



Agenda

DIVISION OF SENIOR SERVICES PUBLIC HEARING

June 13, 2019

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 (Gino Rinaldi)
- 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

RECEIVED AT THE CITY CLERK'S OFFICE DATE: <u>May 30, 2019</u> TIME: <u>9:34 AM</u>
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**SUMMARY OF ACTION
DIVISION OF SENIOR SERVICES PUBLIC HEARING
ESTHER GONZALES SENIOR CENTER
1121 ALTO STREET
THURSDAY, JUNE 13, 2019, 9:00 AM**

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**DIVISION OF SENIOR SERVICES PUBLIC HEARING
ESTHER GONZALES SENIOR CENTER
1121 ALTO STREET
THURSDAY, JUNE 13, 2019, 9:00 AM**

I. CALL TO ORDER

The Division of Senior Services Public Hearing was called to order by Mr. Andres Romero at 9:00 am on Thursday, June 13, 2019, at the Esther Gonzales Senior Center, 1121 Alto Street, Santa Fe, New Mexico.

II. INVOCATION

The invocation was given by Mr. Dennis Gonzales.

III. PLEDGE OF ALLEGIANCE

The Pledge of Allegiance was led by Mr. Andres Romero.

IV. INTRODUCTION OF ADVISORY MEMBERS

Mr. Gino Rinaldi introduced the members of the Advisory Board and introduced Ms. Kyra Ochoa, Director of Community Services, City of Santa Fe.

Mr. Rinaldi recognized the Advisory members for their volunteer service and for acting as advocates for seniors and giving us advice as to how we can better operate the program. We appreciate them.

Ms. Ochoa thanked the Advisory Board for making this center and all the centers as good as they can be. We appreciate the loving kindness and care that goes into all that so people can come in and network with each other and get good food and participate in programs. In Santa Fe we are fortunate to have a wide array of programs. We can always do better. We have good staff, a strong Director and all of you. She is looking forward to what you all have to say today.

**V. INTRODUCTION OF DIVISION OF SENIOR SERVICES STAFF
Gino Rinaldi**

Mr. Rinaldi introduced the staff.

Mr. Rinaldi acknowledged the folks who volunteer at the center and thanked them

for all they do. They see a need and step in and do things. It is tremendous. They worked hard last month for National Older Americans Month. We appreciate these folks and their help in so many different ways.

VI. PURPOSE OF HEARING

Mr. Rinaldi said we are going to give you a presentation on the Division of Senior Services and what we do including the programs and services. Our staff will speak about each section of the presentation that they are involved with. After the presentation we want to get your comments and ideas on the services and programs and your help in prioritizing the needs you see that we address and/or needs not addressed. Your input and comments are very important to us and are the purpose of our public hearing today.

VII. SERVICES DELIVERY PROGRAM PRESENTATION Gino Rinaldi and staff

Mr. Rinaldi began the presentation which is attached herewith to these minutes as *Exhibit "1"*.

Program and Activities

Mr. Rinaldi thanked Lugi for the presentation and said we have been doing a lot of construction at our sites. Those are disruptions to activities, but we are trying to improve the quality of the activities and this will generate more room for the activities and the health and wellness programs. We ask people to bear with us. Hopefully it will be done in the next six months.

In-Home Support

Mr. Rinaldi thanked Theresa for the presentation and said in-home programs are seeing an increase in need. It is difficult to meet all the needs. This is based solely on staff being able to serve someone. It can be hard to make sure we cover everything. It has had an impact. It is one of the bigger balancing efforts we do. We will continue to see an increase in this program.

Grandparents Raising Grandchildren

Mr. Rinaldi thanked Melanie for the presentation and said we don't pay enough attention to this phenomena. It creates a lot of complications with school activities and transportation. We are working hard on this program.

Nutrition

Mr. Rinaldi thanked Carlos for the presentation and said in June we will exceed our expected number of meals.

Transportation

Mr. Rinaldi did the transportation portion of the presentation.

Mr. Rinaldi said there are a growing number of people in Santa Fe that are in need of transportation.

Special Programs

The Foster Grandparent Program, the Senior Volunteer Program and other special programs were reviewed in the presentation.

Mr. Rinaldi said the volunteer programs, especially the Senior Companion Program, touch his heart. We really appreciate all the hours that volunteers commit to these programs. You can see the overall significant impact of these programs in the quality of life people have in their lives.

VIII. PRIORITIZE SERVICES/ITEMS FROM THE FLOOR

Mr. Rinaldi said we want to take comments from the floor now. Please step to the microphone, state your name and then make whatever comments you want to make. We have an hour to do this part of the hearing and we want to allow everyone to speak who wants to speak. There will be a 2 minute time limit per person.

(Note: Some names were inaudible.)

- Ms. Torres. She wanted to acknowledge the Senior Advisory Council members who are here. She introduced them. We are advisors and provide support for the RSVP programs.
- Ms. Torres. We need meal boxes at the senior living facilities. Ed Romero is in charge of those and this may not be within the Senior Services purview, but we need someone to advocate for us. We need the meals and cannot afford to miss the delivery if we are away at the time they come. There are also issues about construction and unsafe conditions there. She spoke to the Mayor. Ed Romero has no ears for us. We need someone to speak for us.

Mr. Rinaldi said we will look into that.

- A woman who was representing her sister. She said she is speaking about the importance of respite care. Her sister and she are receiving that care. She takes care of her sister and the caretaker needs that respite. Not only that, but the caretaker comes in and sees things we do not always see day to day. She also reassures us. It is so beneficial to have this. She does things that save my life.
- We have a petition to look into the state of residents at the facility previously spoken about. She would also like to have the email address for Ed Romero. The business email address. She will have a petition for people to sign tomorrow.
- Susan Parker. She wanted to confirm the issues at the senior living facility. It is as if we have been abandoned. Our previous administrator was ignored when she tried to communicate concerns.
- Ms. Esther. She wanted to thank you for the excellent senior services provided. At the top of her list is senior transportation. She would like more money for support of keeping more drivers. She recommended a 10% salary increase in pay for drivers and the other senior program staff.
- She is 72 years old and is incapacitated with arthritis. She has been very sick. Senior housing is of concern to her and affordable housing.
- Pat Moller. She works as a foster grandmother. She has noticed the behavior issues increasing as they are in the public schools. She suggests upgrading the training for us to be better prepared for what we have to deal with when they are out of control kids. We can only do so much to work with them. We are not here to be verbally abused or have things thrown at us. We need more training to deal with the problems. Parents today don't bother to discipline their kids.
- She asked why did you take off our trips to Laughlin. We pay for our trips.

Mr. Rinaldi said it is an out of state trip to a casino in a City bus and that is a problem.

- Are you going to have someone else coordinating this for us.

Mr. Rinaldi said we are not in the travel business. There are travel companies who organize things like that. We are going to be organizing more day trips for seniors. We are not going to go on out of state trips or overnight trips anymore. We are going to concentrate on what we are supposed to be doing. There are a lot of companies who

organize those trips.

- Carmen Baca. Most of the stuff you are cooking here in the center is pre-packaged and full of sodium. Can someone go out to the Farmers Market and get more fresh fruits and vegetables and more fish. It is hard to come in here and not be able to eat the food due to special diets.

Mr. Rinaldi said we will continue to look further into buying from local growers.

