

We are pleased to submit for your review, a recap of services provided in fiscal year 2019 and corresponding budget requests for 2020 for the three town-funded Island-wide programs: First Stop, Counseling, Outreach and Referral for Elders (CORE) and Healthy Aging MV. Attached to this report are those three budgets (Attachment A, B, C).

Town funding for all three programs is administered by the Dukes County Manager through a contract with Martha's Vineyard Community Services (MVCS). As a part of MVCS all three program have access to all of the marketing and communication support, audit trail, liability coverage and administrative and Trustee oversight and support. These programs are funded according to the 50/50 formula. The historic funding for these three programs is detailed below.

Summary of Town Funding FY2018 - FY2019 and Request for FY2020

Program	FY2018	FY2019	FY2020	+ / (-)
First Stop	\$ 86,990.00	\$ 47,500.00	\$ 31,300.00	\$ (16,200.00)
CORE	\$ 53,000.00	\$ 80,000.00	\$ 80,000.00	\$ -
Healthy Aging MV	\$ -	\$ 71,110.00	\$ 68,446.00	\$ (2,644.00)
Total	\$ 139,990.00	\$ 198,610.00	\$ 179,746.00	\$ (18,864.00)

FIRSTSTOP MV

FirstStop MV is a program of Martha's Vineyard Community Services (MVCS) and Healthy Aging MV and is funded by the towns through the County of Dukes County. FirstStop MV is an Island-wide reference guide to support the health and wellness of the Island community by connecting people to information and critical resources for Islanders of all ages.

In November of 2016, FirstStop moved under the auspices of MVCS to eliminate duplicative services, consolidate administrative functions and support staff under the umbrella of an existing non-profit agency. MVCS completed a budget assessment to determine how best add value to the program while expanding.

MVCS expanded the FirstStop MV website to become an Island-wide social services database and referral resource for Islanders of all ages – not limited to just elders and caregivers. Staff time was utilized researching and collecting data on all of the social service providers, activities, and opportunities on Island (and many off-Island), researching keywords associated with new categories and sub-categories; connecting with new providers; building the back-end of the website with a new structure, updated design, and language translation; and conducting usability testing. The new website has enhanced usability and searchable functionality, an improved mobile-friendly website, and a language translator enabling a visitor to view content in either English or Portuguese.

The online database of nearly 700 providers is comprised of far ranging service categories including emergency services; food access and nutrition; homeless services; mental health and substance use disorder services; family planning; childcare; family and caregiver support; legal and financial assistance; transportation; disability services; senior services; domestic violence support; educational and social opportunities; employment and volunteering; and more.

The website can be searched by category or keyword to locate a service provider or other resource that may be able to help the visitor. If a visitor cannot locate what they are searching for on the website, they are

encouraged to call the FirstStop phone line at 774-549-0555 or email info@firststopmv.org. Calls will be returned with 24 hours (not including weekends).

Website analytics from FY18 can be found in Figures 1 and 2 below. The data in Figure 1 illustrates the uptick in website visits in the off-season, which shows the increase in demand for social service resources during the winter months. Figure 2 shows the increase in website visits from FY16-FY18.

Visits include individual visitors who arrive at the website and proceed to browse. A visit counts all visitors; no matter how many times the same visitor may have been to the site. *Unique Visits* include individual visiting the site for the first time.

Figure 1:

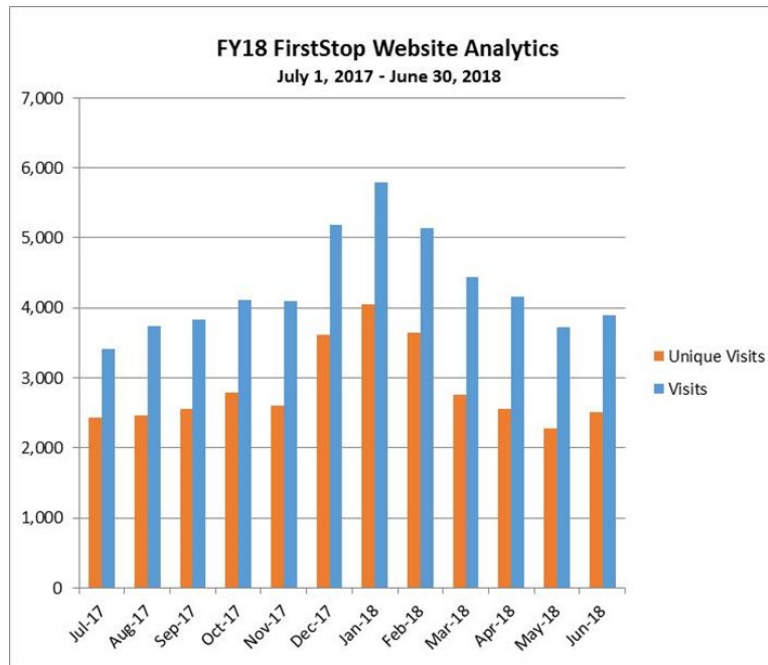
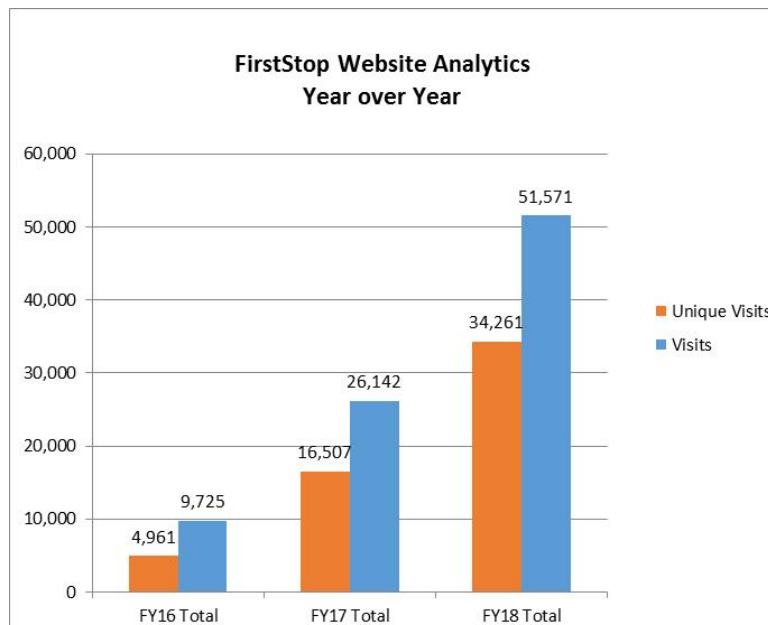


Figure 2:



COUNSELING, OUTREACH, and REFERRAL for ELDERS (CORE)

CORE (Counseling, Outreach, and referral for Elders) is a program developed by the Councils on Aging cooperatively with MVCS Island Counseling Center in 2011. We are seeking continued funding from the towns to support the CORE program. The CORE program works with at - risk and mostly home-bound elders in the following manner who are referred to the program by Councils on Aging, primary care physicians, first responders, neighbors and family members, and MV Hospital.

CORE addresses the significant inter-related health, behavioral health, social and case management needs of elders age 55+ at no cost to the client. Many CORE clients require home visits due to their difficulties with mobility, transportation and Medicare restrictions. Care coordination connects elders to needed services, community activities, linkages with doctors, food supplies and encouragement of elders with substance use issues to address that problem. The care coordinators, guided by the clinicians, provide their services to meet the needs and desires of the clients.

CORE services are not covered by insurance and are a vital component of providing effective behavioral health treatment. Assuring that appointments with medical professionals are kept, coordinating treatment with clinicians and medication with psychiatric providers allows elders with medical issues to understand treatment and avoid medication interactions. CORE addresses a wide range of client needs, including:

- Meeting in the homes of clients who struggle with extreme anxiety. These clients would otherwise avoid treatment due to their fears and their inability to travel to the counseling center for treatment.
- Assisting clients to learn about and when appropriate, apply to other Island organizations' transportation supports, including MV Center For Living, Vineyard Village at Home and The Lift.
- Advocating for clients who are facing housing crises by connecting to them to local agencies, including Island Elderly Housing and Housing Assistance Corp. A CORE care coordinator can attend meetings with our clients to help disseminate information and aid in planning the next action steps towards secure housing.
- Food insecurity. CORE helps to connect clients to food resources on the Island including the Island Food Pantry, Serving Hands and SNAP benefits.
- Hospital stays are an unfortunate reality for some of our clients. With the CORE program, our clinicians can continue to meet with the clients in their hospital rooms. This supports continuity of care and it provides the client with additional emotional and mental health support during what can be a stressful and anxiety-ridden experience.

One of the most crippling challenges in this population is isolation. Sometimes, the rural beauty that draws visitors to Martha's Vineyard can work against our most vulnerable elderly residents. They may live down long dirt roads, not seeing another person for weeks. Even clients with long island ties may be alone most of the time, longing for connection. One CORE client hadn't been to a physician in almost fifty years. Another client hadn't left the house in seven years before CORE became involved in the client's life. CORE clinicians' home visits combat isolation and the program's care coordination further helps to connect the client to critical services and supports.

