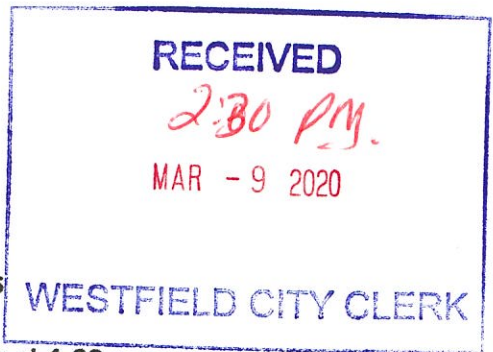


City of Westfield
Council On Aging
Monthly Meeting, February 10, 2020
City Hall, Room 201
Court Street, Westfield, Massachusetts



1. The Meeting was called to order by the Chair, James V. Liptak at 1:00 p.m.

Board Members present were: Elizabeth Boucher, KerryAnn Kielbasa, James V. Liptak, Eileen Rockwal, and Barbara Taylor. Alan Sudentas and William Brown were absent. Tina Gorman, our Executive Director was present. Ralph Figy, our City Council Liaison, was absent.

II. Approval of Minutes of the January 13, 2020 Meeting:

Upon Motion duly made by Elizabeth Boucher and seconded by Eileen Rockwal, it was unanimously VOTED: To approve the Minutes of the January 13, 2020 Meeting.

III. Public Participation:

Ed Ekmalian was present but said that he had no questions or comments.

IV. Items for Discussion/Information:

1. Highland Valley Elder Services (HVES):

Mr. Liptak did not attend the HVES meeting, but did have information available from the Minutes. The HVES Board is once again concerned about the issue of confidentiality, especially sharing information with people outside of the organization. They seem most concerned with sharing information about the internal workings of their organization with the COAs. Ms. Gorman asked Mr. Liptak to clarify with HVES what type of information is permissible for the HVES Board representatives to share with their COAs. In a separate matter, Mr. Liptak reported that he remains on the Nutrition Committee. The Chair, from Southwick, is concerned about the quality of the food at the congregate meal sites. A survey has been developed for meal participants. Ms. Gorman asked Mr. Liptak to check on the status of a possible new congregate meal program at Hampden Village. That was discussed with Nancy Mathers, Food Service Coordinator at HVES last summer. Mr. Liptak also advised our Board that the renovations at HVES headquarters are complete and the employees seem pleased with the results.

B. Tax Work-Off Guidelines, Ordinance Edit Draft:

Ms. Gorman presented to the Board two draft copies of the Tax Work-Off Ordinance with different possible changes as follows:

1. City of Westfield Code of Ordinance Sec. 11-94: Requirements for Senior Citizen Property Tax Work-Off Program: Change maximum tax abatement from \$500 per individual to \$800 per individual per fiscal year and change number of participants from 40 to 25 per fiscal year. Should there be additional monies budgeted, the program may increase the participants accordingly at the \$800 rate.
2. City of Westfield Code of Ordinance Sec. 11-94: Requirements for Senior Citizen

Property Tax Work-Off Program as follows: Change maximum tax abatement from \$500 per individual to a graduated maximum abatement for the fiscal years 2021 to \$800, 2022 to \$850, 2023 to \$900, 2024 to \$950, and 2025 (and beyond) to \$1,000. Change number of participants to "limited to no more than the annual appropriation divided by the maximum abatement for the appropriate fiscal year as detailed in 11-94 (e)(2).

The Board expressed several concerns with the second plan. If the total program allotment remains the same at the current \$20,000, by 2025 the total number of participants would drop to 20. If the money for the program is increased, the Board questioned whether additional monies would be better spent for increased staffing, potentially helping a greater number of the City's older residents. Ms. Gorman suggested that the Board revisit the topic next month after she meets with City Council Liaison, Ralph Figy for his input.