- Sally Roman. I absolutely love being a foster grandparent.
- Michelle. I agree about the lack of nutrition. Do the nutritionists understand a lot of us are on a low salt, low fat diet.
- She ate at a center recently and the chicken was raw.
- Ms. Sandoval. She has been a foster grandmother for 12 years and Melanie is wonderful.
- Lucy Romero. She took care of her husband for 5 years. He had dementia. A couple of days ago we had a wonderful workshop for seniors on falling. It was wonderful. This center has the salad bar so we can eat healthy. You can speak up for yourself and say you don't want gravy. If she did not have the senior center she does not know what she would do with herself.
- Where else can you get a meal like we get for \$1.50.
- Regarding the respite program, she cares for her mom and it is really helpful.
- Ms. Sedillo. She is a volunteer. What would we do without the senior center. We would have to pay high food costs. We would not have activities to do. We could all get together and plan our own coordinated trip.
- Mary Grace Saiz. Why don't you have a suggestion box.

Mr. Rinaldi said that is a good suggestion. He is going to do that. You can also send us notes. Put them in an envelope and leave it at the front desk with his name on it and he will get it. You are also welcome in his office anytime.

- Christine Ramirez. Who is in charge of maintaining the center. La Mesa Center.

Mr. Rinaldi said that one is a Civic Housing facility.

- She wanted to say she is a senior companion and she gets along with her client very well. There are a lot of incentives in this program. It means a lot to be paid as well. Albert is a great guy. Marissa and Tristan as well.
- Constance Piper. When her parents were very ill we went through a lot of research for places who had good programs for seniors. Santa Fe has wonderful programs. Nothing is perfect, but we appreciate what we have here.
- Sue Howard. She is a senior companion. She spoke about a friend who is not doing well.
- Pat Moller. When she had eye surgery the senior program was right there for her. Melanie has a very good program and looks out for all of us.
- Rod. You heard earlier that Santa Fe has one of the highest percentages of seniors in the country. We also have one of the best senior programs in the country. There is another program called Blue Zone. It is about preventative health. It is designed to help people eat right, exercise and be engaged. If you want to know more about it give him your email and he will send out information to you.
- She praised the transportation drivers.
- Gail Ascue. She has been a foster grandmother for the past 5 years. She fractured her hip earlier this year and Melanie was a great help for her.

Mr. Rinaldi said we really appreciate our staff. Thank you all for your comments.

IX. FINAL PROGRAM RECOMMENDATION

Mr. Rinaldi asked for a show of hands as to which of the following services are the highest priority.

Transportation

Congregate meals

Meals on Wheels

Respite care

Homemaker services

Grandparents Raising Grandchildren program

Senior housing

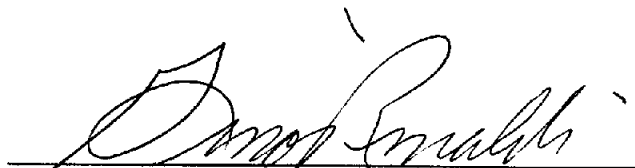
Case management

X. CLOSING STATEMENTS


Ms. Ochoa said she inherited a top notch staff here. Thank you all for being here. We will be looking at housing and the quality of Civic Housing. We do have the ability to talk with them and advocate for better services. We are working on more affordable housing in the City. She heard the sense of loss around the out of state trips. She knows that is something you all loved. We will focus on good quality trips here. One thing that occurred to her is that she learned about a program around health in upstate New York. The seniors in that program were living longer. Some research was done and it turned out that they have long standing family ties and support of each other. It was not that they drank less or smoked less than others. The difference was their connection to each other. She was really touched today to see and hear the care given by you for each other. Thank you for the constructive and important input. She is honored to be part of the group today. If you have more to say please let us know. Keep talking and connecting with us and each other. When someone new comes, welcome them.

XI. ADJOURNMENT

There being no further business before the group the public hearing adjourned at 10:55 am.



Gino Rinaldi, Director, Senior Services



Elizabeth Martin, Stenographer



SENIOR SERVICES PUBLIC HEARING

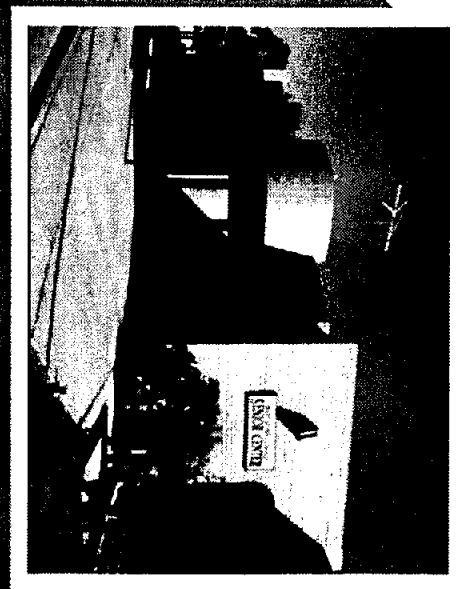
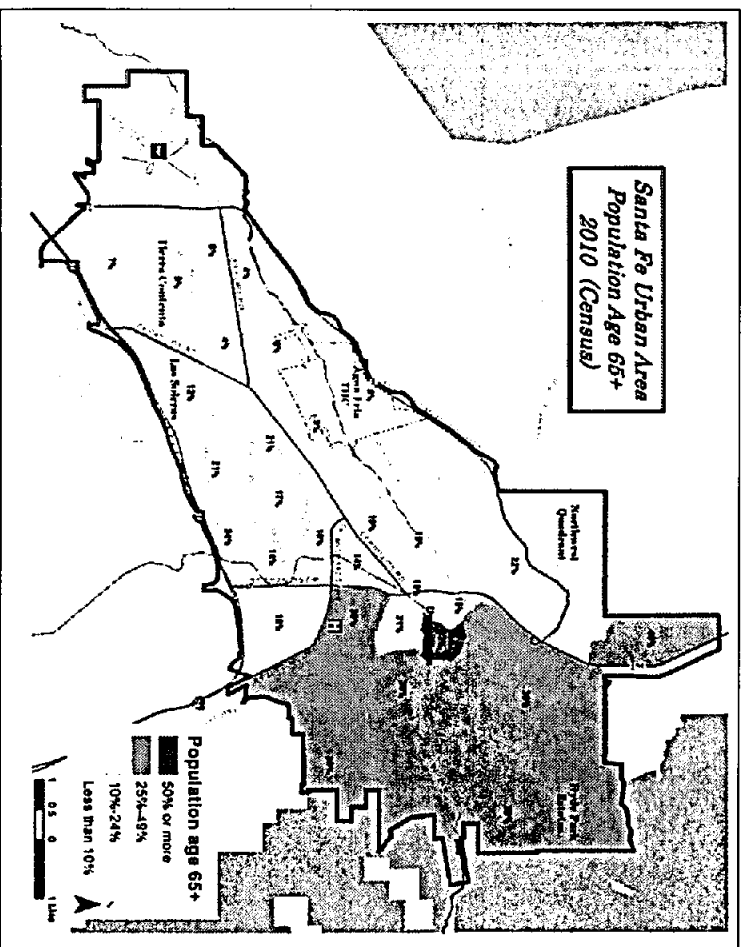
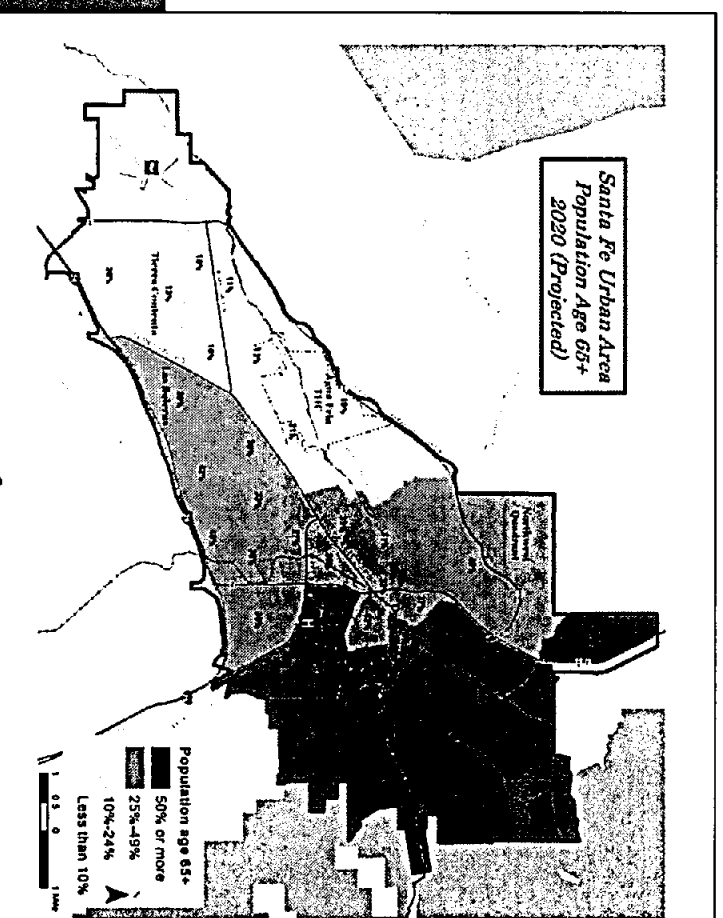


