



Agenda

DATE 4/12/18 TIME 9:59 -

PREPARED BY Lugi Gonzales

APPROVED BY [Signature]

DIVISION OF SENIOR SERVICES
PUBLIC HEARING

May 16, 2018

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 (Gino Rinaldi)
- V. Introduction of Division of Senior Services Staff (Gino Rinaldi)
- VI. Purpose of Hearing (Chris Sanchez)
- VII. Service Delivery Program Presentation, by Gino Rinaldi & DSS Staff (Power Point Presentation)
- VIII. Prioritize Services / Items From the Floor
- IX. Final Program Recommendations
- X. Closing Statements
- XI. Adjournment

Persons with disabilities in need of special accommodations or the hearing impaired needing an interpreter please contact the City Clerk's Office (955-6520) 5 days prior to the hearing date.

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PUBLIC HEARING
May 16, 2018

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MINUTES OF THE
DIVISION OF SENIOR SERVICES
PUBLIC HEARING

May 16, 2018

The Public Hearing of the City of Santa Fe Division of Senior Services was called to order by Gino Rinaldi, Director, Division of Senior Services at 9:05 a.m. on this date at the Mary Esther Gonzales Senior Center, 1121 Alto Street, Santa Fe, New Mexico.

DIVISION OF SENIOR SERVICES ADVISORY BOARD:

MEMBERS PRESENT

Andres Romero, Chairperson
Mary Louise Giron, Vice Chairperson
Tonie Ann Gallegos
Dennis Gonzales
Virginia Lucero
Corrine Sanchez
Rosemarie Trujillo

MEMBERS ABSENT

Bernardo C de Baca
Virginia Lucero

STAFF PRESENT

Triston Lovato-Armstrong, DSS RSVP Community Relations Administrator
Albert Chavez, Division of Senior Services Program Coordinator
Robert Chavez, Division of Senior Services Transportation Project Manager
Lugi Gonzales, Division of Senior Services Project Manager/Interim Director
Cristy Montoya, Administrative Secretary
Melanie Montoya, Division of Senior Services Volunteer Program Administrator
Romella Glorioso-Moss, Division of Senior Services FGP/SCP Program
Katie Ortiz, Division of Senior Services Clerk
Linda Quesada-Ortiz, Division of Senior Services Administrative Assistant
Gino Rinaldi, Division of Senior Services Director
Marisa Romero, Division of Senior Services
Chris Sanchez, Community Services Department Director
Carlos Sandoval, Division of Senior Services, Meals on Wheels Supervisor
Theresa Trujillo, Division of Senior Services, In-Home Support Supervisor
Thomas Vigil, Division of Senior Services Nutrition Program Administrator
Cristina Villa, Division of Senior Services Program Coordinator

OTHERS PRESENT

Elaina Gonzalez, former Board Member

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 Dennis Gonzales.

PLEDGE OF ALLEGIANCE

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

Gino Rinaldi introduced and welcomed Chris Sanchez, the Director of the Community Services Department. He noted that Mr. Sanchez will be reading a Proclamation that was read by the Mayor at the Volunteer Recognition Dinner/Banquet. The Proclamation declares the month of May as "Older Americans Month".

Chris Sanchez thanked and welcomed everybody for attending.

He recognized the Division of Senior Services Advisory Board for everything they do for the senior services and programs. He acknowledged Lugi Gonzales for filling in as the interim Director for the Division of Senior Services until Gino Rinaldi was hired. She did a great job as interim Director. He also thanked staff from the Division of Senior Services for the incredible job and hard work they do in providing services for our senior citizens.

Mr. Sanchez said on behalf of the Mayor he will read the Proclamation as mentioned above. The Proclamation reads as follows:

"WHEREAS, the City of Santa Fe includes countless older Americans who enrich and strengthen our community; and

WHEREAS, the City of Santa Fe is committed to developing and promoting an age-friendly community that supports healthy aging and quality of life for resident and visitors; and

WHEREAS, the City of Santa Fe Division of Senior Services is dedicated to engaging and supporting older adults, their families, and caregivers by providing services, resources, and opportunities that enable senior citizens to remain active, social, and living independently within their community; and

WHEREAS, we acknowledge the importance of taking part in activities that promote physical, mental, and emotional well-being – no matter your age; and

WHEREAS, the City of Santa Fe works to enrich the lives of individuals of every age by involving older adults in community planning and events by providing opportunities for older adults to work, volunteer, learn, lead and mentor and

WHEREAS, this month presents an opportunity to acknowledge and thank older adults, and those who support them, for their significant contributions to our community.

NOW, THEREFORE, I, ALAN M. WEBBER, MAYOR OF THE CITY OF SANTA FE, NEW MEXICO, DO HEREBY PROCLAIM MAY 2018 AS 'OLDER AMERICANS MONTH'.

Mr. Sanchez said the attendees today will have an opportunity to listen to what the City of Santa Fe Division of Senior Services does for our senior citizens. He encouraged the senior citizens to provide feedback to them because he thinks this is incredibly important. He said they are looking at creating a task force that will be looking at all of the social deterrents and needs for our older population.

INTRODUCTION OF ADVISORY BOARD MEMBERS

Gino Rinaldi 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
Bernardo C de Baca
Tonie Ann Gallegos
Dennis E. Gonzales
Virginia M. Lucero
Corrine Sanchez

Mr. Rinaldi also introduced Elaina Gonzalez, a former Board Member. Ms. Gonzalez moved to Minnesota to be closer to her family and is sorely missed.

Mr. Rinaldi also introduced the Stenographer (Jo Ann G. Valdez). He noted that she will be taking notes and making a public record of the hearing.

PURPOSE OF HEARING

Mr. Rinaldi said the City of Santa Fe Division of Senior Services is hosting this public hearing as required by the Area Agency on Aging. The Division of Senior Services 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 and programs provided to older adults (60 years of age or older) as authorized by the Older Americans Act.

The Older Americans Act was enacted by Congress in 1965 to ensure provision of social services to America's elderly population. It was meant as a way to promote the dignity of older adults by providing services that enable them to remain independent and healthy, such as establishing senior centers and providing access to meals, caregiver support, transportation, health promotion, and more.

Locally, the Division of Senior Services administers these essential programs, providing a wide-ranging social service delivery system for older adults in our community. The following programs are critical to the Division's planning and implementation process of services:

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

Mr. Rinaldi reviewed the Division of Senior Services Core Values. The Core Values define who the Division of Senior Services is, and how they work as a team within the Community Services Department through the Divisions of Library Services, Senior Services, and Youth and Family services. He said the Core Values are more than just words, they are core principles that guide their behavior, decision making, performance and define who they are.

SERVICE DELIVERY PRESENTATION BY GINO RINALDI & DSS STAFF

Mr. Rinaldi reviewed the organizational chart for the Division for Senior Services noting that there are presently 70 total employees of which 6 are classified as full-time; 47 Term Grant-Funded positions and 17 Temporary part-time employees and five at City Senior Centers. There are also approximately 400 volunteers at 50 stations.

He reviewed the Division of Senior Services Budget for fiscal year 2017/2018 as follows:

Administration

- \$487,179 for Division Administration
 - \$ 2,507 for Senior Center Programs
- \$489,585 Total Budget for Administration**

Nutrition

- \$417,712 for Congregate Meals
- \$613,992 for Home Delivered Meals

- \$ 74,866 for Nutrition Donations
- \$153,934 for NSIP
- \$1,260,504 Total Budget for Nutrition**

Transportation

- \$768,196 for Transportation
- \$ 8,134 for Transportation Donations
- \$776,330 Total Budget for Transportation**

In-Home Support

- \$351,721 for Home Management
- \$331,021 for Respite
- \$ 5,792 for Supplemental Assistance
- \$ 10,000 for Grandparents Raising Grandchildren
- \$698,534 Total Budget for In-Home Support**

Volunteer Programs

- \$235,624 for Foster Grandparent Program
- \$146,044 for Retired Senior Volunteer Program
- \$201,310 for Senior Companion Program
- \$582,978 Total Budget for Volunteer Programs**

- \$34,824 for the Senior Employment Program
- \$34,824 Total Budget for Senior Employment Program**

- \$ 3,904 for Health Promotion
- \$ 3,904 Total Budget for Senior Wellness**

\$3,846,659 Total Budget for Senior Services

The Nutrition/Transportation Donations for Fiscal Year 2016/2017 are as follows:

Percentage of Section Budget:

Congregate	-	6%
Home Delivered	-	2%
Transportation	-	1%

64% of the funding comes from the City of Santa Fe. The federal government provides 14% of the budget; the State provides 21% of the budget and 1% of the budget is provided by other funding sources.

Mr. Rinaldi noted that the City of Santa Fe provides the majority of the funding for senior services. He encouraged the attendees to thank the City representatives/officials and the Mayor for their support of senior services.

Mr. Rinaldi reviewed the Distribution of Funds by Program Service for FY2017-2018. 31% is for nutrition; 20% is for Transportation; 20% is for In-Home Support; 15% is for Volunteer Programs; 1% is for Senior Employment Program; 0.1% is for Health Promotion; 0.1% is for Senior Center Programs and 13% for Administration.

Mr. Rinaldi reviewed the Capital Outlay Projects as follows:

Construction/Renovation Projects:

- Mary Esther Gonzales Senior Center - \$436,500 for building expansion, HVAC replacement, rear parking lot improvement and roof replacement
- Pasatiempo Senior Center - \$198,500 for HVAC replacement, ADA compliant sidewalks and interior improvements
- Villa Consuelo Senior Center (Phase 1 and 2) - \$373,006 to replace existing kitchenette with a standalone, full-service commercial kitchen; expand cafeteria and construct ADA compliant toilets
- Luisa Senior Center - \$197,500 for renovations

Equipment Purchase:

- \$ 70,300 to replace outdated computers
- \$126,426 for meals equipment for Mary Esther Senior Center and the Villa Consuelo Senior Center.
- \$496,800 for vehicles: Wheelchair vans, sedan, etc.

Mr. Rinaldi said these are all funded by State bond money.

