



Programs & Services Committee Report

City of Newton **In City Council**

Wednesday, February 7, 2018

Present: Councilors Brousal-Glaser (Acting Chair), Baker, Kalis, Krintzman, Albright and Scibelli Greenberg

Absent: Councilors Rice and Schwartz

Also Present: Councilors Leary and Laredo

City Staff Present: Jayne Colino (Director, Senior Services), Karyn Dean (Committee Clerk)

#115-18 Discussion with Senior Services on outreach to elderly residents

COUNCILOR ALBRIGHT requesting a discussion with the Department of Senior Services regarding outreach and services to the growing number of Newton residents who are 85 and older yet living alone. Discussion should focus on the City's ability to assess needs through outreach and available resources to provide needed services.

Action: Programs & Services Held 6-0

Note: Councilor Albright explained that when candidates were knocking on doors during the recent election, they encountered a surprising number of residents that were 85-90 years old and living alone. Some seemed perfectly fine, but others seemed lonely or in need of some support. She felt there may be an unmet need in the community which is why she has asked the Director of Senior Services, Jayne Colino to come before the Committee and discuss this issue.

Ms. Colino introduced Marian Knapp, Chair of the Council on Aging and Julie Nordstrand who is Chairing the Engagement Committee of the Council on Aging. Ms. Nordstrand is a professor of social work at Regis College, focusing on the social capital of the older adult population in the community. Ms. Knapp has been on the Council for 9 years. She has put aging on the map in terms of discussion of the trends and needs.

It was noted that the data Ms. Colino is about to discuss was gathered from several sources. The Senior Services Department, along with the UMass Gerontology Institute, conducted a needs assessment of the senior population. The Healthy Aging Collaborative, funded through Tufts Insurance has done community profiles on all communities in Massachusetts using health indicators. Planning for a Livable All-Age Friendly Newton (PLAAN) was the age friendly process used when Newton was designated by the World Health Organization as an age-friendly city.

Ms. Colino provided the following statistics from the survey conducted in 2014:

- 18. 9% of 65+ population is 85+ = 2398
- 23% of 60+ population live alone = 4286 people
- 43% of 80+ population live alone= 1986 people
- 3% of 80+ population say they don't have anyone to help them =140 people
- 6% of 60-79 year olds say they don't have anyone to help them= 840
- 7% of 80+ year olds have contact with someone outside their home once a month or less = 325
- One of the priority goals from the PLAAN process is addressing isolation and loneliness.

This survey was taken from a statistically significantly sample group and so the numbers have been extrapolated. If there was a one-on-one assessment opportunity, there could be more information, however, in terms of the isolation issue, these numbers show loneliness is a significant problem for most 80+ year olds.

Ms. Colino explained that while implementing the age-friendly listening sessions, people were very upfront about being lonely. Some people, however, are hard to reach and do not want connection. The goal is to help the people that want help and try to reach the people who may need help. After the listening sessions, they presented findings at 3 different community meetings and they asked the community to rank the priorities that should be addressed. The top picks were isolation and loneliness as well as housing availability and home modifications. They also found that so many people are unaware of the City resources that are available to them.

Proposed Action

Ms. Colino explained that going forward, there would be more specific outreach to the 85+ age group. Understanding their needs and the needs of their support network, if they have one, is important as well. Surveying other officials about what they are aware of would also be a good step. Based on those findings, a pilot could be developed for a friendly visitor/neighbor-to-neighbor programs to decrease isolation.

A survey has shown that older adults would offer help, but that percentage plummeted when asked if they would accept help. The pilot could provide a social connection which could then bring about some avenues for needs to be met. It is easier to ask for something that does not make someone feel they have to say “thank you” or that they are taking something. Ms. Colino’s impression was that people are more open to calling their government than their neighbor for help. The City could then refer people within the same neighborhood to connect.

This initiative is not something in her budget and she would not be asking for money to be taken from something else to fund this. She needs money for her transportation program and needs City funds to sustain that.

Under the Warren administration there was a new practice that City departments could not apply for CDGB human service funding if there was staffing involved. She can understand the philosophy of not wanting to have ongoing funding for a staff position. CDBG had been looked at for initiatives or innovations, however, anything her department might do in that area would have necessitated staff. She has been talking to the Fuller Administration and Barney Heath, Director of Planning, to allow her department to apply for CDBG funding for a program like this. She does not want to divert City funds for something like this because there are bills that need to be paid and that money is committed.