Exhibit "1"

CITY OF SANTA FE SENIOR POPULATION

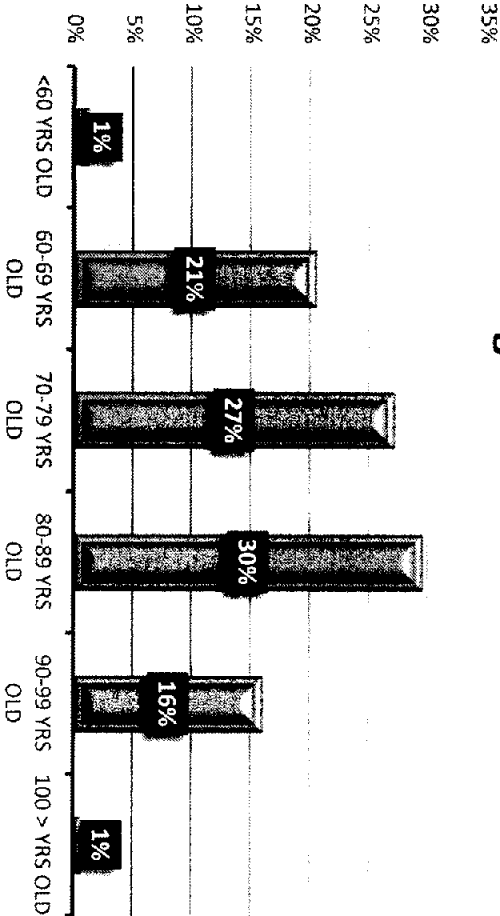


2010 Census Senior Population



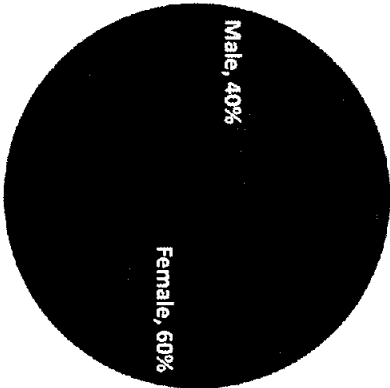
PROFILE OF SENIORS WE SERVE

Age Distribution

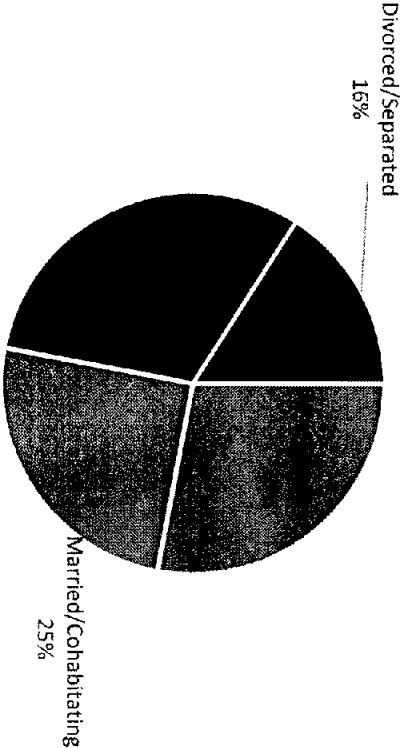


Average Age = 78 years old

GENDER

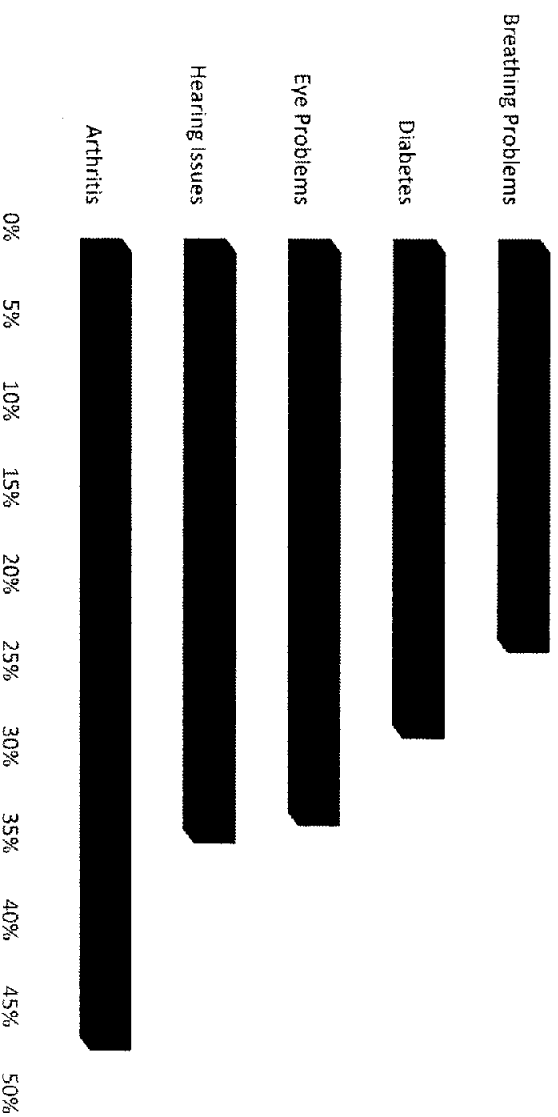


CIVIL STATUS

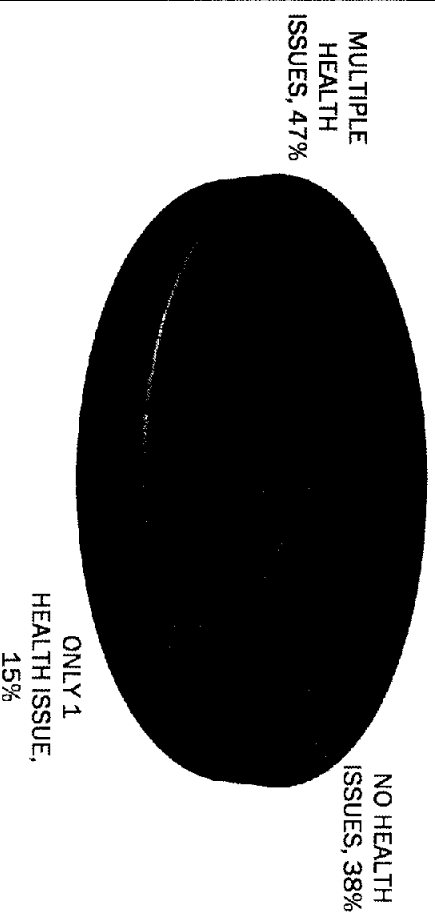


PROFILE OF SENIORS WE SERVE

TOP FIVE HEALTH ISSUES

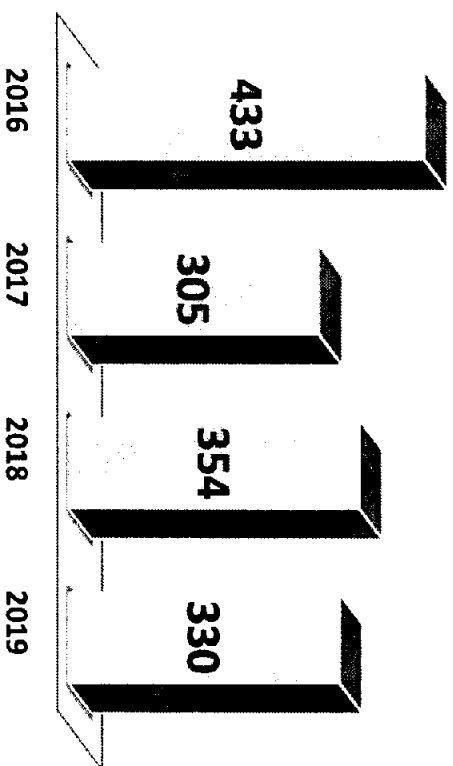


HEALTH CONDITION



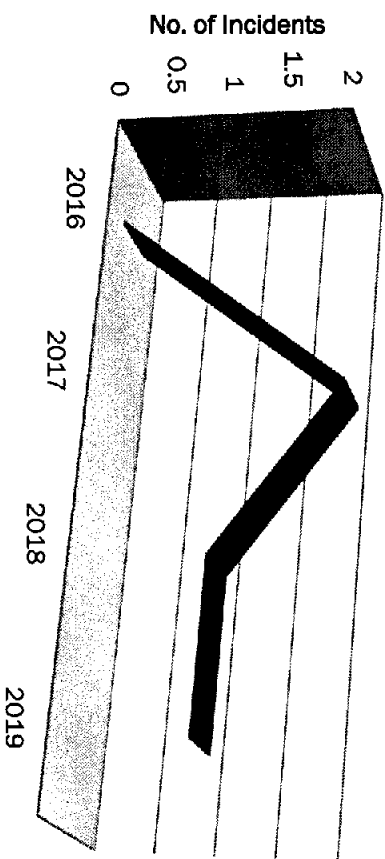
