



**Mansfield Senior & Wellness Center  
Annual Report  
July 2015-June 2016**



Mansfield Senior Services provides opportunities for Seniors aged fifty-five and above to maintain and improve their physical, mental, social and emotional well-being so that life is stimulating, full and enjoyable. Seniors are involved in a variety of creative, educational, recreational and social activities through the Mansfield & Wellness Senior Center.

**Mansfield Senior & Wellness Center  
303 Maple Road  
Mansfield, CT 06268  
860-429-0262  
[www.mansfieldct.org](http://www.mansfieldct.org)**



## **Town Council**

Paul Shapiro, Mayor  
William Ryan, Deputy Mayor  
Denise Keane  
Peter Kochenburger  
Alexander Marcellino  
Antonia Moran  
Virginia Raymond  
Mark Sargent  
Ben Shaiken

## **Town Government**

Matthew Hart, Town Manager  
Maria Capriola, Assistant Town Manager  
Patricia Schneider, Human Services Director

## **Senior Center Staff**

Sarah Taylor, Senior Center Supervisor  
Cara Webb, Program Coordinator  
Kathy Yaffee, Receptionist  
Gianna Stebbins, Transportation Coordinator  
Sharon Caron, Site Server  
Sarah Dufresne, Outreach Worker

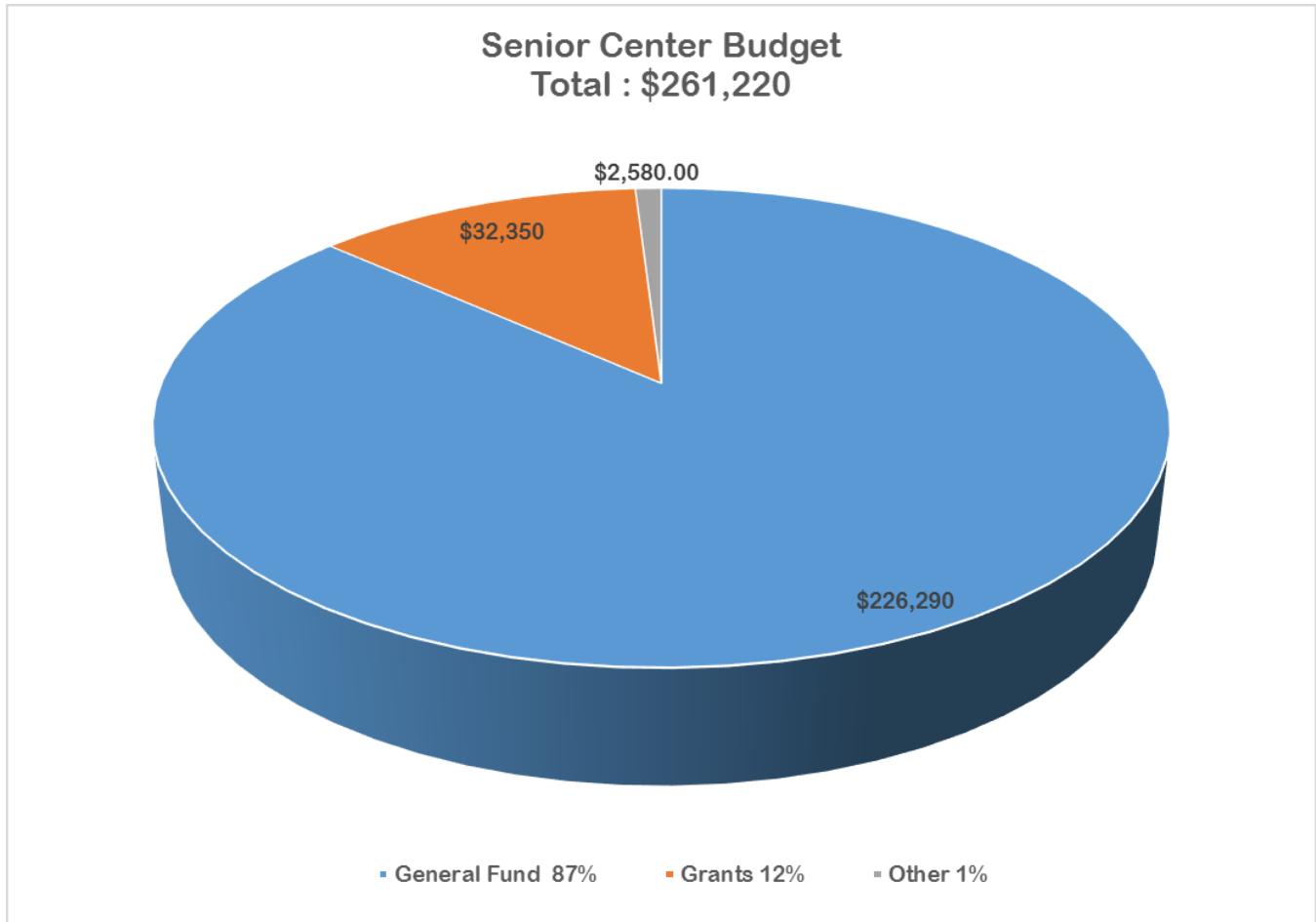
## **MSCA Transition Committee**

Rita Braswell  
Joan Doiron  
Bettejane Karnes  
Marie Hakmiller  
Betty Savage  
Joan Terry

## **Commission on Aging**

Wilfred Bigl, Chair  
Bettejane Karnes  
Bev Korba  
Laurie McMorrow  
Don Nolan  
John Riesen  
Nancy Trawick Smith  