C. Inclusion Planning Update

Ms. Gorman advised the Board that in an effort to address service and program options for those older adults in Westfield's LGBTQ community, a staff training took place on February 5, 2020. COA Board members were invited to participate and three did so: Jim Liptak, Barbara Taylor, and Liz Boucher. The training was conducted by three Westfield State University faculty members with assistance from a student intern. The main speaker was Dr. Hillary Sackett-Taylor who clarified appropriate terminology and shared personal experiences. Participants were very engaged in the workshop process and feedback from both COA staff and COA Board members was extremely positive. Many commented that the experience was "eye-opening." The staff advised Ms. Gorman afterwards that they were very impressed with the presentation and much more aware of the challenges of the older LGBTQ community and the prejudices against them. Ms. Gorman provided the Board with a flyer about an upcoming event to be held on Saturday, February 29. An Open House will be held from 9 to 11 a.m. for older members of the LGBTQ community and their friends and family. Staff will be on hand to offer tours of the Senior Center. A brief survey will be distributed to get information on any special needs of the attendees, how often they would like to meet, and the purpose of future meetings (social, educational, or a mixture of both). The Senior Center staff was so enthusiastic about the training that many volunteered to work at the Saturday Open House.

D. Strategic Plan, Review of Draft:

KerryAnn Kielbasa presented a draft of the Strategic Plan which she and Eileen Rockwal have been working on for several months. Both met with Ms. Gorman to discuss the draft prior to the Board meeting. Ms. Kielbasa reviewed each of four goals in the draft and discussion ensued. Areas to be added include a five-year 'vision' as well as the department's 'core values.' At Ms. Gorman's request, Ms. Kielbasa and Ms. Rockwal will e-mail examples of core values to the Board prior to the next meeting. Board members thanked Ms. Kielbasa for spearheading this effort and for her diligent work on this document. The target date for completion of the document is this spring.

V. Items For Action: Approval of Citizens Scholarship of Westfield shredding event :

The Board was asked to vote today for the approval of the use of the Senior Center parking lot

for the April 18, 2020 Citizens Scholarship of Westfield shredding event. Ms. Gorman reported that the organization has secured the appropriate insurance for the event.

Upon Motion Duty made by Eileen Rockwal and Seconded by KerryAnn Kielbasa, it was unanimously voted to approve the use of the Senior Center parking lot for the April 18, 2020 shredding event by Citizens Scholarship of Westfield.

VI. Executive Director, Tina Gorman, then presented the **Director's Report**, copy attached.

Review of Programs

- **CORE (Coalition for Outreach, Recovery and Education) Forum**
 - o Thursday, January 16, 7-9 a.m.
 - o For community leaders, health and human services personnel, family members
 - o Held in the Great Room
 - o Approximately 80 in attendance including City officials, human service professionals, faculty and students, those in recovery
 - o Incredibly successful

- **History Chat: Exploring Local History, Going to School**
 - o A partnership with the Westfield Athenaeum
 - o Third Tuesday of the month from 2 to 3 p.m.
 - o 35 engaging and enthusiastic participants
 - o Held in the Great Room and the round tables fostered discussion and interaction

- **Tax Training**
 - o Held on Saturday, January 25 for all Tax Aide Volunteers in the lower Pioneer Valley
 - o Approximately 60 in attendance, including Joan Gong, Coordinator for the Commonwealth's AARP Tax Assistance Program
 - Many of the AARP tax team leaders expressed to Joan that Westfield runs one of the most effective and efficient tax programs in the State

- **HUD Meeting**
 - o January 27, 2020 at the request of some General Shepard residents
 - o HUD representatives in attendance were Carmen Beato and Xaviera Renrick
 - o Meeting held at the Senior Center with HUD and nine representatives from General Shepard
 - o Residents had an opportunity to share their concerns without fear of intimidation from General Shepard management

Upcoming Programs

- **Monthly Monday Movie**
 - o Today, February 10 at 1:15

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Upcoming Programs

- *Monthly Monday Movie*
 - o Today, February 10 at 1:15
 - o *Casablanca* in the Great Room