Committee Comments/Questions

It was noted that the City Census may provide data on the senior population. Ms. Colino said that she knows the percentage of people living by themselves and that the Information Technology Department has helped them plot the neighborhoods that have a predominance of residents over the age of 60. These are typically called Natural Occurring Retirement Communities. The data has not been gathered for the 85+ population however. Through this data, they also determined that there are twice as many older adults than schoolchildren in the City.

In response to the issue of contacts outside the home, a Councilor said that the quality of contact is important. For instance, they might have contact with a visiting nurse who does a quick medications check, or a Meals on Wheels volunteer who drops off food, but these may not be meaningful contacts that satisfy their social needs. Ms. Nordstrand confirmed that impression. She also noted that data has shown that seniors wanted to feel they could contribute and have a sense of purpose themselves instead of always having others do for them. They were grateful for assistance but wanted to feel that they could be helpful in some ways as well.

A Councilor noted that aside from the isolation issue, there is the very real problem of safety. She saw some elderly residents who were living alone while campaigning and has serious concerns about their safety. Ms. Colino noted that her department gets information from the Police when there is an issue with an elder. The Elder Affairs police officer will notify Senior Services. If it is a situation that has been reported to Springwell for investigation, Senior Services will not get involved until Springwell makes a recommendation to do so. Springwell is the elder service agency that provides services to Newton. They get state and federal funding to provide community-based services, primarily homecare. Every community is serviced by this type of agency and they are mandated to do a needs assessment every 5 years for the communities they service, but they are more broad in their approach. There are also income and need eligibility requirements.

A Councilor explained that there is a one social worker that is funded for one shift at the Police Department. She felt there should be a second shift added. Ms. Colino said they

Ms. Colino noted that they do not get information from the Fire Department. Some people use the Fire Department as a lifeline on a repeated basis when they could be using another resource. Inspectional Services inspectors go into homes for various reasons so information from them would be helpful as well. She explained that sometimes she will get a call to go knock on someone's door,

but the person needs to be informed they will be visited. Senior Services is not a “cold call” organization, it is a social service agency and people need to permit them into their lives. A Councilor noted that perhaps the Fire Department could be involved in some way to help people with smoke detectors. It can be very difficult to change a battery. If they were in a home to change a battery, that could be an opportunity to assess other safety issues.

It was asked if the Library could be a good resources. Ms. Colino said the Library is a partner in the age-friendly efforts. They helped launch the community-wide series that is now annual and they continue to partner with them on this and other programs relative to the population.

A Councilor asked if Newton In Home which is a private organization, could be helpful. Ms. Colino explained that it is a membership organization and they have about 200 members. Those members are very connected to each other because it is the organization they chose to participate in, but there is data to share..

A Committee member wondered if there could be some trigger to consolidate the information on those entering the senior population. It was pointed out that the senior parking sticker is very popular and people are eligible for that at 65. That might be a good point of contact to provide a brochure on available services. Ms. Colino said a two-sided card has been developed with Programs and Services listed. Everyone who registers for a parking sticker is getting one of the cards.

Ms. Knapp noted that when she was 60 or 65 she was not really thinking about what she might need at an older age and she feels many people probably have similar thinking. When people hit 80+, things start to get more difficult. Also, there are some very healthy 80 year olds and some not so healthy 60 year olds. Ms. Colino noted that a few years ago they did a project, Seniors Count, with 80 year olds. Studies showed that people started to think about themselves differently at 80 years old, psychologically. At 85+, again research showed that the psychological impression started to meet the reality. However, a 65-year-old who breaks a hip needs the same level of services as an 85-year-old. Disability is a big issue.

A Councilor said that identifying the population, assessing the need and providing the resources are the main objectives. Once there is a good sense of the population, it needs to be updated in an ongoing process. The assessment is very person-dependent.

Next Steps

Councilor Albrifht explained that seniors are growing to be 30% of the population in Newton and the City budget dedicated to their service is miniscule. She asked if a resolution to the Mayor on the CDBG funding issue would be helpful. Ms. Colino said that would be very helpful. Proposals for CDBG are due April 19th and she would need to get something together quickly. This is available human services money and they are a human services department. She said that the Warren administration wanted the CDBG funds to be used for non-profits. She strongly believed that the Senior Services department is the only non-profit agency in the City which has the necessary data,

relationships and the expertise to address the issues. CDBG considers aging in the community a priority and seniors are presumed low-income for CDBG purposes.

