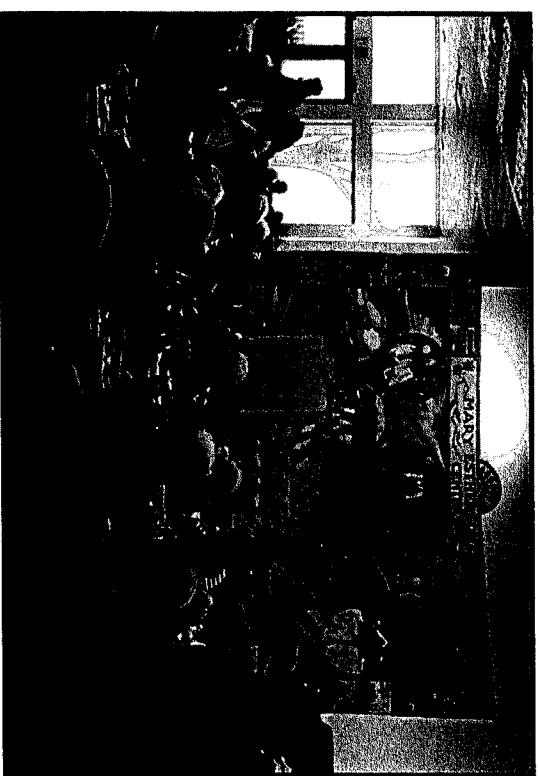


# Congregate Meals

- General Fund – 36%
- State Grant – 23%
- Federal Grant- 34%
- Project Income – 7%  
(meal donation)

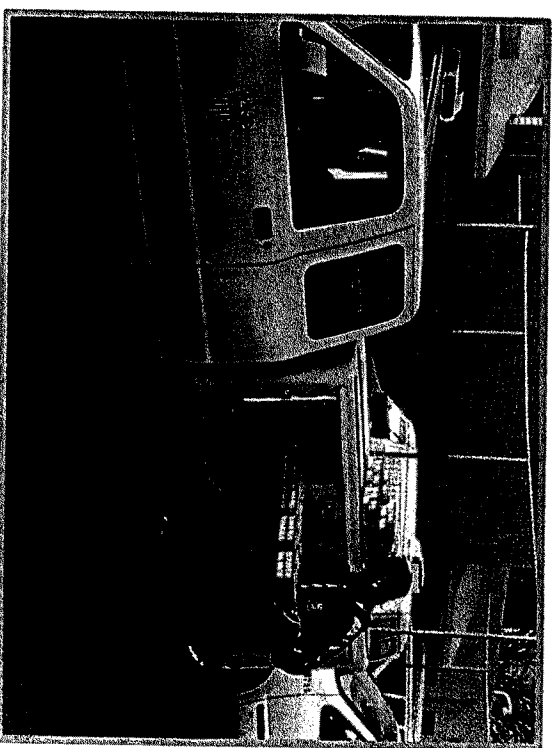
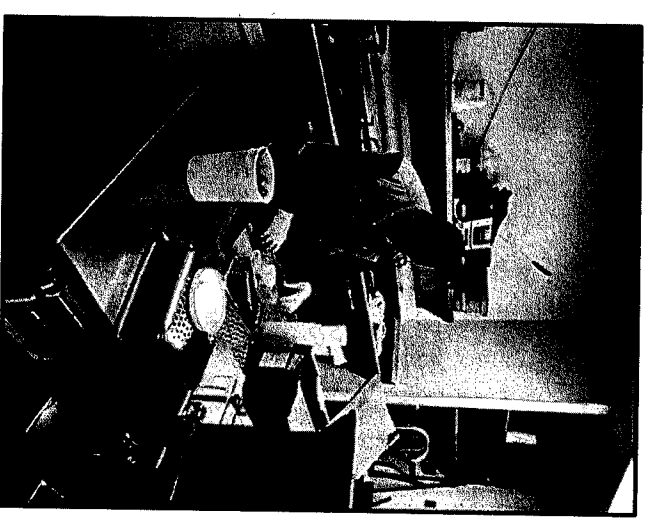
- Personnel –43%
- Fringe Benefits –30%
- Operating – 27%

• Total     \$273,770



# Home Delivered Meals

- General Fund – 68%
- State Grant – 20%
- Federal Grant – 6%
- Project Income – 6%  
(meal donation)
- Personnel – 40%
- Fringe Benefits – 20%
- Operating – 40%
- Total \$598,583



# Nutrition Service Incentive Program (NSIP)

- Federal – 100%
- Total – \$155,706



# Nutrition/Transportation Donations

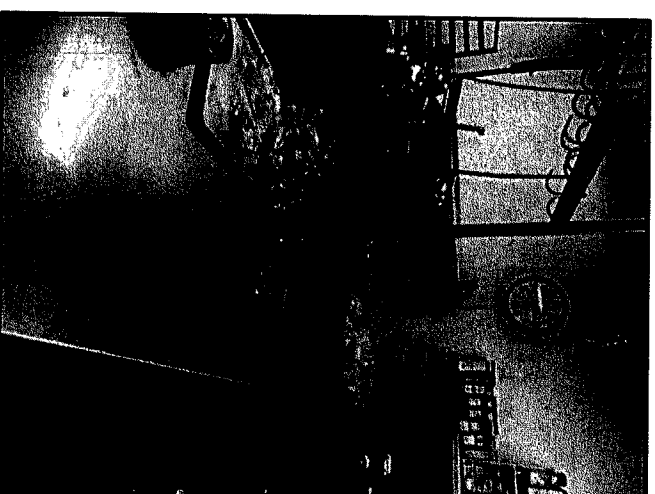
<u>Congregate</u>	<u>Home Delivered</u>	<u>Transportation</u>
\$18,289	\$36,577	\$8,134

## Percentage of Budget

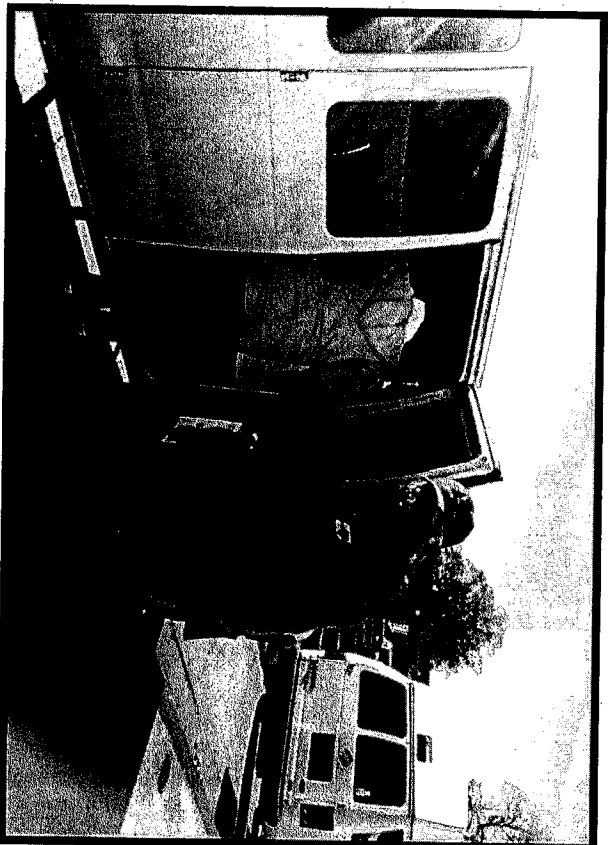
29%	58%	13%
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# Senior Employment Program