YOGA SCULPTS YOUR BODY AND SOOTHES YOUR MIND

Year	No. of Eligible Seniors Participating
2016	433
2017	305
2018	354
2019	330



No. of Safety Incidents Annually at MEG Senior Center

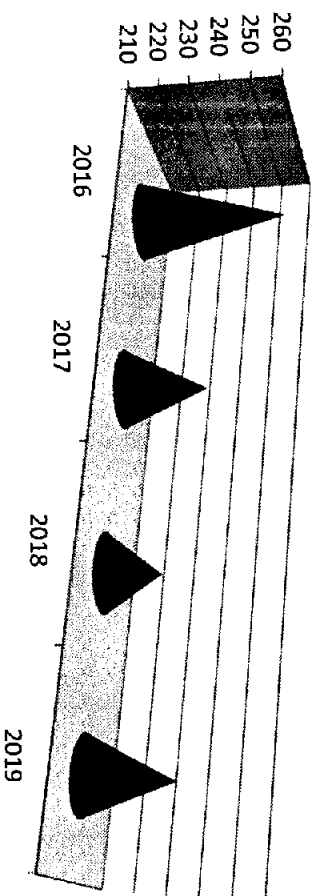
No. of Safety Incidents Annually	2016	2017	2018	2019
	0	2	1	1



	2016	2017	2018	2019
■ No. of Safety Incidents Annually	0	2	1	1

ACTIVITIES

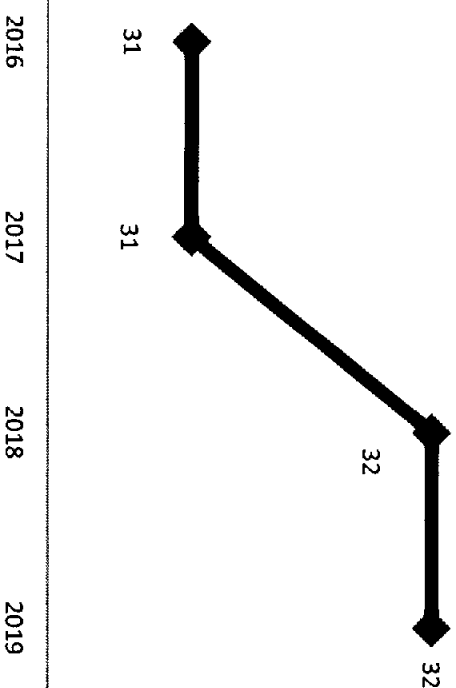
No. of Seniors Using Physical Exercise Equipment



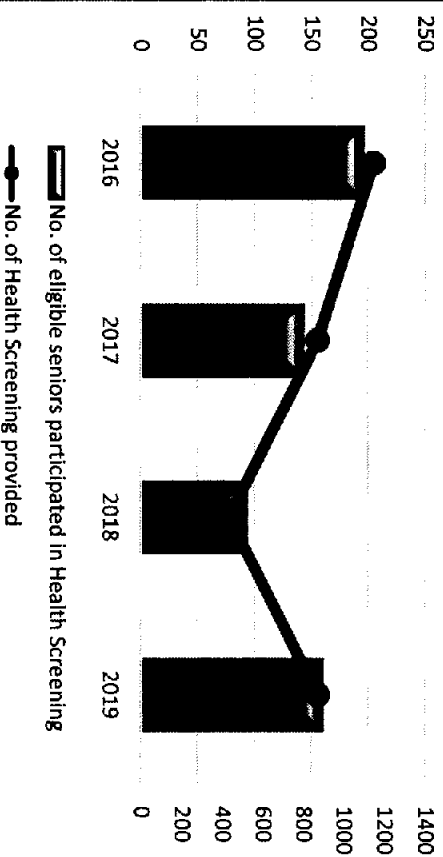
No. of Eligible Seniors Using Physical Exercise Equipment