The Committee agreed to write a letter to the Mayor to urge the opportunity for CDBG funding for the programs and initiatives the Senior Services Department would like to explore. Since timing is short, the Acting Chair will draft something immediately on behalf of the Committee.

The Committee thanked Ms. Colino, Ms. Knapp and Ms. Nordstrand. Councilor Albright moved hold and the Committee voted in favor unanimously.

Referred to Programs & Services and Finance Committees

#126-18

Request to increase the salary of the City Clerk/Clerk of the Council

COUNCILORS LAREDO AND KALIS requesting an increase in the salary of the City Clerk/Clerk of the City Council for Fiscal Year (FY) 2018 to match the percentage increase included in the FY 2018 budget for H-grade employees.

Action: Programs & Services Approved 6-0

Note: President Laredo explained that this would be an introduction to this item. He explained that when he and Vice President Kalis met with David Olson, City Clerk, earlier this year, he expressed an ongoing problem with his salary in that it is adjusted every two years, instead of yearly, by ordinance. The Legislative branch sets the salary for the City Clerk and the Comptroller while the Executive branch sets the salaries for all other positions in the City. This allows the City Clerk to have a conversation with the City Clerk on the appropriate salary. The decision had been made to generally track Mr. Olson's non-H-grade salary with the H-grade salary of the Commissioner of Parks & Recreation. While the Commissioner gets a raise each year, Mr. Olson does not and never quite catches up. They discussed several solutions to solve this problem and decided to perhaps docket a salary item each year and bring his salary up to the appropriate level as soon as possible. President Laredo felt this was a very fair request from Mr. Olson.

President Laredo asked for information on the Comptrollers salary to determine if her situation should be assessed in a similar fashion.

President Laredo went on to say that an area analysis should be done to compare the salaries of area City Clerks. An analysis had been done a few years ago but it may not be appropriate at this point. Mr. Olson is the Clerk of the City, the City Council and Elections, which is unusual and therefore difficult to compare.

The President noted that the Clerk is allowed to collect fees for performing marriages during his regular workweek. It was estimated that that amount is about \$10K - \$15K a year. President Laredo said he does not begrudge that at all, but it should be kept in mind that it is a form of compensation.

The Committee asked the Clerk to find the information that was provided at the last discussion of the Clerk's salary. (See attached). At the very least, the President would like to bring Mr. Olson's salary up to the comparable FY 18 salary of the Commissioner of Parks & Recreation (\$131,640.57) and amend the ordinance if necessary in order to accomplish that.

President Laredo also wanted to know if the upgrade would be retroactive. This item will be going to Finance Committee so any further questions can be answered then. A new item will be docketed at an appropriate time for a salary increase in FY19.

The Committee voted in favor of the increase to the FY18 level as recommended, unanimously.

Charter Subcommittee

Councilor Baker referred to the memo from Councilor Rice, which outlines the process that the Charter Subcommittee will take in their discussions. He proposed meeting before the second Programs & Services Committee meeting each month from 6:00-7:30PM. The Subcommittee members agreed to that schedule as did President Laredo.

Respectfully Submitted,

John B. Rice, Chair

EXCERPT FROM 9/21/16 PROGRAMS & SERVICES REPORT

Referred to Programs & Services and Finance Committees

- #306-16** **Request to review and possibly adjust the City Clerk/Clerk of the Council's salary**
COUNCILORS LENNON AND LAPPIN requesting a salary review and possible ordinance amendment to adjust the salary of the City Clerk/Clerk of the City Council pursuant to Article XI of the Rules and Orders of the City Council 2016-2017. 08/24/16 @ 2:41 PM]
- Action:** **Approved 5-0-1 the recommendation of \$128,269 (Councilor Sangiolo abstaining; Councilor Schwartz not voting)**

Note: President and Vice President of the City Council, Scott Lennon and Cheryl Lappin joined the Committee. President Lennon explained that Article XI of the Rules and Orders of the City Council state that the Council is supposed to review the salary of the City Clerk/Clerk of the Council within 90 days of its election. In the last couple of terms, that had not happened. The conversation started within the 90 days of this most recent election and has continued with the President and Vice President, David Olson, City Clerk/Clerk of the Council and the Executive Department. At this point in time, the President and Vice President would like to recommend a salary of \$128, 269.

