

;;;BCC 190503

>> GOOD MORNING EVERYONE, MY NAME IS MARK CIOMMO I'M THE CHAIRMAN OF WAYS AND MEANS DISTRICT 9 CITY COUNCILOR. TODAY IS FRIDAY MAY 3RD. WE ARE HERE WITH OUR FRIENDS WITH BOTH THE VETERANS AFFAIRS DEPARTMENT AND THE ELDERLY COMMISSION DOCKET 0622 THROUGH 0625.

ORDERS FOR THE FISCAL YEAR 20 OPERATING BUDGET INCLUDING ANNUAL APPROPRIATIONS FOR DEPARTMENTAL OPERATIONS, ANNUAL APPROPRIATION FOR THE SCHOOL DEPARTMENT, APPROPRIATION FOR OTHER POST EMPLOYMENT BENEFITS AND APPROPRIATION FOR A CERTAIN TRANSPORTATION AND PUBLIC REALM IMPROVEMENTS AS WELL AS DOCKETS 0626, 0628 CAPITAL BUDGET APPROPRIATIONS INCLUDING LONE ROLLOVERS AND LEASE PURCHASE AGREEMENTS.

I WANT TO REMIND FOLKS THIS IS A PUBLIC HEARING BEING BROADCAST LIVE AND RECORDED ON COMCAST CHANNEL 8, RCN82, VERIZON 1964 AND STREAMED AT BOSTON.GOV/CITY-COUNCIL-TV. I WOULD ASK FOLKS IN THE CHAMBER TO SILENCE THEIR ELECTRONIC DEVICES.

WE WILL TAKE PUBLIC TESTIMONY AT VARIOUS POINTS THROUGHOUT THE HEARING.

YOU CAN PROVIDE PUBLIC TESTIMONY IN SEVERAL WAYS.

FIRST WOULD BE COME TO THE HEARING AND PRESENT YOUR TESTIMONY LIVE.

THERE'S A SIGN-IN SHEET TO MY LEFT BY THE FRONT DOOR.

WE ASK THAT YOU FILL OUT YOUR NAME, RESIDENCE AND YOUR AWE FILL -- RESIDENCE AND YOUR AFFILIATION AND MARK THE BOX YES IF YOU WISH TO TESTIFY.

WE ARE HAVING APPROXIMATELY 34 HEARINGS OVER ROUGHLY A SIX WEEK PERIOD AND WE STRONGLY ENCOURAGE

RESIDENTS WHETHER HERE IN THE CHAMBER OR AT HOME TO TAKE A MOMENT TO ENGAGE IN THIS PROCESS.

YOU CAN ALSO COME TO A HEARING ON JUNE 4TH BETWEEN THE HOURS OF 2:00 AND 6:00 P.M. WE'LL BE HERE AT LEAST FOR THAT TIME FRAME AND STAY AS LONG AS WE NEED TO, TO HEAR FROM EVERYONE WHO WOULD LIKE TO SPEAK ON THE BUDGET. WE'LL TAKE TESTIMONY BY MAIL. COMMITTEE ON WAYS AND MEANS, CITY COUNCIL, FIFTH FLOOR BOSTON CITY HALL, BOSTON MASS, 02201 AS WELL AS E-MAILING THE COMMITTEE AT CCC DOT WM AT BOSTON.GOV. I'M JOINED BY MY COLLEAGUES IN ORDER OF THEIR ARRIVAL MY FRIEND COUNCILOR ED FLYNN. TO MY RIGHT MY GOOD FRIEND FROM COURT CHERLS AT LARGE CITY COUNCILOR, ANNISSA ESSAIBI-GEORGE AND MY FAR LEFT MY FRIEND FROM JAMAICA PLAIN CITY COUNCILOR MATT O'MALLEY. WE'RE GOING TO START WITH STREET RUNS AFFAIRS FIRST AND JUST WELCOME VERY NEW COMMISSIONER OF VETERANS AFFAIRS ROBERT SANTIAGO. WELCOME.

>> [INDISCERNIBLE] COUNCILOR O'MALLEY.

THANK YOU VERY MUCH FOR THIS OPPORTUNITY IN HAVING US HERE TODAY.

WITH ME TO MY LEFT IS BELLA OUR DIRECTOR OF OPERATIONS AND OUR SENIOR BUDGET ANALYST AND SHE'S THE ONE WHO KEEPS ME OUT OF TROUBLE.

THE MISSION THE MAYOR'S OFFICE OF VET RULES SURVERSUS IS TO FACILITATE FULL PARTICIPATION IN ALL ASPECTS OF LIFE BY VETERANS HERE IN THE CITY OF BOSTON. OUR OFFICE RECOGNIZES AND ENGAGES WITH VETERANS AND THEIR FAMILY, ADVOCATES FOR ASSISTANCE IN THEIR TIME OF NEED AND CORRECTS THEM WITH SERVICES AND RESOURCES THEY HAVE ALL EARNED. OUR PRIMARY FUNCTION IS TO

ASSIST BOSTON'S LOW INCOME VETERANS AND THEIR FAMILY AS WELL AS VETERANS EXPERIENCING HOMELESSNESS.

THE FINANCIAL ASSISTANCE PROGRAM KNOWN AS MASSACHUSETTS GENERAL LAW CHAPTER 115 ACTS AS A SOURCE OF INCOME FOR HOMELESS AND AT RISK VETERANS.

THESE BENEFITS ALSO INCLUDE MILL FREE BARREL ASSISTANCE, SUBSIDIES FOR IMMEDIATE CONASSISTANCE AND VETERANS GRAIFERS AND MEMORIAL GRAVE WHICH IS THIS MONTH.

WE WORK VERY CLOSELY WITH OTHER DEPARTMENTS WITHIN THE HEALTH AND HUMAN SERVICES CABINET.

THE DEPARTMENT OF NEIGHBORHOOD DEVELOPMENT AND THE VA.

WE PARTNER WITH OTHER CITY STATE AND NON-PROFIT AND PRIVATE AGENCIES TO END VETERAN HOMELESSNESS.

THIS PARTNERSHIP CALLED HOME FOR THE BRAVES IS AN INITIATIVE STARTED BY MAYOR WALSH THAT HAS HOUSED 915 VETERANS AND ENDED CHRONIC HOMELESSNESS AMONG VETERANS HERE IN THE CITY OF BOSTON.

WE CONTINUE TO WORK TO ENSURE ALL VETERANS WHO ARE EXPERIENCING HOMELESSNESS HAVE A PATH TO PERMANENT HOUSING IS AND ALSO PREVENTING VETERANS FROM BECOMING HOMELESS.

OUR PROGRAM IS OPERATION THANK A VETERAN.

THIS IS ONE OF MAYOR WALSH'S FAVORITE PROGRAMS BECAUSE IT BRINGS THE SERVICES AND RESOURCES TO OUR VETERANS DOORSTEP.

THROUGH THIS PROGRAM WE ENGAGE OUR VETERANS AND THEIR FAMILIES WITH A FOCUS ON OUR MOST VULNERABLE AND HARD TO REACH RESIDENTS.

WE PROVIDE A MEANS TO IDENTIFY THE NEEDS OF EACH VETERAN AND THEIR FAMILIES TO BETTER ADVOCATE ON THEIR BEHALF AND TO ENSURE THAT THE WAY IN WHICH WE

SERVE THE VETERANS OF BOSTON
REMAINS EFFECTIVE AND EMISSION.
HOW DOES OPERATION THANK A VET
WORK?

OPERATION THANK A VET IS
VOLUNTEER DRIVEN.

WITHOUT OUR VOLUNTEERS THIS
COULD NOT HAPPEN.

THIS IS FROM MARCH THROUGH
NOVEMBER.

LAST MONTH'S EVENT WAS IN
DORCESTER AND OUR NEXT ONE WILL
BE IN CHARLESTOWN ON JUNE 15.

A JOOP OF VOLUNTEERS NORMALLY
TWO TO THREE WILL GO OUT IN THE
NEIGHBORHOOD WITH A LIST OF
VETERANS.

THESE KNOCK ON A VETERANS DOOR
AND IF THEY MAKE CONTACT THEY
THANK THEM FOR THEIR SERVICE AND
HANDED A CHALLENGE COIN.

THE PACKET IS INFORMATION OF
SERVICES AND RESOURCES THEY AND
THEIR FAMILIES HAVE EARNED.

THIS PACKET WHICH IS HAND
DELIVERED IS FOLLOWED UP WITH A
PHONE CALL AND THE VETERAN'S
OFFERED A HOME VISIT AS AN
OPPORTUNITY TO TALK IN DEPTH
ABOUT HOW THE CITY CAN BEST
SUPPORT THEIR NEEDS.

IF NOT HOME WE PUT A STICKER ON
THEIR DOOR WITH OUR CONTACT
INFORMATION.

THERE ARE MANY HEART WARMING
STORIES THAT COME OUT OF
OPERATION THANK A VET.

I CAN TELL YOU WHEN OPERATION
THANK A VET STARTED BACK IN
2015, THERE WERE A LOT OF
VETERANS, IN PARTICULAR VIETNAM
ERA VETERANS THAT WERE NEVER
THANKED FOR THEIR SERVICE THIS
WAS THE FIRST TIME THEY WERE
THANKED FOR THEIR SERVICE AND
THEY WERE VERY EMOTIONAL SOME OF
THEM CRYING, SOME OF THEM
INVITING THE VOLUNTEERS INTO
THEIR HOUSE TO TALK ABOUT THEIR
EXPERIENCES.

ONE THAT I LIKE TO TALK ABOUT
THAT HAPPENED TO ME LAST YEAR
WAS A 95 YEAR OLD MARINE VETERAN
IN WEST ROXBURY.

SHE INVITED US INTO HER HOUSE,
SHOWED US HER UNIFORM AND ALSO
HER HUSBAND'S UNIFORM AND
MEALINGSSES.
MEDALS.

SHE WOULD NOT LEAVE OUR HOUSE
BEFORE SHE SANG THE MARINE CORPS
HYMN NOT ONCE BUT TWICE.

WE ARE DOING TO SHOWCASE THESE
STORIES AND SHARE THEM WITH THE
COMMUNITIES IN OUR WEBSITE.
ANOTHER GREAT PROGRAM WE HAVE IS
OUR AFRICAN AMERICAN
APPRECIATION LUNCH WE HOLD EVERY
FEBRUARY.

THIS YEAR WAS OUR THIRD ANNUAL
BRUNCH.

FOR THE FIRST TWO YEARS WE HOLD
IT AT THE WILLIAM E CARTER
AMERICAN LEGIONEN POST HOWEVER
WE OUTGREW THAT SPACE.

WE WENT TO THE SELMA E BURNS
BUILDING TO HOLD OUR BRUNCH.

THIS IS AN OPPORTUNITY TO
CELEBRATE AND HONOR THE
CONTRIBUTIONS AND SACRIFICES OF
AMERICAN VETERANS IN HELPING TO
CREATE AND ADD TO OUR GREAT
NATION'S LEGACY.

ONE OF THE HONOREES THIS YEAR
WAS THE MASSACHUSETTS 54TH
REGIMEN A GROUP OF DEDICATED
VOLUNTEERS COMPRISED OF BOTH
OPERATIONAL AND AMATEUR
HISTORIANS DEDICATED TO
PRESERVING THE HISTORY OF THE
54TH VOLUNTARY INFANTRY REGIMEN
AND THE VOLUNTEERS OF THE CIVIL
WAR.

WE STARTED HOLDING TOWN HALLS.
THIS YEAR'S TOWN HALLS WILL
FOCUS ON LGBTQ VETERANS AND
LAXENX VETERANS.

THEY SPOKE ABOUT WHAT HIS OR HER
SERVICE MEANS TO HIM.

OWE LETTER HOME OR EXCERPT FROM
A JOURNAL.

EVERYONE IS ENGOORNLGED TO
ATTEND AND ALSO GIVES VETERANS A
CHANCE TO ADDRESS THEIR
COMMUNITY DIRECTLY WITHOUT
INTERMEDIARIES.

THE LGBTQ TOWNHALL WILL BE ON
JUNE 13.

LOCATION IS STILL YET TO BE DETERMINED AND THE LALT TINAX TOWNHALL WILL ALSO BE AT A LOCATION DETERMINED.

IF YOU WANT MORE INFORMATION YOU CAN VITE OUR WEBSITE AT WWW.BOSTON.GOV/SLASH/VETERANS. WE HOST A WELCOME HOME BREAKFAST EVERY YEAR.

THIS GIVES US AN OPPORTUNITY TO WELCOME HOME OUR VETERANS FROM ALL ERAS.

THIS EVENT TOOK PLACE ON MARCH 21ST AT UMASS BOSTON.

WE MAINTAIN GREAT PARTNERSHIP WITH OUR VETERAN SERVICES OFFICE THROUGHOUT THE STATE AS WELL. MANY OF OUR VETERANS ARE TRANSIENT AND JUMP FROM CITY TO CITY.

WE TAKE COMMUNICATIONS TO ENSURE THE VETERAN IS TAKEN CARE OF NO MATTER WHAT TOWN OR CITY THEY RELOCATE TO.

AS SUCCESSFUL ONS OUR PROGRAMS AND OUTREACH HAS BEEN THERE'S ALWAYS ROOM TO EXPAND.

THERE ARE MANY DIFFERENT WAYS I PLAN ON EXPANDING OUR OUTREACH AND PROMOTING THE MAYOR'S OFFICE OF VETERAN SERVICES.

WE ARE WORKING WITH A TEAM TO FIND CREATIVE WAY TO ADVERTISE OUR SERVICES AND EVENTS THROUGH SOCIAL MEDIA AND OTHER PLATFORMS.

I BELIEVE AN EFFECTIVE WAY IS TO GO INTO THE COMMUNITIES AND MEET WITH OUR NEIGHBORS AND EDUCATE THEM ON OUR SERVICES AND RESOURCES.

I PLAN TO ATTEND POST MEETINGS AND COMMUNITY MEETINGS.

I WILL BE REACHING OUT TO OUR YOUNGER VETERANS AS WELL IN COLLEGES AND UNIVERSITIES AND ALSO GOING TO SENIOR CENTERS IN PARTNERSHIP WITH THE COMMISSION.

I WOULD LIKE TO BRING BACK THE VETERANS ADVISORY COUNCIL.

THIS GROUP WILL CREATE AN INCREASE ENGAGEMENT IN COLLABORATION AND STRENGTH IN COMMUNICATION AMONG VETERANS AND

THEIR FAMILIES ACROSS ALL
NEIGHBORHOODS AND DIVERSE
POPULATIONS IN BOSTON.
THEY WILL ADVISE ME ON ALL
MATTERS CONCERNING VETERANS.
THE VETERANS ADVISORY COUNCIL IS
A MAIN PART OF HOW I BECAME
INVOLVED WITH BOSTON VETERAN
COMMUNITY.

BEFORE THE COUNCIL I DIDN'T EVEN
KNOW THAT THIS OFFICE EXISTED.
THIS WEEK I'M TRAVELING TO NEW
YORK CITY AND BEFORE I RETURN ON
MONDAY I WILL BE MEETING WITH
COMMISSIONER LORI SUTTON OF NEW
YORK CITY'S DEPARTMENT OF
VETERAN SERVICES.

WE'RE GOING TO DISCUSS BEST
PRACTICES, PROGRAMS AND EVENTS.
BUT I ALSO APPEAR GOING TO
DISCUSS WITH HER ABOUT THEIR
VETERAN ADVISORY BOARD AND I
ALSO HOPE TO CONTINUE TO EXTEND
THE NETWORK WITH OTHER CITIES AS
WELL.