 - *'Sweet Relief' Diabetes Support Group*
 - o Third Wednesday of the month from 1 to 2:30 p.m. (February 19)
 - o Facilitator: Jennifer Giffune, Registered Dietician and Licensed Nutritionist
 - Ran the diabetes support group at Noble Hospital for many years
 - Will be paid by the Friends group
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 - Will be paid by the Friends group
- Vet-to-Vet Café
 - Fourth Tuesday of the month from 2 to 3 p.m.
 - No age restrictions and open to all branches of the service
 - An informal monthly social
- Wacky, Tacky Pajama Party
 - Thursday, February 27
 - Entertainment by Brad Shepard and Richie Mitnick
 - Two-thirds of the tickets sold in three days
- Primary Election
 - Tuesday, March 3
 - Great Room will be used for Ward 2 polling; No lunch or coffee
- Retire the Fire! Week
 - March 2 through March 6
 - Senior Safety Luncheon: Thursday, March 5
 - Guest Speaker: Deputy Fire Chief/Fire Prevention Officer Ben Warren
 - Topic: Preventing Electrical Fires
 - Senior Safe Grant (awaiting the award): File of Life; Residential Lock Boxes

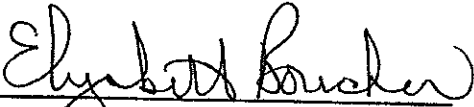
VIII. The Chair reminded the Board that our next meeting will be held on Monday, March 9, 2020 at 1:00 p.m. at City Hall.

IX. There being no further business to come before the Board, upon Motion Duly made by Barbara Taylor and seconded by KerryAnn Kielbasa, it was unanimously

VOTED to adjourn at 2:20 p.m.

List of Exhibits:

1. Tax Work-Off Ordinance, Draft Edits (2)
2. Strategic Plan, Draft
3. Director's Report



 Elizabeth Boucher, Secretary

ORDINANCE NO. _____

CITY OF WESTFIELD

IN CITY COUNCIL

March 2020

AN ORDINANCE AMENDING THE CODE OF ORDINANCES, CITY OF WESTFIELD, ADOPTED JUNE 17, 1993.

BE IT ORDAINED BY THE CITY COUNCIL OF THE CITY OF WESTFIELD AS FOLLOWS:

That Chapter 11, Article III, Division 2, Section 11-94 titled **SENIOR CITIZEN PROPERTY TAX WORK-OFF PROGRAM** of the Westfield Code of Ordinances be and is hereby amended as follows:

BY DELETING THE FOLLOWING SECTIONS:

Sec. 11-94. - Requirements, etc.

(e) *Abatement guidelines.*

(2)The maximum abatement credited to an individual shall be \$500.00 per fiscal year. The maximum abatement per household shall be \$500.00.

(3)The maximum number of hours worked will be determined according to current state minimum wage, i.e. \$500.00 divided by the state minimum wage.

(6)The maximum abatement to any senior during a program year shall be \$500.00 per year (number of hours worked at state minimum wage). Applicants shall be aware that the abatement allowed shall be considered taxable income although the city is not obligated to issue an IRS Form 1099 for payments less than \$600.00. The amount of the property tax abatement by the taxpayer under this program is not considered income or wages for the purposes of state income tax withholding, unemployment compensation or worker's compensation. The IRS has ruled that under current federal law the abatement amount is included in the taxpayer's gross income for both federal income tax and Federal Insurance Contribution Act (FICA) tax purposes.

(h) *Additional rules.*

(2)To start, the program will be limited to no more than 40 participants. Positions will be offered on the basis of qualification, availability, location and physical limitation. The program will be evaluated before continued implementation in FY 2009.

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Secretary's Copy



Westfield Council On Aging

45 Noble Street, Westfield, MA 01085

Telephone: 413-562-6435

Fax: 413- 562-1109

Agenda

Westfield Council On Aging Board Meeting

Monday, February 10, 2020 at 1 p.m.