CORE Service Summary

Service Data	FY2016	FY2017	FY2018	FY2019 Qtr 1+2
# of Units	848	797	1132	504
# of Individuals	65	67	70	60

HEALTHY AGING MV

Healthy Aging Martha's Vineyard (HAMV) is an Island-wide initiative started in 2013 to plan, build and advocate to create an aging-friendly Island community that meets the needs of elders aged 65+ and those who care for them. The HAMV structure includes a 37-person Oversight Committee comprised of a Selectman from each town, all four COA Directors, senior management from all major health and social service agencies serving seniors, and other community leaders. This group establishes priorities; a nine-member Executive Committee translates those priorities into policies and programs, and works closely with an Executive Coordinator to carry out the work in conjunction with Work Groups that focus on key priorities for an aging-friendly island—transportation, housing, health/behavioral health, caregiver support, and safe seniors.

HAMV has enjoyed the support of a number of local charitable organizations, raising more than \$650,000 in grants and donations since 2014, supporting a variety of evidence-based programs (such as Matter of Balance and Powerful Tools for Caregivers) and research in Assisted Living and Nursing Home services—all designed to support Island seniors. In 2015, HAMV conducted an island-wide survey of all elders over 65 who reside on-Island six months or more (with a 49% response rate) that identified key needs and priorities. This study detailed the growing demographic changes on Martha's Vineyard and provided the basis for grant applications as well as a new Community Action Plan.

Until 2018, HAMV was primarily volunteer-based. With town funding in 2018, HAMV teamed with MVCS as a fiscal conduit and hired an Executive Coordinator, to support its work. The MV Commission has also partnered with HAMV to provide data/research, population forecasts, conduct policy analysis, provide grant writing support, and provide financial support of \$10,000 annually.

With direction from the Oversight Committee and the Executive Committee, the Executive Coordinator is launching HAMV into a program phase that focuses on the key areas of importance it has identified as critical to aging adults on Martha's Vineyard. In the next two years, HAMV will focus its program and project efforts on:

- **Advance Care Planning:** In collaboration with the MV Hospital, the Dukes County Health Council, All-Island Clergy, Martha's Vineyard Regional High School, the YMCA, the National Coalition for the Transformation for Advance Care, the Massachusetts Coalition for Serious Illness Care, The Conversation Project, Honoring Choices Massachusetts, and other regional and community partners, HAMV will launch a long-term initiative that addresses the lack of health care proxies and other Advance Directives at MV Hospital. This community outreach program will initially provide a direct training program to enable approximately 100 islanders to act as Facilitators to help island elders, and – in a second phase, residents of all ages over 18 – to identify health care proxies and hopefully, to talk with their health care providers and complete Advance Directives. It will also provide resources to address issues related to self-autonomy for medical decisions and end-of-life care.
- **Falls Prevention and Home Safety :** Continuing its efforts to create safe home environments for Vineyard seniors and to support their efforts to age-in-place, HAMV established a Falls Prevention

Coalition, and is leading the Coalition's work toward community education and outreach. HAMV and the Coalition are establishing priorities for home safety and home assessments and in the coming year plan to:

- Help coordinate home assessments and establish a method by which future home safety assessments take place regularly across the Island.
 - Develop a pilot program for home modifications deemed necessary by the home assessments, and encourage development of an on-going program for home modifications. This will involve helping to develop cost guidelines, establishing relationships with local contractors to facilitate the home modifications, and assisting the COAs and other groups to identify on-going funding assistance for elders who need home modifications in the future.
 - Partner with local pharmacists to promote medication reviews to reduce the number of falls and increase elder safety, both in the home and elsewhere.
- **Safe Seniors:** HAMV has partnered with the COAs and the Center for Living to promote "Safe Seniors" community education, a visual presentation designed to educate and train community members to recognize and assist elders in need. The program will launch in 2018, whereby EMTs, merchants/retailers, banks, basic service providers, transportation professionals (cab, and ferry drivers), and restaurant staff are trained to identify words and behaviors that indicate an older adult needs support. The training includes methods to interact with the senior to bring about the best possible outcome, and will provide resources and directives so that COA staff can follow-up with additional support services. HAMV's plans to improve senior safety also include caregiver support, specifically updating and digitizing a standard caregiver manual and invigorating a network of colleagues to support caregivers on the island.
 - **Transportation:** HAMV is working closely with the Vineyard Transit Authority (VTA) to establish and enhance transportation options for island elders. The VTA purchased special vehicles to help meet elders' off-Island medical travel needs. HAMV is collaborating with the VTA on additional routes and creative options available both on-island and off, and HAMV is networking with other Island partners to explore innovative solutions that maximize resources for multi-use needs and purposes.
 - **Housing:** Based on its needs assessment conducted in 2015-2016, HAMV identified housing as a critical priority for elders on Martha's Vineyard. This includes access to affordable housing, access for medical and other workforce personnel to temporary or year-round housing, safe home features that allow older adults to remain in their homes as they wish, and the development of a Green House nursing home -- and other assisted living options for those who need additional support. HAMV will host a housing forum in 2019 to address many of these concerns and is researching home-sharing and other models in rural communities across the country to identify options that may be realistic for the unique community of Martha's Vineyard.