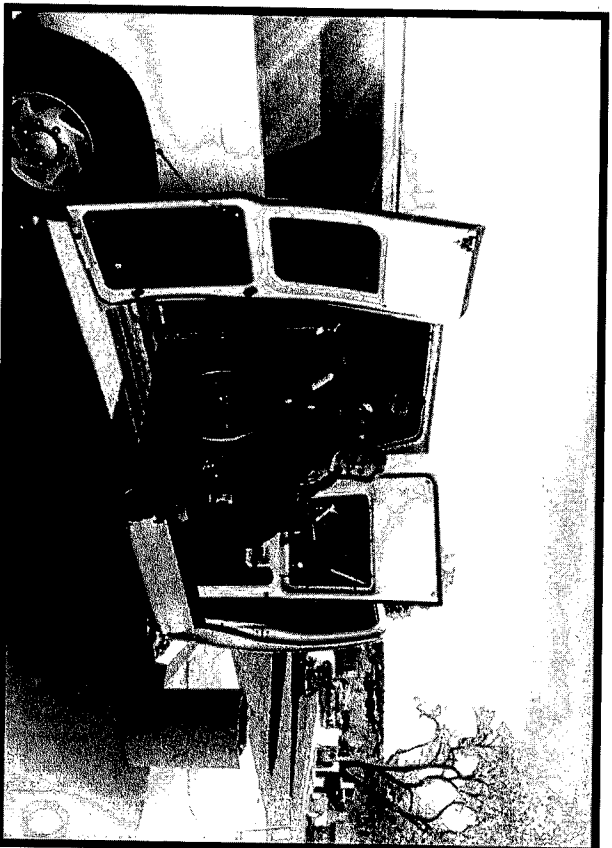
- State Grant – 100%
- Total \$34,724



# Transportation



- General Fund – 85%
- State Grant – 5%
- Federal Grant – 9%
- Project Income – 1%  
(ride donation)

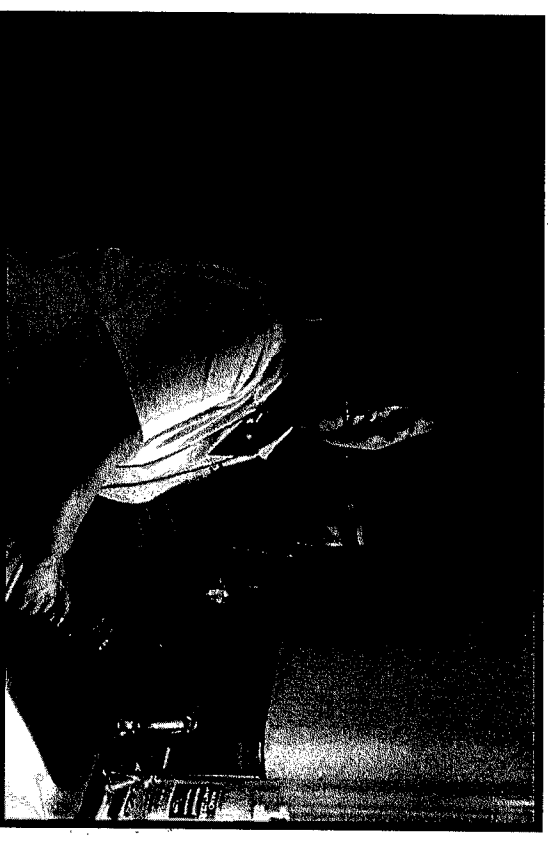


- Personnel – 60%
- Fringe Benefits – 29%
- Operating – 11%
- Total \$807,319

# Home Management Services

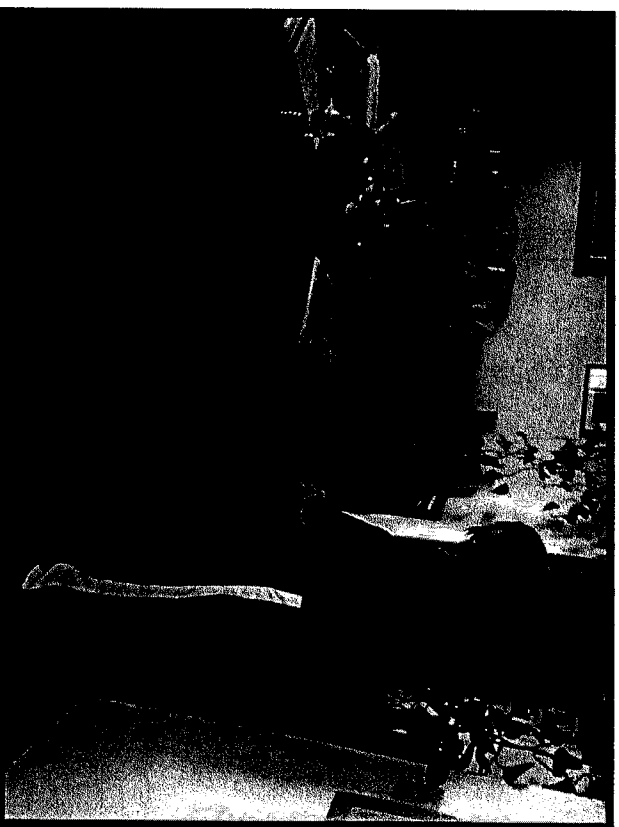
To include housekeeping, laundry, escort, non-medical personal care, etc.

- General Fund – 60%
- State Grant – 29%
- Federal Grant – 11%



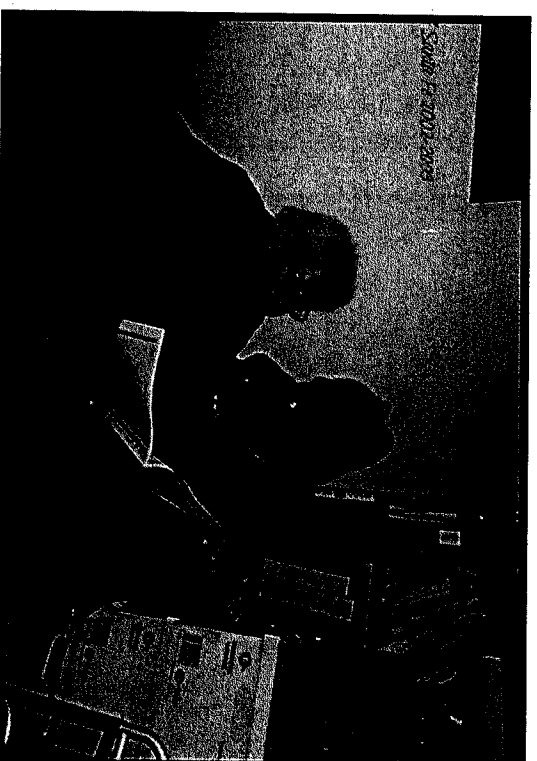
- Personnel – 58%
- Fringe Benefits – 36%
- Operating – 6%

- Total \$340,094



# Respite (Alzheimer's) Care

- General Fund – 34%
- State Grant – 20%
- Federal Grant – 45%
- Personnel – 52%
- Fringe Benefits – 28%
- Operating – 20%
- Total \$330,282

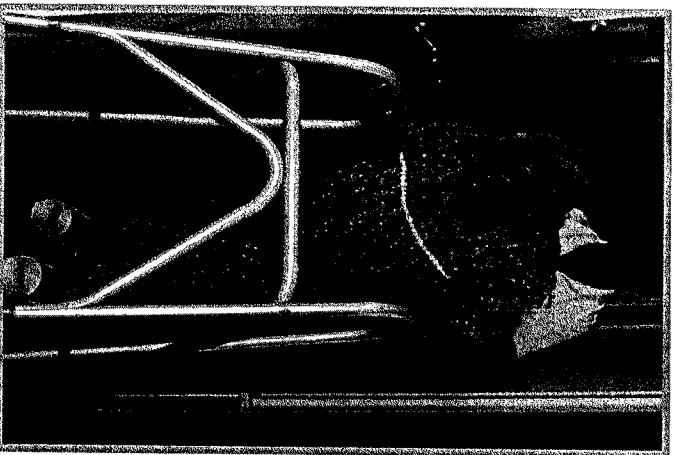




# Supplemental Assistance

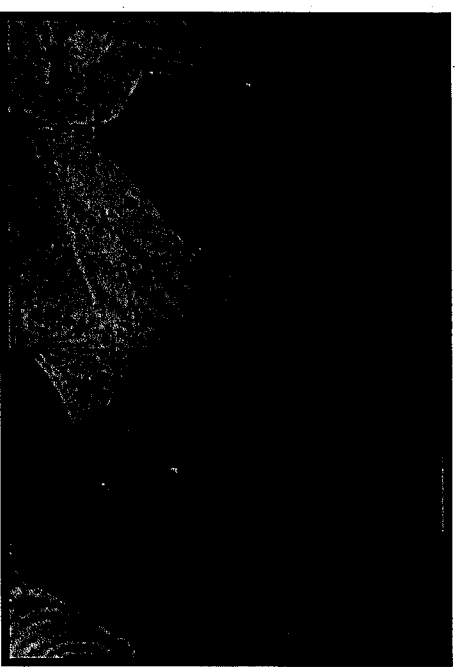
To include canes, walkers, wheelchairs, shower chairs, etc.