I WOULD LIKE TO ALSO RECOGNIZE
THE STAFF AT THE MAYOR'S OFFICE
OF VETERAN SERVICES.

THERE'S NO WAY I COULD DO THIS
WORK ALONE AND I COULD NOT BE
ANY PART OF THE STAFF WE HAVE
AND HOW HARD THEY WORK AND HOW
TIRELESSLY THEY WORK IN TAKING
CARE OF OUR CITY'S VETERANS.

I LOOK FORWARD TO CONTINUE
WORKING IN THE COUNCIL AS MY NEW
ROLE OF COMMISSIONER OF VETERAN
SERVICES.

BEGIN, COUNCILORS, CHAIR CIOMMO,
COUNCILOR FLYNN, COUNCILOR
ESSAIBI-GEORGE AND COUNCILOR
O'MALLEY AND COUNCILOR JANEY
THANK YOU FOR HAVING US HERE
TODAY.

>> THANK YOU VERY MUCH,
COMMISSIONER.

AND THANK YOU FOR ALL THE GREAT
WORK THAT YOUR DEPARTMENT DOES
AND LET ME RECOGNIZE KIM JANEY
HAS JOINED US AS WELL AND I'M
GOING TO DEFER TO OUR VETERAN ON
THE CITY COUNCIL, COUNCILOR ED
FLYNN.

>> THANK YOU MR. CHAIRMAN AND

THANK YOU TO COMMISSIONER SANTIAGO.
YOUR RECENT APPOINTMENT AS COMMISSIONER WAS AN OUTSTANDING SELECTION.
YOU'VE WORKED HARD.
YOU KNOW THE VETERANS ISSUES.
YOU LISTEN TO PEOPLE.
YOU'RE CONCERNED ABOUT OUR MILITARY FAMILIES.
AND WE'RE PROUD THAT YOU WERE SELECTED AS THE COMMISSIONER.
COMMISSIONER, SOME OF THE HIGHLIGHTS YOU MENTIONED, WHAT REALLY HIT ME THE MOST WAS YOU KNOW YOUR APPRECIATION FOR THE STAFF THAT YOU HAVE THAT WORKS WITH YOU BECAUSE A LOT OF THIS WORK COULDN'T BE DONE WITHOUT YOUR STAFF.
I SEE THEM AT OPERATION THANK A VET AT EVENTS FREQUENTLY AND THEY ARE VERY PROFESSIONAL AND VERY KNOWLEDGEABLE AND THEY'RE GREAT AT ONE-ON-ONE IN HELPING OUR VETERANS.
GIVE US A RUN DOWN ABOUT OPERATION THANK A VET.
WHY IS IT IMPORTANT AND WHAT TYPE OF OUTREACH ARE YOU DOING AND WHAT TYPE OF FOLLOW UP ARE YOU DOING AS WELL.
>> OPERATION THANK A VET IS VERY IMPORTANT AS I MENTIONED IN MY REMARKS IS OUR WAY ON REACHING THE VETERANS THEMSELVES.
GOING TO THEIR DOORSTEP TALKING TO THEM THANKING THEM FOR THEIR SERVICE.
I ACTUALLY HAVE A COPY OF ONE OF THE FOLDERS WE HAVE HERE OF ALL THE INFORMATION WE GIVE THEM.
A NICE LETTER FROM THE MAYOR AND ALSO A WHOLE BUNCH OF RESOURCES YOU COULD SEE HERE, A FOOD RESOURCE GUIDE.
THERE'S ALSO BCYF LOCATIONS AND SOMETHING FROM DISABILITIES IN HERE AS WELL.
IT GIVES THEM THE INFORMATION THAT THEY NEED OF THE RESOURCES AND SERVICES THAT ARE PROVIDED BY THE CITY AND ALSO A LOT OF OUR COLLABORATORS LIKE THE VA.

IT ALSO IS A WAY FOR US TO FIND OUT IF THERE'S ANYTHING THAT THEY NEED FROM US WHICH THEY ARE BEING TAKEN CARE OF AS WELL. ONE OF THE THINGS WE DO IN OUR SECOND SESSION WE GIVE THEM, WE CALL THEM TO FOLLOW UP WITH THEM TO SEE HOW THEY'RE DOING AND TO SEE IF IN THE THIRD TOUCH THEY WOULD LIKE US TO MAKE A VISIT WITH THEM TO SEE WHAT OTHER SERVICES THEY MAY NEED.

EVEN IF TO SIGN THEM UP FOR SNAP IF THEY NEED ANY SNAP BENEFITS THEN WE GO THERE, HELP OUR SYSTEM IN APPLYING FOR SNAP ALSO ASSIST THEM FOR APPLYING FOR CHAPTER 15.

IT'S IMPORTANT TO REACH ALL OUR VETERANS EVEN THOUGH THEY MAY NOT NEED THE SERVICE BUT WE WANT TO LET THEM KNOW WE ARE THERE FOR THEM IN CASE THEY DO NEED ANYTHING OR IF THEY WANT TO GET INVOLVED IN ANY EVENTS WE HAVE FOR VETERAN SERVICES.

>> THANK YOU COMMISSIONER. I KNOW THE MAYOR HAS HIGHLIGHTED THE TREMENDOUS WORK OF HIS ADMINISTRATION ON WORKING TO END CHRONIC HOMELESSNESS WITH OUR VETERANS WRITING COUNCILOR CIOMMO'S DISTRICT AND OUR HOUSING FOR VETERANS.

THERE'S PATRIOT HOME IN MY COMMUNITY JUST OUT SIDE OF LYDIA EDWARDS' DISTRICT IS THE CHELSEA SOLDIER'S HOME.

BUT THOSE TYPES OF PROGRAMS ARE EXCELLENT.

THEY ARE PROVIDING GREAT SERVICES, GREAT HOUSE HADDING OPPORTUNITIES.

WHAT ELSE, WHAT ELSE CAN WE DO IN TERMS OF PROVIDING MORE HOUSING OPTIONS FOR OUR VETERANS?

I KNOW THE NEW ENGLAND CENTER FOR HOMELESS VETERANS DOES AN INCREDIBLE JOB AS WELL.

WHAT ELSE CAN WE DO.

>> WELL THE PARTNERSHIP IS VERY IMPORTANT JUST TO HIGHLIGHT SOMETHING ABOUT BRIGHTON MARINE.

THEY ARE BUILDING 102 UNITS ON
THEIR PROPERTY FOR VETERANS AND
IT'S GOING TO BE THROUGH A
THREE-TIER LOTTERY.

THEY ARE BUILDING ANOTHER
BUILDING THAT WILL BE THE HUD
VOUCHERS AND SUPPORT SERVICES.
WE KNOW THEY ALSO OFF OUR
VETERANS HOUSING.

ONE OF THE THINGS THAT I THINK
WE TALKED ABOUT AT THE LAST
HEARING ON VETERANS HOMELESSNESS
IS TALKING TO LANDLORDS AND
EDUCATING THEM AS TO WHY THEY
SHOULD ALLOW VETERANS TO COME IN
BECAUSE THERE SEEMS TO BE SOME
STIGMA ATTACHED TO VETERANS WITH
LANDLORDS.

SO MAYBE EDUCATING THEM AND THE
PROGRAMS THAT ARE REPORTED TO
THEM AS WELL WITH A VOUCHER AND
WITH THE HOD VOUCHERS FOR
EXAMPLE.

I THINK THAT WOULD GO A LONG WAY
IN ASSISTING VETERANS INTO
GETTING THEM HOUSED JOARKS THANK
YOU COMMISSIONER.

I'LL WAIT TO ASK FURTHER
QUESTIONS UNTIL MY COLLEAGUES
HAVE A CHANCE TO ASK QUESTIONS
AS WELL.

AGAIN THANK YOU COMMISSIONER
SANTIAGO.

>> COUNCILOR O'MALLEY.

>> THANK YOU MR. CHAIRMAN AND
GOOD MORNING LADIES AND
GENTLEMEN.

COMMISSIONER SANTIAGO, IT'S
GREAT TO CALL YOU THAT AND
CONGRATULATIONS AGAIN.

YOU'VE BEEN A GREAT TEAM IN
PLACE THERE.

WHICH NEIGHBORHOOD HAS THE
HIGHEST PERCENTAGE OF VETERAN.

>> DORCESTER.

>> DORCESTER.

THEE BECAUSE IT'S THE BIGGEST
NEIGHBORHOOD.

THAT WOULD MAKE SENSE.

THANK A VET TOUCHED EVERY
NEIGHBORHOOD NOW?

>> ACTUALLY HAVE BUT WE STAY
MORE AS A MARATHON AS OPPOSED TO
A SPRINT.

THERE'S ALWAYS A VETERAN WE
HAVEN'T TOUCHED IN ALL
NEIGHBORHOODS.

ACTUALLY LAST MONTH LIKE I SAID
WE WERE IN THE DORCESTER
NEIGHBORHOOD AND IT WAS ONE OF
OUR BUSINESS PLACE THANK A VET.
EACH WENT OUT AND TOUCHED TEN
VETERANS WHICH IS A GREAT
NUMBER.

BUT -- I CAN ACTUALLY GIVE YOU A
RUN DOWN OF NEIGHBORHOODS HERE.

>> TERRIFIC.

>> LET'S SEE HERE.

WE HAVE DORCESTER HAS THE
HIGHEST NUMBER.

AND THEN DOWNTOWN BACK BAY
FOLLOWED BY WEST ROXBURY.

AND THEN IT TIERS DOWN JAMAICA
PLAIN, HYDE PARK, ROSLINDALE IS
PRETTIEN.

BRIGHTON ALSO HAS A GOOD NUMBER
OF VETERANS IN THAT NEIGHBORHOOD
AS WELL.

THE LOWEST NUMBER OF VETERANS IS
IN IT IS THE AUSTIN KNOCKED OF
BOSTON.

>> THANK YOU.

CAN YOU TALK A LITTLE BIT ABOUT
OUTREACH THAT WE'VE DONE WITH
VETERAN-OWNED BUSINESSES IN
TERMS OF CITY CONTRACTS AND WAY
YOU TO SORT OF GROW THAT
NUMBER.

>> SURE.

I'VE BEEN STARTING TO WORK WITH
NATALIE FROM THE SMALL BUSINESS
ENTREPRENEURSHIP.

SHE'S GOING TO BE HOLDING A
SERIES OF WORK SHOPS THAT'S ALSO
INVOLVING OUR OFFICE.

WE'RE GOING TO BRING IN SOME
VETERAN CENTRIC ORGANIZATIONS
LIKE PETS FOR VETS.

WE'RE BEGINNING THAT PROCESS
RIGHT NOW OF WORKING WITH
NATALIE AND HER TEAM TO BRING IN
AND WORK WITH VETERAN
BUSINESSES.

>> THAT'S GREAT.

I SEE THAT THE LINE ITEM IS
PRETTY LEVEL.

VERY SLIGHT INCREASE, ABOUT A
\$10,000 INCREASE, \$14,000.

THAT'S JUST STEP RAISES AND STEP INCREASES FOR YOUR TEAM.

>> YES, SIR.

>> GREAT.

SIMILARLY CONTRACTOR SERVICES ARE DOWN SLIGHTLY BY \$2700.

>> THAT'S ACTUALLY WHAT WE'RE GETTING ON -- YOU MIGHT BE ABLE TO TOUCH BASE ON THAT BUT THOSE ARE NEW MEMBERSHIPS FOR SIX EMPLOYEES THAT WILL BE -- BE -- THAT'S A SOFTWARE.

ONE OF THE THINGS WE'LL START DOING IN OUR OFFICE IS FILLING OUT VETERANS CLAIMS FOR DISABILITY COMPENSATION.

WE HAVEN'T DONE THAT IN THE PAST SO I'VE BEEN WORKING WITH THE STATE DEPARTMENT OF VET ARE YOU SERVICES FOR US TO START THAT PRO OF DOING THE CLAIMS.

WE HAVE A BUDGET ENOUGH FOR FY20 LIKE BELA HAS SAID FIRST TO GET SIX LICENSES FOR THE SOFTWARE CALLED VET SPEC SO WE CAN GET THOUGH FILLED OUT AND SENT OVER TO THE STATE FOR PROCESSING.

>> THAT'S GREAT.

THAT'S ALL I HAVE FOR NOW.

THIS IS THE COMMISSIONER'S FIRST WEEK ON THE JOB.

OFFICIALLY NAMED ON MONDAY. I'VE KNOWN THE COMMISSIONER'S FAMILY FOR YEARS AND IT'S JUST A WONDERFUL ADDITION.

HE'S WORKED WITH HONOR AND DISTINCTION IN THIS DISOI FOR THE VETERAN'S DEPARTMENT FOR MANY YEARS.

WE'RE GLAD TO SEE YOU AT THE HELM COMMISSIONER.

>> THANK YOU.

>> WE'VE BEEN SINCE JOINED BY COUNCILOR ANDRE YEAH CAMPBELL. CHAIR RECOGNIZES COUNCILOR KIM JAMES.

>> I WANT TO THANK MY GOOD FRIEND AND COLLEAGUE COUNCILOR ANYONE FOR HIS LEADERSHIP ON OWL ISSUES RELATING TO VETS. I WOULD LIKE TO UNDERSTAND YOUR, WHAT THE CITY'S DOING TO HELP SUPPORT SMALL BUSINESSES OWNED

BY VETERANS.

>> I'M BEGINNING TO WORK WITH THE SMALL BUSINESS ENTREPRENEUR OFFICE.

IT'S A WORK IN PROGRESS.

I WILL KEEP YOU ABREAST WHAT WE'RE DOING.

>> I KNOW IT'S ONLY BEEN A WEEK CONGRATULATIONS.

EDDIE AND I CELEBRATED -- I LOVE TO PARTNER WITH ED ON SOME OF THAT WORK.

IN TERMS OF HOUSING, WHAT ABOUT HOUSING FOR OUR VETS?

IS THERE ANY DEDICATED HOUSING FOR VETS OR NO.

>> THERE IS TED INDICATED HOUSING FOR THE NEW ENGLAND HOME FOR VETERANS ON 17 COURT STREET. THEY HAVE PERMANENT HOUSING. IT'S MORE TRANSITIONAL HOUSING CENTER BUT THEY DO HAVE SOME PERMANENT HOUSE IN THERE AND THEY ARE LOOKING TO ACTUALLY PURCHASE PROPERTY TO DO MORE HOUSING IF I REMEMBER CORRECTLY FROM TALKING TO ANDY MCCAULEY OVER THERE.

BRIGHTON THEY'RE BUILDING 102 UNIT FOR VETERAN.

IT'S GOING TO BE LOTTERY BASED IN THE THREE TIER SYSTEM.

ON THAT PROPERTY THERE'S 25 ADDITIONAL HOUSING WHICH IS GOING TO COME SUPPORTED SERVICES THROUGH THE HOD DASH VOUCHER PROGRAM.

>> WHAT ABOUT THE SENIORS?

IS THERE DEDICATED HOUSING IN THE CITY OF BOSTON FOR SENIOR COMMUNITIES.

I KNOW THERE ARE SENIOR BUILDINGS BUT ARE THERE ANY THAT THE CITY OWNS AND MANAGES OR IS PLANNING TO BUILD?

>> SO THE CITY INVESTS IN SENIOR HOUSING AND SO ESPECIALLY THROUGH THE CPA SOME OF THE MONEY THAT WAS JUST GIVEN OUT THROUGH THE CPA INVESTS MONEY IN THREE DIFFERENT SENIOR DEVELOPMENTS.