City Hall, Room 201

- I. Meeting called to order
- II. Approval of Minutes of January 13, 2020 meeting
- III. Public Participation
- IV. Items for Discussion/Information
 - A. Highland Valley Elder Services (HVES) Report – Jim Liptak
 - B. Tax Work-Off Guidelines, Ordinance Edit Draft
 - C. Inclusion Planning, Update
 - D. Strategic Plan, Review of Draft
- V. Items for Action
 - A. Approval for use of Senior Center Parking lot for April 18, 2020 Citizens Scholarship of Westfield Shredding Event
- VI. Report – Director
- VII. Next Meeting: **Monday, March 9, 2020 at 1:00 p.m., City Hall, Room 201**
- VIII. Adjourn

Draft

City of Westfield Council on Aging Senior Center Strategic Plan 2020 through 2023

The mission of the Westfield Council on Aging is to maximize the independence of older adults by providing services and programs that facilitate self-reliance, enhance socialization, and promote all aspects of healthy, valued, and creative aging.

Plan Development

A strategic plan is the basis for positive change in an organization. It is a detailed plan leading to where the Center wants to be in the future and provides a roadmap on how to get there. It is a disciplined effort that results in fundamental decisions and actions that shape and guide what the COA/Center is who it serves, what it does, and why it does it, with a focus on the future. A strategic plan is an organized process by which the COA/Center can, in a collaborative and transparent way:

- > set priorities
- > strengthen operations
- > ensure that Center employees and other stakeholders are working toward common goals
- > establish agreement around intended outcomes/results

Process to Date:

At the request of Tina Gorman, Executive Director, KerryAnn Kielbasa, Vice-Chair of the COA Board was asked to develop a strategic plan for the Council on Aging/Center. Eileen Rockwal, COA Board, member kindly agreed to assist with the process. Over the past few months an assessment of strengths, weaknesses, opportunities, and threats (SWOT) was conducted. Input was received through written questionnaires from members of the COA Board, Friends of the Senior Center Board, and staff. Two focus groups (10/7/19, 10/29/19) were conducted with over 20 members of the COA/Center. The focus groups were very informative and the participants were thoughtful and forthright. Based on the feedback we received the Strategic Planning Committee then developed four goals as a framework for the Center's strategic plan.

Next Steps:

- COA approval of the proposed goals and objective.
- Develop the final plan with timeline, assigned responsibilities and outcome measurements.

Goal #1: The COA/Center will be known and respected throughout the community as the “go to” resource for information, wellness, life-long learning, fun and friendships.

Strategies and Actions:

1.1 Create Core Values and Vision

1.2 Establish a unique brand recognized by the community that appeals to our 4 decades of participants.

1.3 Implement a series of ongoing outreach experiences to engage broader audiences.

- A. Determine which programs can best be taken into the community and develop targeted geographic plan.
- B. Determine targeted audiences and objectives for the outreach experience.

1.4 Expand Public Awareness

- A. Develop a Marketing Plan
- B. Recruit and welcome new members
- C. Enhance utilization of existing and new promotional materials
- D. Distribute information about services provided by or through the Center
- E. Use public service radio and local news advertising.

Goal #2: The Center will be a leader in strengthening our community's capacity to meet the needs of its older citizens.

Strategies and Actions:

2.1 Develop new and strengthen existing Community Partnerships(e.g., Baystate Noble, AARP, YMCA) The Center cannot serve our community's growing older population alone, but we can maximize our impact through synergies.

2.2 Create new partnership agreements as appropriate, including defining mutual benefits.

2.3 Increase staffing to meet the growing need for social services for older adults.

2.4 Develop a plan to recruit a broad and diverse range of candidates to fill future COA Board vacancies.

Strategic Goal 3: Expand and optimize programs and services offered through the Center while maintaining the existing standard of excellence.