- State Grant – 100%
- Total \$4,500



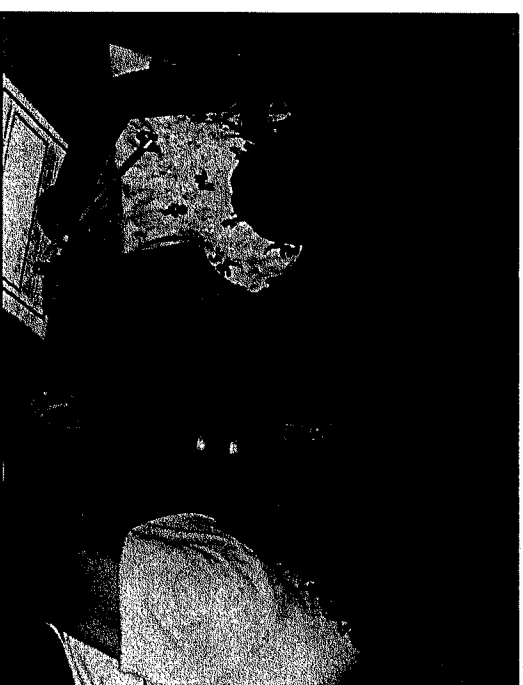
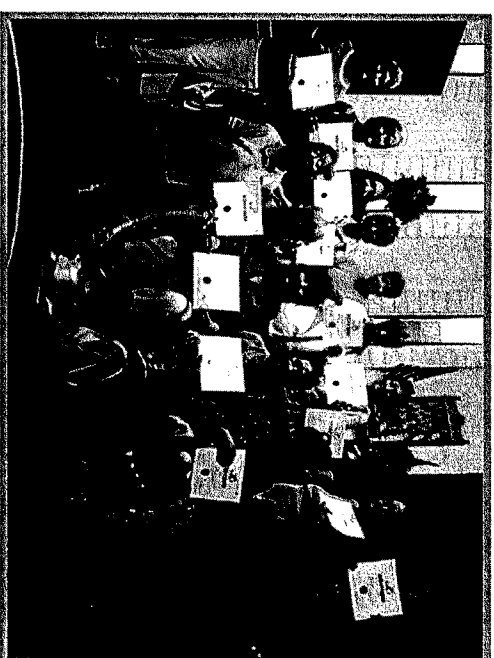
# Grandparents Raising Grandchildren

- Federal Grant – 100%
- Total \$10,000



# Volunteer Programs (FGP, RSVP, SCP)

- General Fund – 36%
- State Grant – 55%
- Federal Grant – 9%
- Personnel – 35%
- Fringe Benefits – 22%
- Operating – 43%
- Total \$571,705



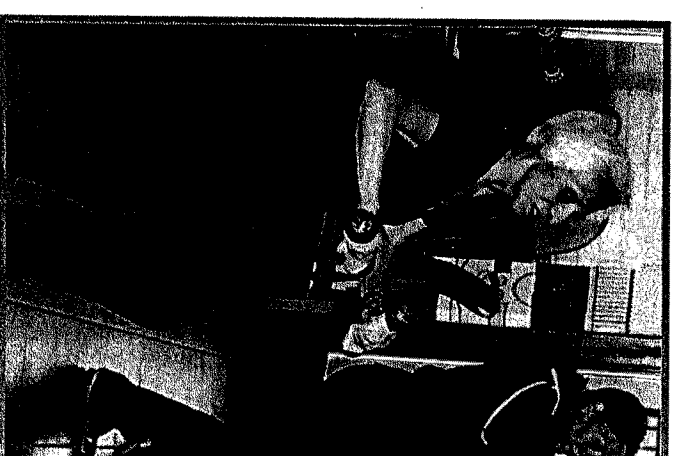
Foster Grandparents – Retired Senior Volunteer Program – Senior Companions

# Center Programming/Health Promotion

To include Senior Olympics, Blood Pressure, Glucose, Oxygen Testing, exercise classes, etc.

“Enhance®Fitness ” Evidence Based Exercise Program

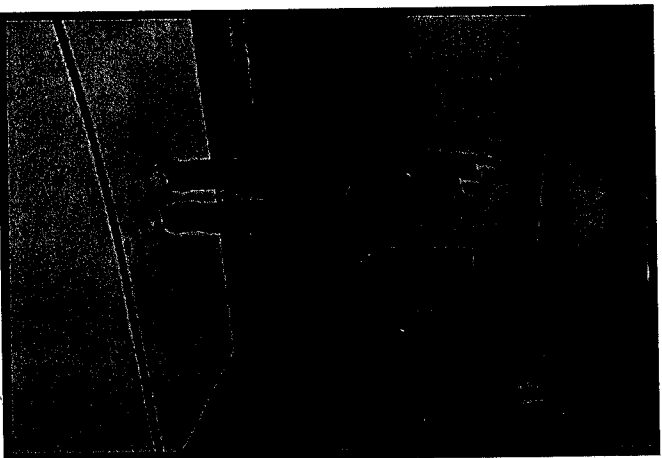
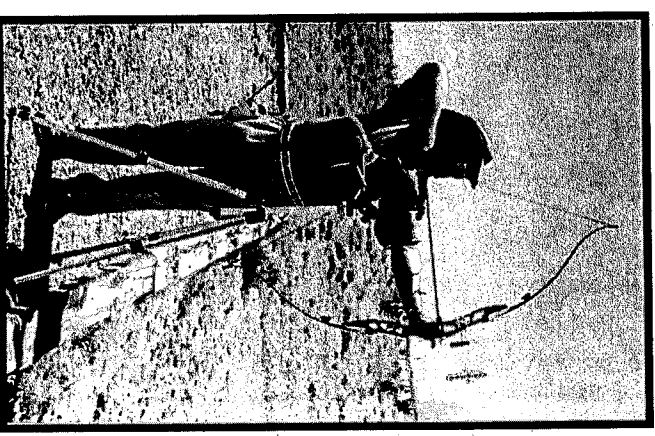
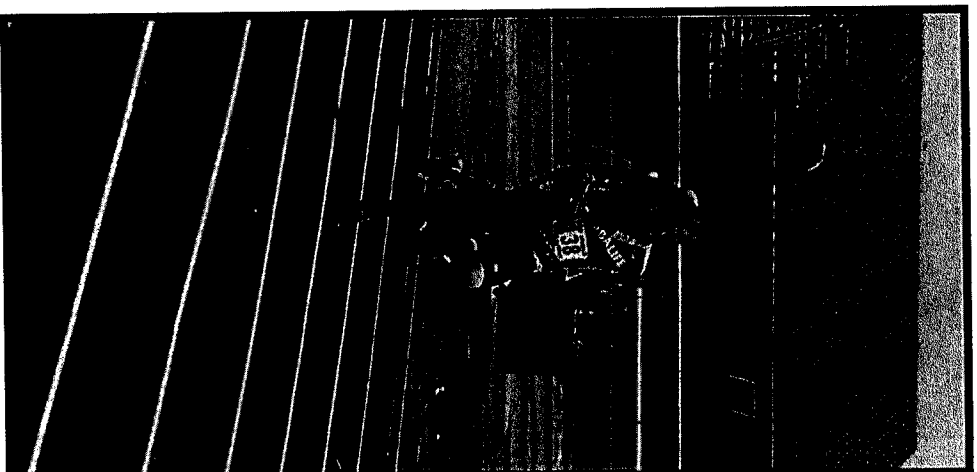
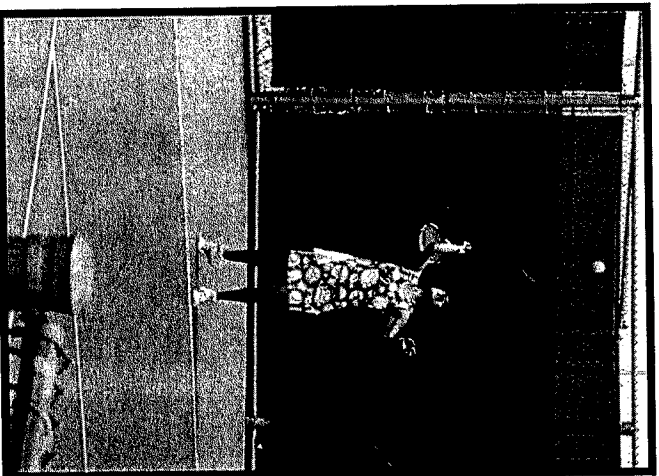
- General Fund – 100%
- Operating – 100%
- Total \$147,246