Results Based Accountability (RBA)

Mr. Rinaldi explained that the City of Santa Fe is moving towards Results Based Accountability (RBA) process. RBA is an opportunity for the Division of Senior Services to set goals on what they think they need to be doing (in terms of the % of units to target in all of the senior services/programs) and then measure these goals.

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 said many of the senior clientele are unable to attend this Public Hearing but they still would like to receive their input. She noted that the Division of Senior Services received 17 letters of support from senior citizens in the community who were not able to attend the meeting. Many of the letters expressed support and appreciation for the homemaker and transportation services. The drivers were also acknowledged for being respectful and helpful and for going above and beyond their duties.

[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 = 87
- 2) Home Management Services (Homemaker Services) = 78
- 3) Health Promotion = 77
- 4) Congregate Meals = 73
- 5) Respite = 71
- 6) Supplemental Services = 70
- 7) Other - Behavioral Health Support = 69
- 8) Home-Delivered Meals = 65
- 9) Grandparents Raising Grandchildren = 64

CLOSING STATEMENTS-PUBLIC COMMENTS:

Mr. Rinaldi asked if there was anyone from the public who would like to speak and if so, please state your first and last name for the record.

Danna K. Metzger said she happily volunteers as a Senior Companion. She said she wants to thank the City and the Senior Centers very much for the excellent senior services they offer and provide. She said they are absolutely invaluable but of course, there is always room for improvement. She said she would greatly appreciate continuation of at least the same amount of funding, and preferably, an increase that would accommodate the large, and growing, senior population. She said this is pretty much the same letter that she gave to the Legislature in December.

She said at the top of her list is senior transportation because this affects us seniors in so many ways and for seniors remaining as active as possible, for as long as possible. For example, to prevent people from being so called "shut-ins", which is far more costly than prevention, both money wise and health wise. She said along those lines, she has heard that there is an epidemic of loneliness across the healthcare spectrum, both nationally and international. Also, for health care appointments; for grocery shopping; for Script Alize, which helps keep us going and contributing; for keeping enough senior van drivers full-time, part-time and as needed.

She said there is often a lengthy waiting time for this wonderful, affordable, door-to-door service for the large and rapidly growing senior population. She would like support for the van drivers because they have a big job with a lot of responsibility. For example, they assist people who are frail and taken a fall, and they carry things for us. Therefore, she recommends a 10% increase in pay, in order to catch up with the economy for van drivers, as well as all other transportation staff, who also have a big job.

She said next, she recommends a study of the increase - of seniors and elder seniors in the next 10 years - on the cost of accommodating that growth who will need services.

She said and lastly, health: she remembers how much stronger, relaxed and confident she feels after her senior strength training and stretching class at the GCCC. She said she feels thankful because she wants help and this kind of exercise is critical for us as we age, for things like: bone strength and heart health. Therefore, she is thankful for the improvements the City has made of the senior centers' fitness rooms for use between classes. She said she would like to request a further improvement of providing free weights (such as this) in all the senior centers fitness rooms. That is two each weights 2-10 lbs., either individual ones or adjustable ones like this or the ones they use at the senior Olympics. Thank you very much for listening.

Ken Hendricks works with Homestead Senior Care. He said in looking at the numbers where funding is devoted, it seems kind of a mystery to him that such a small amount is given towards programs that promote that type of dynamic with fitness and health programs. So, his suggestion overall would be that we look into ways that we can actually devote funding to promote that type of longevity, with activity. So, funding, that would bring in experts to be able to, more consistently, not just two times a week, you know, provide those types of programs for these folks and keep them active.

Carol Montoya said she is the Enhance Fitness Instructor and they are affiliated with the New Mexico Senior Olympics. She said next summer they will have fun promoting the National Senior Olympics in Albuquerque.

She said she has a lot of participants here who are here on Mondays, Wednesdays and Fridays from 9:30 to 10:30 a.m. She said they have the warm up, cardio and they do their strength training, where they work their lower and upper body strengths. She said what amazes her is having the new participants come in, walking slow with a cane, or on their walkers, and as time goes on, you see them leaving their canes and walkers behind and walking out of the building. So, you're trying to catch them, "Hey, you forgot your cane; you forgot your walker" and "yea, yea." She said to her, that inspires her that her class is improving your health. She said they ask her how much she is getting paid, and she is getting paid, but her payment is how much they improve, and you walking without your cane and you walking out of here energetic and ready to go and hit the day and do what you got to do out there.

She said she has had diabetics come in with 250 insulin needles and brought it down to 75 from their doctors. She sees some who say they had to go to their doctor because of depression and the doctor gave me a clean bill of health and they are no longer on depression pills. She said this class works and this class will improve your outlook, they socialize and have fun and they welcome everybody. She said they are loving, welcoming and if you think she is just saying this, my participants, please stand up and you can personally ask them how they feel about this class.

Mr. Rinaldi mentioned that the Enhance Fitness program is an evidence-based program as well and this is important to note.

Elaina Gonzalez said she has lived here since 1980 and six months ago today, she moved to Minneapolis, Minnesota because she has three sons and 11 grandchildren there. She said she retired from her business and she still volunteers at the hospital over there. She said she did not want to focus on her. She wanted to bring up two particular things:

1) This magazine (*Senior Scene* newsletter) is so incredible and fortunately a friend of hers has been sending it to her from time to time and she brings it to the senior centers. She makes it a point - since she has traveled throughout the world in the past - to go to senior centers and one of them in particular is Palm Springs, it is unbelievable. They eat off of paper plates and they serve in paper cups and what have you.

2) It is just unbelievable how much you have here, and she just wants to acclimate everyone here because they have been so wonderful, and she cannot say enough about what an advantage it is. She said her corazon (heart) is here in Santa Fe and there is no comparison in any other place. Also, the food distribution here is unbelievable. She mentioned that she was on the Board for six years and she can't say enough about this wonderful City Different. She said God Bless you all and enjoy it.

Barbara Treu said she comes to the Senior Center often and she is very grateful and very happy every time she comes here. She said she is going to say a bad word and that's 'politics' and we seniors, I don't know how to express it, I sat right here at this table here in the corner and talked to Ben Ray Lujan's office because they have a political office here (in Santa Fe), and she asked about senior services and she was told that seniors are just not a priority. They are takers, they are not givers. She said she was outraged and now, we in this room, have a lot of potential and we do a lot of volunteer work and we help each other, but we also have to help the people that are coming after us. She said they are going to cut our funds-they are already trying, and we have got to stand up and speak out, to even maintain what we have, so they won't cut our services.

She said she went to a political gathering last night and they talked about all sorts of things, seniors were really never mentioned. She said we are a growing community and we've got to stand up and speak out any chance that we get; and she just wants to thank you for letting her express herself, and my kind of discourage-ness about the future of seniors' and funding, so mobilize, get together, write petitions, we've got to do something. Thank you very much.

Patricia Marlin said she is also known as "Trish", a few things that she would like to bring up: one of them is that we need to encourage men to participate more. She said all she sees is a lot of women and some few men. So, that's just one of the things we need to think about-trying to get something in here that will interest them.

Second of all, she sees a lot of artistic ability around and she thinks that we should display some of this artistic ability of products that people have made, so that they can feel good about themselves and be praised for what they have done. So, she would like to see a

little more, she said she sees an empty wall there and we could put in a table showing some of the artwork.

Third, is the reality, here in New Mexico, is drug abuse and the epidemic. We are sixth in the nation of drug abuse and she believes that a lot of seniors and people in here and all around New Mexico, either have children or grandchildren that are facing these issues. She said the whole family suffers and she would like to see more funds brought in to help us through this. We are in a new generation now and baby boomers are dealing with a lot of pressure from children, grandchildren for money, time, usage of their personal being; and maybe a support group and experts to come in and talk to us to help us through this crisis. That's it, thank you.

Gerard Byers said he is new to the senior scene. He will be 62 this year. He said it was great to see all these people here that are doing good for seniors. He wanted to thank Gino Rinaldi for what he has done, and for the City of Santa Fe, for the money that it puts out for the seniors. He said it's a great thing that they do this because his mom had gotten some benefits from the senior thing, but all and all, it's like somebody said that we are a growing unit and we need to stay together, that's what we got to do. And he thinks a lot of this volunteerism that we have in this room, and in this City, is due to our faith, is due to the City of Holy Faith, which it is named "The City of Holy Faith". If you look at the mountains around us, the Sangre de Cristo, the Blood of Christ Mountains, we're the oldest city; we're the oldest capital. So, through this, we just keep our faith and pray, and thank the Great City for what it has done for us seniors, and we just keep pushing forward, and we ask that you do the same for us.

Pat Moeller said she noticed in the City and the State, she witness - she is a foster grandmother - the behavioral problems we have in the schools, and it is sad that some schools can't afford to have a behavioral program to help these boys and girls to turn their lives around and get some help because they come from, their environment is from broken homes, broken marriages, and it's a trauma for the kids in our schools. So, she hopes that in a few years, they will include a behavioral school program for these children, they are our future. Thank you.

Jimmy Gallegos said he is a veteran who has volunteered at the Veteran Hospital for over 40 years and provided over 14,700 hours of service. He is also with the National Cemetery Honor Guard. He is also the husband of Toni Ann Gallegos, a Board Member of the Division of Senior Services Advisory Board.

Lugi Gonzales reminded the attendees that all clients of the program need to be reassessed each year. She encouraged them to ensure that their reassessments are current.

ADJOURNMENT

This Public Hearing concluded at 11:00 a.m.