President Lennon provided Mr. Olson's resume, along with comparative data of current City of Newton Department Heads, as well comparative data of other city and town clerks across the Commonwealth. The information relative to other communities was provided by the Association of City and Town Clerks. Those documents are attached to this report.

Mr. Olson's salary is currently \$116,021. If Mr. Olson were in the City's H-grade system, which he is not, and had received the annual increases in the system, his salary would currently be \$126,748. Back in 2012, a two-part increase had been proposed for his salary. It was raised to \$104,000 in 2012 and the second part of the increase would occur in 2013 bringing it to \$116,000. Mr. Olson had an increase in his duties with the addition of the Election Department. There was some miscommunication that his salary was being raised to \$116,000 because of those added duties, however, that increase was proposed irrespective on those added duties. Since those duties have been added, it was felt a further increase was warranted. The goal is to get the Clerk's salary appropriate, current and in-line with some other department heads that have comparable responsibilities and staff.

Vice President Lappin noted that the data from other cities and towns is relevant and pointed out that none have 24 members of their legislative body. She felt all the data provided supported the recommendation. Mr. Olson felt his duties and responsibilities were more similar with the position of the City Assessor, whose salary is currently \$130,000. The subsequent conversation with the Executive Department determined there could be a compromise between \$126,748 and \$130,000 with the resulting recommendation of \$128,269.

Mr. Olson stated to President Lennon and Vice President Lappin that he would prefer not to enter into the H-grade system and proposed an amendment to the Council Rules to have his salary reviewed every year instead of every two years.

Committee Questions/Comments

A Councilor asked if the budget data for each of the municipalities was provided. President Lennon explained that the information was self-reported to the Association of City and Town Clerks and he was not sure if that information was provided.

Several Committee members felt that the President and Vice President were admirable in agreeing to a compromise, however, the amount of work that Mr. Olson has taken on and the services that he provides to the Council and the entire City is deserving of even more than \$130,000. It is a unique position when looking at the comparable data from other communities. It was noted that some members in other departments received hefty salary increases in the last fiscal year, so they will keep an eye on that going forward. President Lennon said they had to get some agreement from the Executive Department in terms of their salary structure and how this would fit in. Even though the City Clerk and the Comptroller are under the purview of the City Council, they did need that agreement and felt it was fair compared to other department heads. The conversations were meant to find a balance.

A Councilor noted that the Charter states that the Council has the opportunity to engage its own staff. The Council has never gotten into a constitutional crisis with the Executive Department on this, but it raises the point that the Council has the ability to set the salary by ordinance and there is the question as to whether they need the Executive's approval. It is good to have it and is part of the budget so there should not be too much argument but it should be considered carefully for future use if necessary. There was also a concern that if the salary were set higher, the overall budget for the department may not be raised and then there are fewer resources for the department in general which could be problematic. President Lennon said these conversations have been going on for months so all of these issues have been taken into consideration.

It was asked how the H-grade system works. President Lennon explained that H-grade employees get scheduled automatic increases each fiscal year. Being outside the H-grade system provided greater flexibility for increases and adjustments. Mr. Olson would prefer to have that flexibility and to have that discussion each year.

A Committee member felt that the salary review should be tied to the Clerk's appointment each term and not a yearly event. This would have to be a separate docket item, nonetheless.

Councilor Auchincloss moved approval of the salary recommendation and the Committee voted in favor with Councilor Sangiolo abstaining.

EXCERPT 10/24/16 FINANCE COMMITTEE REPORT**Referred to Programs & Services and Finance Committees**

- #306-16** **Request to review and possibly adjust the City Clerk's salary**
COUNCILORS LENNON AND LAPPIN requesting a salary review and possible ordinance amendment to adjust the salary of the City Clerk/Clerk of the City Council pursuant to Article XI of the Rules and Orders of the City Council 2016-2017. [08/24/16 @ 2:41 PM]
Prog & Serv Approved 6-0-1 (Sangiolo abstaining) @ \$128,269 on 09/21/16
- Action:** **Finance Approved Subject to Second Call 6-0 @ \$127,778 (Brousal-Glaser, Norton not voting)**