Thank you for your consideration of this proposal. Should you have any questions or need for further information, please don't hesitate to call:

Julie Fay
508-693-7900 x 261
jfay@mvcommunityservices.com

Paddy Moore
508-693-1627
mooreiipaddy@gmail.com



FY20 First Stop Budget Request with Reference and Reporting Information

Line Item	FTE	FY18 Actual Expense	FTE	FY19 Budget	FTE	FY20 Budget	Increase / (Decrease)
Salary Expense		\$ 33,324.00	0.450	\$ 20,984.00	0.30	\$ 14,920.00	\$ (6,064.00)
FY20 Oversight/Supervision - 1 hr./wk. - (1 hr.) from FY19							
FY20 Website Maintenance Staff - 11 hrs./wk. - (5 hrs.) from FY19							
Payroll Tax and Fringe Benefits		\$ 7,561.00		\$ 6,479.00		\$ 5,036.00	\$ (1,443.00)
Total Salaried Personnel Expense		\$ 40,885.00		\$ 27,463.00		\$ 19,956.00	\$ (7,507.00)
Other Direct Costs							
Temporary Help Translation costs for flyers and outreach materials				\$ 2,400.00		\$ 750.00	\$ (1,650.00)
Staff Training		\$ 143.00		\$ 295.00		\$ -	\$ (295.00)
Staff Mileage/Travel Reimbursed at the prevailing IRS rate		\$ 14.00		\$ 800.00		\$ 50.00	\$ (750.00)
Program/Computer Supplies		\$ 473.00		\$ 600.00		\$ 500.00	\$ (100.00)
Total Other Direct Program Expense		\$ 630.00		\$ 4,095.00		\$ 1,300.00	\$ (2,795.00)
Program Support							
Advertising For local advertisements promoting First Stop		\$ 3,993.00		\$ 3,300.00		\$ 4,000.00	\$ 700.00
Technology Website maintenance and associated fees		\$ 2,203.00		\$ 3,500.00		\$ 2,200.00	\$ (1,300.00)
Postage For distribution of outreach materials		\$ -		\$ 130.00		\$ -	\$ (130.00)
Telephone		\$ 18.00		\$ 400.00		\$ -	\$ (400.00)
Total Program Support		\$ 6,214.00		\$ 7,330.00		\$ 6,200.00	\$ (1,130.00)
Occupancy							
Office Space Share of office space for First Stop staff		\$ 179.00		\$ 640.00		\$ -	\$ (640.00)
Computer Maintenance Fee for computer maintenance		\$ -		\$ 840.00		\$ -	\$ (840.00)
Facility Operations/Utilities/Insurance		\$ 109.00		\$ 1,300.00		\$ -	\$ (1,300.00)
Total Occupancy		\$ 288.00		\$ 2,780.00		\$ -	\$ (2,780.00)
Total Direct Expense		\$ 48,017.00		\$ 41,668.00		\$ 27,456.00	\$ (14,212.00)
Allocation of Administration at 14%		\$ 6,717.00		\$ 5,832.00		\$ 3,844.00	\$ (1,988.00)
Total Program Expense		\$ 54,734.00		\$ 47,500.00		\$ 31,300.00	\$ (16,200.00)