2016	2017	2018	2019
258	237	228	238

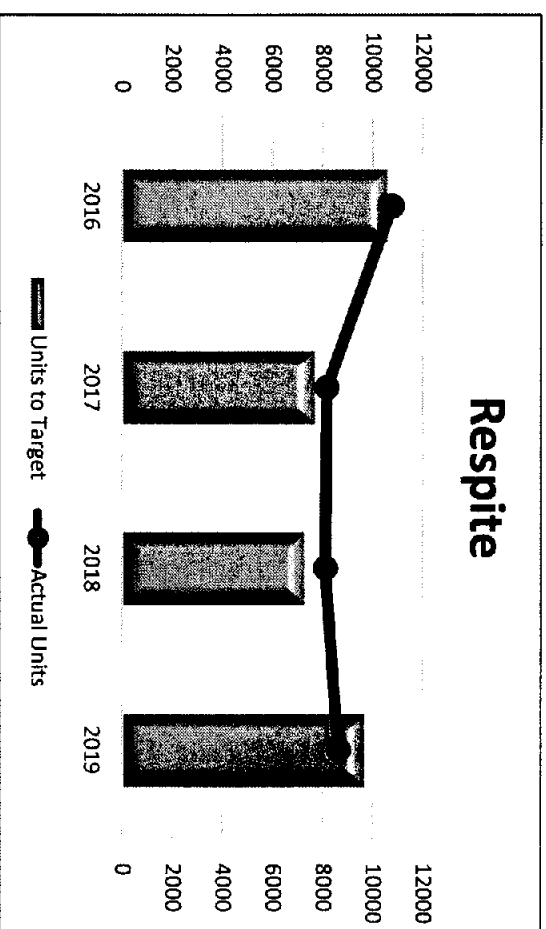
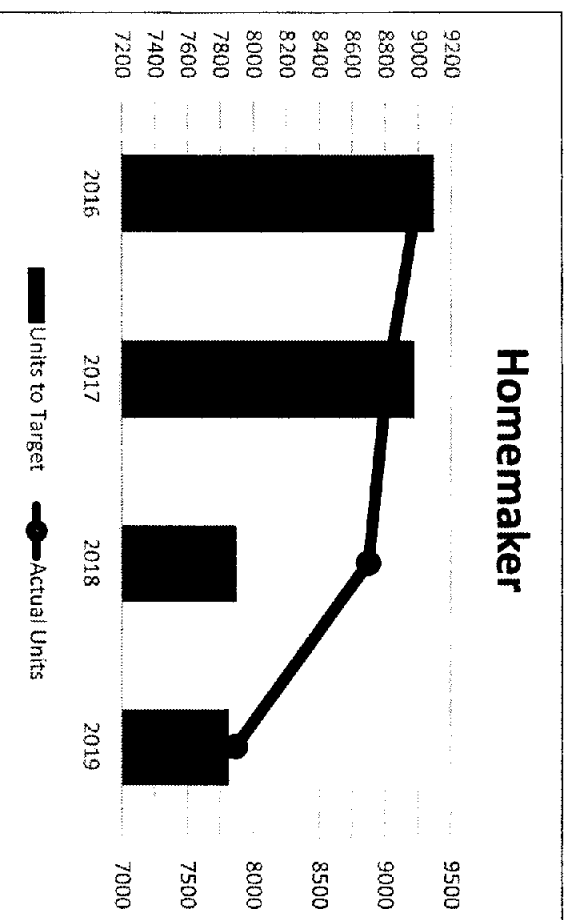
No. of Activities Provided Annually



Health Screening



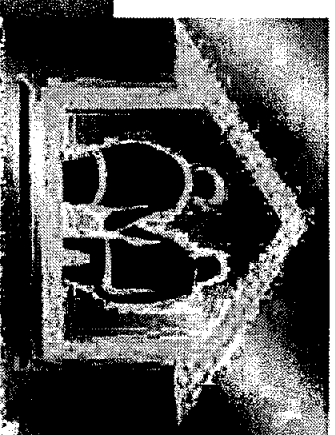
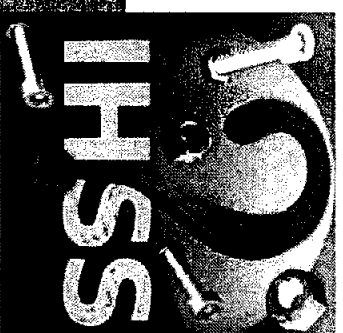
IN-HOME SUPPORT SERVICES



THERESA TRUJILLO, Supervisor
SAUL CARTA, Project Coordinator
KATIE ORTIZ, Clerk Typist

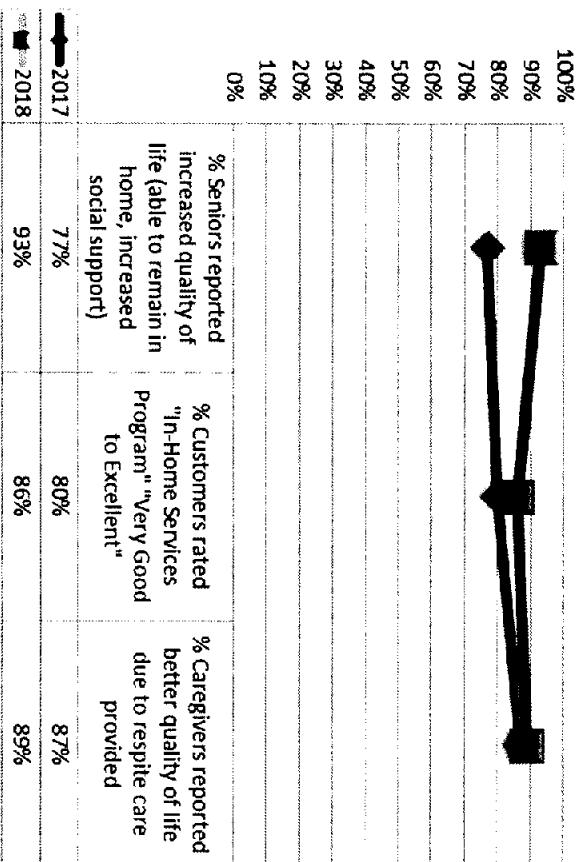
HOMEMAKERS

Sofia Barefoot, Anjelica Gonzales, Lisa Maestas, Darlene George, Dianne Dean, Valerie Trujillo

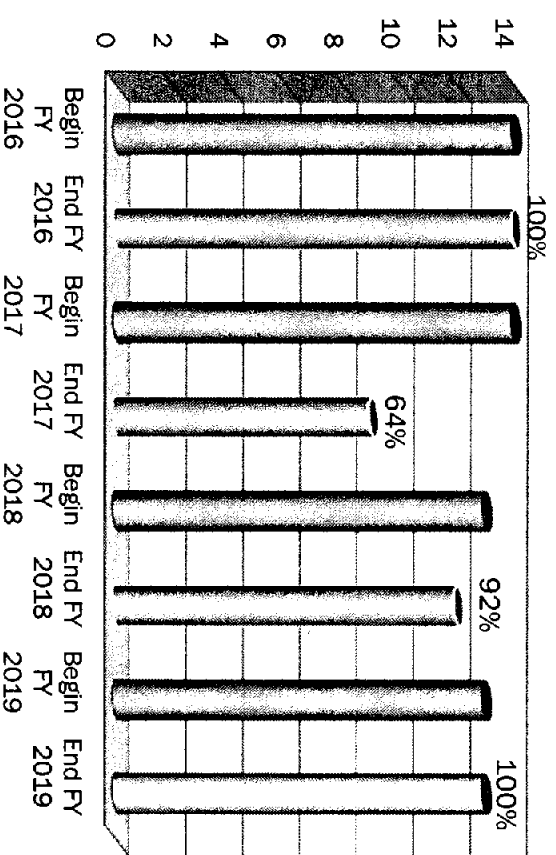


IN-HOME SUPPORT SERVICES

In-Home Care Services Quality Survey Results (2017 vs 2018)