Note: Councilor Lappin presented the item to review the City Clerk/Clerk of the City Council's salary. The Programs and Services Committee approved an increase in the City Clerk/Clerk of the City Council salary to \$128,269. Since that time, the Administration has requested that the salary be reduced to \$127,778 to make it comparable to the Commissioner of Parks and Recreation's salary. The Administration feels that the City Clerk/Clerk of the City Council position and the position of Commissioner of Parks and Recreation are equivalent in terms of responsibilities and should receive the same compensation. The budget lists \$128,269 as the Parks and Recreation Commissioner's salary; however, that number is based on a 52-week year. In actuality, the Commissioner will receive a salary of \$127,778 this fiscal year.

The Finance Committee was comfortable with making the Clerk's salary the same as the Parks and Recreation Commissioner. The Committee discussed amending the rules or creating an ordinance to require review of the Clerk's salary on a yearly basis. Councilor Lappin will discuss the possible amendment with President Lennon then docket an item. On a motion to approve the item subject to second call, the Committee voted six in favor and none opposed to support the motion.

Population	City/Town	City or Town	Last	First	Email	Phone	FY16 Salary	Registrar of Vital Records	Birthing Hospital	Burial Agent	Chief Elections Official	Serve as Clerk to the Council/ Selectman	Number of Councilors/ Selectmen	Other Boards/ Commissions which you staff	# Staff (not including Clerk)
185,000	Worcester	C	Rushford	David	clerk@ci.worcester.ma.us	508-799-1121	\$ 151,314	Yes	Yes	Yes	Yes	Yes	11		14 FT
107,300	Cambridge	C	Lopez	Donna	dlopez@cambridgema.gov	617-349-4260	\$ 136,700	Yes	Yes	No	Yes	Yes	9		16 FT
59,352	Waltham	C	Malone	Russ	rmalone@city.waltham.ma.us	781-314-3000	\$ 123,238	Yes	No	No	Yes	Yes	15	Sit on Traffic Council	7 FT; 3 PT
153,060	Springfield	C	Lee	Wayman	wlee@springfieldcityhall.com	413-787-6589	\$ 116,328	Yes	Yes	No	No	Yes	13		11 FT
590,763	Boston	C	Feeney	Maureen	Maureen.E.Feeney@cityofboston.gov	617-635-4600	\$ 99,000	No	--	No	No	Yes	13		8 FT; 5 FT
58,732	Brookline	T	Ward	Patrick	pward@brooklinema.gov	617-730-2200	\$ 109,024	Yes	No	No	Yes	No	5	Town Meeting	4 FT; 1PT
92,413	Quincy	C	Shea	Joseph	jshea@quincyma.gov	617-376-1131	\$ 119,000	Yes	Yes	No	Yes	Yes	9	Licensing Board & Shellfish Warden	8 FT
90,329	Lynn	C	Audley	Mary	maudley@ci.lynn.ma.us	781-598-4000	\$ 126,369	Yes	No	No	Yes	Yes	11	Licensing	7 FT
56,854	Malden	C	Anderson	Karen	kanderson@cityofmalden.org	781-397-7116	\$ 102,734	Yes	No	No	Yes	Yes	11		3 FT; 1 PT
88,857	Fall River	C	Bouchard	Alison	city_clerks@fallriverma.org	508-324-2220	\$ 100,959	Yes	Yes	No	No	Yes	9		4 FT
85,300	Newton	C	Olson	David	dolson@newtonma.gov	617-796-1210	\$ 116,000	Yes	Yes	Yes	Yes	Yes	24	Election Commission	12 FT; 1 PT
31,445	Needham	T	Eaton	Theodora	Teaton@needhamma.gov	781-455-7510	\$ 96,967	Yes	No	No	Yes	No	5	Town Meeting	3 FT; 3 PT
32,165	Watertown	C	Flynn	John	jflynn@watertown-ma.gov	617-972-6486	\$ 90,723	Yes	No	Yes	Yes	No	9	Licensing Board	3 FT
27,982	Wellesley	T	Nagle	Kathleen	knagle@wellesleyma.gov	781-431-1019	\$ 87,534	Yes	No	Yes	Yes	No	5	Town Meeting	2 FT; 1 PT
75,754	Somerville	C	Long	John	jlong@somervillema.gov	617-625-6600	\$ 103,556	Yes	No	No	No	Yes	11		6 FT; 2 PT
11,391	Weston	T	Davenport	Debbie	davenport.d@westonmass.org	781-786-5015	\$ 83,907	Yes	No	No	Yes	No	3	Town Meeting	1 FT; 1PT
95,078	New Bedford	C	Farias	Dennis	dennis-arruda@newbedford-ma.gov	508-979-1450	\$ 84,888	No	--	No	No	Yes	11		10 FT
33,000	Natick	T	Packer	Diane	dpacker@natickma.org	508-647-6432	\$ 82,380	Yes	No	No	Yes	No	5	Town Meeting	3 FT