Martina Wharton  
John Adamcik, Wrights Way Representative  
Judy Bigl, Jensen's Representative  
David Palmer, Juniper Hill Representative

## Financials



### Senior Programs Operating 270 Fund

Balance 7/1/2015: \$13,644.92  
Revenues: \$30,337.49  
Expenditures: \$24,593.90  
Balance 7/1/2016: \$19,121.80

### Veteran's Day Fund

Balance 7/1/2015: \$1,798.37  
Revenues: \$ 500.00  
Expenditures: \$2,003.46  
Balance 7/1/2016: \$ 294.91

### Herrmman Trust Fund

Balance 7/1/2015: \$2,769.37  
(No Revenues or Expenditures in FY2015/16)

## Major Accomplishments

As a focal point for Senior Services, the Mansfield Senior & Wellness Center continues to provide a wide variety of programs, classes, activities and resources designed to meet the diverse and ever-changing needs of Seniors aged 55 and above in our community.

Fiscal year 2015-2016 has been a dynamic year at the Center. We saw a 13% increase in the number of Seniors attending and participating throughout the year, as well as significant growth in specific program areas including our Day Trips, Congregate Meals & Special Events, Fitness Classes and Intergenerational Events. We've increased evening and weekend programming, expanded transportation services, and strengthened our collaborative relationships with a number of Town departments, community groups and local providers.

We also introduced a number of new initiatives and celebrated many accomplishments throughout the year:

- Successfully recruited & hired for both the Program Supervisor & Program Coordinator positions.
- Launched the Mansfield Senior & Wellness Center Facebook Page to expand our marketing efforts and reach a larger audience.
- Increased our Day Trip offerings by 80% with a corresponding 60% increase in participation.
- Completed a long-awaited renovation of our largest program space with a beautiful new floor, new dining room tables and new chairs. The new floor replaced a disintegrating tile floor which could no longer be cleaned up to food service standards; the new smaller tables with casters were chosen to foster easier communication for Seniors and easier mobility for staff. Our new chairs balance industrial durability with style, comfort and stability.
- Celebrated the Mansfield Senior & Wellness Center's 40<sup>th</sup> Anniversary in September 2015 with a festive and well-attended Luncheon. Representatives Greg Haddad and Linda Orange presented the Senior & Wellness Center with a Proclamation, highlighting our commitment to providing quality Senior programming. Having Former Senior Center Coordinator Marilyn Gerling join us as well, dancing and reuniting with friends was a highlight of the day!
- Introduced a streamlined and more accessible registration process for Senior & Wellness Center classes, activities and events. This new registration form is available in our monthly newsletter, online and at the Senior Center.
- Applied for and received a complete Food Service License, enabling us to prepare and serve meals on site. Our events with home-cooked meals have been very well-received by Seniors in our community and we look forward to expanding our Senior Nutrition program in the coming year by continuing monthly home-cooked meals and introducing a café program.
- Expanded transportation offerings to include a twice-monthly routed shopping, as well as door-to-door transportation to Senior Center special events.
- Held our 1<sup>st</sup> Annual Open House & Art Show in May 2016. In honor of Older American's Month, we showcased the work of our many talented artists and highlighted the diversity of our programs and services. Senior Center staff, fitness instructors, health practitioners, members of the MSCA and Senior Group Leaders were on hand to welcome the public and answer questions during an hors d'oeuvres reception.
- Increased evening & weekend program offerings by 271% from 7 events in 2014-2015 to 26 events in 2015-2016 with a total of 425 Seniors participating. Programming included a once a month Summer

Series from July to September with entertainment and home-cooked meals, UConn Women's Basketball Tailgate parties, a Sunday Brunch & Ballet and a number of popular trips.

- Provided staff training and restructured our record keeping through the MySeniorCenter program in order to more accurately track program utilization and growth.
- Enhanced and expanded Intergenerational program participation by 108%.
- In collaboration with the Mansfield Community Center, VITAS and a number of local sponsors, the Senior Center Veterans Committee fundraised for and hosted our 9<sup>th</sup> Annual Veterans Day Tribute with approximately 120 people in attendance.
- Throughout the year, members of our team along with members of the MSCA and the Commission on Aging embarked on a "Senior Center Tour," traveling to Accredited Centers in Connecticut and Massachusetts to gather information on best practices, innovative programming, staff structure, building design and accreditation.

## Participation Summary Comparison

### **2014-2015: 904 unduplicated Seniors were served for a total of 16,515 contacts**

- 605 unduplicated Seniors attended events for a total of 12,896 contacts
- 45 unduplicated Seniors received a total of 194 rides to medical appointments
- 408 Seniors received support services for a total of 1,499 contacts
- 3,988 Congregate Meals served
- 139 Seniors attended Day Trips for a total of 402 contacts
- 126 new Seniors joined the Senior & Wellness Center
- 45 Seniors volunteered at the Senior & Wellness Center for a total of 1,523 contacts, providing over 7,289 hours of service.

### **2015-2016: 1018 unduplicated Seniors were served for a total of 18,774 contacts, showing a 13% increase from 2014-2015.**

- 685 unduplicated Seniors attended events for a total of 14,790 contacts
- 49 unduplicated Seniors received a total of 227 rides to medical appointments
- 442 Seniors received support services for a total of 1,531 contacts
- 4,950 Congregate Meals served, including Special Events
- 219 Seniors attended Day Trips for a total of 811 contacts
- 155 new Seniors joined the Senior & Wellness Center
- 46 Seniors volunteered at the Senior & Wellness Center for a total of 1,415 contacts, providing over 7,538 hours of service.

## Health & Wellness Seminars

**2015-2016: 109 Seniors participated with a total of 161 visits**

- All you need to know about Lyme Disease
- New Treatments for Arthritis & Joint Pain
- Silver Sneakers Fitness at the Community Center
- Practical Skills to Manage Type 2 Diabetes
- Smiling Seniors
- A Golden Opportunity: Spirituality in the Second Half of Life
- Beat the Winter Blues
- Keep your Brain Healthy & Fit Series
- Guided Meditation Series
- Assertiveness Training
- Home Instead Senior Care
- Benefits Check-Up
- Reiki Demonstration
- Medicare & Medicaid Facts