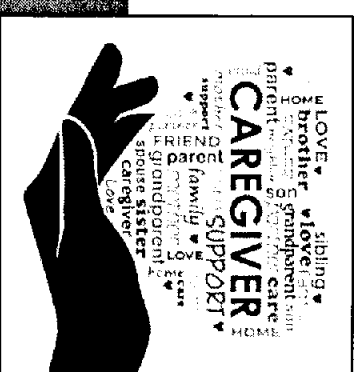
% Staff Retained Annually/ Turn-Over Rate



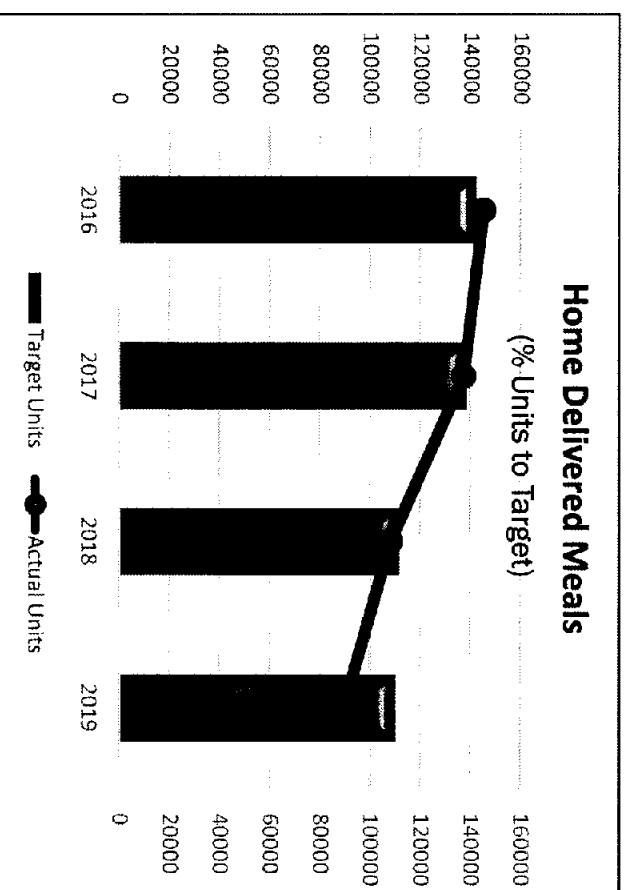
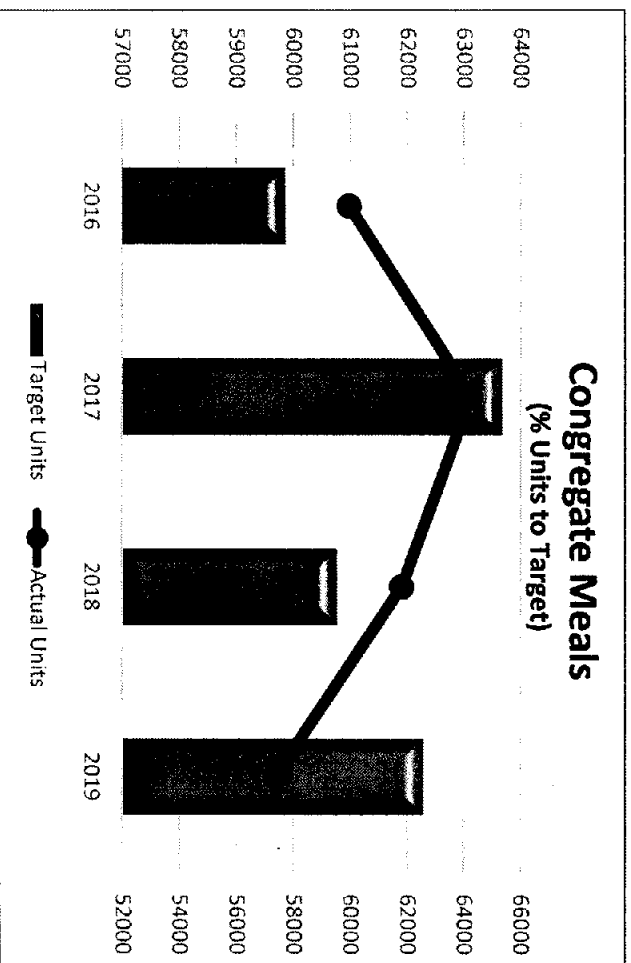
THERESA TRUJILLO, Supervisor
SAUL CARTA, Project Coordinator
KATIE ORTIZ, Clerk Typist

RESPIRE PROVIDERS

Cathy Anaya, Tammy Anderson, Deillah C de Vaca, Debbie Cardiel-Griego, Chris Lucero, Yessenia Ornelas, Mark Sanchez