Strategies and Actions:

- 3.1 Determine funding and staffing strategies for expansion of on and off-site programs and services.
- 3.2 Investigate opportunities for "satellite sites" with local churches, civic groups and other organizations that may have useable, dormant space.
- 3.3 Create an Advisory Committee to explore opportunities and solutions to the need for expanded transportation options for older adults to the Center and within the city.
- 3.4 Enhance programming to attract underserved populations (i.e. Boomers, LGBTQ, Frail and Isolated, Veterans and seniors experiencing mental health issues.)
- 3.5 Develop a protocol for registration for programs and events that maximizes availability for all members.
- 3.5 Review program evaluation process and incorporate outcome measures.

Strategic Goal 4: Design and implement a succession plan and cross-training plan for all staff.

Strategies and Actions:

- 4.1 Identify key areas of responsibility and positions.
- 4.2 Inventory the skills and talents of existing staff.
- 4.3 Provide opportunities for staff to receive professional training
- 4.4 Develop a hiring strategy

**SWOT Analysis Questions Used For:
Council on Aging Board, Staff, Friends' Board Members**

Strengths: Characteristics of the COA/ Center that give it an advantage over others in the area.

What makes the Westfield Senior Center attractive to older adults?

- Identify what the Senior Center does well.
- What makes it different from our competitors? (i.e. YMCA, Fitness Clubs, Social Clubs)

Weaknesses: Characteristics that place the Senior Center at a disadvantage relative to others in the area.

Think holistically about, and analyze future needs of the aging population and identify potential gaps in service.

- Can we do anything better
- Do we do anything badly
- What should be avoided?
- What causes problems or complaints?

Opportunities: External chances to better achieve stated objectives.

Identify any new opportunities for the COA/Center. Examples of opportunities include:

- Changes in technology
- Changes in government policy or regulations / legislation
- Local and global events
- Potential new uses of products and / or services
- Use of marketing or promotional techniques to boost the business
- Social factors, population fluctuation, lifestyle changes, etc.

Threats: External elements that could cause trouble for the COA/Center.

Identify any threats for the COA/ Center. Examples of threats include:

- What obstacles does the Center face?
- What are your competitors doing?
- Are there changes in trends?
- Changes in the political or economic environment?

SWOT Analysis

Council on Aging/Senior Center

<p>Strengths: Characteristics of the COA/Center that give it an advantage over others in the area. What makes the Westfield Senior Center attractive to older adults?</p> <ul style="list-style-type: none"> ● Identify what the Senior Center does well. ● What makes it different from our competitors? (i.e. YMCA, Fitness Clubs, Social Clubs) 	<p>Weaknesses: Characteristics that place the COA/Center at a disadvantage relative to others in the area. Think holistically about, and analyze future needs of the aging population and identify potential gaps in service.</p> <ul style="list-style-type: none"> ● Can we do anything better? ● Do we do anything badly? ● What should be avoided? ● What causes problems or complaints?
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Council on Aging Board Members

SWOT Results- July 2019

Strengths

- Highly Qualified Director
- Reasonable Staffing per senior for services on-site
- Entertainment
- New, airy and Welcoming Facility
- Cleanliness of the Interior and Exterior of Facility
- Exercise Programs - Affordable and Appropriate for Seniors
- Newsletter
- Tax Program (AARP)
- Age Appropriateness of the Programs
- Volunteers
- Cultural and Educational Programs that are Relevant and Informative
- Adequate Parking~ Parking Lot Accessibility
- Affordability
- After Hour Programs