## Health & Wellness Screenings, Services & Support Groups

**2015-2016: 324 Seniors participated with a total of 549 visits**

- Flu Clinic
- Caregiver's Support Group
- Herrmman Blood Pressure Clinic
- Hearing Screenings
- Hartford Healthcare Adult Health Screenings
- Footcare Assessment & Clinics
- Mini-Spa Haircuts, Manicures & Pedicures
- Massage & Reflexology
- Reiki
- UConn Community Health Fair
- Low Vision Support Group
- Insurance Counseling



## Fitness Classes

**2014-2015: 259 Seniors participated with a total of 3,264 visits**

**2015-2016: 335 Seniors participated with a total of 3,663 visits, showing a 29% increase in Seniors participating**



- Power of Aging
- Senior Aerobics
- Sit & Get Fit
- Sparkettes Performance Group
- Strength & Stability
- Square Dancing
- T'ai Chi Cooperative Practice
- T'ai Chi Instructional Class
- Tap Dancing
- Walking DVD
- Yoga
- Yoga Dance

## Groups, Clubs & Games

**2015-2016: 646 Seniors participated with a total of 2,643 visits**

- Bingo
- Bridge & Duplicate Bridge
- Brain Aerobics
- Causeries en Francais
- Conversations with Betty
- Horse Racing Game
- Genealogy
- Indoor Putting
- Mahjongg
- Memorable Mondays: the Story of You
- Movie Discussion Group
- Radio Mystery Theater
- Scrabble
- Wii Bowling





## Educational & Informational Seminars

**2015-2016: 73 Seniors participated in Educational Seminars**



- Money Smart for Older Adults
- AARP Safe Driving Course
- National Health Education Week Presentation
- Emergency Preparedness & Code RED
- Fire Prevention
- Savy Social Security Planning
- White House Conference on Aging
- Estate Planning
- Open Mansfield Presentation
- Who's in Your Wallet?
- Beyond the Gravestone: Historical Grave Preservation Presentation

## Financial Assistance

**2015-2016: 387 Seniors received financial assistance with the support of our Outreach Worker and the Annual AARP Tax Assistance Program.**

- Tax Aid
- Insurance Counseling
- Benefits Counseling
- Energy Assistance
- Fee Waiver
- Food Pantry
- Farmer's Market Coupons

## Technology

**2015-2016: 155 Seniors participated with a total of 342 visits**

- Weekly PC & Tech Help Group
- Me & My iPad
- Email
- Intro to Facebook
- The Internet & Skype
- Smartphones made Easy
- Travel Planning on the Internet
- Internet Safety & Security
- Navigating your Smartphone



## Entertainment & Special Events

**2015-2016: 1,333 Seniors participated in Entertainment & Special Events**

- Fourth of July Celebration
- Hawaiian Luau
- Celebrate Life Luncheon
- Newcomers Breakfasts
- Holiday Sing-a-long with Bruce John
- 40<sup>th</sup> Anniversary Celebration with Center Stage
- Cabaret Concert with Karen Wagner
- Thanksgiving Luncheon  
& Inspirational Program with Beth Usher
- Thankful Gathering
- Holiday Luncheon with Performances by the Sparkettes  
& the Mansfield Senior Center Chorus
- UConn Tailgate Party
- The Country Duo
- Chinese New Year Celebration
- Jim & Dave Duo
- St. Patrick's Day Luncheon with Seldom Heard
- Open Mic Party
- An Afternoon of Classical Music
- Volunteer Appreciation Celebration
- Luncheon & Music with Clayton Allen
- Open House & Art Show
- Spring Luncheon with Performances by the Sparkettes  
& the Mansfield Senior Center Chorus
- Sarah Dufresne's Award Winning Chili Lunch
- Classic Jazz with Christine Cooney



## Summer Night Series ~ Dinner & Entertainment

**2015-2016: 119 Seniors participated in the Summer Night Series**

- June 2015: The Armentano Brothers
- July 2015: The American Revolution & the History of Sheldon's Horse
- August 2015: Summer Music with Jim Dehls
- September 2015: National Senior Center Month Kick-Off with Bruce John
- June 2016: Sally Matson as the Groundbreaking Photographer Margaret Bourke White