BUT CERTAINLY THROUGH D AND D WE INVEST IN A LOT OF SENIOR

HOUSING.

WE'D LIKE TO SEE EVEN MORE
CREATED IN THE CITY.

WE'RE WORKING TOWARDS THAT.

>> I'VE BEEN HEARING FROM SOME
IN THE LGBTQ COMMUNITY WHO ARE
MORE SEASONED RESIDENTS AND THEY
ARE LOOKING FOR SOME DEDICATED
HOUSING FOR SENIORS IN THAT
COMMUNITY.

IS THAT SOMETHING THAT YOU'RE
WORKING ON AS WELL.

>> SO I KNOW PEOPLE ARE VERY
VERY INTERESTED IN THAT AND
LGBT-FRIENDLY HOUSING FOR
SENIORS IS NOW IN A NUMBER OF
CITIES ACROSS THE COUNTRY AND WE
WOULD LOVE TO SEE ONE HERE IN
BOSTON AS WELL.

>> WONDERFUL I WOULD LOVE TO SEE
THAT AS WELL.

I THINK I'LL HOLD THE REST.

THANK YOU.

>> COUNCILOR CAMPBELL.

>> THANK YOU COUNCILOR CIOMMO.

CONGRATULATIONS ON THE
APPOINTMENT, DEFINITELY WELL
DESERVED.

I DON'T NECESSARILY HAVE
QUESTIONS IN THIS ROUND.

I CAN WAIT FOR THE NEXT ROUND
BUT AND THE NEXT TOPIC.

BUT JUST EXCITED FOR THE
APPOINTMENT, WELL DESERVED.

LOOK FORWARD TO WORKING IN
PARTNERSHIP AND OF COURSE WITH
COUNCILOR FLYNN ON OUR SIDE WHO
CHAIRS OUR COMMITTEE ON CITY
NEIGHBORHOOD SERVICE VETERANS OF
MILITARY AFFAIRS.

SO EXCITED.

THANK YOU COUNCILOR CIOMMO.

>> COUNCILOR ESSAIBI-GEORGE.

>> THANK YOU.

I APOLOGIZE FOR STEPPING OUT AND
MISSING MY TURN BUT HERE WE ARE.
CONGRATULATIONS AGAIN IF I COULD
ECHO THE SENTIMENTS OF MY
COLLEAGUES HERE.

MY WORK ON THE COMMITTEE OF
HOMELESSNESS ALCOHOL RECOVERY I
HAVE AN INTEREST HOW WE'RE
SUPPORTING OUR VETERANS WHO ARE
EXPERIENCING HOMELESSNESS.

I KNOW THAT I THINK THIS IS
DISCUSSED IN LENGTH THE A
SEPARATE HEARING CHAIRED BY
COUNCILOR FLYNN.
IF YOU COULD GIVE ME THE HIGH
NUMBERS IN HOMELESSNESS.
WHAT THOSE NUMBERS ARE TODAY.
>> SURE.

I'M GLAD I ACTUALLY BROUGHT
THIS.

AS I MENTIONED EARLIER CITY OF
BOSTON WE HAVE HOUSED 915
HOMELESS VETERANS AND ENDED
CHRONIC HOMELESSNESS.

WE SIGNIFICANTLY REDUCED
HOMELESS BOSTON 2345 SINGLE
NIGHT BY 55% BY 2014 AND 42%
OVER THE PAST TEN YEARS.

MORE THAN TWO THIRDS OF VETERANS
CURRENTLY HOMELESS IF BOSTON ARE
IN A TRANSITIONAL PROGRAM SUCH
AS THE NEW HOME FOR VETERANS AND
THEY PROVIDE SHORT TERM HOUSING
AND SUPPORT OF SERVICES WHILE
THEY WORK TOWARDS GETTING
PERMANENT HOUSING.

THOSE ARE SOME, THE END, THERE
WAS A 25 CITY INITIATIVE TO END
HOMELESSNESS AMONGST VETERANS
WHICH MAYOR WALSH ANSWERED THE
CALL AND THERE WAS A FIRST LADY
MICHELLE OBAMA'S CHALLENGE OF
HOMELESSNESS.

IN 2014 THAT'S WHEN MAYOR WALSH
JOINED AND AT THE END OF THE 25
CITY INITIATIVE WE WERE
CERTIFIED BY THE FEDERAL
GOVERNMENT AS HAVING ENDED
CHRONIC HOMELESSNESS AMONG
VETERANS.

WE MADE SUBSTANTIAL STRIDES
TOWARDS ENDING HOMELESSNESS
AMONGST ALL VETERANS IN BOSTON.
ONE OF THE THINGS WE DO, WE DID
IDENTIFY ALL VETERAN
HOMELESSNESS IN NON-PROFIT
AGENCIES.

WE ACTUALLY MEET WAKELY AND WE
ALSO MATE MONTHLY FOR THE HOMES
FOR THE BRAVE LEADERSHIP TEAM
OVER AT THE DND AT CHIEF
DILLON'S TEAM.

WE PRIVATE CAPACITY TO HELP ALL
VETERANS QUICKLY FIND DETERMINE

HOUSING THROUGH THAT PARTNERSHIP THROUGH THE HOME FOR THE BRAIFTSZ AND THE CAPACITY TO ASSIST ANY VETERANS WHO BECOME HOMELESS OR AT RISK FOR HOMELESSNESS.

>> I KNOW THROUGH THIS BUDGET PROCESS DND IS LOOKING TO FUND FOUR HOMELESS PEER NAVIGATORS. DO YOU KNOW IF ANY ONE OF THOSE NAVIGATORS WILL BE SPECIFICALLY TRAINED IN PROVIDING SUPPORT FOR VETERANS EXPERIENCING HOMELESSNESS.

>> I WOULD HAVE TO GET BACK TO YOU.

>> THAT WOULD BE A REALLY SORT OF GOOD CATEGORY TO MAKE SURE WE'RE FOCUSED OR AT LEAST YOU'VE BEEN ABLE TO TRAIN OR SUPPORT THOSE PEER NAVIGATORS OF HOUSING SEARCH ON THE OTHER END.

AND THEN MY, THROUGH DND AND THESE QUESTIONS I THINK CHIEF DILLON WILL BE ABLE TO ANSWER THEM IN MORE DETAIL BUT THERE IS AN INVESTMENT THAT THE MAYOR'S MADE IN ENDING CHRONIC YOUTH HOMELESSNESS AS WELL AS OTHER HOMELESSNESS AND WE'RE HOPING, I'M HOPEFUL THAT SOME OF THE SUPPORT OF UNITS THROUGH THAT FUNDING WILL ALSO SUPPORT VETERANS EXPERIENCE AND HOMELESSNESS TOO.

I THINK THROUGH SOME OF THIS WORK NO DOUBT CONNECTED TO I THINK IT'S IMPORTANT TO REINFORCE THAT WORK.

AND THEN LASTLY AS PART OF FISCAL YEAR 19 SPENDING, THERE WAS SOME WORK AROUND FUNERAL FOR OUR VETERANS IN THE CITY OF BOSTON.

COULD YOU TALK A LITTLE ABOUT THAT SPENDING AND HOW TO ANTICIPATE THAT FOR YF20.

>> THE BURIAL CHAPTERS IS 115 THROUGH THE BRAVE ACT THAT WAS SIGNED BY THE GOVERNOR LAST YEAR ACTUALLY RAISE THE FUNDING FOR THE BURIAL FOR OUR VETERANS FROM 3,000 TO 4,000.

THAT'S WHY YOU'LL SEE AN UPTICK

ON THE NUMBER OF BURIALS WE'VE HAD.

SO FAR THIS FISCAL YEAR WE'VE REIMBURSE THE 26 BURIALS AT A COST OF \$65,202.

THAT NUMBER AGAIN IS GOING TO GO UP.

>> IS THAT A HUNDRED PERCENT REIMBURSE MANY THROUGH THE STATE.

>> NO THAT'S 75% REIMBURSEMENT.

>> DO WE COVER THE REST OR THE FAMILY.

>> WHAT HAPPENS IS WE TONIGHT GO THROUGH THE FAMILY.

THE FUNERAL HOME ACTUALLY CONTACTS US AND THEN AT THAT POINT WE FILL OUT THE PAPERWORK AS PROVIDED FROM THE FUNERAL HOME TO THE STATE.

AND THEN THE STATE WILL COME BACK WITH THE APPROVAL.

WE FUND OTHER AND WE GET REIMBURSED FROM THE STATE 75% OF THE \$4,000.

SO WE DON'T REALLY FEEL THAT THE FAMILY WITH THE FUNERAL HOME. IF THERE'S ANYTHING ADDITIONAL TO THAT I WOULD ASSUME IT IS PAID BY THE FAMILY.

>> SO WERE PAYING THE 25% THAT REMAINS.

>> YES.

>> DO WE HAVE A BUDGETED AMOUNT IN FY20 WHAT WE'RE PUTTING IN RESERVE FOR THAT SPENDING.

>> THAT COMES OUT OF THE [INDISCERNIBLE]

>> THANK YOU VERY MUCH. THANK YOU CHAIR.

>> COMMISSIONER COULD YOU JUST CLARIFY FOR THE VIEWING AUDIENCE WHAT YOU MEAN BY THE THREE-TIERED SYSTEM.

>> THE THREE-TIERED SYSTEM FOR THE 102 UNITS IS GOING TO BE BASED ON YOUR INCOME LEVEL.

>> SO DEPENDING WHAT YOUR INCOME IS DEPENDS WHICH CHAIR.

>> KIND OF LOW INCOME AND HIGH INCOME.

THEN YOU MENTIONED THE 25 UNITS KIND OF A CASE MANAGEMENT MODEL WHICH SUPPORTS SERVICES.

>> I THINK BRIAN MARINE IS PARTNERED WITH SOLDIER ARM I BELIEVE THAT ORGANIZATION IS GOING TO BE PROVIDING THE SUPPORTIVE SERVICES FOR THE VETERANS WILL BE HOUSING THOSE 25 UNITS.

>> ARE WE ABLE TO PROVIDE A BOSTON PREFERENCE AS WELL?

>> WITH THE 102 UNITS I BELIEVE THRICE A BOSTON PREFERENCE.

>> GREAT.

I KNOW YOU CAN'T DO NEIGHBORHOOD PREFERENCES IF YOU RECEIVE FEDERAL FUNDING OF ANY KIND.

>> I COULD DEFINITELY FORWARD YOU MORE INFORMATION ON THAT.

>> SURE.

WHAT I WOULD HOPE HAPPENS IS WHEN THEY START MARKETING THEM FOR RENTAL, THAT YOU KNOW WE SHELL OUT OUR 22,000 SOME ODD VETERANS IN THE CITY OF BOSTON TO MAKE SURE THEY'RE AWARE OF IT AND WE GET AS MANY BOSTON VETERAN TO APPLY FOR THESE OPPORTUNITIES.

I HAVE A FEW FRIENDS THAT ARE IN THAT WASTE THAT CERTAINLY ARE WAITING FOR THAT PROCESS TO START.

>> THE LOTTERY ACTUALLY STARTS NEXT MONTH IN JUNE AND I BELIEVE IN AUGUST THEY'RE GOING TO START SELECTING VETERANS.

>> GREAT, OKAY.

THAT'S GREAT TO KNOW.

THANK YOU.

COUNCILOR FLYNN.

>> THANK YOU COUNCILOR CIOMMO. MAYBE A COMMENT AND A FINAL QUESTION TO THE COMMISSIONER.

FIRST I WANT TO SAY THANK YOU COMMISSIONER YOU ATTENDED AND PARTICIPATED IN TWO CITY COUNCIL HEARINGS RECENTLY ON HOMELESS VETERANS AND THE IMPACT A FEDERAL GOVERNMENT SHUT DOWN WOULD HAVE ON OUR VETERANS COMMUNITY AND OUR MILITARY FAMILIES.

YOU PROVIDE EXCEPTIONAL INSIGHT ON THESE THOSE TWO ISSUES ALONG WITH TOM LIONS AND COLEMAN AS

WELL.

SO I WANT TO SAY THANK YOU
COMMISSIONER FOR YOUR TESTIMONY
PREVIOUSLY.

THE OTHER ISSUE THAT I KNOW
WE'VE TALKED ABOUT IN THE PAST
IS WOMEN VETERANS, THE
INCREDIBLE ROLE WOMEN VETERANS
HAVE PLAYED IN OUR CITY AND IN
OUR COUNTRY AND OFTEN TIMES NOT
GETTING THE RECOGNITION OR
CREDIT BUT WHAT THEY ALSO WANT
IS WE'RE STARTING TO SEE IT NOW
BUT THE VA IS DESIGNATING
CERTAIN GENDER-SPECIFIC CARE AT
THE VA.

SO IT'S MORE FRIENDLY AND
WELCOMING TO OUR WOMEN VETERANS
MAKING SURE THAT THEY HAVE THE
QUALITY HEALTHCARE THAT THEY'RE
CONCERNED.

I KNOW THAT'S SOMETHING THAT
YOU'RE FOCUSED ON AS WELL.
AND FINALLY, COMMISSIONER, I HAD
THE OPPORTUNITY TO BE WITH YOU
LAST SUMMER DURING THE TOWNHALL
AT THE SOUTH BOSTON WATER FRONT
ON WELCOMING OUR LGBT VETERANS
AS WELL.

I KNOW YOU'RE HAVING ANOTHER
ONE.

WHEN I FIRST STARTED IN THE
MILITARY IN 86, GAY AND LESBIANS
COULD NOT SERVE.

I WAS IN THE MILITARY LIKE YOU
WHEN THEY UNDER BILL CLINTON
DURING DON'T ASK DON'T TELL AND
THEN I ACTUALLY STAYED IN WHEN
GAY AND LESBIAN COULD SEVEN
OPEN -- SERVE OPENLY.

WE SAW THE MILITARY CHANGE AND
SAW SOCIETY CHANGE SO YOU
PROVIDING A WORKSHOP SEVEN AS
THAT IS INCREDIBLE TO THE
VETERANS THAT REALLY SEE SERVED OUR
COUNTRY AND MAYBE THEY DON'T
HAVE THE SERVICES OR RECEIVING
THE SERVICES.

SOME OF THEM WERE DISCHARGED
BECAUSE THEY WERE GAY AND
LESBIAN WHICH MAKES THEM
INELIGIBLE FOR CERTAIN VA
BENEFITS.

I KNOW HARVARD LAW SCHOOL HAS A

PROGRAM TO TRY TO HELP VETERANS RECONSIDER THEIR DISCHARGE. BUT HAVE YOU FOCUSED ON, I KNOW YOU'RE FOCUSED ON IT BUT WHAT ARE YOUR THOUGHTS MAYBE WORKING CLOSELY WITH HARVARD LAW SCHOOL OR SOME OF THESE GREAT ATTORNEYS AROUND BOSTON TO ASSIST A VETERAN THAT MAY HAVE BEEN DISCHARGED WITHOUT AN HONORABLE DISCHARGE.

>> WE ACTUALLY DO WORK CLOSELY WITH THEM.

AS A MATTER OF FACT, WE IN PARTNERSHIP WITH HARVARD LEGAL WE'RE WORKING ON A CALCULATOR FOR CHAPTER TEAM.

RIGHT NOW WE'RE BEGINNING TO PILOT IT AT A DIFFERENT EXPOS AND EVENTS WE'RE GOING TO.