Department Head Compensation Comparisons

#306-16

Information taken from the FY16 Budget

Arranged by Compensation

Position	Budgeted Compensation		Grade	Step	# of Employees	General Fund FY17 Budget
	FY17					
Chief of Staff	164,007	XXX				
Fire Chief	162,076	XXX			191	21,054,869
Comptroller	147,209	H13	ZZ		8	39,719,836
Public Works Commissioner	141,865	H15	19		130	81,334,318
City Solicitor	140,027	H15	20		13	1,666,765
Police Chief	138,484	H17	14		209	20,779,630
Public Buildings Commissioner	137,958	H14	16		33	4,549,691
Chief Administrative Officer	133,188	H16	14		9	1,024,119
Chairman, Board of Assessors	130,474	H13	24		13	1,261,887
Recreation Commissioner	128,269	H14	18		44	6,311,399
Retirement Director	125,132	XXX			2	
Collector/Treasurer	122,984	H13	20		10	29,184,645
Inspectional Services Commissioner	121,167	H13	19		16	1,585,909
Director of Planning	120,891	H14	14		19	1,689,101
Director of Human Resources	120,000	H13	16		10	1,131,122
Chief Information Officer - IT	119,113	H14	13		13	1,582,471
Manager FIS Information Systems	118,339	H12	21		3	516,847
Health and Human Services Commissioner	117,363	H14	12		42	3,552,938
City Clerk/Clerk of the Board	116,913	XXX			15	1,815,649
City Librarian	115,893	H13	16		71	5,726,495
Senior Center Director	103,949	H10	21		5	649,493
Chief Procurement Officer	103,505	H12	12		5	484,021
Museum Director	93,720	H10	14		4	283,519
Veterans Agent	70,718	H08	4		1	380,177

CITY OF NEWTON

IN CITY COUNCIL

November 7, 2016

ORDINANCE NO. A-87

BE IT ORDAINED BY THE BOARD OF ALDERMEN
OF THE CITY OF NEWTON AS FOLLOWS:

That the Revised Ordinances of Newton, Massachusetts, 2012, as most recently amended by Ordinance A-21, dated May 20, 2013, relative to **ARTICLE II. CLERK OF THE COUNCIL** are hereby further amended as follows:

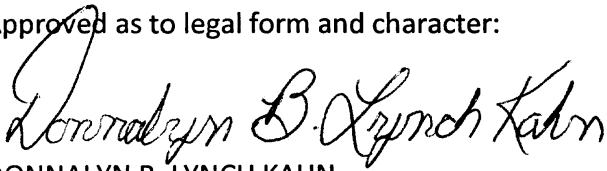
In **Sec. 4-21. Salary.**

1. Delete the words "July 1, 2013" and insert in place thereof "January 1, 2016"

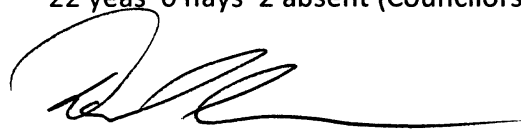
and

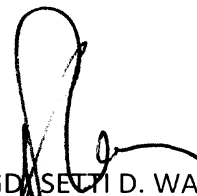
2. Delete the figure "\$116,021" and insert in place thereof "\$127,778"

Approved as to legal form and character:


DONNALYN B. LYNCH KAHN
City Solicitor

Under Suspension of Rules
Readings Waived and Approved
22 yeas 0 nays 2 absent (Councilors Hess-Mahan and Sangiolo)


(SGD) DAVID A. OLSON
City Clerk


(SGD) SETH D. WARREN
Mayor

Date: 11/10/16