

Mandie Huerta, Clerk

- Handing out lunches
- **Covering Café for short breaks**
- Meeting minutes & Agendas
- Filing paperwork
- Updating members in the system
- Medical equipment loans and organization
- Copies and print outs for groups
- Registrations and money collection
- Print registration sheets
- Answering phones
- Deposits when Michelle is out
- **Tracking money for café and lunches through Excel**
- Providing a list of needed supplies for ordering
- Covering the reception desk when needed
- Assisting with craft classes
- Recording lunches in the system
- Refilling masks in dispensers
- Providing tours to new members
- Updating the meal delivery list for drivers daily
- Organize and hand out meals for Thanksgiving
- Co-lead a meeting for senior roommates

Anne Fountain, Kitchen Manager

- Order food and supplies for kitchen
- Cook the lunches
- Cook and bake for Cafe
- Hand out the meals curbside
- Create menu for the meal service
- Maintain a clean kitchen
- **Manage Café workers**
- Manage kitchen staff
- Do shopping outside of deliveries
- Cook for special events

Michelle Blaney, Office Manager

November 2021

- Paying bills
- Entering payroll
- Ordering supplies
- Worked on and submitted FY21 Capital Assets report to Auditing Department
- Assisted with Thanksgiving curbside dinner
- Entering and making deposits from the curbside meals, transportation and various donations
- Led and assisted with in-person craft classes: Thankful Fall Door Décor, Wire Pumpkin Craft, Cornucopia Craft and Deer Arrangement

Diane Gay, Program Assistant

- Tuesday at the Movies
Provided refreshments (popcorn & water)
- Veterans Voice
Provided refreshments for Veterans Voice meeting
- Added 52 new participants to SchedulesPlus and issued swipe cards
- Entered participants COVID Waiver form information into SchedulesPlus
- Returned phone calls to people requesting rides from the Transportation Department
- Helped distribute Thanksgiving curbside meals

Transportation Department Summary - NOVEMBER 2021

1. Rides: There were 359 rides for the month and 4,872 YTD. Rides breakdown by category are: Banks 2, Senior Center 209, Grooming 7, Medical 64, Other 33, Pharmacies 1, Shopping 30, Visiting 13.
2. Home Delivered Meals: There were 332 meals delivered to homebound Chicopee seniors this month and the associated fees collected were \$1,094.

2. Cancellations: There were 59 cancellations and 2 “No Shows” for the month, and YTD there were 375.
3. Fees: Monthly fees collected for rides were \$486 and the \$4,563 YTD.
4. Drivers: There were 4 volunteer drivers and 3 staff drivers during the month of October. Total hours driven by all drivers were 337.
5. Coordinators: Bob Kupiec comes in the office periodically and is also helping with scheduling in Schedule Plus, from home. Additionally, Diane Gay also helps in the afternoon with phone calls and scheduling. They have relieved some of the workload from morning coordinator, Lisa Padykula. There is also an open position for a Temporary Part-time Coordinator which has not yet been filled.
6. Vehicles: Total miles driven for the month were 1,220. A weekly inspection of all vehicles continued and the Monthly Incident Report was submitted to maintenance and the Mayor’s office on November 1, 2021 “without incident”.
7. \$15,000 Shopping Grant Summary: November’s net billing total was \$659.18 for 362 rides and YTD totals were \$1,301.14 for 773 rides. This leaves an available \$6,198.96 balance to bill in the remaining 10 months. There were 8 new unduplicated shopping clients this month. Note: the WMEC shopping grant fiscal year begins October 1st. In addition, there was a Press Release sent out, informing the public about all transportation services while emphasizing the WMEC funded shopping service.
8. The transportation department has completely converted over to the new Schedule+ database system. The learning process began in late September and has had some challenges, however, we are seeing some efficiencies occurring but it will take a few more months to realize all the benefits of this new system.

Holly Angelo, Assistant Director

It was a busy November. A lot of my time was spent scheduling events and programming for the Jan/Feb 2022 newsletter. Casey is due back in late December, so she will resume those program coordinator duties.

I worked with Holyoke Medical Center to once again recruit knitters to knit hats, scarves and mittens for area children in need. We’re going to have a knit-a-thon on January 7th at RiverMills to get knitters started on their

project. In addition, I started a quilting group that will be meeting January 6th.

I met with the new Hampden County TRIAD person and have scheduled the TRIAD coordinator to attend our S.A.L.T. Council meeting in January to introduce the free programs TRIAD is offering, including the Sand for Seniors program that the Chicopee COA has joined. She will be coming to the senior center to do a program on Aging Safely at Home, where TRIAD will go to an older adult's house and look for safety issues that could result in a fall (like rugs).

We have been working through Transportation Department issues in regards to the new software, Title III WMEC grant reporting, and staffing. Several staff members, particularly Diane Gay, helps staff that office in the afternoons while Bob Kupiec continues to help out on a limited basis.

I renewed the café permit for 2022. We have two new café volunteers who are helping out our part-time café assistants. This comes in handy when the café assistants are on vacation, or out sick.

We had a very successful Halloween-themed curbside meal pick-up on October 29th, with staffing dressing up, handing out candy and playing spooky Halloween music. Our November 18th Thanksgiving curbside pick-up meal was a huge success - close to 600 meals were made. Everything went smoothly. We're getting ready for our December 16th curbside holiday meal.

I input most of the Bright Nights reservations into a software program. As I write this on 12/3, the mayor's office is still planning to offer two nights at Bright Nights, with one bus per night carrying 50 people. All the spots were booked.

We had a very successful COVID vaccine booster clinic at RiverMills on December 2nd. More than 125 people came to get their boosters from Holyoke Health Center nurses. All the appointments were booked and there were a lot of walk-ins.

Jona Ruiz, Program Technician

- Photography Club
 - Photo project review (Meeting)
 - Collaborating with Friends for December photo event
- Toured of Chicopee to add photos to the Library archive
- iPad Tutorial Class
 - Create part 2 manual for the two part class
 - 5 participants in attendance

- Offering the class again in December
- 1 on 1 Tech Connect Meetings ○ 18 meetings ▪ 2 cancelled
- 4 additional walk-ins
- 2 additional in computer lab
- 3 assistance via phone
- Tablet Lending Program ○ 12 iPads available
 - 4 currently being borrowed
 - A total of 6 borrowed in November
 - 2 who have use the program more than once
 - 1 was loaned out at the end of the iPad tutorial class
- Alexa Program for Isolated Seniors ○ 5 applicants
 - 1 new applicant joined the program
 - 3 currently using a device
 - Assisted one over the phone to link music profiles with the Echo Show 10
- In House ○ Help with 3 accounts of printer issues
 - Provided technical assistance with phone issues, CRM reports etc.
 - Submitted 7 tickets to IT department for various reasons.
 - Coordinated with IT and electrician for cable to be run to the nurses new office for phone line and computer network
- Marketing ○ Kept social media and website up-to-date with latest programming and important announcements.
 - Sent out email-blast with December programs and announcements to 185 members
 - Worked on Jan/Feb 2022 newsletter and submitted to publishers