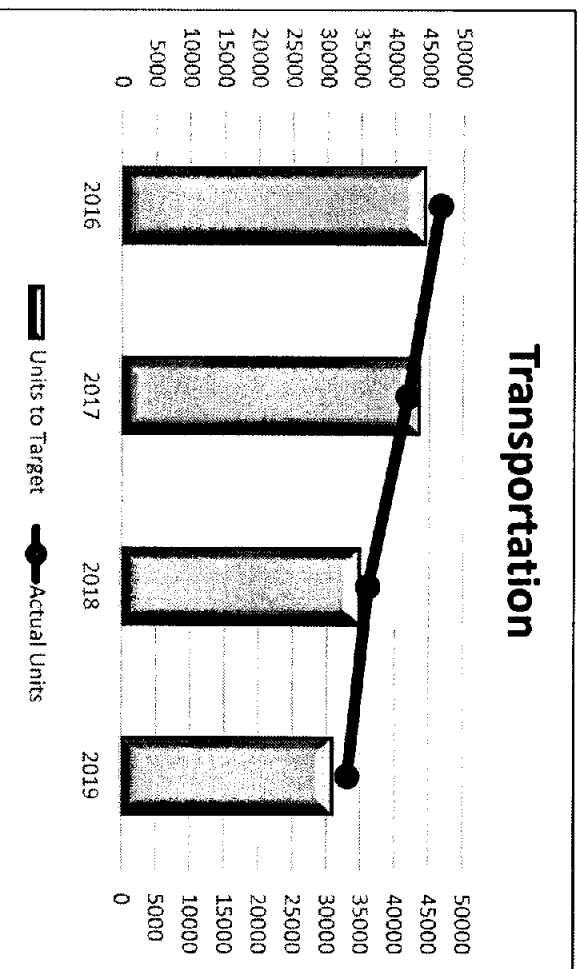
NUTRITION



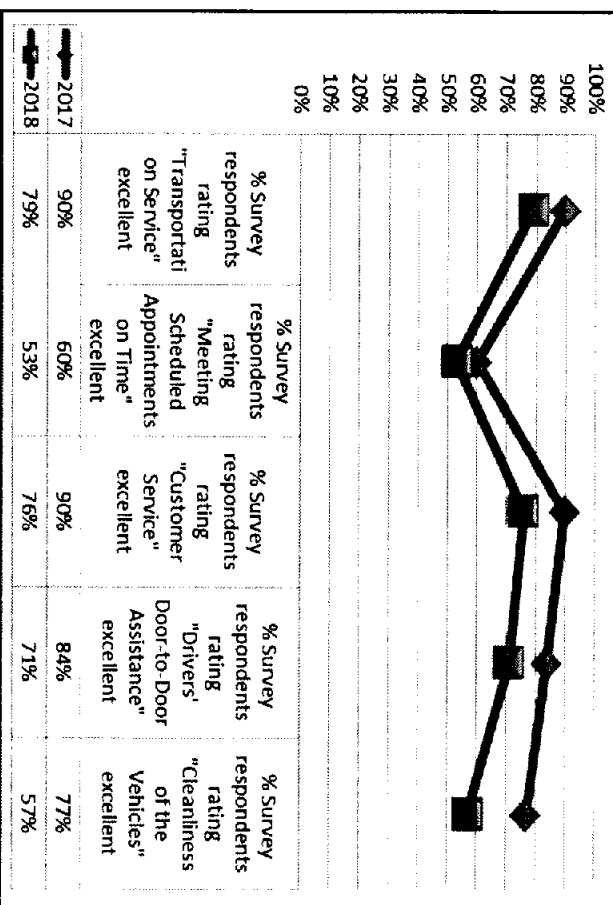
WETTE SWEENEY, Program Administrator
ENRIQUE DE LORA, Inventory Supervisor
CARLOS SANDOVAL, MOW Program Supervisor



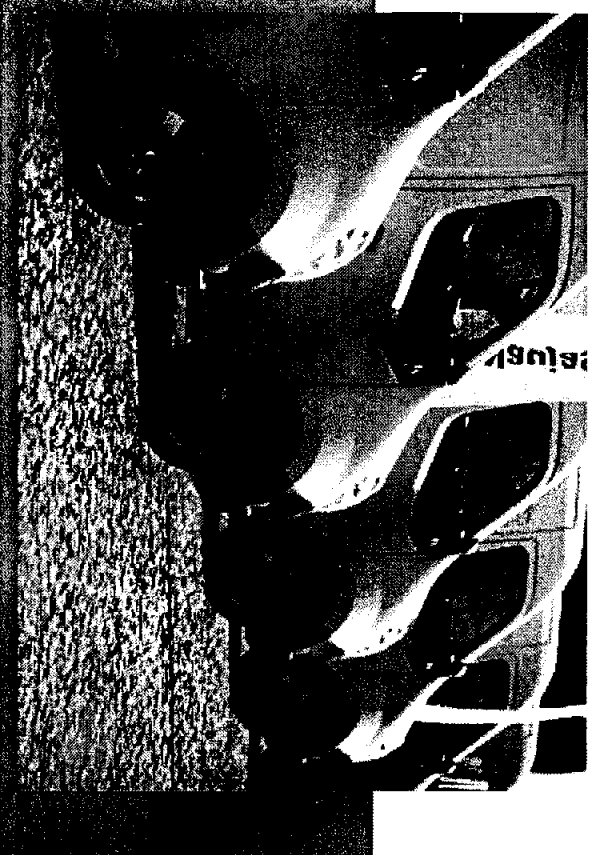
TRANSPORTATION



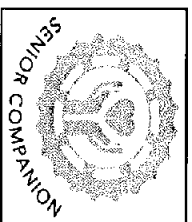
Transportation Quality Survey Results
(2017 & 2018)



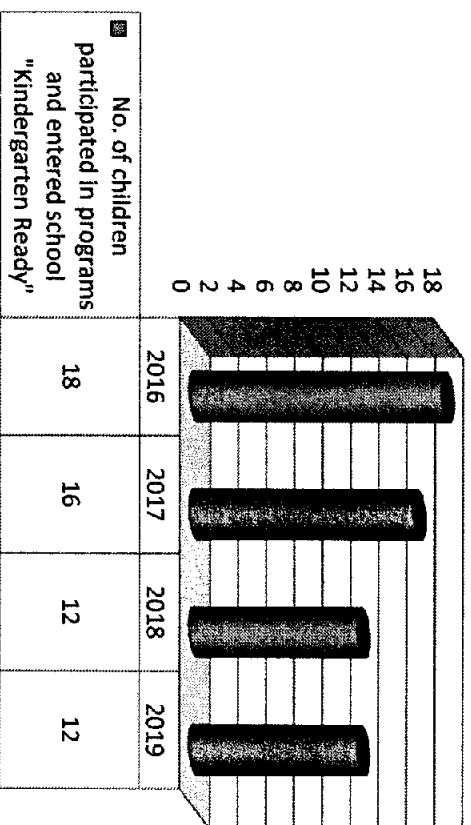
LINDA QUESADA-ORTIZ, Acting Project Manager



VOLUNTEER



No. of children participated in programs and entered school "Kindergarten Ready"

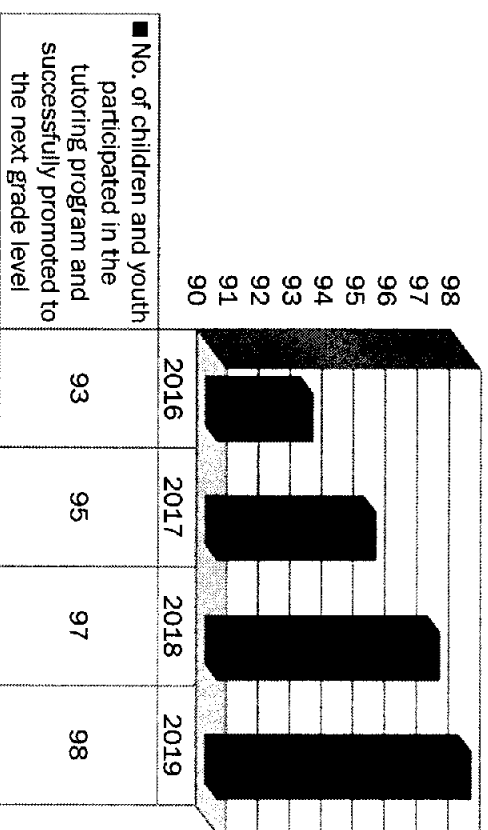


FOSTER GRANDPARENT/ SENIOR COMPANION PROGRAM

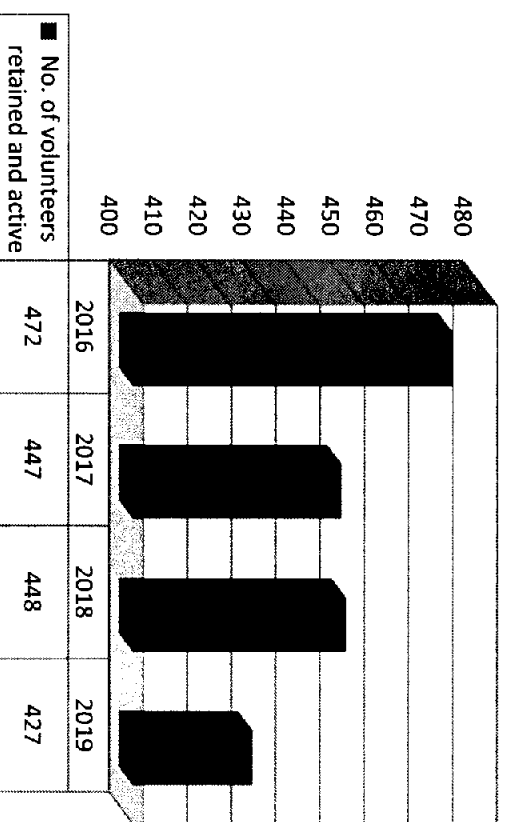
MELANIE MONTOKA, Volunteer Program Administrator