# Senior Olympics

Kick-off Registration  
9AM - Noon Jan. 12<sup>th</sup>  
At the MEG

(Mary Esther Gonzales) Center

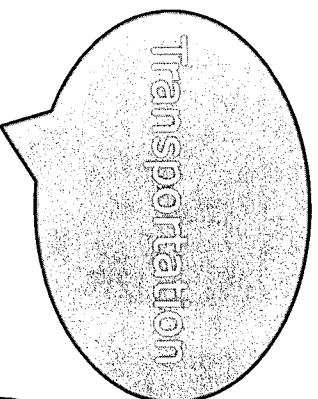
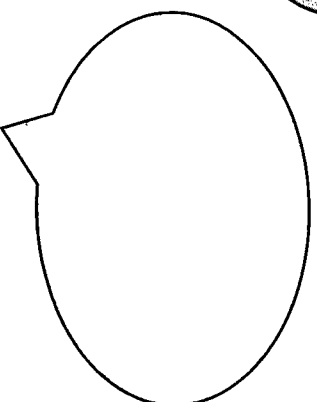
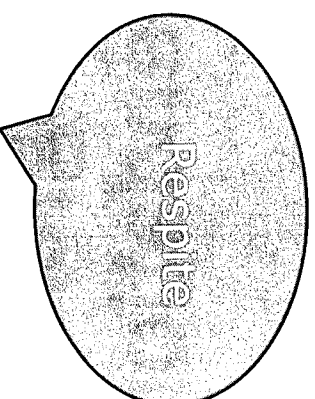
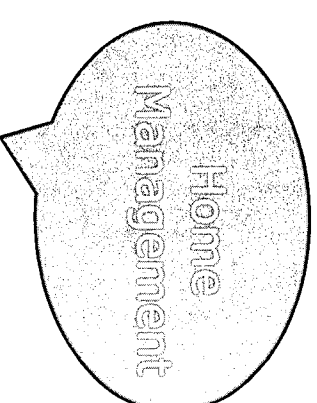
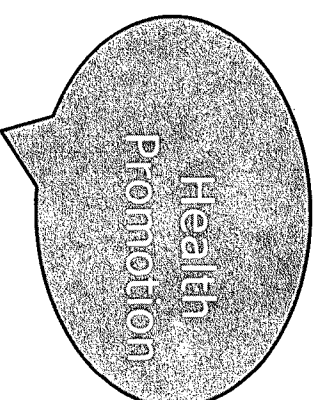
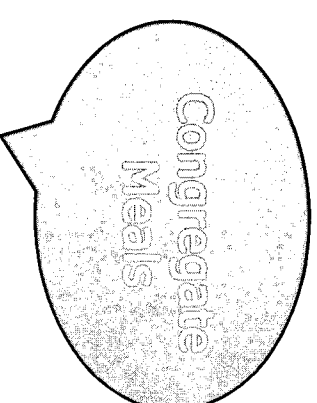
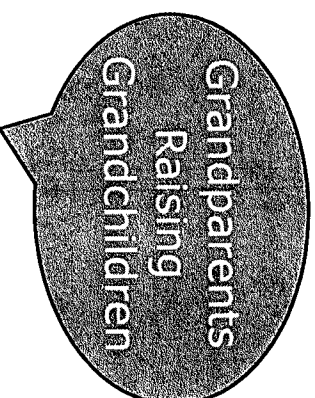
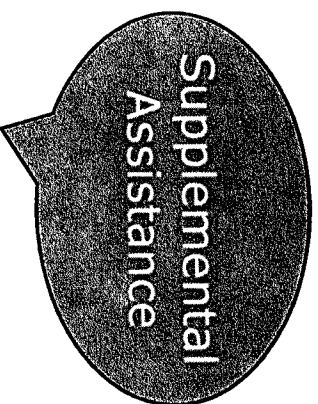
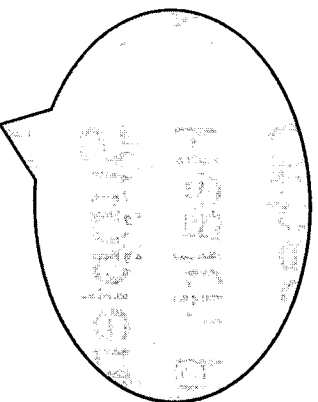


# Enhance<sup>®</sup> Fitness



# Prioritize Services

Discussion and prioritize Title III services.