WE ALSO WORK WITH VETERAN LEGAL SERVICES AS WELL IN HELPING OUR VETERANS WHO WERE DISCHARGED BECAUSE THEY WERE LESBIAN AND ASSISTING THEM GET THEIR DISCHARGES UPGRADED TO AN HONORABLE.

IT'S AN ONGOING PROCESS AND ONGOING PARTNERSHIP WITH THEM AS WELL IN TAKING CARE OF OUR VETERANS.

>> THANK YOU.

PLEASE KNOW THAT THE CITY COUNCIL IS HERE FOR YOU AND FOR YOUR TEAM AND WE'RE HERE TO HELP ON ANY ISSUE IMPACTING VETERANS AND MILITARY FAMILIES.

WE'RE PROUD OF YOUR SERVICE AND WE'RE PROUD YOU'RE THE NEW COMMISSIONER OF VETERAN SERVICES.

>> THANK YOU, SIR.

>> THANK YOU.

>> THANK YOU COUNCILOR FLYNN. COUNCILOR O'MALLEY.

>> THANK YOU MR. CHAIRMAN.

TWO BRIEF QUESTIONS.

ONE I WANT TO TAKE ADVANTAGE OF HAVING BOTH PANELS UP.

HAS THERE BEEN ANY TALK OR PERHAPS THIS IS A WAY THAT THE COUNCILOR PARTICULARLY THE DISTRICT COUNCILOR WITH HELP YOU.

A GREAT PARTNERSHIP BETWEEN
VETERAN SERVICES AND AGE STRONG.
WE HAVE A LOT OF ELDERLY SERVICE
MEMBERS VETS I'M THINKING
PARTICULARLY IN WEKS ROXBURY
WHERE A QUARTER OF THE
POPULATION OF SENIOR CITIZENS
WHO MAY NOT KNOW WHAT SERVICES
ARE OFFERED TO THEM.

I'M THINKING OF MY CHIEF OF
STAFF PHIL MACGREGOR'S DAD
SERVED AND HE WAS ABLE TO GET
BETTER SERVICE FOR HIS DAD
DURING THE VIETNAM ERA.

IS THERE EVER A WAY WE COULD
MAYBE HELP COORDINATE SOME
DISTRICT OFFICE HOURS BETWEEN
AGE STRONG AND STREET RUNS
AFFAIRS TO JUST -- AND AGE
STRONG AFFAIRS WHO DON'T HAVE
ACCESS TO INTERNET OR ABLE TO
COME TO TOWN.

IS THERE ANY CONVERSATIONS.

>> WE'VE BEEN TALKING TO ONE OF
YOUR STAFF GOING TO THE SENIOR
CENTERS.

ONE OF THE THINGS I'VE BEEN
DOING IS WHEN WE GO RECOGNIZE
THE VETERANS THAT ARE IN THE
SENIOR CENTERS AND GIVE THEM A
NICE LETTER OF APPRECIATION BUT
I ALSO TALK AND DISCUSS ABOUT
THE SERVICES WE OFFER AT VETERAN
SERVICES.

DEFINITELY A PARTNERSHIP WITH
AGE STRONG IS IN THE WORKS, WE
COULD DO THAT.

ONE OF THE THING I WAS THINKING
ABOUT IS TO GO JUST THAT GOING
TO THE SENIOR CENTERS ALONG WITH
AGE STRONG [INDISCERNIBLE] AND
CONNECTING THAT WITH OPERATION
THANK A VET AS WELL.

>> ABSOLUTELY.

THIS IS A NICE TIME TO DO IT
WITH YOUR APPOINT COMMISSIONER,
I WOULD BE HAPPY, WHILE WE DON'T
HAVE A SENIOR CENTER YET IN WEST
ROXBURY OR JAMAICA PLAIN THERE'S
NO SHORTAGE OF SOCIAL CLUBS,
BINGO AND STUFF LIKE THAT.

THE THREE OF US AND I'M SURE MY
OTHER DISTRICT COUNCILORS WOULD
LIKE TO HELP DO THAT.

ON THAT POINT I DON'T KNOW THIS FOR A FACT BUT I WOULD HAVE TO PLEA THAT I REPRESENT THE ONLY CITY COUNCIL DISTRICT IN AMERICA THAT HAS TWO VA HOSPITALS. HOW HAS BEEN YOUR RELATIONSHIP WITH BOTH THE WEST ROXBURY AND JAMAICA PLAINS VA AND HOW IS THE FEDERAL GOVERNMENT DOING TO MAKE SURE THE SUPPORT AND FINANCING AND FUNDING IS THERE TO OFFER QUALITY HEALTHCARE TO OUR VETS.

>> THE PARTNERSHIP WE HAVE WITH THE VA IS OUTSTANDING.

IT'S AN OPEN DOOR, OPEN COMMUNICATION.

I ACTUALLY WORKED AT THE VA IN JAMAICA PLAIN FOR NINE YEARS BEFORE I CAME TO WORK FOR THE CITY.

THE DIRECTOR I ACTUALLY MET WITH HIM A COUPLE WEEKS AGO WITH DAVID HINKA WHO IS HIS PERSON OVER THERE TALKING ABOUT SOME COLLABORATIVE THINGS WE COULD DO BETTER TOGETHER.

I JUST GOT TO SAY THAT THE VA SYSTEM HERE IN BOSTON IS ALSO THE BEST IN THE COUNTRY.

THERE ARE ACTUALLY VETERANS THAT TRAVEL FROM CERTAIN OTHER STATES IN THE COUNTRY TO GET THEIR CARE THAT'S BECAUSE OF COLLABORATION NOT JUST WITH US BUT MASS GENERAL, WITH HARVARD AND BU. OUR VETERANS ARE GETTING VERY GOOD CARE.

IT'S NEVER GOING TO BE PERFECT BUT I COULD TELL YOU THEY'RE GETTING THE BEST CARE THAN ANYWHERE ELSE IN THE COUNTRY.

>> THANK YOU MR. CHAIRMAN.

>> I HAVE A 92 YEAR OLD UNCLE THAT STILL GOES TO THE VA AND YOU HEAR THE HORROR STORES ACROSS THE NATION BUT HE GETS TREMENDOUS CARE OUT OF THE LOCAL, THE ONES THAT MATT MENTIONED IN HIS DISTRICT.

I'M REALLY PROUD OF THE FACT WE TAKE CARE OF OUR VETS BOTH MEDICALLY AND WE HAVE OUR OWN DEPARTMENT TO HELP BRIDGE THOSE AND BRING THOSE SERVICES TO

THEM.

I WANT TO THANK YOU AGAIN, THANK YOU FOR YOUR TESTIMONY TODAY.

ROBERT, BELLA.

WE'RE GOING TO KIND OF SHIFT GEARS AND FOCUS ON ELDERLY.

YOU'RE WELCOME TO STAY OR, YES, STAY.

SO ONCE AGAIN, WE'RE GOING TO SHIFT TO THE ELDERLY COMMISSION.

I WANT TO WELCOME EMILY SHEY AND FRANCIS THOMAS.

YOU HAVE YOUR OPENING STATEMENTS.

>> YES THANK YOU, COUNCILOR.

THANK YOU CHAIRMAN CIOMMO AND OTHER MEMBERS OF THE COUNCIL, COUNCILOR SAWY JOARMING AND COUNCILOR OWE -- ESSAIBI-GEORGE AND COUNCILOR O'MALLEY.

THANK YOU FOR THE OPPORTUNITY TO BE HERE TODAY.

WE WERE HERE ABOUT SIX YEARS AGO FOR A BUDGET HEARING AND I'M REALLY THRILLED TO BE BACK AND GIVE YOU AN UPDATE ON OUR FUNDING AND PROGRAMS AND TO ANSWER ANY OF YOUR QUESTIONS. REALLY GRATEFUL FOR THE SUPPORT AND THE PARTNERSHIP OF THE COUNCIL.

JUST TO COUNCILOR CIOMMO, I KNOW THIS IS YOUR LAST YEAR HERE, YOU'RE STEPPING DOWN.

YOU'VE BEEN A GREAT FRIEND AND PARTNER TO ME SINCE MY VERY FIRST JOB HERE IN BOSTON AND THANK YOU FOR THAT.

I ALSO WANT TO THANK FRANCIS THOMAS OUR DEPUTY COMMISSIONER OF FINANCE WHO FLEW BACK INTO TOWN FROM SIERRA LEONE YESTERDAY AND IS BACK IN THE OFFICE TODAY AND I'M IS HE VERY GRATEFUL TO ALL THE FLIGHTS WORKED.

SO IN BOSTON OLDER ADULTS IS ONE OF OUR FASTEST GROWING POPULATION.

THE AMERICAN COMMUNITY SURVEY ESTIMATES IN 2017 THERE WERE 105,000 PEOPLE OVER THE AGE OF 60 IN BOSS TALK COMPARED TO 88,000 PEOPLE OVER 60 IN JUST 2010.

MUCH OF THE GROWTH IN OLDER ADULT IS AGING BABYBOOMER OVER 10,000 OF OUR RESIDENTS IN BOSTON ARE OVER THE AGE OF 85. SEVENNING THIS BROAD AGE RANGE ESSENTIALLY PEOPLE AGED 55 TO 105 REQUIRES PLANNING, PROGRAMS, SERVICE PROVISIONS AND EDUCATION FOR MULTIPLE GENERATIONS AND MEANS.

AT THE AGE STRONG COMMISSION, WE HAVE BUDGET AT \$11.6 MILLION, THAT IS REQUESTED FOR 2020.

ABOUT FOUR MILLION OF THIS COMES FROM CITY OPERATING BUDGET.

\$7.6 MILLION OF OUR BUDGET IS MADE OF THE EXTERNAL FUNDS FROM BOTH FEDERAL AND STATE GOVERNMENTS.

ONE OF OUR RESPONSIBILITIES AS BOSTON'S AREA AGENCY ON AGING IS TO DISTRIBUTE OLDER AMERICAN DOLLARS INTO THE COMMUNITY.

WE USE \$5.3 MILLION OF OUR EXTERNAL FUNDS TO SUPPORT THE WORK OF 23 COMMUNITY ORGANIZATIONS MAKING UP THE AGING SERVICES NETWORK IN BOSTON.

THESE AGENCIES PROVIDE LEGAL SERVICES, CARE-GIVER SERVICES, MEALS ON WHEELS AND FREE CONGREGATE DINING SITES IN BOSTON, INTERPRETATION AND MUCH MUCH MORE IN A VERY CULTURALLY COMPETENT WAY AND WE COULDN'T DO OUR WORK WITHOUT THEM.

WE USE AN ADDITIONAL 275,000 OF OUR DOLLARS TO PAY FOR TAX EXEMPT STIPENDS MEAL AND TRAVEL EXPENSES WHO CONTRIBUTE OVER 83,000 HOURS OF SERVICE ACROSS BOSTON EVERY YEAR.

THE REMAINDER OF OUR FUNDS WE KEEP INTERNALLY TO SUPPORT THE WORK OF 76 DEDICATED DIVERSE TEAM MEMBERS.

OUR TEAM PROVIDES CONSTITUENT SERVICES INCLUDING ADVOCACY, ASSISTANCE WITH BENEFITS APPLICATIONS AND MEDICARE, HELP NAVIGATING CITY SERVICES AND AGING SERVICES AND HOUSING INFORMATION AND ASSISTANCE.

WE PROVIDE VOLUNTEER PROGRAMS FOR PEOPLE OVER THE AGE OF 55. LARGE AND MALL EVENTS AND I KNOW WE'VE SEEN YOU AT SOME OF THOSE. AND HEALTHY AGING PROGRAMMING, TRANSPORTATION INCLUDING THE AGE STRONG SHUTTLE AND DISTRIBUTION OF TAXI COUPONS AND THE OPERATION OF THE VERONICA B. SMITH SENIOR CENTER IN BRIGHTON. ADDITIONALLY WE ARE WORKING ACROSS CITY DEPARTMENTS AND WITH PARTNER ORGANIZATIONS AND RESIDENTS TO CREATE THE SYSTEM CHANGES THAT ARE NECESSARY TO MEET BOSTON'S AGE AND DIMENSION FAMILIES.

OVER THE PAST COUPLE YEARS WE'VE ORGANIZED OUR TEAM TO TARGET SOME AREAS OF NEED THAT WERE RAISED DURING OUR AGE FRIENDLY NEEDS ASSESSMENT PROCESS.

WE BUILT AND EXPANDED OUR AGE AND DEMENTIA FRIENDLY TEAM.

WE NOW HAVE A TEAM OF THREE WORKING TO COORDINATE THE IMPLEMENTATION OF OUR 75 STEPS AGE FRIENDLY ACTION PLAN.

IN JUNE WE'LL BE STARTING OUR THIRD YEAR OF ACTION PLAN IMPLEMENTATION.

SOME HIGHLIGHTS THIS YEAR INCLUDE AGE AND DEMENTIA FRIENDLY TRAINING FOR FRONT FACING CITY STAFF, COMPLETING THE PILOT STAGES OF AN AGING DEMENTIA FRIENDLY BUSINESS CERTIFICATION PROGRAM AND WE'RE IN THE PLANNING STAGES OF AN EVENT HIGHLIGHTING SKILL BUILDING AND CONNECTION WITH AREA BUSINESSES FOR OLDER ADULTS SUCHING FOR PAID EMPLOYMENT.

WE DOUBLED THE FACT OF REACHING ENGAGEMENT TEAM FROM TWO PEOPLE TO FOUR PEOPLE TO EX PAND EVENTS AND PROGRAMMING HAPPENING THROUGHOUT OUR BOSTON NEIGHBORHOODS.

WE'RE TARGETING GAS AREAS IDENTIFIED THROUGH OUR AGE FRIENDLY WORK AND WORKING WITH PARTNERS TO BRING NEW PROGRAMS TO THE COMMUNITY LIKE MORE

MEMORY CAFES FOR PEOPLE WITH DEMENTIA AND THEIR CARE GIVERS. AND THEN TAI CHI AND OTHER HEALTHY AGING PROGRAMMING AND WE'LL HAVE SOME ARTS AND CULTURE PERFORMING ROLLING OUT AS WELL. THESE PROGRAMS ARE DESIGNED TO ENGAGE AND EMPOWER OLDER ADULTS AND MAKE SURE PEOPLE ARE CONNECTED IN THE COMMUNITY. DUE TO INCREASING NEEDS AND COMPLEXITY, WE BUILT AN EXPANDS HOUSING UNIT PRIMARILY THROUGH INCREASES IN EXTERNAL COUNCIL ON AGING FUNDS.

THIS IS SUCH A BIG AREA OF NEED, WE WERE VERY VERY DRATFUL FOR THE CITY FY19 INVESTMENT IN THIS WORK, ADDING A FIFTH PERSON TO OUR HOUSING TEAM.

ADDITIONALLY IN FY19, WE HAD A CITY INVESTMENT OF \$300,000 TO SUPPORT MEALS ON WHEELS FOR OLDER ADULTS.

YOU'LL SEE THIS MONEY IN THE FY20 BUDGET AS WELL.

THIS MONEY HAS BEEN CRITICALLY IMPORTANT TO THE CONTINUED OPERATION OF THIS PROGRAM IN BOSTON AND WHO ARE VERY GRATEFUL FOR THOSE DOLLARS.