Weaknesses

- Limited Capacity for Some Programs
- Lack of communication to staff on a general basis
- Lack of bathroom accessible door openers
- Lack of younger seniors; more active groups/activities
- More volunteer recruitment (not just for Companion Program but for other areas such as the kitchen)
- Inconsistency of services - favoritism for services
- Inconsistency of automatic door openers on outside doors
- More Entertainment
- Transportation Options: PVRTA bus stop, Lease a Van
- Review Ticket Policy for Special Events (insure new members can attend events)
- Outreach to Seniors Who Do Not Participate
- Identify Underserved Populations (Younger Seniors, LBGT)
- Lack of a Succession Plan
- Limited Capacity for Some Events
- Offer More Exercise Classes
- No Regular Evening Hours
- Lack of a Fitness Center
- No Off-Site Programming (Hiking or Biking Clubs)

Questions for Focus Groups COA/Center Members

Strengths: Characteristics of the COA/ Center that give it an advantage over others in the area.

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- Social factors, population fluctuation, lifestyle changes, etc.

Threats: External elements that could cause trouble for the COA/Center.

Identify any threats for the COA/ Center. Examples of threats include:

- What obstacles does the Center face?
- What are your competitors doing?
- Are there changes in trends?
- Changes in the political or economic environment?

What Concerns do you have about Aging in Westfield?

- Policy for Special Events
- Outreach to Seniors Who Do Not Participate
- Limited Capacity for Some Events- Preregistration - Perhaps?
- Offer More Exercise Classes
- Lack of Early Evening Programs and Activities
- No Off-Site Programming
- Lack of Alternatives (special dietary restrictions) for Lunch Program
- No Weekend Availability

Opportunities

- Lunch Alternatives
- Programs to Attract Younger Seniors Pre-Retirement Group
- Rental Fees for Other Users
- Younger Seniors Will Provide New Ideas
- Active Facebook Page
- Off-Site Programming; Active Programming Such as a Bike Club
- Small Technology Device Instructional Programs
- Regular Evening Hours
- Guided Meditation Program
- Leverage Social Media Platforms
- Enlist Support from Local Businesses
- Endorse Political Candidates Who Support Seniors and the COA
- Introduce a Non-Refundable Weekly Meal Ticket
- Host Political Debates
- Off-site Community Picnic that Highlights The COA and Senior Center
- Holistic and Natural Alternatives Education
- CBD Information
- Website Enhancement and Upgrades
- More Preventative Care Programs and Education
- Bring Back Podiatry Services
- Tai Chi in the Parking Lot - Early A.M,
- Create a Friendly, Pre-Retirement Environment

Threats

- Cuts in Funding at Local, State and Federal Levels
- New Mayor and City Council
- Funds for anything "Extra" ; Cost Constraints
- Diminishing Interest in Attending a Senior Center
- Number of Clients Requiring Extensive Services; Growing Aged Population
- Public Perception - "I am not old enough for a senior center"
- Lack of Expandability of the Building
- Lack of New Donors
- Transportation Options
- Lack of Evening Hours to Better Serve Working Older Adults

Staff and Friends' Board Members

SWOT Results - August 2019

Strengths

- Highly Qualified Director and Staff; Strong Administration
- Reasonable Staffing per senior for services on-site
- Entertainment
- Facility
- Cleanliness of the Interior and Exterior of Facility
- Exercise Programs - Affordable and Appropriate for Seniors
- Volunteers; Active Community Volunteers
- Age Appropriateness of the Programs
- Adequate Parking~ Parking Lot Accessibility
- Affordability - \$0-Low Cost Programs
- Support Groups
- Response to Crisis Clients
- Nursing Services; Social Workers
- Travel Club On-Site
- Veteran's Office In Building
- Hearing Aid Program
- Brown Bag Program
- Customized Senior Services
- Cooperation with Other Departments - Police Fire, Etc.
- Communications are Targeted at Seniors
- Senior Safety Office - Alliance with Police Department
- Media Coverage
- Diverse Programming
- Lunch Program - Nutritious, Affordable, Tasty