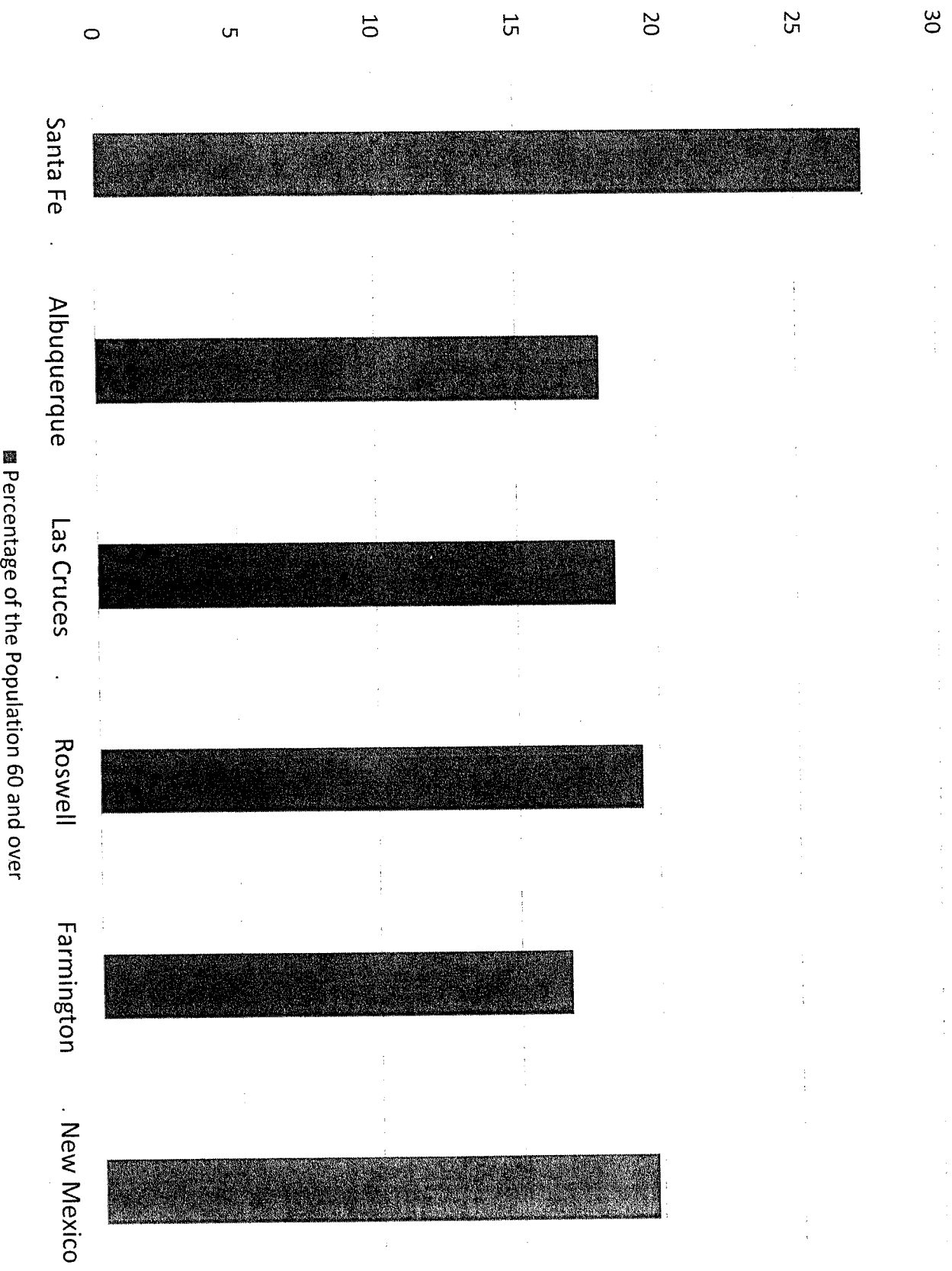
# **Final Program Recommendations**

1. Home Management Services -
2. Transportation -
3. Respite Care -
4. Congregate Meals -
5. Home Delivered Meals -
6. Supplemental Services/GRG -
7. Health Promotion -
8. Other -



# Closing Statements

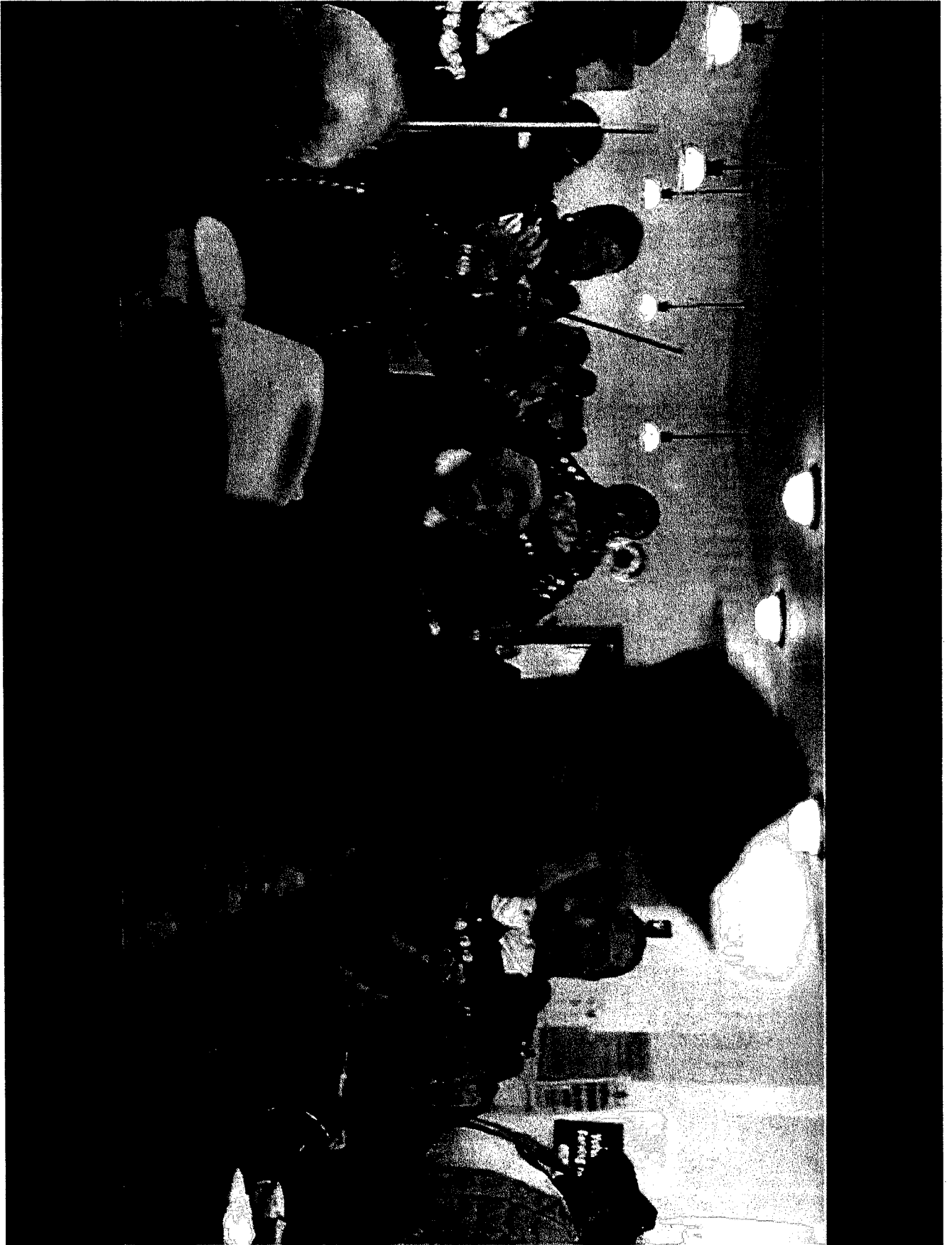
# Percentage of the Population 60 and over



# Adjournment



Thank you for attending today's hearing!



To: Division of Senior Services  
From: Pearl Van De Water



Reasons why I need Senior Transportation:  
It is necessary to do LIFE!

1. I can't walk long due to physical challenges
2. there is no family help
3. shopping; especially food
4. dentist
5. doctor
6. Senior center
7. lunches
8. get money orders

I wish we had weekend service, too.

Thank you for an outstanding Transportation Service!

December 11, 2014

Pearl Van De Water

12/21/14

Re: MEG TRANSPORT

I'm very grateful  
for door <sup>(like for shopping)</sup> to door service!  
It's at a cost I can afford. I'm  
~~also grateful~~ for friendly, &

courteous drivers &

dispatchers. at a

Thank you.

Sometimes I combine  
take the city bus - great  
combination of freedom  
& convenience.

**CHAVEZ, ROBERT L.**

---

**From:** russ souders <trent@cybermesa.com>  
**Sent:** Friday, December 19, 2014 8:05 PM  
**To:** CHAVEZ, ROBERT L.  
**Cc:** rjviapondo@santafenm.gov  
**Subject:** senior transportation services

I am currently a user of the cities senior transportation program. I am legally blind and find these services extremely helpful.

I want you to know that the staff transportation services are extremely efficient, thoughtful and responsible. I'm writing this as a commendation for these people.

Russell Souders



This email is free from viruses and malware because avast! Antivirus protection is active.

12/4/2014

"In reference" to the Senair Transportation  
my name is Consuelo Garcia the Service is  
Wonderful the Drivers treat me very nice!  
John Glen { The Ladies front Linda  
Joie Chavez } are not only beautiful  
are Michel Franco ~~But~~ they <sup>are</sup> extra nice  
to me!

Consuelo Garcia



To whom it may Concern,  
I am writing in concern  
about the transportation it is my  
only form of trans. I really like & enjoy it  
very much, if it weren't for this guy's  
we wouldn't be any,

I thank you  
Ramona Lewis

12/4/14

I want to say Thank's for picking me up.  
it been a delightful grace for me to have  
some of the most value personnel in transportation  
doing what they do best, we are most fortunate  
to have such a department.

I can not express my feelings individual to them,  
but I want them to know that their expertise  
in driving and kindness is a blessing  
to all who ~~participate~~ participate in this  
most valued program designed to address  
the care of seniors' service. Transportation  
to those that participate we have a very professional  
staff continue with the blessing of all who.  
Know the facts of such program

I remain in  
the service

Bro. Bob Dean, Jr.