Gino Rinaldi, Director, Division of Senior Services

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: 5-16-18

Number of Participants _____

Names of Participants:

1 <u>Flora K. Lopez</u>	26 <u>ANDRES ROMERO</u>
2 <u>Dennis Gonzalez</u>	27 <u>Rein Marie Gonzalez</u>
3 <u>David Garcia</u>	28 <u>Pat. Moeller</u>
4 <u>Concepcion Valencia</u>	29 <u>Lidia Pacheco</u>
5 <u>John Stena</u>	30 <u>Bella Ampo</u>
6 <u>Maria Montano</u>	31 <u>Logla Cruz</u>
7 <u>Socorro Leticia Ampo</u>	32 <u>Bernadette Di Hernandez</u>
8 <u>Jane Sanchez</u>	33 <u>Angie Gonzalez</u>
9 <u>Beryl</u>	34 <u>Albit Chang</u>
10 <u>Ilealda Berra</u>	35 <u>Theresa Trujillo</u>
11 <u>Carmen S. Ayala</u>	36 <u>Romella Glorioso Moss</u>
12 <u>Christine Mendoza</u>	37 <u>Triston Lovato Armstrong</u>
13 <u>Mela Delgado</u>	38 <u>Carlos Sandoval</u>
14 <u>Genina Lopez</u>	39 <u>Junilda M. Quisada-ortiz</u>
15 <u>Francisco Salazar</u>	40 <u>MARISA ROMERO</u>
16 <u>Mary Sandoval</u>	41 <u>Margaret Lee</u>
17 <u>Mercy Moreno</u>	42 <u>Joseline Sanchez</u>
18 <u>Julio A. Valdez</u>	43 <u>Frank Smith</u>
19 <u>Bonni RICE</u>	44 _____
20 <u>Tillie Kitahara</u>	45 _____
21 <u>Rosario H. Torres fgg</u>	46 _____
22 <u>Margie Guerra</u>	47 _____
23 <u>Maria E. Duran</u>	48 _____
24 <u>Fita Vasquez</u>	49 _____
25 <u>Linda Vasquez</u>	50 _____

25 Maria Paula 50 CRISTINA VILLA

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

Date: 5-16-18

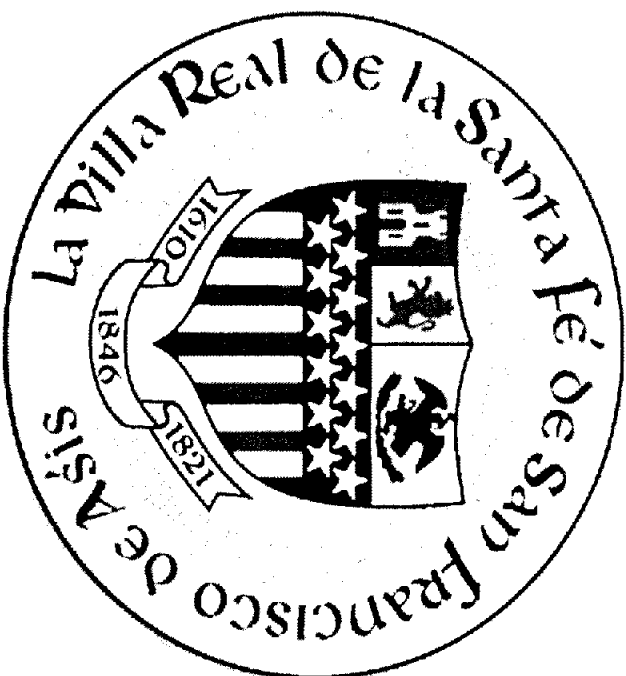
Number of Participants _____

Names of Participants:

- | | |
|----------------------------|-------------------------------|
| 1 <u>Barbara Martin</u> | 26 <u>Bon Solon</u> |
| 2 <u>Judith Flores</u> | 27 <u>Donna Mancini</u> |
| 3 <u>Ramona Griego</u> | 28 <u>Quanta Quintana</u> |
| 4 <u>Donna Ann B...</u> | 29 <u>Laura Rodriguez</u> |
| 5 <u>Kate Ortiz</u> | 30 <u>Mary Shue</u> |
| 6 <u>Margaret Snijders</u> | 31 <u>Diane Bethune</u> |
| 7 <u>BEN THOMSON</u> | 32 <u>Theresa Herrera</u> |
| 8 <u>Michelle Chebat</u> | 33 <u>George Baca</u> |
| 9 <u>Bernita Morales</u> | 34 <u>Isabel Baca</u> |
| 10 <u>Bella C. Lucero</u> | 35 <u>Torie Baca Hilse</u> |
| 11 <u>Murphy Can</u> | 36 <u>Gilda B. White</u> |
| 12 <u>Carol Montoya</u> | 37 <u>Adelaida C. Padilla</u> |
| 13 <u>Joe Sells</u> | 38 <u>MARIA ORNELAS</u> |
| 14 <u>Chris Soley</u> | 39 <u>Patricia Ornelas</u> |
| 15 <u>Barbara Sanchez</u> | 40 <u>Y. GFRB WENES</u> |
| 16 <u>Antonia Salazar</u> | 41 <u>CLAIRE MARTINEZ</u> |
| 17 <u>Eileen Cde Baca</u> | 42 <u>Pat D'Andrea</u> |
| 18 <u>DANNA K METZGER</u> | 43 <u>Dorothy Quintana</u> |
| 19 <u>Ken Hendrick</u> | 44 <u>ELLEN LOCKYER KSPK</u> |
| 20 <u>PAUL MONTAÑO</u> | 45 <u>Cateen Cateen</u> |
| 21 <u>B. Tree</u> | 46 <u>Kathy Parkmeel</u> |
| 22 <u>DAVID SEGURA</u> | 47 <u>Carrie Maslon</u> |
| 23 <u>LORRAINE HAVSMA</u> | 48 <u>Elena Lucero</u> |
| 24 <u>Dolly Roman</u> | 49 <u>Frances Padilla</u> |

CITY OF

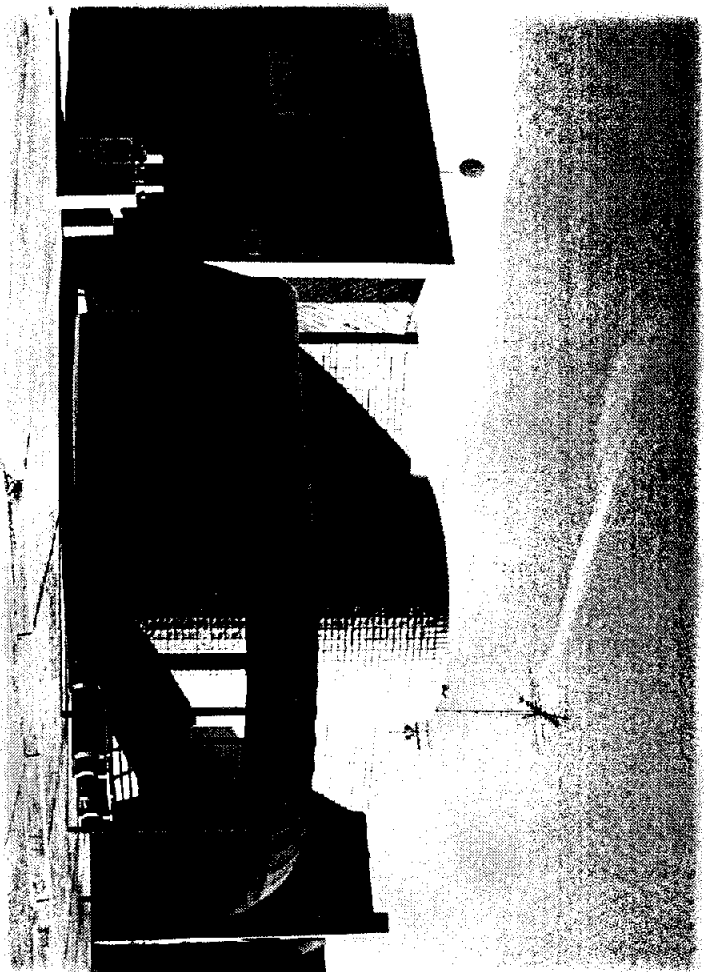
Santa Fe



Division of Senior Services



Welcome



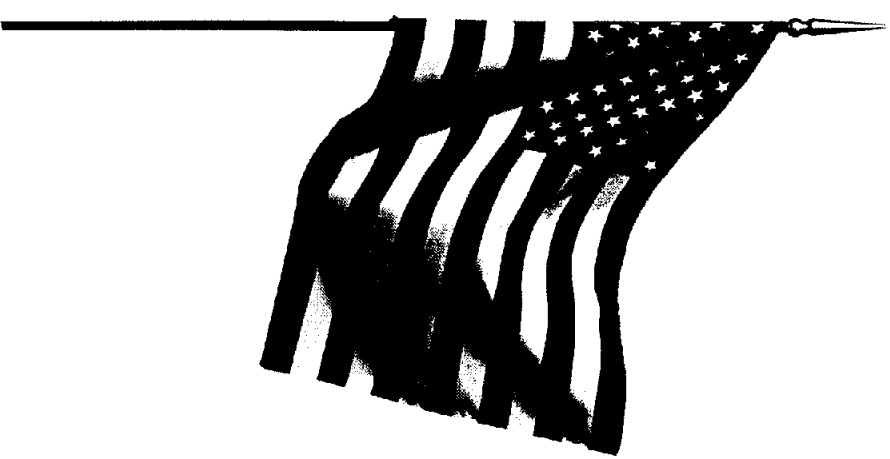
Mary Esther Gonzales Senior Center

Invocation

(Lead by Dennis E. Gonzales)

Pledge of Allegiance

(Lead by Andres Romero)



Office of the Mayor
Official Proclamation of the *City of Santa Fe*
Bando Oficial de la Villa Real de Santa Fe de San Francisco de Asís Nuevo México

WHEREAS, the City of Santa Fe includes countless older Americans who enrich and strengthen our community; and
WHEREAS, the City of Santa Fe is committed to developing and promoting an age-friendly community that supports healthy aging and quality of life for residents and visitors; and

WHEREAS, the City of Santa Fe Division of Senior Services is dedicated to engaging and supporting older adults, their families, and caregivers by providing services, resources, and opportunities that enable senior citizens to remain active, social, and living independently within their community; and

WHEREAS, we acknowledge the importance of taking part in activities that promote physical, mental, and emotional well-being—no matter your age; and

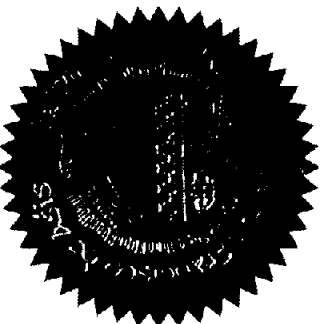
WHEREAS, the City of Santa Fe works to enrich the lives of individuals of every age by involving older adults in community planning and events by providing opportunities for older adults to work, volunteer, learn, lead, and mentor; and

WHEREAS, this month presents an opportunity to acknowledge and thank older adults, and those who support them, for their significant contributions to our community.