ROMELLA GLORIOS-MOSS, Special Projects Administrator

No. of children and youth participated in the tutoring program and successfully promoted to the next grade level

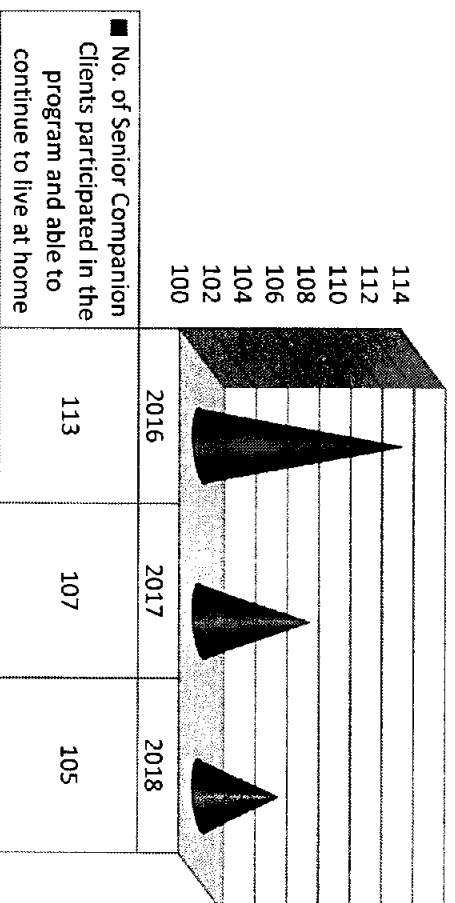


No. of volunteers retained and active

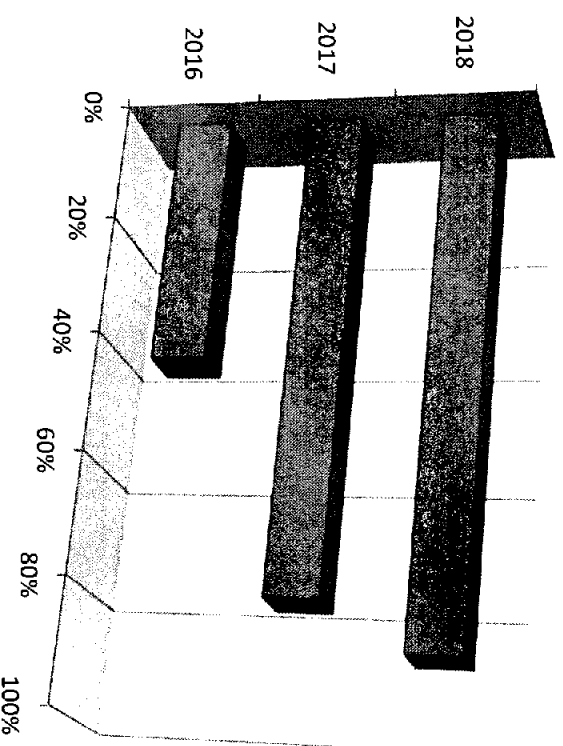


VOLUNTEER

No. of Senior Companion Clients participated in the program and able to continue to live at home



Rate of senior client customer satisfaction with services

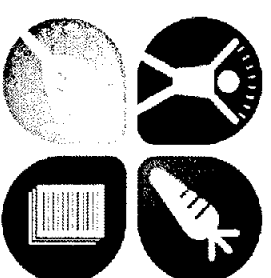
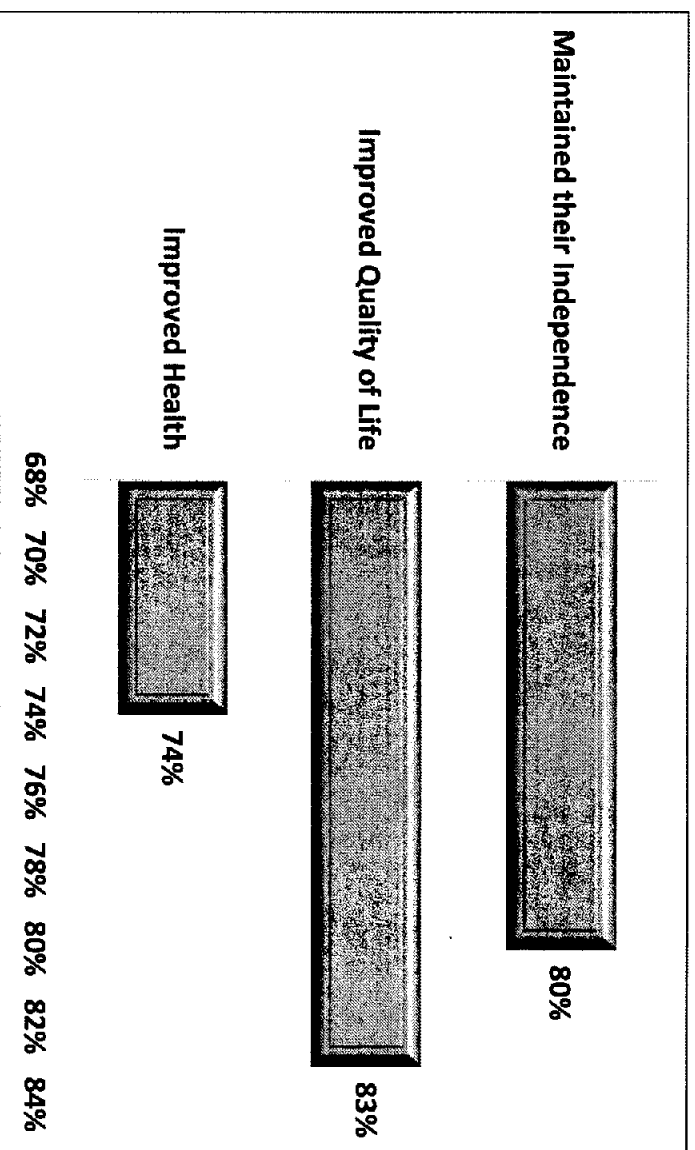


RETIRED SENIOR VOLUNTEER PROGRAM (RSVP)

TRISTON LOVATO-ARMSTRONG, RSVP Administrator
MARISA ROMERO, Program Coordinator

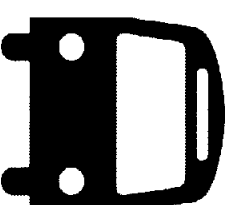


OVER-ALL TITLE III PROGRAMS IMPACTS

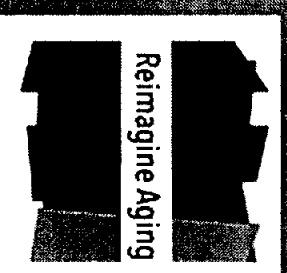


NUTRITION

IN-HOME



TRANSPORTATION



**THANK YOU FOR
YOUR ACTIVE
PARTICIPATION
TODAY.**

YOU.