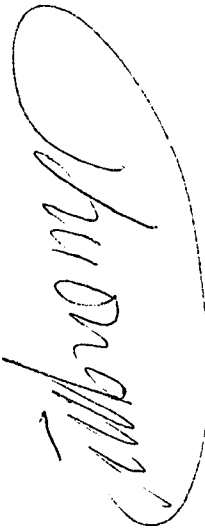
Mary blessed Christmas  
to all!

To Hon

12.4.14

Senior Transportation

I Needed the Service to go to the Store, etc  
It's A great Service

A handwritten signature in cursive script, enclosed within a hand-drawn oval. The signature appears to read "John D. Murphy".

Phuong Thinh

Dear Ron

12/07/14

Thank you for the  
Transportation that you  
provide for us.

My wife and I are both  
entering old age, and we  
need the help you provide to  
us.

Thank you! This service is  
needed, and the driver (Louie) and  
the staff!

Thank you,  
Cefron P. Santiago  
2701 Calle de Sol  
San Juan, P.R.

12/04/14

Dear Bu SERVA Director:

Thank you for the  
excellent transportation service  
The driver (Gavin) is great.

Joella Paragait

To the director

I really depend on this service

for grocery shopping, appointments  
special needs

The service is truly very good

I am very fortunate to be  
able to ride the vans

Mary Cantwell

December 8, 2014

TO: City of Santa Fe – Senior Transportation

FROM: Patsy Herrera

RE: Senior Transportation Appreciation

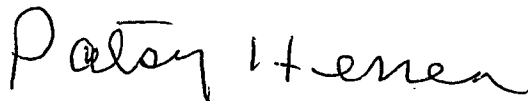
I would like to take this opportunity to inform the City of Santa Fe that I appreciate the benefits the Senior Transportation Department has given me. I am legally blind and no longer able to drive. The Senior Transportation has given me the freedom I need to get around whether it be a doctor's appointment, grocery shopping and dining.

This program has been a god sent to me and other senior citizens and is very much appreciated.

If you have any questions you may reach me at 505-983-3427.

Sincerely,

Patsy Herrera

A handwritten signature in black ink that reads "Patsy Herrera". The signature is written in a cursive style with a large initial "P" and a long, sweeping underline.

12/4/17

To Whom it may Concern,

I like the drivers, except Ernest Romero  
they are all nice and helpful.

Gerard & Carliza



Dec. 8, - 2014

To the Director Ron

I really depend on the Services  
for the transportation for going to See  
Doctors and Shopping and for Special  
needs. I am very fortunate  
and grateful to have the Services  
we have to thank god that we have  
this Service and all the people  
that works for the City are nice  
and helpful. Thank you

Minnie Chavez  
if you have any  
questions please call  
983 6357

Dec 8 - 2014

To DSS Director Ron Valpando

City of Santa Fe, New Mexico  
Senior Transportation Staff.

A Senior age 77 able to drive, But wonder when I will be needing services from the Senior Transportation Staff.

I have seen the care, and dedication the Staff <sup>Have</sup> for us Seniors, Medical appointments, wheel chair lift Van, prescriptions, Gro Stores, and other Needs.

Its scary to think of the time, I wont be able to drive.

But I know the Senior Transportation will be there for me.

God Bless  
Joan B Baca

Therapy Pool for

Seniors at Percy?

- medical conditions
- osteoarthritis
- "no diapers"<sup>ONLY</sup>
- plus lap pool for 60+

We need Preventive Health Svcs.

Veet Deha

Mike Deha

To: Dir. Ron Vialpando  
From: Reena A Romero

January 3, 2015

Dear Dir. Vialpando:

The elderly make up one of the most vulnerable groups in American society. It is critical that valuable services continue to be provided to our elderly.

My family is in support of the programs your agency provides. The help Theresa Trujillo has provided has made a great difference to us.

Please continue this help especially the respite and home management.  
Reena A Romero

Theresa Inupilo + Staff;  
Tue, Dec. 30th

I'm writing this letter mainly to let you know how much I appreciate the great, helpful service I have gotten from Santa Fe Senior services for over eight years. Linda Dragon had been helping my wife who passed away 2 years ago due to a thirteen year battle with Parkinson's Disease. I'm 85 years old and Linda helps me do my cooking and cleaning once a week. I suffer from Sciatic Nerve and Arthritis problems, but I stay positive and thankful to the fork always. I am so grateful for all the help you and your staff do for me. Warm regards  
Honorably Sincerely, Norma Peoples

Dec. 15, 2014

Dear Sir:

This note is to acknowledge the wonderful job your employee, Linda Brown has done for me. She not only helps me with housework, but she anticipates my needs and tries to be of help. I consider her a loyal friend & look forward to her coming to my

house every week.

I can't tell you how much I appreciate her.

I thank you for sending Linda into my life.

Connie C. Nash

Homemaker

**VIALPANDO, RON J**

---

**From:** lincoln1940@comcast.net  
**Sent:** Friday, December 26, 2014 3:25 PM  
**To:** VIALPANDO, RON J  
**Subject:** Service Appreciation

Mr. Ron Vialpando,

I wanted you to know how much I appreciate the service, professionalism and unique courtesies shown by your Santa Fe Ride telephone dispatch staff. In addition, I would like to commend three of your drivers for their above average courtesy and service: Helen Valdez, Albert Chavez and Louie Chavez.

I find your service to the seniors community most invaluable.

Thank you.

Lincoln Mulkey  
6365 Entrada De Milagro  
Santa Fe, NM 87507-1609  
(505) 780-8977  
[lincoln1940@comcast.net](mailto:lincoln1940@comcast.net)

Sent from Windows Mail

December 7, 2014

City of Santa Fe – Senior Services Department  
Post Office Box 909  
Santa Fe, NM 87504-0909

Re: Tammy Anderson

Attn: Division Manager

I am writing this letter to thank Tammy Anderson the good care and concern she has for me, Irene Maes-Dowrey.

Tammy is always concerned about my well-being. She is always in a good mood, always looking after me and my needs.

My family thinks well of her and they know that I am in good hands.

Thank you for your continued help.

Sincerely,

*Irene Maes-Dowrey*

*Respite*

Irene Maes-Dowrey



12-11-2014 - Thursday

Santa Fe Senior Services  
MEG Center  
Santa Fe, New Mexico 87501

Re: Lisa Maestas

Dear Theresa,

I want to take this time to let you know what a valued employee you have.

Lisa comes to my home every Wednesday to help and do many things for me that I need help with or that I cannot do myself. She is thorough in everything she does and always pleasant. I depend on Lisa for so many things. She is good natured and she always does a perfect job. I enjoy Lisa as a professional and also as a person who lifts my spirits.

I want to thank you for sending her to me. She puts a golden star on your employee board as excellent staff member of your team.

Respect Fully, I am

Donna M. Storch  
Donna M. Storch

Homemaker

Santa Fe Senior Services, Respite care Department.  
Santa Fe, New Mexico

December 12, 2014

To Whom it may concern.

I'd like to take the time to deeply thank you for being an integral part of my grandmother's health and happiness.

These services has relieved my mother in many ways.

Your services, friendship and support has given my family peace of mind as my grandmother progresses in age.

Your presence in her life has helped her to age gracefully as she is able to maintain a feeling of independence.

With your help my grandmother is able to stay engaged with her sense of humor, her sense of self, and to know that she is taken care of.

This allows her to feel as if she is a person who is acknowledged, known and loved. For the elderly in our society, this is priceless. Thank you.

Special thanks to Tammy Anderson.  
With Warmth,

Amethyst, Ruby, Akasha and the Holmes Family

Ruby Holmes  
Akasha Holmes  
Amethyst Holmes

Respite

Since the summer Tammy Anderson as been spending time with Dora Gonzales, two days a week in the afternoons. The time Tammy spends with Dora, is very stimulating for her. Tammy takes her to the mall to walk around and get some exercise,takes her for drives around town, to the store if Dora needs to, they talk and laugh. Tammy works with Dora on stimulating her memory as Dora is pre dementia, this is great for her. It has been great Joy to have Tammy work with my Mom Dora. I have great Appreciation for all that Tammy dose with my mom Dora Gonzales.