NOW, THEREFORE, I, ALAN M. WEBBER, MAYOR OF THE CITY OF SANTA FE, NEW MEXICO, DO
HEREBY PROCLAIM: MAY 2018 AS

“OLDER AMERICANS MONTH”

Promulgado en el ayuntamiento, el
Día Veintiseis de Abril, del año 2018
Done at City Hall, this 26th day of April, 2018
Witness my hand: _____
Alcalde/Mayor



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 which make a difference with our senior program. Our Board Members are as follows:

- | | |
|------------------------------------|------------------------------------|
| • Andres Romero, Chairman | • Dennis E. Gonzales |
| • Mary Louise Giron, Vice Chairman | • Virginia M. Lucero <i>ABSENT</i> |
| • Rosemarie Gonzales, Secretary | • Corrine Sanchez |
| • Bernardo C de Baca <i>ABSENT</i> | • Rodner Winget |
| • Tonie Ann Gallegos | |



Purpose of the Hearing

The City of Santa Fe Division of Senior Services 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. This hearing will offer information about the services and programs provided to the community via authorization by the Older Americans Act.

In 1965, the Older Americans Act was authorized by Congress to ensure the provision of social services to America's elderly population. It was meant as way to promote the dignity of older adults by providing services that enable them to remain independent and healthy, such as establishing senior centers and providing access to meals, caregiver support, transportation, health promotion, and more.

Locally, the Division of Senior Services administers these essential programs, providing a wide-ranging social service delivery system for older adults in our community. The following programs are critical to the Division's planning and implementation process of services:

- | | |
|--|---|
| ✓ • Respite Care | ✓ • Home Delivered Meals |
| ✓ • Home Management Services | ✓ • Transportation |
| ✓ • Supplemental Assistance | ✓ • Volunteer Programs |
| ✓ • Grandparents Raising Grandchildren | ✓ • Center Programming/Health Promotion |
| ✓ • Congregate Meals | ✓ • Senior Employment Program |



Our Core Values

Our core values define who we are and how we will work as a team within the Community Services Department through the Divisions of Library Services, Senior Services and Youth and Family Services. Our core values are more than just words. They are core principles that guide our behavior, decision making, performance and define who we are.

Our Core Values:

Excellence

We take pride and ownership in ensuring the highest quality standards of afterschool academic assistance, senior services programs and library programs. We aim to enrich the lives and maintain the safety of all our participants and patrons.

Equality and Fairness

We are committed to eliminating discrimination on the basis of gender, age, disability, race, religion, sexuality or social class. We aim to provide accessible programs and services, delivered in a way that respects the needs of each participant/patron and does not exclude anyone.

Collaboration

We work respectfully, cooperatively and in partnership with each other, our participants and their families and the wider community to create strong and successful working relationships.

People-Centered

We value all participants and clients, recognizing that what we do provides for a better quality of life for all the residents of Santa Fe.

Integrity

We conduct our business in accordance with the highest standards of professional behavior. We are transparent, honest and ethical in all our interactions with co-workers, participants, clients, users, their families and the greater community.

Principles of how we live our values:

- Strive to be the best in all that we do
- Always striving to improve the quality of our work
- Learn and work from a best practice approach
- Encourage innovation and creativity and be forward thinking
- Openness to new ideas and embrace change positively
- Uphold high professional engagement standards
- Treat all participants, staff and users equitably based on their merits and abilities and display consistent throughout all our interactions.
- Treat participants, staff, clients and users with dignity and respect
- Never blame or discipline participants, clients or library users for what they did not do, and appropriately address those who violate the afterschool's rules and expectations, senior services "Code of Conduct" or library's "Rules of Conduct"
- Provide a team-centered environment where communication and collaboration are valued
- Discussion, dialogue and decisions are made openly and valued, without undue favoritism or prejudice
- Proactively lead by example
- Listen to the voice of the greater community to best provide programs and services to serve their needs
- Strive to provide a supportive and caring environment for all
- Value each other's contribution and the diversity that this brings
- Celebrate success and work towards balancing each other's strengths
- Constructively challenge behavior not supportive of our values
- Listen to each other and give constructive feedback
- Take responsibility and are accountable for our actions
- Strive to be open and transparent in what we do
- Role model the behaviors we expect in turn
- Support our community and each other in order to develop, learn, and work together successfully

Strive to be the Best

In the way we do Business

Partnering

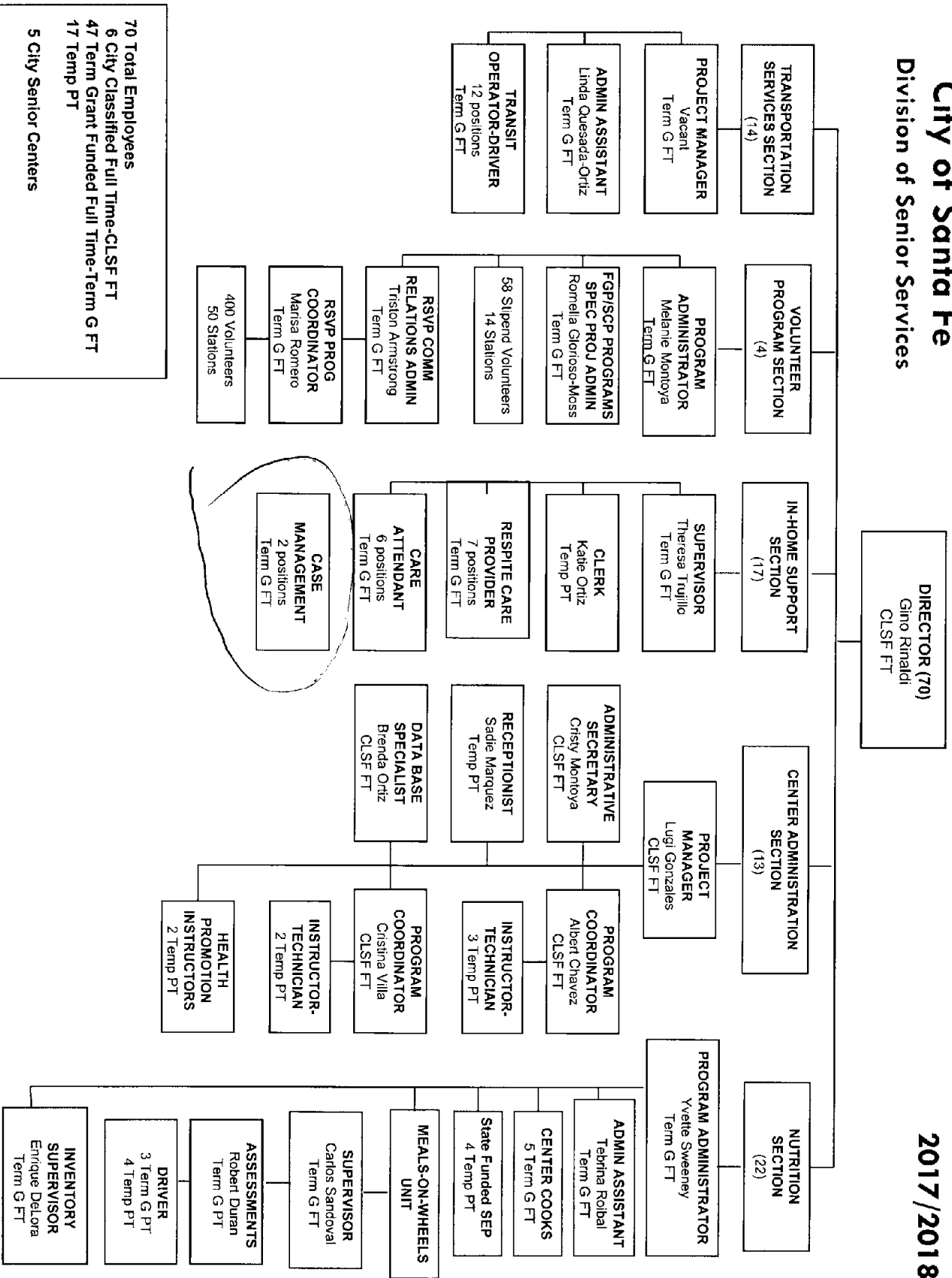
We Have to Be about "The People we Serve"

Responsibility & Accountability for what we do!

City of Santa Fe

Division of Senior Services

2017/2018



70 Total Employees
6 City Classified Full Time-CLSF FT
47 Term Grant Funded Full Time-Term G FT
17 Temp PT
5 City Senior Centers

Division of Senior Services Budget

Fiscal Year 2017/2018

Administration	
	Division Administration
	Senior Center Programs
	Admin Total
Nutrition	
	Congregate Meals
	Home Delivered Meals
	Nutrition Donations
	NSIP
	Nutrition Total
Transportation	
	Transportation
	Transportation Donations
	Transportation Total

Division of Senior Services Budget

Fiscal Year 2017/2018 (Continued)

In-Home Support		
	Home Management	\$351,721
	Respite	\$331,021
	Supplemental Assistance	\$5,792
	GRGC	\$10,000
	In-Home Support Total	\$698,534
Volunteer Programs		
	Foster Grandparent Program	\$235,624
	Retired Senior Volunteer Program	\$146,044
	Senior Companion Program	\$201,310
	Volunteer Total	\$582,978
Senior Employment Program		
	Senior Employment Program	\$34,824
	Senior Employment Total	\$34,824
Health Promotion		
	Health Promotion	\$3,904
	Senior Wellness Total	\$3,904
	Senior Services Total Budget	\$3,846,659

Nutrition/Transportation

Donations – Fiscal Year 2016/2017

Percentage of Section Budget:

Congregate – 6%

Home Delivered – 2%

Transportation – 1%

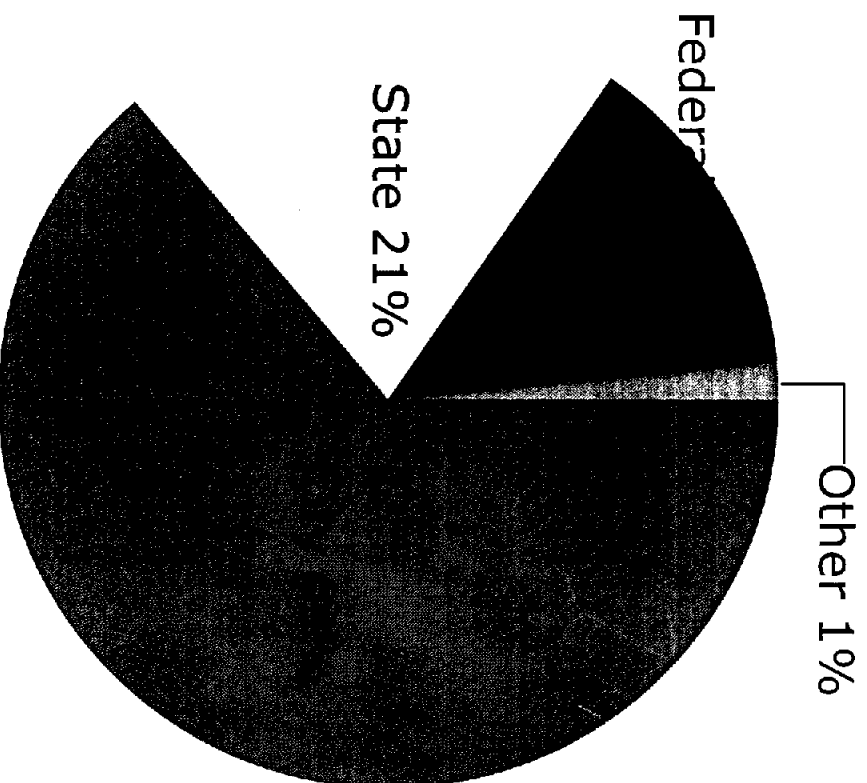
STRESS

IMPORTANCE

Percentage by Fund

1#11

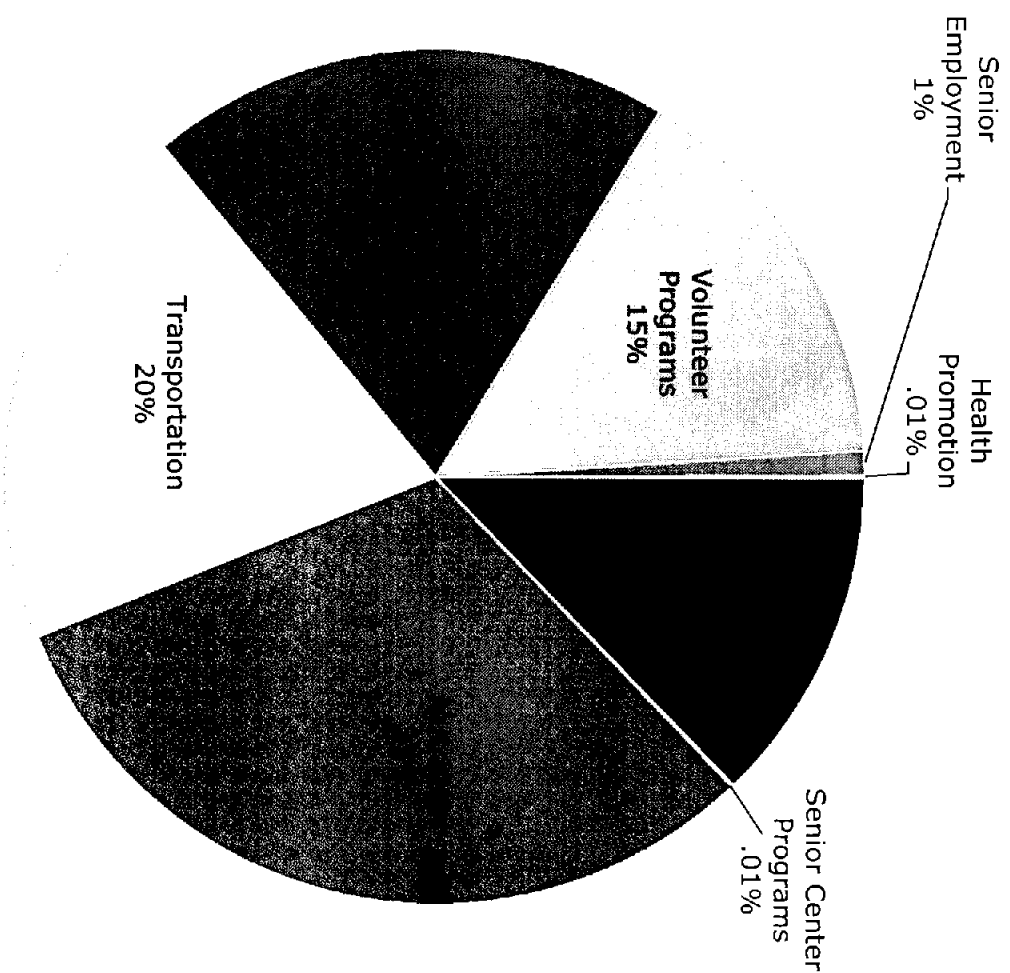
2017/2018



We the City of
SF Carey the
Brunt of \$

Distribution of Funds by Program Service

2017/2018



Capital Outlay Projects

What's in the works?

Construction/Renovation Projects:

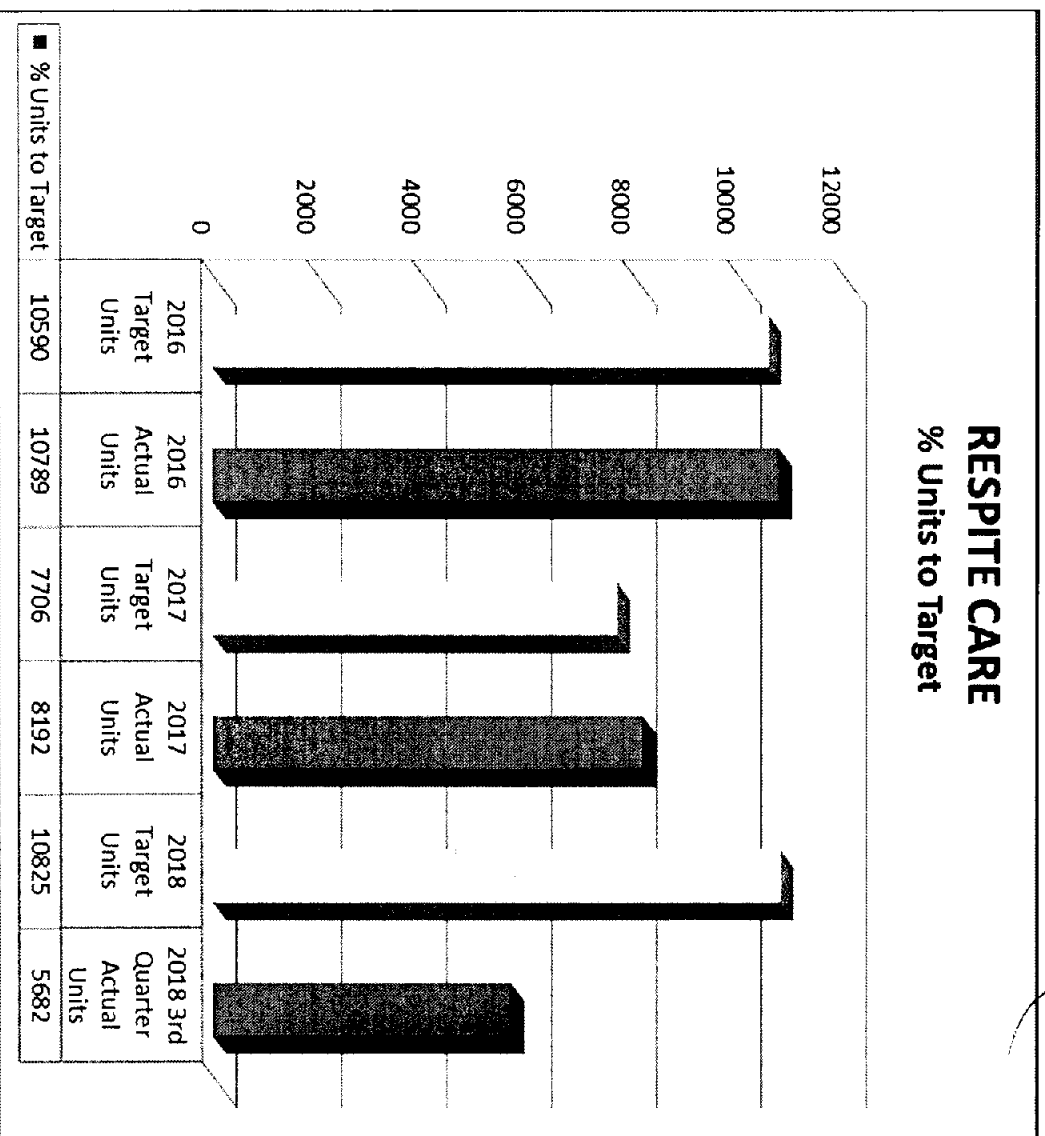
- Mary Esther Gonzales Senior Center - \$436,500
Building expansion, HVAC replacement, rear parking lot improvement and roof replacement
- Pasatiempo Senior Center - \$198,500
HVAC replacement, ADA compliant sidewalks and interior improvements
- Villa Consuelo Senior Center (Phase 1 and 2) - \$373,006 *PHASE I ~~Start~~ Start*
Replace existing kitchenette with a standalone, full-service commercial kitchen; expand cafeteria and construct ADA compliant toilets
- Luisa Senior Center - \$197,500
Renovation

Equipment Purchase:

- Computers - \$70,300
Replace outdated computers
- Meals equipment for MEG and Villa Consuelo - \$126,426
- Vehicles - \$496,800
Wheelchair vans, sedan, etc.