## Intergenerational Events

**2014-2015: 63 Seniors participated in 5 Intergenerational Events**

**2015-2016: 146 Seniors participated in 8 Intergenerational Events, showing an increase of 108% in participation.**

- Lunch with the Llamas from Country Quilt Llama Farm
- Pumpkin Festival
- Bringing the Cultures Together
- Spring Magic
- Brunch & Ballet
- Spring Egg Decorating
- Mansfield Middle School Country Fiddle Concert
- Intergenerational Dinner with EO Smith & UConn



## Creative Arts

**2015-2016: 347 Seniors participated with a total of 1,479 visits**

- Art Studio
- Craft Classes
- Instructional Art Classes
- Jewelry
- Knitting & Crocheting
- Mansfield Senior Center Chorus
- Photo Club
- Quilting
- Woodcarvers
- Writing Group



## Senior Nutrition

**2014-2015: 3,988 Congregate meals served**

**2015-2016: 4,950 Congregate meals served,  
showing a 24% increase in participation**

- Congregate Café Meals 4,172 lunches served
- Bistros & Special Luncheons 778 lunches served

Participation in our Nutrition program increased by 24%. Our Congregate meal program is a collaboration with Thames Valley Council For Community Action, and is funded through the Federal Older Americans Act. Also in collaboration with TVCCA, and with the support of Volunteers, our Nutrition program delivered **3,401 Meals-On-Wheels** and **1,858 Cold Suppers** to home-bound Seniors in our community.



In an effort to enhance our nutrition program and better meet the diverse dietary needs of Seniors attending our programs, we applied for and received a complete Food Service License in April 2015 and certified three Senior Center staff members as Food Safety Managers. This license enables us to prepare fresh, home-made meals on site, a critical first step in expanding our Nutrition program in the future. Since acquiring the license, we've served a number of delicious meals at our events, a change that has been enthusiastically embraced by both staff and Seniors.

## Trips & Travel

**2014-2015: 140 Seniors participated in a total of 55 trips**

**2015-2016: 225 Seniors participated in a total of 99 trips, showing an 80% increase in program offerings and a corresponding 60% increase in participation**

Our Day Trip program has increased significantly over the past year, with over 200 Seniors traveling to enriching destinations 2-3 times per week. This program is supported through our Municipal Grant, which funds two part-time van drivers (for a total of 19 hours per week), gas and maintenance for the Town van, and portions of the Senior & Wellness Center Transportation Coordinator's and Supervisor's salaries.

Popular destinations have included local attractions, museums, art galleries, seasonal festivals and activities, "Lunch Bunch" trips to favorite local restaurants, the Metropolitan Opera at Rave Cinemas in Manchester, theater productions at the Goodspeed Opera House, the Bushnell and the Ivoryton Playhouse, the Connecticut Flower Show and a Day in Boston. Destination ideas are regularly elicited from Senior participants, making this a particularly member-driven program area.

In recent surveys, we asked Seniors how participating in Day Trips has affected their lives. Their responses, coupled with their participation rates, reinforced the value of this program expansion:



"Enrichment!"

"We are enjoying a lot of interesting places with interesting and nice people."

"It is fun to get out of town for a day with friends...I love it! Also, the drivers are great! There is a good variety of destinations."



## Transportation Program

**2014-2015: 46 Seniors received a total of 404 rides**

**2015-2016: 49 Seniors received a total of 454 rides**

Our Transportation Program is also supported through our Municipal Grant and a dedicated team of volunteers. In 2015-2016, we had 17 Volunteer Drivers.

In April 2015, we also expanded Transportation Services to include twice monthly shopping runs and curb to curb transportation to certain Senior Center events. Since then, 11 Seniors have utilized these expanded services for a total of 64 rides.