WE'RE ALSO VERY GLAD FOR THE COMBINED INVESTMENT OF BOTH THE CITY AND MASS DOT IN NEW SCHEDULING SOFTWARE FOR THE AGE STRONG SHUTTLE THAT WILL MODERNIZE OUR SHUTTLE OPERATIONS ALLOWING FOR A BETTER SHUTTLE EXPERIENCES FORKER WRITERS AND ALSO FOR OUR TEAM MEMBERS.

AND OUR STAFF WILL BE GOING THROUGH TRAINING ON THE NEW SOFTWARE TOWARDS THE END OF MAY. SO WE'RE REALLY EXCITED FOR THAT IMPLEMENTATION.

YOU MIGHT HAVE NOTICED OUR NEW NAME.

THE AGE STRONG COMMISSION. WE WANTED A NEW NAME THAT MATCHED THE VIBE RUN SEE OF WELDER ADULTS.

WE REBANDED OURSELVES TO BETTER FIT WHO WE ARE AND WHO WE SEVEN. IT HELPS THE NARRATIVE WHAT IT

MEANS TO AGE IN BOSTON.
CHANGING THE NEGATIVE 125EUR OH
TYPES AROUND AGING IS AN
IMPORTANT PART OF OUR WORK AND
YOU'LL CONTINUE TO SEE THAT IN
EVERYTHING WE DO INCLUDING OUR
EVENTS AND MONTHLY MAG SANES,
SEEN -- SENIORITY MAG SAGES.
THIS IS PART OF A FEDERAL GRANT
OF ADMINISTRATION FOR COMMUNITY
LIVING.
WE STARTED A NEW RESPITE
PROGRAM.
WE ARE RECRUITING AND TRAINING
VOLUNTEERS TO PROVIDE RESPITE
SERVICES FOR CARE GIVERS OR
PEOPLE WITH DEMENTIA.
THESE PASSIONATE COMPETENT
VOLUNTEERS ARE GIVING CARE
GIVERS SOME PRECIOUS TIME TIME
WHERE THEY DON'T HAVE TO WORRY
ABOUT THEIR LOVED ONES, TO TAKE
A BREAK, DO SOME ERRANDS OR
SIMPLY HAVE A CUP OF TEA WITH
FRIENDS.
HE WE HAVE TO CONTINUE TO TAKE
STEPS TO SUPPORT CARE GIVERS FOR
PEOPLE WITH DEMENTIA.
WE HAVE STAFF TRAININGMENT OUR
ENTIRE TEAM PARTICIPATED IN A
FULL DAY DIVERSITY TRAINING AND
HALF DAY TRAINING FOCUSED ON
LGBTQ OLDER ADULT AND BETTER
SERVING THAT POPULATION.
IN ADDITION, WE CONTINUE TO POUR
OUR TEAM MEMBERS TO PARTICIPATE
IN THE ON-LINE FOUNDATION IN
AGING AND DISABILITY CERTIFICATE
PROGRAM THROUGH THE CENTER FOR
AGING AND DISABILITY RESEARCH IN
EDUCATION AT BU.
FINALLY FY19 MARKED OUR FIRST
YEAR AS PART OF THE HEALTH AND
HUMAN SERVICES CABINET UNDER
CHIEF PARTY PART INDIANAPOLIS.
IT'S BEEN A GREAT EXPERIENCE TO
BE PART OF THE TEAM WITH
VETERANS SERVICES AS WELL.
THIS YEAR THROUGH THE LEADERSHIP
OF HHF PARTICIPATED AS A
COLLECTIVE IMPACT PLANNING
PROCESS TO DEVELOP SHARED GOALS
AND WILL BE WORKING TOGETHER AS
A TEAM AND IN COLLABORATION WITH

DND TO MOVE THE MEAL ON HOUSING STABILITY SOMETHING THAT IMPACTS ALL OF THE PEOPLE WE SEVEN IN THE CABINET.

WE'RE EXCITED TO MOVE FORWARD OVER THE NEXT YEAR AND TO CONTINUE MEETING COMMUNITY NEEDS.

THIS WORK WILL BE ENHANCED BY \$100,000 INVESTMENT IN FY20 BUDGET THAT'S BEEN PROPOSED, FOCUSED ON SENIOR PROGRAMMING. BOSTON IS ONE OF THE FEW CITIES WITHOUT A CITY-RUN NETWORK OF SENIOR CENTERS AND BUT THAT BEING SAID WE HAVE A VERY RICH ARRAY OF PROGRAMS THAT SENIORS CAN ACCESS AND GET INVOLVED IN. THE CITY OPERATES FOUR LOCATIONS WITH ONGOING SENIOR PROGRAMMING THROUGH OUR OFFICE IN BCYF AND THROUGH OUR OIRMD AMERICANS ACT FUNDING WE SUPPORT 11 MORE PROGRAMMING LOCATIONS THROUGHOUT THE CITY, THROUGHOUT CITY NEIGHBORHOODS.

THE \$100,000 INVESTMENT WILL ALLOW US TO BRING THESE SITE AND SITE DIRECTORS TOGETHER INTO A LEARNING NETWORK.

THE MONEY WILL PROVIDE ESSENTIAL TRAINING, THE SHARING OF BEST PRACTICES, 101 TECHNICAL ASSISTANCE AND PROGRAM SOME APPROACHING SUPPORT SO WE CAN ENHANCE THE WORK WE'RE DOING IN THIS AREA.

THANK YOU FOR YOUR INVESTMENT IN OLDER ADULTS AND FOR THE OPPORTUNITY TO SPEAK TODAY.

>> THANK YOU VERY MUCH EMILY.

THANK YOU FOR THE KIND WORDS AND AS ONE OUT OF 105 THOUSAND I JUST WANT TO SAY I REALLY APPRECIATE THE GREAT WORK YOU'VE DONE WITH THIS DEPARTMENT.

WE WENT BACK AS YOU SAID SEVERAL YEARS BEFORE THAT AND I WANT TO THANK YOU AS WELL FOR ALL THE WORK WITH VERONICA SMITH IN THE BRIGHTON AREA.

LET ME RECOGNIZE COUNCILOR ED FLYNN FOR ANY QUESTIONS YOU HAVE.

>> THANK YOU, COMMISSIONER AND TO YOUR TEAM WE SEE A TEAM IN ALL OF THE NEIGHBORHOODS CONSISTENTLY ENGAGING OUR SENIORS PROVIDING GREAT SERVICES, PROVIDING GREAT GUIDANCE.

WHAT I ALWAYS LIKED ABOUT YOUR TEAM IS YOUR TEAM MAY HAVE A LITTLE BIT BOOTH SOMEWHERE AT AN EVENT BUT THEY'RE ALWAYS WALKING AROUND ENGAGING PEOPLE THAT TONIGHT COME UP TO THEM.

SO THE OUTREACH THAT YOUR STAFF IS DOING AT VARIOUS EVENTS IS EXCEPTIONAL.

I NOTICED THAT FREQUENTLY WHEN I SEE, WHEN I SEE THEM.

SO I JUST WANTED TO PASS THAT ALONG TO YOU.

>> THANK YOU, COUNCILOR.

>> THANK YOU.

COMMISSIONER, I SEE A LOT OF SENIORS, THEY ARE CARING FOR THEIR GRANDCHILDREN NOW.

AS WE CHANGED THE NAME FROM THE ELDERLY COMMISSION TO AGE STRONG, IT ALSO REFLECTS THE ROLLS OF OUR SENIORS THAT ARE REALLY PLAYING A CRITICAL ROLE FOR THEIR FAMILIES IN RAISING CHILDREN.

WHAT CAN WE DO TO HELP OUR SENIORS THAT ARE CARING FOR GRANDCHILDREN SOME OF THEM MIGHT BE SPECIES NEEDS CHILDREN AS WELL.

BUT IT OFTEN CAN BE A STRESSFUL TIME FOR OUR SENIORS WHEN THEY ARE CARING FOR LITTLE CHILDREN AS WELL.

>> SURE.

>> ANY THOUGHTS ABOUT THAT TYPE OF SUBJECT.

>> SURE.

SO THAT'S A REALLY IMPORTANT AREA AND THAT'S WHY WE ACTUALLY AS PART OF OUR OLDER AMERICANS ACT FUNDING, WE HAVE A POT OF MONEY THAT GOES TO CARE-GIVER SERVICES.

AND WE'RE ALLOWED TO SPEND UP TO 10% OF THAT PART OF MONEY ON SERVICES SUPPORTING GRANDPARENTS

RAISING GRANDCHILDREN.
AND SO WE ACTUALLY USE THE FULL
10% HERE IN BOSTON TO SUPPORT A
PROGRAM THAT'S RUN BY MSPCC THAT
SUPPORTS GRAND PARENTS RAISING
GRANDCHILDREN.

THEY ARE EXPERTS IN THIS AREA.
WE PROVIDE SUPPORT GROUPS ACROSS
THE CITY.

THEY ALSO CAN HELP GUIDE AND
SUPPORT GRANDPARENTS WHO ARE
NEEDED IN THIS AREA.

BECAUSE IT'S OLDER AMERICANS ACT
FUNDING, IT'S FUNDING THAT
SUPPORTS GRANDPARENTS WHO ARE
OVER THE AGE OF 60.

SO THAT'S THE POPULATION THAT
WE'RE ABLE TO TARGET WITH THOSE
DOLLARS.

>> THANK YOU.

AND MY FINAL QUESTION,
COMMISSIONER, IS WITH THE
UNCERTAINTY OF THE FEDERAL
GOVERNMENT AND THE POSSIBILITY
THAT IT COULD BE SHUT DOWN AGAIN
SOMETIME, ARE THERE PROGRAMS
THAT YOU SUPERVISE OR YOU MANAGE
THAT COULD BE IMPACTED IF THERE
IS A FEDERAL GOVERNMENT SHUT
DOWN IN THOSE FUNDS FROM THE
FEDERAL GOVERNMENT DOES NOT GET
INTO THE CITY OF BOSTON
TREASURY, IT'S A CASE I WORKED
ON WITH COMMISSIONER SANTIAGO IF
THERE'S A GOVERNMENT SHUT DOWN
IT AWE DOESN'T AFFECT VETERANS
BUT WHAT IMPACT WOULD IT HAVE ON
YOUR DEPARTMENT.

>> IF IT WAS LONG ENOUGH WITH
THE FUNDS WEREN'T IMPLEMENTED,
THE HAS ONE DIDN'T IMPAM US
BECAUSE WE ALREADY WERE FUNDED
AND WE WERE OKAY.
BUT IF THERE WAS ONE LONG ENOUGH
TO ACTUALLY IMPACTED THE
FUNDING, WE WOULD LOSE OVER HALF
OF OUR FUNDING.

>> OKAY.

>> SO THAT WOULD BE PROBLEMATIC
FOR US.

THAT WOULD BE A HUGE LOSS.
I'M HOPEFUL IT ISN'T COME TO
THAT, RIGHT.

THE OLDER AMERICANS ACT HAS BEEN

LEVEL FUNDED AT THE FEDERAL GOVERNMENT FOR A LONG LONG TIME. WE'RE ACTUALLY LOOKING BACK AT NUMBERS FROM 2000 AND WE ARE GETTING LESS MONEY NOW THAN WE WERE GETTING THIN. SO THE FUNDS CERTAINLY HAVEN'T INCREASED BUT THEY ARE A SIGNIFICANT PORTION OF OUR BUDGET AND THEY FUND EVERYTHING FROM SOME OF OUR TAME DOWNSTAIRS THAT WORK THAT WE DO INTERNALLY HERE IN THE COMMISSION TO THE MEALS ON WHEELS, THE CONGREGATE MEAL SITES, THE CARE-GIVER SERVICES, THE LEGAL SERVICES, A LOT OF THE PROGRAM. THEY JUST FUND A WIDE BREADTH HERE IN BOSTON.

>> THANK YOU TO YOU AND YOUR DEDICATED PROFESSIONAL STAFF. WE'RE PROUD OF THE OUTSTANDING WORK THEY DO FOR THE RHESUS TENTS OF BOSTON.

>> THANK YOU.

>> JUST TO FOLLOW UP ON THE OLDER AMERICANS ACT. THAT NEEDS TO BE REAUTHORIZED EVERY SO OFTEN. DO YOU KNOW WHERE THAT IS RIGHT NOW.

>> SO IT NEEDS TO BE REAUTHORIZED RIGHT NOW. AND SO I ACTUALLY WAS DOWN WITH IGR DOWN THIS WASHINGTON D.C. A COUPLE MONTHS AGO TALKING TO OUR CONGRESSIONAL DELEGATION ABOUT ORAL AMERICANS ACT FUNDING AND REAUTHORIZATION. I THINK THEY'RE LOOKING TO TROY TO GET IT REAUTHORIZE SOMETIMES AROUND SEPTEMBER OR OCTOBER OF THIS YEAR.

>> DID THEY EXPRESS ANY CONCERN ABOUT THE CURRENT CLIMATE DOWN IN WASHINGTON OF GETTING THINGS DONE.

>> IT DIDN'T SOUND LIKE PEOPLE THOUGHT THERE WOULD BE A CHALLENGE WITH THE REAUTHORIZATION OF THE ACT.

>> THAT'S GREAT. THANK YOU. COUNCILOR ESSAIBI-GEORGE.

>> THANK YOU FOR BEING HERE TODAY.
LAST YEAR MY OFFICE DID SOME WORK AROUND ALL THE SCAMMING AND I'M WONDERING IF YOU HAVE ANY INFORMATION TO SHARE EITHER ON AN UPTICK OR IMPROVEMENT IN REPORTS OF FINANCIAL SCAMMING OR OTHER TYPES OF SCAMS OUR OLDER ADULTS OF BOSS TALK ARE FACING.

>> SURE.
WE APPRECIATE YOUR WORK ON THAT COUNCILOR, I KNOW YOU WERE OUT TALKING TO A NUMBER OF GROUPS IN THE CITY.

SO OUR OFFICE IS PROBABLY NOT THE MAIN PLACE THAT PEOPLE ARE REPORTING SCAMS.

SO I DON'T KNOW THAT WE'VE SEEN MUCH OF A CHANGE THERE BASED ON WHAT WE WERE SEEING BEFORE.

I THINK PEOPLE ARE MORE LIKELY TO GO TO THE POLICE DEPARTMENT AND REPORT SCAMS OR REPORTING THEM TO THE ATTORNEY GENERAL'S OFFICE.

I WILL SAY THAT SCAMS ARE A HUGE ISSUE AND WE APPRECIATE A FOCUS ON IT.

A COUPLE THINGS TO REPORT.
WE HAVE AS PART OF OUR AREA AGENCY ON AGING WORK, WE HAVE VARIOUS TASK FORCES THAT HAVE MET OVER THE YEARS.

AND WE ENDED UP ENDING ONE OF OUR LONGSTANDING TASK FORCES OUR HEALTH AND LONG TERM CARE TASK FORCE BECAUSE PARTICIPANTS IN THAT REALLY WANT TO SHIFT TO FOCUS MORE ON SCAMS, ABUSE, NEGLECT AROUND THOSE AREAS.

AND SO WE HAVE A NEW TASK FORCE THAT WE'LL BE FOCUSED ON THAT WORK ON TRYING TO BRING PARTIES TOGETHER.

BECAUSE SO MANY DIFFERENT PEOPLE ARE WORKING ON IT, WE REALLY NEED TO FIGURE OUT HOW WE ALL WORK AS A ALSO THAT WE'RE PROVIDING A CONSISTENT MESSAGE.
WE ARE ACTUALLY VERY HAPPY, WE JUST GOT SOME FUNDING THROUGH, I'M NOT GOING TO REMEMBER EXACTLY THEIR NAME BUT IT'S A

NETWORK OF CREDIT UNIONS AND WE CAN GET YOU THE EXACT NAME.