1.9 Million
STATE Bond \$

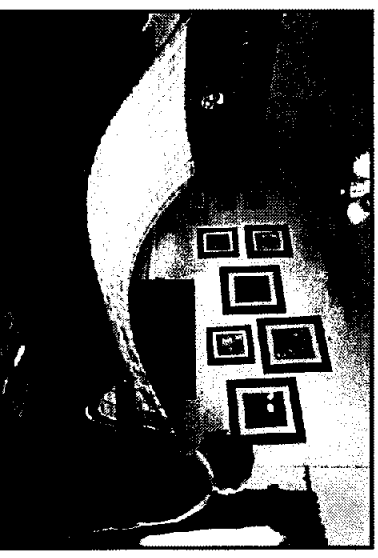
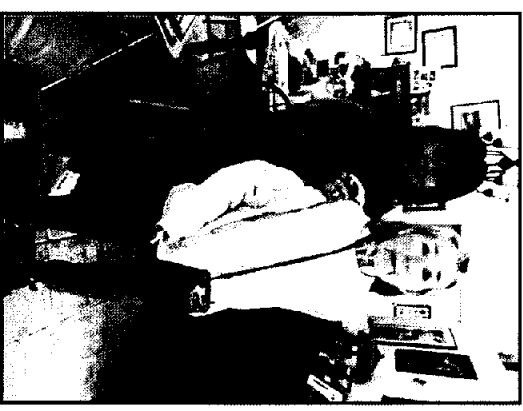
Results Based Accountability (RBA)



Respite Care

TERESA
FRUTILLO

- General Fund – 48%
- State Grant – 22%
- Federal Grant – 30%
- Personnel – 42%
- Fringe Benefits – 34%
- Operating – 24%
- Total \$331,021



T.T.

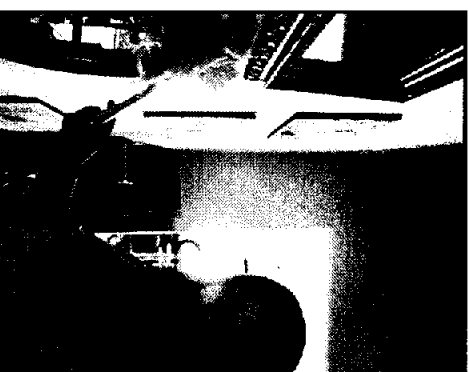
Home Management Services

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

- General Fund – 67%
- State Grant – 28%
- Federal Grant – 5%

- Personnel – 50%
- Fringe Benefits – 40%
- Operating – 9%

- Total \$351,721



TT

Supplemental Assistance

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

- State Grant – 100%
- Total \$5,792



Grandparents Raising Grandchildren

T. Tor
Melanie

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

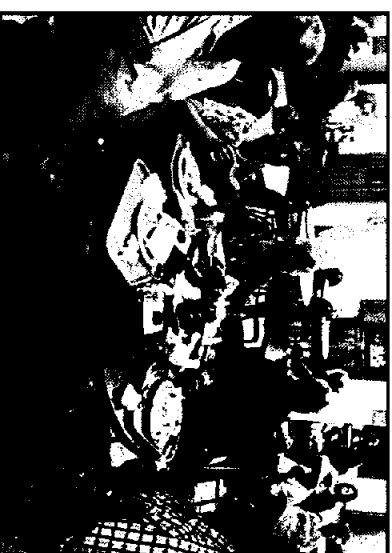


Congregate Meals

6/1/10

- General Fund – 54%
- State Grant – 17%
- Federal Grant- 26%
- Project Income – 3%
(meal donation)

- Personnel – 84%
- Fringe Benefits – 40%
- Operating – 49%
- Total \$417,712

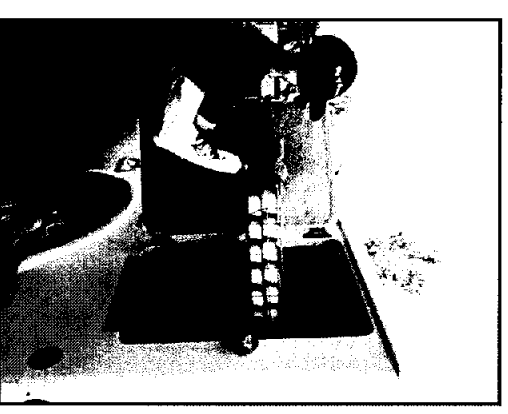
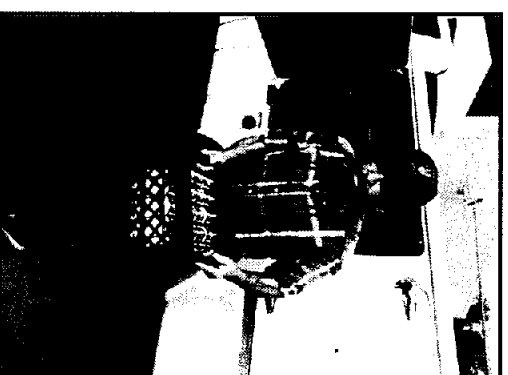


Home Delivered Meals

6/1/10

- General Fund – 64%
- State Grant – 21%
- Federal Grant – 6%
- Project Income – 10%
(meal donation)

- Personnel – 29%
- Fringe Benefits – 17%
- Operating – 54%
- Total \$613,992



Nutrition Service Incentive Program

6/1/10

(NSIP)

- Federal – 100%
- Total \$153,934

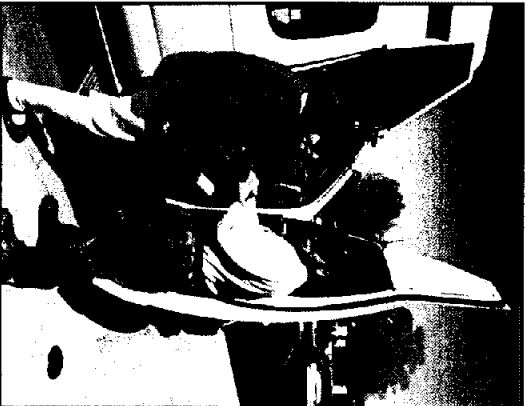


Transportation

GINO
x
LINDA Quesada -
DR+12



- General Fund – 81%
- State Grant – 12%
- Federal Grant – 6%
- Project Income – 1%
(ride donation)



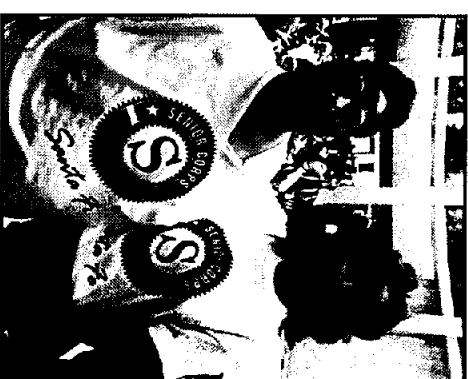
- Personnel – 55%
- Fringe Benefits – 31%
- Operating – 1%
- Total \$768,196

Volunteer Programs

MELNIE Montoya
Tara Lovato

- General Fund – 37%
- State Grant – 52%
- Federal Grant – 11%
- Personnel – 36%
- Fringe Benefits – 22%
- Operating – 42%

- Total \$582,978



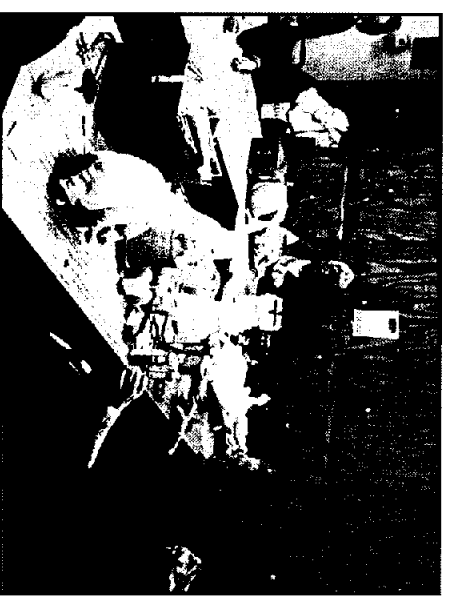
Foster Grandparent Program, Retired Senior Volunteer Program & Senior Companion Program

Lyni Gonzalez

Center Programming/Health Promotion

To include Senior Olympics, blood pressure/glucose/oxygen testing, exercise classes, etc.

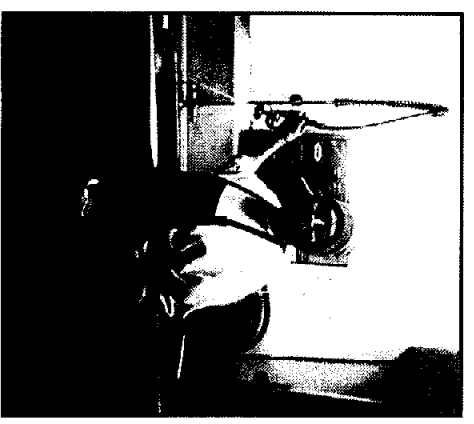
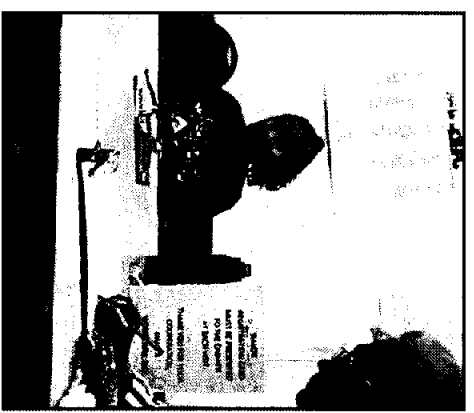
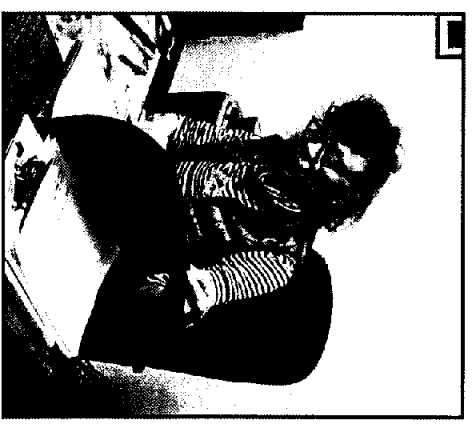
- General Fund – 100%
- Operating – 100%
- Total \$142,406



6/1/20

Senior Employment Program

- State Grant – 100%
- Total \$34,824



Public Comments

Please limit comments to one minute.