Weaknesses

- Limited Capacity for Some Programs
- Lack of communication to staff on a general basis
- Lack of bathroom accessible door openers
- Lack of younger seniors; more active groups/activities
- More volunteer recruitment (not just for Companion Program but for other areas such as the kitchen)
- Lack of Diversity in the Population Served
- Inconsistency of services - favoritism for services
- Inconsistency of automatic door openers on outside doors
- More Entertainment

Opportunities

- Install a Large Screen TV to Offer Movies
- Listen to Members' Suggestions
- Programs to Attract Younger Seniors
- Rental Fees for Other Users
- Senior Center Satellite Sites
- Off-Site Programming
- Regular Evening Hours
- Fitness Center
- Senior Center Store
- Offer College Type Programs
- Host Political Debates
- Offer Technology Tutorials
- Host Recruitment Fairs to Attract New Members
- Transportation Options
- National Accreditation- Center of Excellence

Threats

- Cuts in Funding at Local, State and Federal Levels
- Retirement of the Director and Other Key Personnel
- Program offerings by Competitors (i.e. YMCA)
- Diminishing Volunteer Base
- Diminishing Interest in Attending a Senior Center
- Legislative Requirements
- Cost Constraints
- Older Adults Working Longer
- Grandparents Raising Grandchildren (Time Constraints)
- Technology
- Lack of Transportation Options
- Lack of Evening Hours to Better Serve Working Older Adults
- Growing Aged Population
- Decrease in Qualified Employees in Municipal Government
- Lack of expandability of the building

Members

SWOT Results – October 2019

Strengths

- Pool Tables – great Pool League
- Cards in the afternoon
- Comradery with men & women
- Lunches – everyone sits with different people
- Coffee in the morning
- Lunch Program – food is great
- Art class – people are welcoming
- Glass display is full of art
- Staff – terrific and very social
- Bingo – good group & snacks
- Exercise groups
- Inexpensive to play bingo
- Tina & Mary Lou – can go to them with anything
- Joyce – Good database and good directions for Volunteers inn Companion and Outreach Program
- Staff responsive
- Entertainment acts brought in – all sell out
- Choir – up to 43, director fantastic
- Atmosphere – great
- Tax assistant program
- VA programs
- Staff follows up on people who haven't been there in a while
- Medical equipment Loaner Closet
- Director open to suggestions
- Meatloaf Meal
- Library
- Nursing services

Weaknesses

- Lack of media outlets – don't get paper
- Registering for classes – difficult system
- Not enough spaces for exercise classes – need to be there an hour before it starts
- Chair Yoga – different spaces
- No milk at lunch
- Not open enough hours
- Too noisy in pool room
- Not enough spaces for all activities – rooms not being used
- Election Day – why polling place?
- No transportation to senior center
- Meals sell out
- PVRTA doesn't stop at senior center
- Not enough meatloaf
- Limited tickets for special events
- Senior Center – not big enough, limited space
- Too many Monday holidays

Opportunities

- Put more information on community TV channels
- Two time periods for lunch
- Mailing to all seniors in Westfield with information about services and memberships
- Put announcements on white board
- Have channel 12 just for seniors
- Outreach calls to people who have not been there in a while.
- Get more politicians involved in the Senior Center in hopes of increasing spending
- Utilize Pennysaver more to get information out, not everyone gets WEN.
- Explore funding (perhaps, Friends Group) for options to fund a voucher system for transportation via PVRTA, Uber, etc.
- Alternative transportation for events in the evening as many don't drive in the dark
- Prostate Cancer awareness programs

Concerns about Aging in Westfield

- Isolation
- Taxes
- Transportation
- Lack of downsizing options in housing
- Can't get on tax program if you don't own property
- Treated different if you don't have a partner
- Lack of information reaching seniors
- People aren't aware of services and help available
- Getting Old – how will we serve seniors when so many are living longer
- Access to qualified health care
- Navigating the Medicare System and health care options – more educational seminars
- Rental costs
- Rising utility costs
- Crosswalks are poorly illuminated and power chairs can't fit through from sidewalk.
- Safety walking downtown