THEY'VE GIVE US \$10,000

ADDRESSING SCRAMS AND WE HAVE A PROPOSAL WHAT TO DO WITH THOSE DOLLARS.

REALLY AN IMPORTANT AREA AND CERTAINLY WE INVITE YOU AND YOUR TEAM TO BE PART OF THIS TASK FORCE AS IT MOVES FORWARD AND DEVELOPS IDEAS FOR ADDRESSING THE ISSUE.

>> I THINK THAT'S THE MASSACHUSETTS ASSOCIATION OF CREDIT UNIONS.

>> YES.

>> AND THEIR WORK BECAUSE THEY WERE VERY SUPPORTIVE OF OUR EFFORT AROUND THE ELDER SCAMMING.

PART OF THEIR FOCUS IS ALSO THE CREDIT UNIONS.

THE NEED FOR RENEWED FINANCIAL LITERACY.

I TALK A LOT ABOUT THAT WHEN WE THINK ABOUT OUR STUDENTS AND OUR HIGH SCHOOL STUDENTS IN PARTICULAR BUT WE DO RECOGNIZE THE TECHNOLOGY CHANGES AS THE WAY WE PAY BILLS CHANGES, THE WAY THAT WE INTERACT WITH PEOPLE EITHER THROUGH TECHNOLOGY OR THROUGH SMART PHONES THAT OLDER RESIDENTS COULD USE SOME REFRESHERS WHEN IT COMES TO FINANCIAL LITERACY BECAUSE OF THE WAY WE INTERACT FINANCIALLY IS VERY DIFFERENT.

HAS YOUR OFFICE THOUGHT AT ALL ABOUT THAT OR IS THAT A TOPIC AT ALL.

ANY SORT OF WORK.

>> YES.

SO WE ARE THINKING ABOUT HOW WE MIGHT COMBINE SOME OF THAT WITH THE SCAM'S TOPIC BECAUSE FINANCIAL LITERACY SCAMS KIND OF GO HAND IN HAND.

AND WE'RE STILL KIND OF WORKING THROUGH WITH A THAT MIGHT LOOK LIKE.

I RECENTLY SAW A GREAT MULTISESSION CLASS THAT WAS PUT OUT BY THAT CONSUMER FINANCIAL

PROTECTION BUREAU.
MONEY SMART FOR OLDER ADULTS
THAT I REALLY LIKE THE LOOK OF.
AND SO JUST TRYING TO THINK
ABOUT IS THAT THE WAY TO GO TO
IMPLEMENTING THIS ACROSS THE
CITY, HOW WOULD WE DO THAT.
WE GO THROUGH TRAINED
VOLUNTEERS.
RIGHT NOW IN THE MIDST OF KIND
OF FIGURING OUT OWL OF THOSE
DIFFERENT THINGS.
BUT I THINK FINANCIAL LITERACY
THROUGHOUT THE LIFETIME IS
REALLY IMPORTANT TO FOCUS ON.
AND THEN ON THE TECHNOLOGY
PIECE, WE HAD SOME CONVERSATIONS
WITH AT&T WHO HAD HAS BEEN A
GREAT PARTNER TO US ABOUT GOING
OUT WITH THEM THROUGHOUT THE
COMMUNITY AND HAVING THEM TEACH
SOMETHING FOCUSED ON SCAMS BUT
REALLY ABOUT TECHNOLOGY LIKE IT
WOULD SAY ON YOUR IPHONE OR
CELL PHONE OR BEING SAFE ON YOUR
LAPTOP THOSE TYPE OF THINGS.
THEY'RE LOOKING AT RULING THAT
OUT.

>> I BELIEVE THE BANKS IN THE
CITY OF BOSTON WOULD BE
INTERESTED BECAUSE THEY SPEND A
LOT OF TIME IN THEIR FINANCIAL
RESESSIONS WHEN OUR RESIDENTS DO
THE SCAM.

THANK YOU FOR YOUR FOCUS AND
YOUR WORK.

>> THANK YOU COUNCILOR O'MALLEY.
AND WE'VE BEEN JOINED BY
COUNCILOR FRANK BAKER.

>> THANK YOU MR. CHAIRMAN AND
GOOD MORNING, GOOD AFTERNOON
COMMISSIONER AND DEEPITY.
AND THANK YOU DEPUTY FOR MAKING
IT HERE AFTER A LONG DAY.
YOU LOOK NO WORSE FOR THE WEAR.
COMMISSIONER, I LOVE THE WORK
YOU DO, WE WORK VERY VERY CLOSE
IN MY DISTRICT.

ONE OF THE THINGS THAT ARE
VALUED IS THE COUPONS THAT COME
OFF AFTER A MEETING AND GIVE
TAXI COUPONS.

HAS THERE BEEN ANY OUTREACH TO
SOME OF THE TNC AND RIDE SHARES

DOING DISCOUNTED SENIOR RATES OR
MAYBE HELP EDUCATE SOME SENIORS
ON HOW TO USE SORT OF THE APPS.

ANY CONVERSATIONS ON THAT?

>> YES.

SO WE REALLY HAVEN'T DUG INTO
THAT TOO MUCH.

OTHER KOINLTZ ON AGING ARE
STARTING DUDE SOME OF THAT WORK
ACROSS THE STATE.

WE HAD A PROGRAM DOWNSTAIRS THAT
WE STARTED MAYBE TWO YEARS AGO
AS PART OF OUR CP PROGRAM.

WE ACTUALLY HAVE SOME VOLUNTEERS
I THINK IN THE ROOM ALONG WITH
SOME OF OUR CIVIC ACADEMY
MEMBERS WHO ARE HERE WATCHING
TODAY AND SOME OF THE MAYOR'S
SENIOR ADVISOR COUNCILMEMBERS
WHO ARE HERE AS WELL WHO ARE
MEETING UP STAIRS BEFORE THIS.

>> GREAT.

>> BUT WE -- NOW I LOST MY TRAIN
OF THOUGHT.

OKAY.

SO WE HAVEN'T DELVED TOO MUCH
INTO THE VOUCHERS BUT OUR BUS
BUDDY PROGRAM IS A TRAVEL
TRAINING PROGRAM SO WE WORK WITH
MASS DOT TO TRAIN VOLUNTEERS WHO
CAN THEN HELP PEOPLE WHO EITHER
HADN'T TAKEN PUBLIC
TRANSPORTATION IN A LONG TIME OR
PUBLIC TRANSPORTATION HELP THEM
UNDERSTAND HOW TO NAVIGATE
PUBLIC TRANSPORTATION, READ THE
MAPS, LEARN ABOUT SAFETY, ALL OF
THAT.

WE'RE THINKING ABOUT ADDING ON
TO THAT PROGRAM, HOW TO USE LYFT
AND UBER AND THE APPS AND THINGS
LIKE THAT.

THAT'S HOW FAR WE'VE GAIN'T BUT
IT'S ON OUR RADAR.

>> THAT'S HELPFUL TO HEAR AND I
SUGGEST YOU TAKE IT ONE STEP
FARTHER.

SEE IF THERE'S OPPORTUNITY FOR
DISCOUNTED RATES FOR SENIORS.
IT COULD BE A LIMITED NUMBER A
MONTH SIMILAR TO THE TAXI
COUPONS BUT I THINK THERE COULD
BE A GREAT SYNERGY THERE.
TNC WOULD JUMP ALL OVER IT.

THANK YOU TO THAT AND THANK YOU TO OUR FOLKS FROM THE SENIOR CIVICS ACADEMY.

IT WAS GOOD THAT WE HAD SEVERAL WEEKS AGO AND THE MAYOR OF SWEDEN CRASHED OUR Q&A.

IS THERE AN INCREASE IN THE OPERATION BUDGET ABOUT 6%, 6.2%. IS THAT PERMANENT EMPLOYEES LINE HAS BEEN INCREASED BY 109,000.

>> THAT'S PRIMARILY, THAT'S PRIMARILY STEP INCREASES AND STEP INCREASES AND CONTRACTUAL OBLIGATIONS.

>> SO NO NEW EMPLOYEES.

>> -- ON OUR --

>> HOW MANY EMPLOYEES DO YOU HAVE TOTAL ON YOUR TEAM.

>> WE HAVE A TOTAL OF 76 EMPLOYEES.

>> 76, GREAT.

THERE'S BEEN A SLIGHT INCREASE IN CONTRACTED SERVICES AS WELL. IS THAT THE COST GOES UP.

>> SINCE SOME OF THAT REFLECTS, FRANCIS FEEL FREE TO JUMP IN, SOME OF THAT REFLECTS A NEED TO PAY MORE FOR THE BUSES THAT TRANSPORT TO OUR EVENTS. AND SOME OF THE OTHER PIECE OF THAT YOU'LL SEE BECAUSE WE'VE INCREASED OUR PROGRAMMING ACROSS THE CITY, WE HAVE SOME ADDITIONAL COSTS ASSOCIATED WITH THAT THAT OUR TRANSPORTATION AND FOOD-RELATED AND SOME EQUIPMENT FOR SOME OF THE PROGRAMS THAT WE'RE RUNNING.

SO FOR EXAMPLE WE'RE GETTING UMASS TO DO SOME YOGALATIS WORK. WORK.

>> PALITIS AND OH YEAH.

-- YOGA.>> YES.

>> CAN YOU TALK ABOUT PART SHINE WITH SOME OF OUR GREAT NON-PROFITS IN WEST ROXBURY IN WAYS WE'VE WORKED WELL TOGETHER AS CITIES AND NON-PROFITS.

>> I SAID BEFORE WE CAN'T DO OUR WORK WITHOUT THE NON-PROFITS. WE SUPPORT 23 NON-PROFIT ORGANIZATIONS THROUGH OUR OLDER AMERICANS ACT FUNDS TO PROVIDE A WHOLE ARRAY OF SERVICES ON SOME

OF THOSE ARE KIND OF OUT IN THE
NEIGHBORHOODS LIKE ETHOS OR
THEY'RE SERVING SPECIFIC
CULTURAL POPULATIONS LIKE
CHINESE CENTER OR HIS HPAIS.
FOLKS WHO ARE LEGALLY BLIND AND
OLDER IN BOSTON AS WELL AS
DEATH, INC. WORK WITH OUR HARD
OF HEARING OR DEAF.
USING OUR NETWORK IN BOSTON
BEING ABLE TO PROVIDE THEM WITH
OLDER AMERICAN ACTS DOLLARS TO
WORK ON THOSE PROGRAMS BUT BEING
ABLE TO WORK WITH OUR BACK AND
FORTH AND JUST WORK
COLLABORATIVELY TOGETHER IS
ESSENTIAL.

AND THEN YOU MENTIONED ETHOS.
ETHOS CENTRAL BOSTON ELDER
SERVICES IN BATON SENIOR HOME
CARE -- BOSTON SENIOR HOME CARE.
WE ACTUALLY ARE PART OF THE SAME
NETWORK THROUGH THE ELDER
SERVICES DEPARTMENT AT THE
STATE.

SO WE'RE ALL ON THE SAME DATA
SYSTEM.

WE'RE ABLE TO SEE WHEN SOMEBODY
IS GETTING SERVICES FROM EACH
OTHER SO THAT WE CAN CALL AND
CAN COORDINATE CARE IN A BETTER
WAY.

>> CORRECT.

BRIEFLY AND THEN I'LL ASK CHIEF
DILLON TO ALSO CHIME IN ON THIS
BUT CAN YOU TALK A LITTLE BIT
ABOUT A GREAT SUCCESS STORY FROM
OUR ADVOCACY IN TERMS OF MAKING
A PLAN.

>> DID WE KEEP THAT AFFORDABLE?

>> WE KEPT THAT AFFORDABLE.

>> ALL THE THINGS I'M LEARNING
IN THIS HEARING, COUNCILOR. YEAH, I HADN'T HEARD THAT.
SO I'M THRILLED TO HEAR.

I KNOW THAT WITH WERE CONCERNED
ABOUT THAT BUILDING.

I ACTUALLY -- I ASKED FOR AN
UPDATE, TOO.

>> THERE YOU GO.

I'VE GIVEN IT TO YOU.

TERRIFIC WORK.

THANKS FOR YOUR ADVOCACY.

IT'S AN ASPIRING YOUTH/SENIOR
BUILDING AND A LOT OF CONCERN

THAT WE'LL SEE DOZENS IF NOT HUNDREDS OF SENIORS THAT WOULD BE AT RISK OF LOSING.

IT WILL BE PROTECTED.

>> FANTASTIC NEWS.

REALLY GRATEFUL TO FILL IN THE OFFICE.

THEY'RE WORKING ON A NUMBER OF ASPIRING YOUTH, A REAL CHALLENGE HERE IN BOSTON.

AND THEY'VE BEEN GREAT WORKING ON THAT.

HELPING TO PRESERVE SOME OF THOSE BUILDINGS.

>> ABSOLUTELY.

I'LL JUST SAY IN CLOSING, WHEN YOU ARE LEAVING US AFTER A WONDERFUL CAREER, BILL THE LONGEST-SERVING CITY COUNSELOR. COMMISSIONER, YOU'RE THE LONGEST SERVING COMMISSIONER.

>> NO.

>> PROBABLY UP THERE.

>> OH, MY GOSH.

WOW!

>> LONGEST CONTINUALLY SERVING.

>> AN IMPORTANT DISTINCTION, MR. CHAIRMAN.

THANK YOU FOR NOTING THAT.

>> PEOPLE HAVE EIGHT YEARS UNDER OUR BELT --

>> I HAVE NINE.

>> OH, MY GOSH.

>> NINE IN NOVEMBER.

YEAH.

WE'RE STILL IN OUR MID 20s.

HOW DOES THAT WORK?

THANK YOU.

>> COUNCILLOR CAMPBELL.

>> THANK YOU, COUNCILLOR CIOMMO.

I APOLOGIZE WITH SIMULTANEOUS MEETINGS HAPPENING HERE.

I ALSO WANT TO THANK A LOT OF FOLKS CAME OUT TO TESTIFY AND OFFER I'M SURE OTHER THINGS AND WHAT THEY THINK WE CAN DO BE DOING BETTER.

I APPRECIATE YOU FOR THE WORK YOU DO ON BEHALF OF OUR SENIORS.

I DID HAVE -- ONE OF MY BIGGEST QUESTIONS GOES TO TRANSPORTATION, THE DISTRICTS, THE COMMUNITY, THE NEIGHBORHOODS.

I KNOW WE WORK WITH THE RIDE AND TRYING TO THINK OF CREATIVE WAYS.

IT'S A BIG CONCERN.

SO IT'S GOOD TO SEE THIS INCREASE IN THE BUDGET FOR THE TRANSPORTATION LINE ITEM.

IF YOU COULD TALK.

>> SURE.

DO YOU WANT TO FINISH YOUR QUESTION?

>> IF YOU COULD TALK MORE ABOUT THAT.

IT'S NOT AS LARGE --

>> YEAH, THAT'S NOT AN INCREASE IN THE AMOUNT OF TRANSPORTATION. OUR TRANSPORTATION COSTS ARE GOING UP.

WE TYPICALLY USE SCHOOL BUSES TO TRANSPORT TO EVENTS.

WE'VE HAD A LOT OF TROUBLE WITH SCHOOL BUS AVAILABILITY WITH OUR SCHOOL BUS CONTRACTS FOR WEEK DAY EVENTS BECAUSE OF THE -- HOW LATE THEY'RE DROPPING OFF AT SCHOOL AND HOW EARLY THEY'RE PICKING UP.