Sincerely;

Peter Gonzales

Respite

To Whom it may Concern;

I want to inform you that  
Without the help I receive  
from Senior Services I  
Would literally SINK!

I have a bad back  
and need a new hip  
So it is a God Send from  
the City. Thank you very  
much!

The worker that helps me  
is Lisa Maestas and she  
is a valuable asset to your  
company.

Homenaker

Sincerely,  
Lemonia Poore

**TRUJILLO, THERESA P.**

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**From:** crdvd2@aol.com  
**Sent:** Friday, December 12, 2014 10:36 AM  
**To:** TRUJILLO, THERESA P.  
**Cc:** dmcordo@sandia.gov  
**Subject:** Jesse and Theresa Cordova

Ms. Trujillo:

We wanted to just write and thank you and all of your staff for the excellent support you have provided for our family this past year. I have been at the house in the morning, when the Meals-on-Wheels arrives, and the delivery person has been, without fail, cheerful and respectful and caring. The meals are well prepared and tasty and we are very, very grateful for the dependability and quality of the service and the food.

You have always met our needs for equipment to help our father, as his condition worsened and his mobility lessened. This has been a very sad time for our family; but it would have been much harder without the help you have provided. And most of all, we would like to thank you for providing Respite Care. Jesse and Theresa have had a long and affectionate relationship with Chris, and I think that the continuity of care was vitally important to the family. Jesse still expresses joy when Chris comes in to help and visit; and since we don't live in the city, knowing that Theresa has someone there to visit weekly and make sure everything is going smoothly, and to offer her a rest in caregiving...this is an extraordinary comfort to us. I don't know what we would do without it, really. You have all been a great blessing to us in a very difficult time.

Thank you very much,  
Monica and David Cordova.

*Respite*

Mr. Ron Valpondo, Director  
Department of Senior Services 1121 Alta St. Santa Fe, NM 87501

Dear Mr. Valpondo,

I write this letter to thank you and your divisions for the help and services I have received during the last 10 years. I am a 73 year old, 30 year stroke survivor. I am paralyzed on one side and confined to a wheel chair. The help I have received through the Senior Companion (Melanie Montoya, Administrator and Amelia Garcia Volunteer, and the Homemaker. Non-Medical Care program ((Teresa Trujillo. Supervisor and Lisa Maestes and Carmelita Ortega Homemakers) has been truly outstanding.

Amelia shopped for groceries and pet food, as well as picking up prescriptions. However, Amelia cannot lift my wheelchair.

Teresa has sent me Lisa and Carmelita to see that I get to the doctors and other appointments, and help with meal preparation. Teresa has been flexible and understanding about my time needs, and the two wonderful young women she sent, have not only helped me with my physical and housekeeping needs; these young women have also brought joy to this senior's heart. These two programs, their directors, and personnel, have allowed me to stay independent and in my own home. I have lived in Texas and Missouri. I have visited my daughter in Georgia. None of these places offer their seniors the kind of support I have received in Santa Fe from Senior Services. My sister in Dallas, with an ex-husband in town--and living in a community where meals were supplied, was lonely, and terrified. I think this contributed to her early death last year. I am living alone in Ventana de Vida, but through the services you all have provided--unafraid and independent. THANK YOU ALL.

Alice Benfer, 703 Ventana de Vista  
1500 Pacheco St  
Santa Fe, NM.

cc. Teresa Trujillo  
Melanie Montoya

*Volunteer*

Dear Mr Villalpando & Staff

I want to take this opportunity to thank you and all the transportation staff for your services; You all have been so kind and courteous these last few years. They all make you feel like part of your family. They go on and beyond making you feel safe. I have strong feelings for each and every one of them.

Thanks again for your services

Merry Christmas

D. J. Lacheco



December 8, 2014

Ron Vialpando, Director, DSS  
Santa Fe Senior Services  
1121 Alto St.  
Santa Fe, NM 87505

Dear Mr. Vialpando,

I want to commend the staff of the City of Santa Fe Senior Transportation for their outstanding service. I use Senior Transportation throughout the week for doctor's appointments, grocery shopping, trips to the public library and other cultural venues, and very importantly to get to my volunteer work. I volunteer every Thursday morning at the Museum of International Folk Art at the Hands-On-Art Studio, making art with school groups. I also volunteer at the Wheeleright Museum, and sometimes at the Museum of Indian Arts and Culture. The Senior Transportation Program provides the necessary transportation to venues and appointments that are as necessary to keeping vibrant, healthy and active as the air that I breathe.



The program also facilitated getting my late husband (who was wheel chair-bound) to his doctor's appointments. My late mother also used the program.

The drivers and transportation staff - Fran and Linda and Robert - are compassionate, kind, patient and tolerant professionals. Their courtesy, respect for elders and our needs, and their profound humanity, impact our quality of life in a most profound and beautiful way. I lost my beloved husband after a long illness fourteen months ago and I know that part of my healing is due to my contact with these special people. Your transportation team is vital to keeping elders active and involved and thriving in the outside world.

The transportation staff, drivers, and the program is perfect for our needs and indispensable to our lives. The only change I would make would be Saturday trips to the Farmers Market and weekend and evening transportation. I know that this is not in the budget, but I hope that one day the program will expand.

Mr. Viaplando, please excuse this handwritten letter. I live at the Luisa complex and we do not have access to computers. I have to go to the SOT program at the Department of Aging and Long Term Care to use a computer and check my emails (another trip provided by Senior Transportation). I have heard that we will get computers, and a computer room at Luisa in 2015. I am thrilled because as you know well, we elders need computers to stay in touch with family and friends, do research, explore interests and job opportunities, connect with the outside world, and even draft correspondence, update our resumes and look for work.

I want to thank you and the staff and drivers of the Senior Transportation for their outstanding, vital and very necessary service to our community.

Sincerely,

Wendy Valadez-Kantoya

1512 Luisa St. Apt. 11  
Santa Fe, NM 87505  
Tel. (505) 577-0402

Dec. 4, 2014  
To Whom it may Concern,

I would like to say thank  
you, to Theresa Trujillo & Lillian  
Phillipovich, for all your help,  
in 2014.

Even, when I was in the  
hospital, Lillian, was right  
there to help me.

After many back surgeries,  
I have had wonderful care.  
When I need it the most.

Bless you all. *Sandra Amato*  
Homemaker

916 Don Juan Street  
Santa Fe, N. M. 87501

To Whom It May Concern:

This letter of appreciation for the help I've gotten from Lillian has been excellent. She eye surgeries, by taking Eye Associates. My home has so well cared for. My errands to pay bills, groceries and shopping was well handled by Lillian. As you aware of, I was blind for three years. But business with the house. And I'm grateful for Lillian. She's very understanding and compassionate to elderly clients with disabilities, her other clients are satisfied with her work too, I'm informed. She's energetic and cheerful to be around.

Please feel free to call me, and will have compliment your choice of caregivers that you provided for your clients. So, I extend my gratitude for sending Lillian to me to do all she needs to do. When my mother passed on, I was left alone. She's quite the business woman. The Senior Center a lot to be proud of with staff members like Lillian to help disabled elderly and also disabled. They really help. To be truthful, she does excellent housework. I don't know what I'd do without Lillian.

Sincerely yours,  
Charles Galo Homemaker

11/30/2014

To whom it may concern

In 2008 I had to have half of my left lung removed due to cancer. My daughters came from out of state, in turns to stay with me and help. But they all have families of their own to care for and one of my daughters saw that I was not going to be able to manage once they all had to go home. She took me to the MEG center to get long term help. It was very difficult for me to accept that I could no longer take care of myself without help. Then I met Lillian. She is warm and friendly but beyond that she sees what needs to be done and takes care of it without making me feel like an invalid.

My condition has continued to worsen and I need help more now than ever. On a really good day, I can get out for an hour or so and it is so wonderful to be able to do that. I would not be able to without someone like Lillian to take me and be there if I tired and needed to go home. When I am unable to go to the store or pay a bill, I can trust her to do it for me. This means I have what I need and don't have to worry that something will be late. And still know if I am well enough I can get out for a while.