FY20 CORE Budget Request with Reference and Reporting Information

Line Item	FTE	FY18 County Expense	FTE	FY19 County Budget	FTE	FY20 Total CORE Program Budget	FTE	FY20 County Budget Request	County Budget Increase / (Decrease)
Salary Expense		\$ 36,257.00	0.925	\$ 48,035.00	1.76	\$ 91,519.00	1.10	\$ 56,547.00	\$ 8,512.00
FY20 - 4 hrs. of oversight by the CORE Program Coordinator									
FY20 - 30 hrs. of clinical services and 10 hrs. of case management									
Payroll Tax and Fringe Benefits		\$ 2,923.00		\$ 15,280.00		\$ 19,131.00		\$ 10,968.00	\$ (4,312.00)
Total Salaried Personnel Expense		\$ 39,180.00		\$ 63,315.00		\$ 110,650.00		\$ 67,515.00	\$ 4,200.00
<u>Other Direct Costs</u>									
Temporary Help				\$ -		\$ 1,000.00		\$ -	\$ -
Staff Training		\$ -		\$ 500.00		\$ 500.00		\$ -	\$ (500.00)
Staff Reimbursed at the prevailing IRS rate		\$ 2,200.00		\$ 2,660.00		\$ 3,500.00		\$ 2,660.00	\$ -
Program/Computer Supp		\$ 304.00		\$ -		\$ 950.00		\$ -	\$ -
Total Other Direct Program Expense		\$ 2,504.00		\$ 3,160.00		\$ 5,950.00		\$ 2,660.00	\$ (500.00)
<u>Program Support</u>									
Advertising		\$ -		\$ -		\$ 600.00		\$ -	\$ -
Fees/Dues		\$ -		\$ -		\$ 960.00		\$ -	\$ -
Professional Liability Insurance		\$ 13.00		\$ -		\$ 200.00		\$ -	\$ -
Technology		\$ 649.00		\$ 720.00		\$ 1,080.00		\$ -	\$ (720.00)
Postage		\$ 12.00		\$ -		\$ -		\$ -	\$ -
Telephone		\$ 285.00		\$ 400.00		\$ 400.00		\$ -	\$ (400.00)
Total Program Support		\$ 959.00		\$ 1,120.00		\$ 3,240.00		\$ -	\$ (1,120.00)
<u>Occupancy</u>									
Office Space		\$ 827.00		\$ 640.00		\$ 1,728.00		\$ -	\$ (640.00)
Computer Maintenance		\$ 591.00		\$ 840.00		\$ 528.00		\$ -	\$ (840.00)
Facility Operations/Utilities/Insurance		\$ 1,477.00		\$ 1,100.00		\$ 1,487.00		\$ -	\$ (1,100.00)
Total Occupancy		\$ 2,895.00		\$ 2,580.00		\$ 3,743.00		\$ -	\$ (2,580.00)
Total Direct Expense		\$ 45,538.00		\$ 70,175.00		\$ 123,583.00		\$ 70,175.00	\$ -
Allocation of Administration at 14%		\$ 6,371.00		\$ 9,825.00		\$ 17,302.00		\$ 9,825.00	\$ -
Total Program Expense		\$ 51,909.00		\$ 80,000.00		\$ 140,885.00		\$ 80,000.00	\$ -

Funding from sources other than Dukes County

Martha's Vineyard Hospital	\$ 51,660.00	Pending
Elder Services of Cape Cod and the Islands	\$ 8,000.00	Secured
Martha's Vineyard Community Services Fundraising	\$ 1,225.00	Secured
	<u>\$ 60,885.00</u>	

FY20 Healthy Aging MV Budget Request with FY19 Reference Information

Line Item	FTE	FY19 Budget as Submitted	FTE	FY20 Budget	Increase / (Decrease)
Salary Expense	0.700	\$ 45,500.00	0.80	\$ 52,000.00	\$ 6,500.00
Payroll Tax and Fringe Benefits		\$ 20,469.00		\$ 11,632.00	\$ (8,837.00)
Total Salaried Personnel Expense		\$ 65,969.00		\$ 63,632.00	\$ (2,337.00)
<u>Other Direct Costs</u>					
Staff Training		\$ 400.00		\$ 400.00	\$ -
Staff Mileage/Travel Reimbursed at the prevailing IRS rate		\$ 1,000.00		\$ 1,000.00	\$ -
Program/Computer Supplies		\$ 1,000.00		\$ 1,000.00	\$ -
Total Other Direct Program Expense		\$ 2,400.00		\$ 2,400.00	\$ -
<u>Occupancy</u>					
Office Space		\$ 640.00		\$ 640.00	\$ -
Computer Maintenance		\$ 840.00		\$ 840.00	\$ -
Facility Operations/Utilities/Insurance		\$ 1,300.00		\$ 1,300.00	\$ -
Total Occupancy		\$ 2,780.00		\$ 2,780.00	\$ -
Total Direct Expense		\$ 71,149.00		\$ 68,812.00	\$ (2,337.00)
Allocation of Administration at 14%		\$ 9,961.00		\$ 9,634.00	\$ (327.00)
Total Program Expense		\$ 81,110.00		\$ 78,446.00	\$ (2,664.00)
MV Commission Support		\$ 10,000.00		\$ 10,000.00	
County Budget Amount		\$ 71,110.00		\$ 68,446.00	\$ (2,664.00)