## Volunteers

**2015-2016: 46 Seniors volunteered at the Senior & Wellness Center for a total of 1,415 contacts, providing over 7,538 hours of service.**

The Mansfield Senior & Wellness Center provides a variety of volunteer opportunities to individuals in our community, including working with the Commission on Aging, the Mansfield Senior Center Association, the Computer Council, driving for our Medical Transportation and Meals on Wheels programs, working in the kitchen, working at the front desk, facilitating groups, working in the Senior Center library, working with the Veterans Committee and providing Tax Assistance to Seniors and low income community members.

Our dedicated volunteers enable us to offer an exceptionally wide variety of programs, groups, clubs, events and services for Seniors; in our community, they are leaders, advocates, teachers and friends. When we look at those numbers in terms of the financial benefit they've provided to our program, our volunteers contributed the equivalent of over \$177,595.00 to our Senior Center. Their work is incredibly valuable to our Seniors, to the success of our Center and to the Town of Mansfield.



**Mansfield Senior Center Association Update**  
**Submitted by Marie Hakmiller, MSCA President**

The Mansfield Senior Center Association has spent most of the last year in a period of transition. During that period a Transition Committee was formed whose sole purpose was to re-write the by-laws, bringing them into conformity with 501(c)(3) regulations and in tune with the current function of the Association. As a result the following was accomplished:

- A new set of by-laws was adopted on September 21, 2016 with a mission of advocacy, fund development and volunteer identification.
- A new Board of Directors, as defined in the new by-laws, was elected.
- All assets were evaluated and assessed.
- A membership protocol was approved which included a dues structure for the Association.
- A request for funds protocol is in the process of development.
- All programming is now done in cooperation with the Program Coordinator.

Also accomplished during this period:

- The redecoration of the Association Lounge which is now an additional conversation area within the Senior & Wellness Center.
- The continued support of the “coffee” program.
- The continued support of the bingo program.

**Commission on Aging Accomplishments & Priorities**  
**Submitted by Will Bigl, Chair**

- Advocated for additional accessible parking at the Community Center.
- Department of Transportation study of WRTD transportation needs for Mansfield.
- Instrumental in enhancing Dial-a-ride within the Mansfield Area.
- Continue advocating for the elderly population of Mansfield.
- Continue investigating a new Senior Center.
- Encourage and support Senior Center staff on their work toward National Senior Center Accreditation.

## Goals for 2016-2017

- Complete Exterior Building & Sidewalk Repairs
- Update Senior & Wellness Center Mission Statement
- Develop Senior & Wellness Center logo
- Update Senior & Wellness Center webpage
- Prepare and serve home-made meals at least once per month
- Launch Maple Road Café Program
- Purchase and install updated equipment for technology-based programming
- Begin Accreditation Self-Assessment Process with April 2018 as a target date for completion
- Maintain Senior participation at 18,000 visits per year
- Develop outcome-based evaluation tools and incorporate into program planning
- Provide additional staff training on MySeniorCenter and begin to utilize advanced functions to streamline administrative tasks
- Review Health & Wellness Services and update agreements with Community Providers
- Launch Satellite Library in collaboration with Mansfield Public Library
- Collaborate with the MSCA on fund development initiatives

## **2015-2016 Community Partners**

AARP  
Anthem Blue Cross Blue Shield  
Audiology Concierge  
Bette Giordano  
Beyond the Gravestone  
Bruce John  
Connecticut Legal Services  
Dr. Walter, Podiatrist  
Edward Jones Financial  
EO Smith High School  
Harmony Massage  
Hartford Healthcare  
Home Instead Senior Care  
Hope & Wellness Salon  
Jo Anne Harrison-Becker  
Liberty Homecare  
Mansfield Senior Center Association  
Mansfield Commission on Aging  
Mansfield Public Library  
Mansfield Community Center  
Mansfield Middle School  
Masonicare  
Michele DeLuco  
Norwich Orthopedic Group  
Price Chopper  
Senior Resources  
UConn  
Verizon  
VITAS  
Wilcox & Reynolds Insurance  
WRTD