Prioritize Services

Discussion and prioritize Title III services.

~~Home Delivered
Meals~~

~~Supplemental
Assistance~~

~~Grandparents
Raising
Grandchildren~~

~~Congregate
Meals~~

~~Transportation~~

~~Health
Promotion~~

BH
~~Other~~

~~Respite~~

~~Home
Management~~

Final Program Recommendations

1. Congregate Meals - 73
2. Grandparents Raising Grandchildren -
3. Health Promotion - 77
4. Home Delivered Meals - 65
5. Home Management Svc. - 78
6. Respite Care - 71
7. Supplemental Services - 70
8. Transportation - 87
9. Other - 69

Closing

Statements

Adjournment



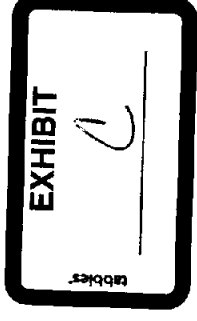
Thank you for attending today's hearing.

Healthy Aging

Be More Healthy

Public Hearing - May 16, 2018

Written Comments



Supplemental

Name	Congress	HDM	Transport	Home	Respite	Volunteer	Activities	Health	Supplemental	Other	Acknowledgement
1 Diana Montoya			1								1 Invaluable Service
2 Margaret Eaton		1		1							2 Programs are well planned and executed
3 Annette Hoerning			1	1					1		3 Thank you for all these services
4 Donna Storch		1	1	1							4 Thankful to be able to use services for elders
5 Patricia Celebcigil			1	1					1		5 Grateful for all services
6 Elizabeth Rose					1						6 Mark is a life-savior
7 Dina Glardon					1						7 Very blessed to have this wonderful service available
8 Lucy V. Chavez				1							8 Dianne goes beyond and above her duties
9 Danna Metzger			1								9 Van Drivers
10 Marian VanderSys					1						10 Tammy is outstanding
11 Lourdes Tenorio			1	1							11 Drivers are respectful and helpful. Dianne
12 Maureen Chase				1					1		12 Dianne. Program has been worth it's weight in gold
13 Penny Jimenez			1								13 Drivers go way beyond what is expected of them
14 Judith Beare					1						14 Mark is a god send
15 David Lissiuk					1						15 Totally trust Mark
16 Barbara Mallery			1	1							16 Service are key to maintain my well being
17 Virginia Hamilton								1			17 Enhanced Fitness
18											18
19											19
20											20
21											21
22											22
23											23
24											24
	0	2	8	8	5	0	0	1	3	0	

May 10, 2018

To Whom It May Concern:

The City of Santa Fe Department of Transportation Senior Services has been an integral part of my life and my family's life for many years. The staff and this amazing service has impacted my life in a myriad of ways.

Senior Transportation transported my late mother and my late husband to doctor's appointments when I was working. I would meet them at the doctor's office and know that they would be transported safely back home, and I would go back to work. We got to know the drivers very well over the years and the wonderful dispatchers too. The staff of Senior Transportation is professional, kind, compassionate, and so patient. I consider them all precious members of my family. In the more than fifteen years that I have used and become acquainted with this service, Senior Transportation has provided me, my family,

and my community an invaluable service. Now as a widow, I use Senior Transportation to commute to my volunteer work at the Interfaith Shelter where I serve as the coordinator of the Art Studio, and to the Museums where I serve as a docent. I use Senior Transportation five days a week, every week. They are punctual, caring, and so polite. The staff cares about me and are extraordinary human beings. When my beloved husband John Mantoya passed away it was the staff of Senior Transportation through their caring and through this important service that got me back out in the world.

The service is necessary for our community and our quality of life — for volunteering, doctor's appointments, grocery shopping, cultural events, and a myriad of positive places that we need to be and to attend. And the staff is a blessing — and we are blessed that they are in our lives.

Deana Manalaki-Mantoya

Tel. [REDACTED]

To: The Division of Senior Services and all employees

THis response is also a thank you note for making it possible for my self and the hundreds of other seniors in Santa Fe County to live with dignity.

I have reflective on how much and how I can continue to live independtly and happily.

your continued assistance with well designed and well staffed programs validates the fifty odd years I was working and paying taxes.

For me specifically, a nutritious and tasty meal delivered to me assures of a good meal when I would of just snacked.

The wonderful home health and makes it possible to get out and do my grocery shopping and to keep a clean and comfortable house by doing the thing I physically can no
over

longer do leaving the thing I can do
(Dishes, dusting, light cleaning) to keep me
busy and with a sense of accomplishment.
My wish is I could have her for three
hours a week instead of two so I could
more things outside my home - for enjoyment.

All and all, looking over your programs
they are well planned and executed.

Thank you again and please keep
up the good work

Sincerely
Margaret Eaton

10 City of Santa Fe - Senior Program:

Below are notes of help
I receive from your Senior
Service program.

1 - I receive housekeeping
two times per week which
is such a help to me.

2 - Van service - which gets
me out of the house ~~and~~

3 - I supply me with
a walker, wheel chair which
gets me around

Thank you for all of the
above.

Carmelle Hoerning

To: Senior Services of Santa Fe
MEG Center on Alto Street

Date: MAY 07, 2018

From: DONNA M. Storch

Re: Services that Accommodate Seniors

I AM SO THANKFUL to be able to use
^{Services}
~~Services~~ For elders. I AM CONFINED to
A Wheelchair. I use the Senior VAN,
meals on wheels AND I have A home care
worker ~~twice a week~~ 1/2 hours, twice
A week.

I AM Always treated with respect by
the employees who assist me with Food,
cleaning my apartment AND take me to
appointments. These employees have my
health, safety AND compassion to heart.

The suggestions I have For the City
OF Santa AND these programs is; hire
more people. We need more people to
run these services For us. I CAN see
how hard they work. I strongly believe
that these services For the elderly
AND disabled CAN be better served
with more employees.

Page 2.

I WANT to THAN K you For TAKing
time AND listening to me. You have
A very good STAFF OF employees.

You are Fortunate to have such great
employees. Help them so that they
CAN continue to help us.

Respectfully, I AM

Donna M. Storch





May 2, 2018

I have been asked to write my opinion of the Services Services that I receive from the M.E.G. center.

Grateful am I for all the services they have given me in my advanced age in the late eighties.

One has to obtain a doctor's opinion of the recipient and then one is interviewed by a member of the M.E.G. services.

I passed the test. Yes, I am weak & old & appreciate all that my helper does to assist me.

I do not have a car so she drives me to places in Santa Fe, NM like the grocery stores, the library where I donate my books, a shoe repair shop, a seamstress for repairs to my clothes. I would not be able to walk to these places. I own a cane borrowed from the M.E.G.

My helper gives me some practical good advice. She is cheerful, intelligent and a necessity to me as a tax payer for the seekers of service.

Thank you for your concerns and please do not quote me as there is a privacy act.

Sincerely,
Catriana Celebrizgil

May 9 2018

My husband and I have been receiving in-home respite care for the past couple of years — without which I would be completely home bound and unable to go to my own doctor's visit.

Because of my husband's chronic Parkinson's symptoms he is unable to fall in & cannot be left alone. Our caregiver, Mark Sanchez, is a life-saver!

Elizabeth Rose

May 8, 2018

My husband of 29 years developed Dementia with aphasia 3 years ago. Two years ago, Senior Services of Santa Fe, home support services, came into our lives. Two times a week our respite caregiver visits Pierre and brings some fun and laughter into his life. Our respite care worker, Mark Sanchez, takes Pierre for a ride in his car, plays the music that Pierre loves to hear, and drives to Santa Fe to get the espresso that Pierre enjoys. Pierre eagerly awaits Marks visit and if he could run, he would run to the car upon his arrival. The monotony of daily living is lighter for a few hours and life for Pierre almost seems normal. Mark has also taken Pierre to doctor appointments and reports back with full notes of the visit. I get a few hours at home to nap or read, mainly just relax. I can also run some errands without having to worry about Pierre. As a full time caregiver, life can become very overwhelming, and I truly look forward to the few hours' a week that belong to me. We feel very blessed to have this wonderful service available, Senior Services of Santa Fe home support services, and I truly hope that the funding will continue because those of us that depend on this invaluable service can continue to receive the respite care we so desperately need.

Dina Glardon
Santa Fe, New Mexico

A handwritten signature in cursive script that reads "Dina Glardon". The signature is written in dark ink and is positioned below the typed name and address.

Lucy V Chavez

City of Santa Fe
Division of Senior Services
Gino Rinaldi, Director
P.O. Box 909
Santa Fe, NM 87504-0909

Dear Sir,

As a senior citizen i thank you . Dianne Dean is the employee who helps me.

As I have mentioned before she goes beyond and above her duties.. This past year has been especially stressful to me. With this new Real ID I was unable to renew my drivers license or get an ID. At my age (87) I refuse to spend money to change my name. and family history .

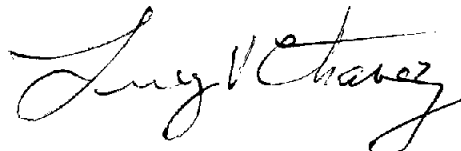
I depend on her not only for housewhole chores and shopping, but all medical appointments.

The Senior Van I understand demands has increased . Appointments have to be cancelled. I

had to reschedule a doctor apptoinment to a Monday Dianne was schedule service..This meant

I had one more month before my previous doctor's appointment.

Sincerly yours

A handwritten signature in cursive script that reads "Lucy V Chavez". The signature is written in dark ink and is positioned below the typed name "Lucy V Chavez".