THIS IS NOT THE SCHOOL BUSES THAT TRANSPORT FROM BOSTON PUBLIC SCHOOLS.

THIS IS ANOTHER GROUP.

SO WE'RE GOING TO HAVE TO MOVE TOWARDS USING MORE -- AS KIND OF THE CONCIERGE BUSES THAT WE HAVE TO PAY MORE MONEY FOR.

EVERY YEAR WE GO OUT TO BID FOR TRANSPORTATION.

WE KNOW THAT SCHOOL BUS AVAILABILITY ISN'T AN INCREASING ISSUE FOR US.

>> SO CHANGING FROM THAT MODE OF TRANSPORTATION TO THE OTHER BUS STYLES, IS THAT GOING TO CAUSE YOU MORE?

>> YES.

>> AND WHAT DOES THAT MEAN, IF THIS BUDGET ISN'T GOING UP, TO COVER THOSE ADDITIONAL COSTS?

>> THIS BUDGET IS -- THAT INCREASE THAT YOU REFLECTED IS THE INCREASED COSTS THAT WE WOULD NEED TO PAY TO USE A DIFFERENT KIND OF BUS.

>> IT'S NOT EXPANDING THE NUMBER

OF BUS AS AVAILABLE --

>> THE AMOUNT OF --

>> WHAT WOULD THAT TAKE?

GIVEN THE LEVEL OF CALLS AND CONCERNS THAT YOU GET AND TRANSPORTATION AND NOT HAVING ADEQUATE TRANSPORTATION, WHAT WOULD IT TAKE BUDGETARY WISE ON OUR END TO BE ABLE TO MEET SOME MORE OF THOSE NEEDS?

>> SURE.

I'M NOT SURE THAT WE'VE REALLY LOOKED AT THOSE NUMBERS.

ONE THING THAT I WILL SAY WITH OUR CHANGES -- I'M NOT SURE IF YOU HEARD, BUT WE ARE IMPLEMENTING NEW SCHEDULING SOFTWARE FOR OUR AGE-STRONG SHADOW.

SO THAT WAS AN INVESTMENT THE CITY MADE LAST YEAR AS WELL AS MASS DOT.

THAT IMPLEMENTATION WE HOPE WILL BE COMPLETE BY THE END OF JUNE.

WE NEED TO THEN KIND OF SEE HOW THE NEW SOFTWARE WORKS.

OUR HOPE IS THAT BY INVESTING IN THE NEW SOFTWARE IT WILL ALLOW US TO BE MORE EFFICIENT IN THE WAY THAT WE'RE PROVIDING LINES AND WE CAN INCREASE THE AMOUNT OF RIDES THAT WE'RE DOING TO LOCATIONS OTHER THAN MEDICAL APPOINTMENTS THAT MAY BE AN OPPORTUNITY, BUT WE NEED TO SEE HOW THAT PLAYS OUT WITH THE NEW SOFTWARE AND FOLKS GETTING USED TO IT AND SEEING HOW IT WORKS FOR US.

AND THEN IN TERMS OF KIND OF WHAT WE WOULD NEED TO BE -- FOR EXAMPLE, HIRING BUSES FOR OTHER TYPES OF LARGE EVENTS.

IN THE PAST, WE USED TO PROVIDE MORE BUS TRANSPORTATION, BUT FOR A LONG TIME WE'VE JUST FOCUSED ON THE EVENTS WITH THE AGE STRONG COMMISSION, PROVIDE BASED ON SOME LONG-TIME AGO BUDGET DECREASES THAT WE HAD.

BUT I WILL SAY, THE COST OF ONE BUS FOR AN EVENT IS 600ISH.

ABOUT \$600.

SO THAT'S ONE BUS LOAD OF PEOPLE

GOING TO AN EVENT.
THAT IS JUST TO GIVE YOU A
LITTLE BIT OF AN IDEA.
IT WOULD DEPEND ON HOW MANY
ADDITIONAL EVENTS WE WANTED TO
DO AND HOW WE COULD FUND THAT.
>> THIS IS -- I WILL KEEP
PUSHING.

I KNOW YOU GUYS ARE FOR THAT
BUDGET TO INCREASE.

IT REALLY IS A BIG CONCERN
TRYING TO GET OUR SENIORS
OUTSIDE OF OUR DISTRICT, IN
PARTICULARLY THOSE SENIORS --
AND YOU KNOW THIS -- LIVING IN
SENIOR LIVING, IT'S JUST THE
SENIOR POPULATION AND GET
EXPOSED TO OTHER EVENTS.

WE MAY NOT HAVE AS MUCH
FLEXIBILITY AS THOSE THAT LIVE
ON THEIR OWN.

MANY QUESTIONS ARE RELATED TO
SENIOR HOUSING.

I'M JUST CURIOUS HOW OFTEN YOUR
DEPARTMENT, YOUR DIVISION WORKS
WITH CHIEF DILLON AROUND HOUSING
CONCERNS, TYPES OF HOUSING FOR
OUR SENIORS.

ONE OF THE THINGS COMING UP
RECENTLY, THE IDEA OF
INTERGENERATIONAL HOUSING,
SENIORS THAT DON'T WANT TO LIVE
AMONG FOLKS IN THE SAME AGE
BRACKET.

WHAT DOES IT MEAN TO HAVE A
YOUNGER POPULATION SHARING THE
SAME SPACE AND HAVING THE
APPROPRIATE AMENITIES.

SMALL DEVELOPERS ARE DOING THAT
IN DIFFERENT SPACES ACROSS THE
CITY, WHICH IS EXCITING.

I'M CURIOUS YOUR INVOLVED WITH
RESPECT TO HOUSING.

>> WE WORK CLOSELY WITH CHIEF
DILLON AND HER TEAM.

THEY'RE FANTASTIC OVER THERE.

THIS YEAR BASED ON A BUDGET
INVESTMENT THAT WAS MADE LAST
YEAR IN D&D, THE TECHNOLOGY
BUDGET, WE GOT ON THE SAME DATA
SYSTEM WITH THEM FOR SOME OF
THEIR WORK THROUGH THE BOSTON
HOME CENTER.

WE WERE ABLE TO -- WHEN WE'RE

GETTING THE SAME CALLS, I DID
SOME COLLABORATIVE WORK
TOGETHER.

WE WORKED CLOSELY WITH CHIEF
DILLON AND HER TEAM AROUND JUST
STRATEGIZING.

I THINK THAT, YOU KNOW, WE HAVE
A VERY DIVERSE GROUP OF FOLKS IN
THE COMMUNITY AND WHAT WE WANT
TO SEE IN TERMS OF HOUSING FOR
PEOPLE IS AN ARRAY OF HOUSING
OPTIONS.

YOU'RE RIGHT.

SOME PEOPLE WILL CHOOSE TO LIVE
IN THE SENIOR-ONLY BUILDING.

SOME PEOPLE WILL CHOOSE TO LIVE
IN INTERGENERATIONAL HOUSING.

SOME PEOPLE WANT TO STAY IN
THEIR HOMES AND HAVE SOME
MODIFICATIONS MADE.

WE'RE WORKING ON ALL OF THOSE
FRONTS TO MAKE SURE THAT WE HAVE
ENOUGH OPTIONS FOR PEOPLE SO
THAT THEY CAN AGE AS THEY WANT
TO IN THE CITY.

WE ALSO HAVE BEEN DOING A LOT OF
THINKING LATELY THROUGH SOME OF
OUR -- CHIEF DILLON AND HER TEAM
AROUND THE UNIVERSAL DESIGN.

THE IDEA OF CREATING HOUSING
THAT PEOPLE ARE MEANT TO AGE.
WE'RE ALL AGING AND WE SHOULD
CREATE IT THAT WAY SO WE CAN AGE
WELL IN THE SPACES THAT WE LIVE.
WE'VE BEEN DOING THINKING AROUND
THAT AS WELL.

THERE'S -- HOUSING IS HUGE.

AND IT'S GREAT TO HAVE A
COLLABORATOR LIKE CHIEF DILLON.

>> THIS IS VERY HELPFUL.

MANY OF MY QUESTIONS FOR CHIEF
DILLON WILL BE ABOUT THE
CREATION OF MORE SENIOR HOUSING
FOR OUR SENIORS, MEETING THE
GOALS IN THE HOUSING PLAN,
SPECIFICALLY FOR SENIORS AND
VETERANS, WHICH WE TALKED ABOUT
EARLIER.

AND AS MANY RESOURCES POURED
INTO THAT.

IT'S GREAT, WE'RE HAPPY WHEN
THEIR PROJECTS COME BEFORE US
FOR SENIOR HOUSING.

IT'S A MAJOR ISSUE.

AND THEN OTHER PROGRAMS THAT
KEEPS SENIORS IN THEIR HOME.

WE'LL BE HAVING CONVERSATIONS
WITH THEM AS WELL.

HOW WE STRENGTHEN THAT, EXPAND
THAT SO MORE SENIORS CAN STAY IN
THEIR HOME.

MY LAST SORT OF QUESTION, SOME
OF THE OTHERS HAVE ALREADY BEEN
ASKED AND ANSWERED, IS WHAT DOES
OUTREACH LOOK LIKE.

THERE'S SOME GREAT THINGS YOU'RE
DOING HERE.

ONCE A MONTH ON FRIDAY, SOME
SENIORS ARE PARTICIPATING.

SOME SENIORS SAY I HAVE NO IDEA
WHAT YOU'RE TALKING ABOUT.

MY SECOND QUESTION IS, I HAVE
BEEN TALKING ABOUT THIS SINCE I
JOINED THE COUNCIL ON DAY ONE.

INCIDENTS IN VIOLENCE.

THE POLICE SHOW UP, THE TRAUMA
TEAMS -- COUNCILLOR BAKER HAD AN
UNFORTUNATE SHOOTING IN HIS
DIRECT.

I ALWAYS THINK ABOUT BECAUSE
YOUR DEPARTMENT TENDS TO TOUCH
THOSE SENIORS NOT JUST IN A
REACTION ORDINARY TIME BUT IN
HAPPY MOMENTS, WHAT ROLE YOUR
DEPARTMENT PLAYS IN OUTREACH TO
SENIORS AFTER SOME HORRIFIC
EVENTS THAT HAPPENED IN THEIR
COMMUNITY.

SO IT'S A TWO-FOLD QUESTION.

>> SURE.

AND IF I CAN ADD ONE THING TO
THE HOUSING BEFORE I ANSWER
THAT.

AN INCREDIBLY IMPORTANT PARTNER
FOR US IN SENIOR HOUSING IS THE
FEDERAL GOVERNMENT.

THAT IS WHY YOU HAVEN'T SEEN AS
MUCH DEVELOPMENT BECAUSE OF THE
LACK OF FUNDING FOR THE PROGRAM,
SENIOR HOUSING PROGRAM.

THIS YEAR THE FEDERAL GOVERNMENT
FUNDED A SMALL INCREASE, FUNDED
FOR THE FIRST TIME IN LIKE SIX
YEARS, CAPITAL FUNDS.

SO WE WOULD LOVE TO SEE THAT
CONTINUE.

IN TERMS OF OUTREACH, WE FOCUS
ALL THE TIME ON OUTREACH.

WE DO SO MANY PROGRAMS AND WE REALLY WANT TO MAKE SURE THAT WE'RE MEETING PEOPLE AND REACHING PEOPLE IN THE COMMUNITY.

WE HAVE ABOUT HALF OF OUR OLDER ADULTS THAT ARE CENTERS AND ABOUT HALF OF THEM THAT ARE HOMEOWNERS.

WE HAVE A LOT OF PEOPLE THAT LIVE IN SENIOR BUILDINGS, A LOT OF FOLKS IN THEIR OWN HOME.

WE DON'T HAVE A MAILING LIST IN THE CITY.

WE DON'T HAVE A LIST OF OUR OLDER HOMEOWNERS, OF OUR OLDER ADULTS.

SO WE DO OUTREACH IN ALL DIFFERENT WAYS.

WE REACH OUT TO THE SENIOR BUILDINGS, REACH OUT TO THE SENIOR GROUPS AND CENTERS.

THERE'S PROBABLY 50, 75 DIFFERENT SENIOR GROUPS OUT THERE THAT ARE MEETING IN BUILDINGS AND OTHER LOCATIONS. SO WE REACH OUT THROUGH THOSE BASIC NETWORKS, THROUGH OUR COMMUNITY PARTNERS.

WE ALSO -- WE STARTED SOME -- TRIED TO DO MORE CREATIVE OUTREACH TO REACH PEOPLE WE'RE NOT TYPICALLY REACHING.

SO THINGS LIKE DOING INTO NEIGHBORHOODS AND LOOKING IN DIFFERENT LOCATIONS THAT WE THINK PEOPLE WILL BE GOING. THINGS LIKE GOING TO FARMER'S MARKETS OR OTHER PLACES THAT WE WOULDN'T FIND -- WOULDN'T TYPICALLY BE AN OUTREACH PLACE FOR US.

WE'RE TRYING TO BE CREATIVE ABOUT IT.

I WOULDN'T SAY WE FOUND THE PERFECT SOLUTION.

THERE'S 105,000 PEOPLE. 20% OF THOSE FOLKS SPEAK LITTLE TO NO ENGLISH.

SPEAK DIFFERENT LANGUAGES. LOTS OF DIFFERENT WAYS.

CONSIDERATIONS, YOU HAVE TO THINK ABOUT WITH OUTREACH. ITS SOMETHING WE WORK ON DAILY.

>> ONE OF THE THINGS WE DO IN OUR DISTRICT, WE HAVE THE SENIOR AMBASSADORS.

IN SOME OF OUR SENIOR AMBASSADORS HERE, THEIR GOAL IS TO TRY TO DO -- CONNECTING WITH FOLKS ON STREET OR NEIGHBORHOOD. YOU KNOW, THERE'S EYES AND EARS ON THE GROUND.

I'M CURIOUS WHAT WOULD IT MEAN TO EMPOWER THOSE FOLKS, STIPEND SOME FOLKS TO DO THE OUTREACH. STIPEND OUR SENIORS IN SOME WAY. YOU DO HAVE A WILLINGNESS -- MANY ELDERS RUN THE CIVIC ASSOCIATIONS.

AND THEY HAVE THE TIME DURING THE DAY AND THAT'S WHY SOME ARE HERE, OBVIOUSLY, OR EVENING, FOR THAT MATTER, TOO, TO DO SOME OF THAT OUTREACH IN THEIR NEIGHBORHOODS, ON THEIR STREETS. AND IT'S A WAY TO NOT JUST APPLAUD THEM BUT TO COMPENSATE -- I WAS WAITING FOR A BUZZER.

>> I DIDN'T DO IT. I SHOULD HAVE.

I CAN FOLLOW UP WITH RESPECT TO SOME OF MY OTHER QUESTIONS OFF LINE.

WE WANT TO THINK MORE CREATIVELY WITH YOU ABOUT OUTREACH. THINGS FOR CHIEF DILLON OR OTHER APARTMENTS.

>> A SENIOR AMBASSADOR IS A GREAT IDEA.

THAT'S HOW WE ENGAGE PEOPLE AROUND OUR EVENTS.

WE HAVE SENIOR LEADERS THAT HELP ORGANIZE.

>> MY LAST QUESTION IS ON THE PUBLIC SAFETY SIDE, ARE YOU -- YOU DON'T HAVE A LIST SO YOU'RE NOT REACHING OUT TO FOLKS.