It is impossible for me to use the other means of transportation provided for the elderly and disabled if for no other reason you must schedule them ahead and I never know when I will have a good day or when I will be too ill to get out. Then there is the fact that they drop you off and come back sometime later and I never know when I will tire out and need to go home. Then there is the fact that I'm on oxygen 24 hours a day and when I am out I have to depend on tanks that have limited supplies. So I can't afford to risk someone being late to come back for me. I feel safe to get out of the house with Lillian and its so nice to not be completely housebound.

Lillian always asks me if there is something I need done or want to do. This makes me feel like that she is taking in to consideration what is important to me but at the same time she makes sure I don't forget things I might need later.

When Lillian comes to help me I don't feel like I am letting a stranger into my home. I have met a couple of other people who work with Lillian and have come to help me in her place when she was not able to come or was on vacation and those people have also been very polite and helpful.

I sincerely hope that programs like this one continues to exist because there is no other way that I will be able to continue to get the help I need. It so comforting to know that the people who come to my home are trustworthy and honest, caring people. I am thankful that the city of Santa Fe has a senior citizen's program for in home support which makes it possible for someone like myself to live in a clean home with dignity and comfort and not be completely housebound.

Sincerely,  
Shirley Sittlermyer  
1200 Camino Consuelo  
#95  
Santa Fe NM 87507  
Homemaker

December 4, 2014

City of Santa Fe – Senior Services Department  
Post Office Box 909  
Santa Fe, NM 87504-0909

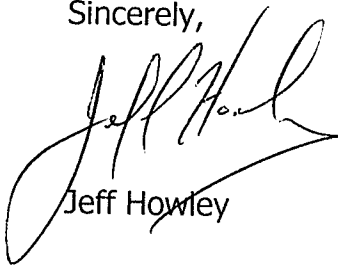
Re: Tammy Anderson

Attn: Division Manager

I am writing to let you know that my family and I are grateful for the services your department provides.

Tammy has been a wonderful companion to my aunt Irene Dowrey-Maes. Irene truly enjoys Tammy's company, we all appreciate her thoughtfulness and all the help she provides.

Sincerely,



Jeff Howley

Respite



December 4, 2014

City of Santa Fe – Senior Services Department  
Post Office Box 909  
Santa Fe, NM 87504-0909

Re: Tammy Anderson

Attn: Division Manager

On behalf of myself, my aunts and uncles I am writing to express my appreciation for the services your department provides.

I want you to know you have an exceptional employee, Tammy Anderson, in your division. My aunt Irene Dowrey-Maes looks forward to their "visits" and the time that Tammy is able to spend. Irene appreciates everything that Tammy does. Her calm, patient manner is a great help, she is always willing to listen and her communication with the family members is excellent. She is optimistic, sincere, honest and above all genuine in his dealings with our family.

Thanks again for assigning Tammy to work with our family member, you are fortunate to have her as an employee.

Sincerely,

Louise Collins

Respite

12-2-14

I have been using the services for Senior Citizens for over 4 years. It has been a blessing for me as I could not afford to hire someone.

Last year has been harder for me to do things for myself. It is so nice to have someone run the sweeper, change the sheets on my bed, mop the Kitchen and bathroom floors and the hardest of all — to clean the bathtub as we do not have walk-in showers. It is nice to have someone take my trash as I can't lift a bag to throw it into the high trash-bin.

It is also nice to have my helper <sup>take me</sup> to the grocery store. So many times I need something that is up high that she can reach for me. She can also carry the sacks into my apt, and put things away. I couldn't take the Sr. Van as I couldn't stand to wait for them to come as there is no place to sit. My helper has taken me to pick-up my prescriptions and to the Doctor when I need someone to stay with me.

I don't know what we Senior Citizens would do without their help. Most of us could not afford to pay for help. Please do not stop.

Sincerely,

Evelyn Shaw  
1500 Pacheco St.  
Apt. 402  
Santa Fe

Homemaker



City of Santa Fe, Division of Senior Services

Dec 9, 2014

Administration Offices

1121 Alito St. Santa Fe, N. Mex

87501

Ron Vinland, DSS Director

I am writing to you today to let you know, how grateful I am for all the help I received from all the transportation personal that includes the men and women from that department. They were very kind to me for the last two months, when I needed rides back and forth to my therapy place, where I went for treatment for my injured shoulder. This men and women really took good care of me. Making sure of my safety, and made sure I made it to my appointments on time. "Good work" I appreciate you, my many thanks.

I also want to recognize and thank The Home Maker Dept Respite Care, including caregiving relief companionship, which my ex-husband Lorenzo has received from that department, which also provides assistant for doctor's appointments.

I also want to recognize Home Delivered meals (meals on wheels) division. It really has been a blessing for Lorenzo to have been receiving them, for some time now. I also want to thank the staff that delivers meals on wheels, they are friendly, kind, and courageous. Thank you.

Sincerely yours

Dora Martinez

1299 Vigar Verde

Santa Fe, N. Mex

Sp 47

87507

MEG Center  
1121 Alto Street  
Santa Fe, NM

December 9, 2014

Attn: Ron Vialpando, Director

This letter is my statement of how I use the Senior Ride Service. I take it to work and to doctor appointments, use it for grocery shopping and going to Pet Smart to buy 3-25 lb bags of kitty litter. I am grateful for the courteous and convenient service .

In the winter, the ride service is a godsend. I am terrified of falling on ice. When it is cold and icy outside, I use the ride service the most. The drivers are excellent in helping me transport my bags to my building.

Sincerely,  
  
Jeanne E. Chang

**City of Santa Fe**  
**Division of Senior Services**  
**MEG Senior Center**  
**Public Hearing – Sign In Form**

Date: 1/7/15

Number of Participants \_\_\_\_\_

Names of Participants

- |                            |                     |
|----------------------------|---------------------|
| 1. Jeanne E. Chang         | (Written Testimony) |
| 2. Dora Martinez           | (Written Testimony) |
| 3. Evelyn Shaw             | (Written Testimony) |
| 4. Louise Collins          | (Written Testimony) |
| 5. Jeff Howley             | (Written Testimony) |
| 6. Shirley Settlemyer      | (Written Testimony) |
| 7. Charles Igallo          | (Written Testimony) |
| 8. Diana Montoya           | (Written Testimony) |
| 9. Leonora Armitage        | (Written Testimony) |
| 10. Priscilla Pacheco      | (Written Testimony) |
| 11. Alice Benfer           | (Written Testimony) |
| 12. Monica & David Cordova | (Written Testimony) |
| 13. Ramona Navares         | (Written Testimony) |
| 14. Peter Gonzales         | (Written Testimony) |
| 15. Amethyst Holmes        | (Written Testimony) |
| 16. Donna Storch           | (Written Testimony) |
| 17. Irene Maes-Dowrey      | (Written Testimony) |
| 18. Lincoln Mulkey         | (Written Testimony) |
| 19. Connie Nash            | (Written Testimony) |
| 20. Alfonso Gonzales       | (Written Testimony) |
| 21. Reina Romero           | (Written Testimony) |
| 22. Joan Baca              | (Written Testimony) |
| 23. Minnie Chavez          | (Written Testimony) |
| 24. Genevieve Carbajal     | (Written Testimony) |

- |                        |                     |
|------------------------|---------------------|
| 25. Patsy Herrera      | (Written Testimony) |
| 26. Mary Cantwell      | (Written Testimony) |
| 27. Loretta Larragoite | (Written Testimony) |
| 28. Alfonso Larragoite | (Written Testimony) |
| 29. Phoung Vu          | (Written Testimony) |
| 30. Robert Duran       | (Written Testimony) |
| 31. Ramona Griego      | (Written Testimony) |
| 32. Consuelo Garcia    | (Written Testimony) |
| 33. Russel Souders     | (Written Testimony) |
| 34. Pearl Van De Water | (Written Testimony) |
| 35. Anonymous          | (Written Testimony) |
| 36. Veet Deja          | (Written Testimony) |