4/24/18

To: Legislature | Re: Sr. Services

From: Danna K. Metzger, senior companion

I want to wish everyone a happy and prosperous New Year. And I want to thank you legislators and our governor, Susana Martinez for the excellent senior services you already provide. They are absolutely invaluable.

Of course, there's always room for improvement.

I would greatly appreciate continuation of at least the same amount of funding and preferably an increase that would accommodate the large and growing senior population.

At the top of my list is senior transportation, because this affects us seniors in so many ways.

(p. 1 of 4)

To: Legislature
From: Danna Metzger
Re: Senior Services
Date: 1/24/18

Examples are:

- Support:

- for seniors remaining as
active as possible for as
long as possible,

- for socialization

- to prevent people from
being so-called "shut-ins,"
which is far more ^{costly} ~~than prevention~~, both
money-wise and health-wise.

I've heard that there is an
epidemic of loneliness across
the age-spectrum, inter-
nationally.

- for health-care appointments,

- for grocery shopping,

- for our spiritual lives, which
helps keep us going and
contributing.

(p. 2 of 4)

To: Legislature
From: Danna Metzger
Re: Senior Services
Date: 1/24/18

Examples are (cont'd):

Support:

- for keeping enough Senior Van drivers (full-time, part-time, and as needed). There is often a lengthy waiting time for this ^{wonderful} affordable, door to door service for the large and rapidly growing senior population.
- I would like support for the van drivers, because they have a big job with a lot of responsibility. For example, they assist people who are frail and forgetful and they carry things for us. Therefore, I recommend a 10% increase in pay, in order to catch up with the economy, for van drivers, as well as all other transportation staff, who also have a big job.

(p. 3 of 4)

To: Legislature
From: Danna Metzger
Re: Senior Services

Date: 1/24/18

A study:

Next, I recommend a study
of the increase in elders/seniors
over the next 10 years and the
cost of accomodating that growth
with needed services.

Next, I would like to address
care facilities in Santa Fe.

I request:

- More senior companions at
care facilities, because:
"They need listening," as I
heard one of their admini-
strators say.

- Enough care centers to
accomodate all Medicare/Medicaid
residents who need that
financial support, (as expressed
by one resident).

Thank you all so much for listening and
for caring and support.

(p. 4 of 4)

Sincerely,
Danna Metzger

May 9, 2018

City of Santa Fe
Division of Senior Services
Gino Pinchetti, Director
PO Box 909
Santa Fe, NM 87504-0909

Dear Sir :

In response to your request for input I would like to respond that we find this service invaluable! It is a great help to those of us who are the primary care givers to our aging parents.

The staff, in our case, Tammy Anderson is outstanding. She is cheerful and very competent when decisions have to be made and I am not around to make them.

Although we do not participate in all the activities offered, we know many people who enjoy and appreciate them.

Theresa Trujillo has been really great about coordinating necessary changes when they come up. She does a great job in a challenging position.

Thank you for offering us this program.

Marion D. Vanden Es
care giver for Jean R. Padilla
mother.

Mr. Rinaldi,

I appreciate all the services that are provided to the
Seniors, most especially transportation. The ~~the~~ van
drivers are all very respectful and helpful.
All the services ^{are} very important, most especially
to those who live alone. I'm very pleased with my
helper, Diane ~~T. Dean~~

Sincerely

Lourdes Tenorio

I have been extremely satisfied with my senior attendant, Diane Dean. She is so pleasant and helpful for me with my physical limitations. This program has been worth its weight in gold. I will not be able to attend this meeting but please know how much I appreciate the services you provide. I would ~~be~~ lost without Diane who is an angel. She has brought me a shower ~~curtain~~ setup that has helped enormously in terms of my falling in the tub which has happened before getting the setup.

This program is so important that it needs to continue for our elders who need so much care.

Thank you so much for everything.
I live alone + appreciate it greatly.

Maureen Chase
Ventana de Veda

QUESADA, LINDA M.

From: Penny Jimenez <pennyleifeste1924@gmail.com>
Sent: Friday, May 11, 2018 3:01 PM
To: QUESADA, LINDA M.
Subject: SENIOR TRANSPORTATION FEEDBACK

TO WHOM IT MAY CONCERN,

THE SENIOR COMMUNITY OF SANTA FE NEW MEXICO ARE VERY
THANKFUL WE HAVE BEEN BLESSED BY GOD AND THE CITY SANTA FE
NEW MEXICO FOR THIS GREAT GIFT TO SENIOR CITIZENS . WE ARE
EXTREEMLY GREATFUL FOR SUCH A FANTASTIC SERVICE ,WHICH
HELPS US TO ACHIEVE OR DAILY GOALS. WE ARE ABLE TO MAINTAIN
OUR STANDARD OF LIVING AND OUR QUALITY OF LIFE, WHICH IS
SOMETHING WE ALL DESIRE. WE ARE ALSO ABLE TO KEEP AND
MAINTAIN OUR GOALS AND THIS MOST CERTAINLY GIVES US SUCH A
REWARDING FEELING OF ACCOMPLISHMENT OF SELF WORTH , WHICH
IS IMPORTANT, AT OUR AGES. WE ARE OFFERED AN OPPORTUNITY
TO GET TO AND FROM OUR DOCTORS APPOINTMENTS, GROCERY
SHOPPING, AND OTHER DAILY FUNCTIONS WE NEED AND LIKE. THIS
SERVICE ALSO ACTUALLY PROVIDES A MEANS FOR US TO MAINTAIN
AND KEEP OUR PRIMARY GOAL ,OUR INDEPENDENCE, WHICH IS

IMPORTANT FOR US TO BE ABLE TO KEEP FOR AS LONG AS WE
CAN , WHICH GIVES US CONFIDENCE...AND ASSURES US OF A HAPPIER
AND HEALTHIER LIFE , WHICH CONTRIBUTES ALSO TO OUR
LOGEVITY. YOU HAVE GIVEN US A BENEFICIAL SERVICE FOR THOSE
WHO HAVE NO OTHER MEANS TO GET ABOUT TO AND HAVE MORE JOY
ADDED TO OUR LIVES.

WE ARE TRULY AMAZED AT THE SENIOR RIDE
TRANSPORTATION DEPARTMENTS ABILITY TO CO-ORDINATE THE
SCHEDULING OF RIDES FOR SO MANY SENIORS AND THEIR IMPROVED
NEEDS AND, WHO ARE DEPENDENT ON THIS GREAT SERVICE
YOU , THE CITY OF SANTA FE , HAVE DEFERRED AND PROVIDED FOR US..
AND ALSO THE WHOLE TEAM GO WAY BEYOND WHAT IS EXPECTED OF
THEM TO FULFILL THIS UNIQUE , MUCH NEEDED , AND APPRECIATIVE
SERVICE. FOR US, THE SENIOR COMMUNITY OF SANTA FE NEW
MEXICO.. THEY ARE LOVING , KIND, RESPECTFUL, CARING WITH GREAT
ATTITUDES, AND THEY ARE PROFESSIONAL IN THEIR SERVICE TO US
ALL. WE , SOME OF US FEEL , AS IF THEY ARE FAMILY . THEY ARE A JOY
TO US AND A PLEASURE TO KNOW .

THANK YOU AND WE SINCERELY APPRECIATE THIS GREAT SERVICE

AND EFFORT TO HELP SANTA FE SENORS , OF NEW MEXICO.
WITH JESUS LOVE,
PENNYJIMENEZ



To Whom it may concern:

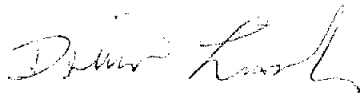
My name is Judith Beare
and I depend on the Respite
services from the Department
of Senior Affairs in Santa Fe,
New Mexico. I've been receiving it
for 5 years and I'm able to
pay bills, doctor visits, shopping
and naps. Mark Snick is
a Godsend and is so good
with Richard. Please don't
cut these services.

Judith Beare

to who it may concern:

The Santa Fe respire care services has been a life saver for me over the last years, first helping with care of my late father. And currently with my mother (age 94) who suffers from Alzheimer's and now requires full time 24 hour a day care. Being the only care giver for her, I depend on respite care for the short breaks it gives me each week. It give me time to recharge and keeps me going. And the fact I can totally trust Marl Sanchez (my respire caregiver) to provide the absolute world class care she deserves (providing shopping, outing for her, personal aid etc.) helps remove any mental worries I have when she is being taken care of. I don't know how this family would survive in Santa Fe with out this aid. It an invaluable service which is so much more important than any other city service to our family. I see this humane service having the same importance level as basic fire and police services, those things that are absolutely mandatory, You just don't know how important it is till you are the one needing it for your own family. The respire care service needs to always be fully funded as these are the basic services that really matter in the life and health of Santa Fe residents.

David Lissiuk

A handwritten signature in cursive script, appearing to read "David Lissiuk".

Long term Santa Fe resident.

May 15, 2018

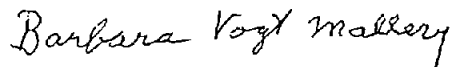
City of Santa Fe
Division of Senior Services
Gino Rinaldi, Director

Dear Mr. Rinaldi,

The City of Santa Fe Division of Senior Services continues to provide services to me that are key to maintaining my well-being. The Home Management services delivered by Darlene George under the supervision of Teresa Trujillo are excellent and of great help. The Assisted Transportation offers the means to attend medical care appointments.

I hope that these valuable services will continue. Thank you and the Senior Services staff for your dedication to assisting the elderly of Santa Fe.

Sincerely,

A handwritten signature in cursive script that reads "Barbara Vogt Mallery".

Barbara Vogt Mallery

Brynn M. Hamilton

I have been attending Enhance & Fitness for almost a year. During this time my general health & endurance have improved ~~to~~ a great deal. The falls I was having have disappeared - I haven't fallen since I began the sessions.

I recently returned from a very strenuous trip to Egypt - & I was able to "keep up" or surpass the younger members of our group of six. I climbed around on the pyramids, toured five of the pharaoh's Tombs & even rode a camel. And contrary to previous trips - I came home with no respiratory problems!!

This is a GREAT program for seniors. I hope to continue to grow in the number of participants.

Thank you for allowing me to give input to the program.

age 87 $\frac{3}{4}$