IT'S MORE OF THE TRAUMA TEAM --

>> MORE OF THE TRAUMA TEAM.

WE TALKED IN THE CABINET ABOUT GETTING US MORE INVOLVED.

>> IT'S IMPORTANT.

THERE'S FOLKS THAT ARE LIKELY TO RESPOND BETTER TO YOU GUYS THAN OTHERS THAT ARE NEW TO THEM OR CALLING THEM AFTER SOMETHING

SERIOUS.

IT'S NOT A WARM CONNECTION OR
WARM REFERRAL.

LOOK FORWARD TO CONTINUING THAT
CONVERSATION.

THANK YOU, COUNCILLOR CIOMMO.

>> I HAVE TO JUMP TO AN
APPOINTMENT.

SO I'M GOING TO HAND THE GAVEL
OFF TO COUNCILLOR FLYNN AND JUST
WANT TO WRAP MY TIME UP WITH
SAYING THANKS AGAIN FOR THE
GREAT AND IMPORTANT WORK YOU DO.
FRANCIS, I HOPE YOU DIDN'T CUT
THAT TRIP SHORT TO COME TO THAT
HEARING.

>> WE CAME AT THE RIGHT TIME.

>> VERY GOOD.

THANKS AGAIN.

COUNCILLOR BAKER HAS A LINE OF
QUESTIONING.

>> BEFORE YOU LEAVE, I WANT TO
RECOGNIZE, HAVE TEN WINNERS FROM
THE LOLAC LEADERSHIP SOCIETY.
THEY'RE HERE FROM ST. MARGARETS.
TEN YOUNG PEOPLE HERE.

THE LEADERSHIP RECOGNIZES
LEADERSHIP QUALITIES AND
COMMITMENT TO HELPING OTHERS.
WANTED TO RECOGNIZE THEM.

[APPLAUSE]

THANK YOU.

A QUICK ROUND OF QUESTIONING.
PRESIDENT CAMPBELL TALKED ABOUT
OUR REACH, AND I FIND THAT WE
CAN FIND THE PEOPLE IN THE
HOMES, WHETHER IT'S IF KEYSTONE
OR -- WE CAN FIND THOSE PEOPLE.
MUCH MORE DIFFICULT TO CONNECT
TO ñr SENIORS IN THEIR HOMES.

I LITERALLY IDENTIFIED PEOPLE IN
MY DISTRICT AND SENT YOUR PEOPLE
OUT THERE TO CHECK ON THEM.
BUT ARE WE STILL USING THE LOCAL
PAPERS?

I KNOW I'VE HEARD ABOUT, YOU
KNOW, MAYBE LESS ADS IN THE
PAPER AND MORE TWITTER ONLINE
PRESENT, WHICH I THINK -- I
DON'T KNOW WHAT YOUR DEPARTMENT
IS DOING.

BUT WE STILL USING THE -- USING
THEM TO GET INFORMATION OUT
THERE?

>> SURE, SURE.

WHAT I WILL SAY IS THOSE ARE A REALLY GOOD WAY TO GET INFORMATION OUT.

WE HAVEN'T HAD -- HASN'T BEEN A LARGE PART OF OUR BUDGET THAT'S BEEN ABLE TO SUPPORT THAT TYPE OF ADVERTISING.

BUT IT'S A GREAT IDEA.

WE KNOW FROM OUR AGE FRIENDLY WORK, WE GET OUR INFORMATION FROM LOTS OF DIFFERENT WAYS.

THERE'S A LOT OF PEOPLE READING THE COMMUNITY PAPER.

THERE'S A LOT OF PEOPLE THAT ARE GETTING INFORMATION FROM TELEVISION.

WE TRY TO DIVERSIFY HOW WE DO OUR COMMUNICATIONS WORK.

I WILL SAY COMMUNICATIONS CAME UP AS A ONE OF THE MOST

IMPORTANT FINDINGS WHEN WE RUN OUT AND TALKED TO THE COMMUNITY ABOUT AGE FRIENDLY.

SINCE THEN, WE INVESTED IN A COMMUNICATIONS DIRECTOR, A POSITION WE DIDN'T HAVE BEFORE.

WE BUILT A COMMUNICATIONS TEAM OF THREE PEOPLE.

WE'VE CREATED OUR FIRST EVER COMMUNICATIONS PLAN FOR THE COMMISSION.

SO WE JUST ASK OUR 13-MEMBER TEAM TWO WEEKS AGO.

WE LOOK FORWARD TO THINKING MOST STRATEGICALLY HOW WE REACH PEOPLE AND HOW WE GET THE WORD OUT.

>> AND YOU SAID EARLIER THAT YOU DON'T HAVE A COMPREHENSIVE LIST OF SENIORS IN THEIR HOME.

WILL THAT ONE OF THE DUTIES OF THIS COMMUNICATIONS DIRECTOR?

>> I'M NOT SURE HOW THAT PERSON WOULD GET A LIST.

WE'VE BEEN WORKING WITH THAT -- WE DO IT WITH OTHER

ORGANIZATIONS WITH OTHER CITY DEPARTMENTS TO TRY TO FIGURE OUT HOW TO BETTER TARGET PEOPLE IN THEIR HOMES.

I DON'T KNOW THAT WE AS OF YET HAVE A GREAT SOLUTION TO THAT.

SO THE CITY DOESN'T HAVE A LOT

OF DATABASES EXCEPT ELECTIONS.

>> CAN WE NOT USE THOSE --

>> IT HAS ADDRESSES AND AGES.

>> CAN WE NOT USE THEM --

>> WE CAN USE THEM.

WE DO HAVE THE ELECTIONS LIST.

WE DON'T -- WE PROBABLY HAVE ON

THAT ELECTIONS LIST MAYBE 50,000

OF THE 105,000 PEOPLE.

OVER 60 IN BOSTON.

WHAT WE DON'T HAVE -- WE HAVEN'T

HAD THE -- WE HAVEN'T DONE MASS

MAILINGS TO GROUPS OF PEOPLE

LIKE THAT.

WE HAVEN'T HAD THE MAILING

BUDGET FOR THAT.

>> IS THAT IN THE PLAN, THE MASS

MAILING OR -- THESE ARE ALL

IDEAS THAT ARE BEING HASHED --

>> THEY'RE ALL -- IN OUR PLAN,

WE HAVE CREATED A LIST OF ALL OF

THE DIFFERENT TYPES OF

COMMUNICATION THAT WE COULD DO.

KIND OF THE AMOUNT OF EFFORT

THAT WOULD TAKE.

OBVIOUSLY WE ONLY HAVE SO MUCH

CAPACITY AND THE AMOUNT OF FUNDS

THAT THAT WOULD TAKE BECAUSE,

YOU KNOW, EVERYONE HAS TO WORK

WITHIN THEIR BUDGET.

SO WE'RE REALLY LOOKING AT WHAT

CAN WE DO THAT ARE KIND OF BIG

TARGET, BIG TICKET WAYS --

>> TO REACH PEOPLE.

>> -- TO REACH PEOPLE.

WE HAVE TO OUTREACH ON SO MANY

THINGS.

YOU WOULDN'T BELIEVE ACROSS

DOMAIN FRIENDLY, COMMUNICATIONS

CAME UP, EVERYTHING.

SO THERE'S A LOT TO COMMUNICATE.

THE BEST WAY TO DO THAT, WE'RE

STILL TRYING TO FIGURE OUT.

I APPRECIATE ANY IDEAS.

>> THANK YOU.

SO YOU ALSO TALKED ABOUT THE

ABILITY -- I DON'T KNOW IF IT'S

AVAILABLE, TO RETRO-FIT.

PEOPLE RETRO-FIT HOUSING SO

PEOPLE CAN STAY IN THEIR HOMES.

>> YEAH, I TALKED ABOUT

MODIFICATION TO HOMES.

DEPENDING WHAT THE MODIFICATIONS

ARE, THAT CAN SOMETIMES BE FIT

TO THE BUDGET.

IT DEPENDS ON WHAT THE
MODIFICATIONS ARE AND HOW MUCH
THEY COST AND THINGS LIKE THAT.
THERE ARE OTHER WHOLE
MODIFICATION PROGRAMS THAT
PEOPLE CAN ACCESS.

I BELIEVE THERE'S ONE THROUGH
MASS REHAB THAT CAN HELP TO PAY
FOR A LAMP OR --

>> SO WOULD YOUR DEPARTMENT BE
THAT ONE-STOP CALL AND THE
PERSON ON YOUR END OF THE LINE
KNOWS ALL OF THAT INFORMATION
AND WILL GET IT TO A SENIOR THAT
NEEDS HELP?

>> ABSOLUTELY.

MY OFFICE PROVIDES -- WE HAVE
ADVOCATES THAT PROVIDE
INFORMATION AND REFERRAL
SERVICES, SO PEOPLE CAN CALL OUR
OFFICE.

REALLY ABOUT ANYTHING HAVING TO
DO WITH AGING OR NAVIGATING CITY
DEPARTMENTS.

WE WILL HELP TO GET THEM TO THE
RIGHT PLACE.

>> OKAY.

YOU MENTIONED 202 PROGRAM.
IS THAT JUST WHAT THE THEY CALL
THE FEDERAL HOUSING MONEY FOR
SENIOR HOUSING?

>> EXACTLY.

YES.

>> AND YOU SAID THEY HAVE GIVEN
US SOME IN THE LAST YEAR?

>> NO.

SO WHAT I SAID -- THAT PROGRAM
USED TO FUND A LOT -- USED TO
HELP TO FUND A LOT OF SENIOR
HOUSING BUILDINGS IN BOSTON.
THE CAPITAL CONSTRUCTION, THE
MONEY FOR NEW CAPITAL
CONSTRUCTION FOR THAT FUND
DISAPPEARED QUITE A LONG TIME
AGAINST UNDER THE OBAMA
ADMINISTRATION.

THIS YEAR FOR THE FIRST TIME IN
THE FEDERAL BUDGET, THERE'S SOME
NEW CAPITAL CONSTRUCTION DOLLARS
THAT WERE ADDED.

THEY'RE VERY SMALL.

IT'S LIKE \$110 MILLION FOR THE
ENTIRE COUNTRY.

THERE'S A COMPETITION RIGHT NOW
WHERE PEOPLE CAN PUT IN
APPLICATIONS FOR THOSE DOLLARS.

>> AND JUST A COMMENT.

ONE OF THE THINGS I ADVOCATE FOR
AND HAVE BEEN ANY ENTIRE TIME ON
THE COUNCIL, TO STOP THINKING
ABOUT OUR PUBLIC SPACES
DIFFERENTLY.

ONE THING THAT I -- THAT HELPED
MY PARENTS AS THEY AGED WAS THE
ACTIVITY THAT WAS AROUND, BEING
INVOLVED IN A COMMUNITY.

SO THROUGH MY OFFICE, WE HAVE
ADVOCATED FOR LIBRARIES.

WE HAVE MULTIPLE LIBRARIES BEING
TALKED ABOUT NOW AND IN THE
DESIGN PHASE.

I THINK WE'RE ACTUALLY GOING TO
TALK ABOUT SENIOR HOUSING ABOVE
LIBRARIES.

I THINK IT'S A GREAT, GREAT
THING IF WE'RE ABLE TO DO THAT.

AND MY LAST QUESTION, WE

REBRANDED YOUR DEPARTMENT.

ANY REASON -- IS IT GOING WELL?

>> SURE.

WE REBRANDED BECAUSE WE WANT TO
BETTER LIST WHO WE ARE AND WHO
WE SERVE.

WE SERVE PEOPLE FROM THE AGES OF
55 TO 105.

SOME PEOPLE REALLY CONNECTED
WITH THE WORD "ELDERLY" BUT A
LOT OF CONSTITUENTS DIDN'T.

SO WE DID A COUPLE OF THINGS.

WE LOOKED AT SOME NEW
INFORMATION LOOKING AT HOW WE
CAN CHANGE THE LANGUAGE AROUND
AGING.

BECAUSE AGING IS VIEWED
NEGATIVELY IN THE UNITED STATES.

WE NEED TO CHANGE THAT TO A
POSITIVE CONVERSATION.

AGING IS A PART OF EVERYDAY
LIFE.

OLDER ADULTS CONTRIBUTE A LOT.
THEY'RE NOT A BURDEN TO SOCIETY.

>> THAT'S ONE ISSUE THAT I WOULD
CRITICIZE OUR SOCIETY.

WE DON'T RESPECT OUR ELDERS.

YOU KNOW, THE KNOWLEDGE IS ALL
IN THEIR MIND.

WHEN YOU HAVE LIVED IT, YOU KNOW

IT.

>> RIGHT.

SO WE WANT TO MOVE TO A MORE
POSITIVE FRAME FOR GETTING
OLDER.

THEN WE TALKED TO OUR
CONSTITUENTS.

WE ASKED PEOPLE, WE HAD A LIST
OF WORDS AND WE ASKED FOLKS TO
LET US KNOW WHAT WORDS RESONATED
WITH THEM.

YOU WON'T BE SURPRISED THAT
STRONG AND EXPERIENCED CAME OUT
ON THE TOP.

WHICH IS EXACTLY WHO THE PEOPLE
ARE THAT WE WORK WITH.

SO THAT'S HOW AGE STRONG WAS
BORN.

>> THIS IS MY LAST STATEMENT.

55 TO 105?

>> YES.

>> SO IN THREE YEARS, I'M
CALLING YOUR DEPARTMENT FOR ALL
OF MY NEEDS?

>> OUR VOLUNTEER PROGRAMS START
AT AGE 55.

FOLKS LOOKED AT 50 TO -- 50 AND
UP.

>> THANK YOU.

THANK YOU, MR. CHAIR.

>> THANK YOU, COUNCILLOR BAKER.

AT THIS TIME I WOULD LIKE TO ASK
IF THERE'S ANYONE IN THE
AUDIENCE THAT HAS SIGNED UP AND
WOULD LIKE TO OFFER TESTIMONY OR
IF YOU HAVEN'T SIGNED UP AND YOU
WOULD LIKE TO OFFER TESTIMONY,
YOU'RE MORE THAN WELCOME TO.
COME DOWN TO THE PODIUM ON THE
LEFT-HAND SIDE AND PROVIDES YOUR
COMMENTS.

MAKE YOU CAN MAKE THEM TWO TO
THREE MINUTES WOULD BE
APPROPRIATE.

FOR THE RECORD, ANYONE THAT IS
TESTIFYING, COULD YOU PLEASE
STATE YOUR NAME AND YOUR
NEIGHBORHOOD AS WELL.

>> I'M CARL BEATTY.

EXECUTIVE DIRECTOR OF ROUNDING
THE BASES.

ROUNDING THE BASES IS ONE OF THE
SITES -- WE'VE BEEN AFFILIATED
WITH THE AGE STRONG COMMISSION

FOR ABOUT FIVE YEARS.

WE HAVE TWO MOUs IN EFFECT,
SENIOR COMPANION PROGRAM, FOOD
DELIVERY PROGRAM, RSVP
VOLUNTEERS HAVE SERVED SINCE
2014.

MY WIFE AND I BUILT THE PROGRAM.
THE THING THAT -- THE ONLY THING
THAT I FIND -- I DON'T KNOW IF
YOU'RE FAMILIAR WITH ESAP.

>> IT'S NOT ONE OF OURS.
FOR SENIOR HOME REPAIR?

>> YES.

>> THAT'S THROUGH THE DEPARTMENT
OF NEIGHBORHOOD AND DEVELOPMENT.

>> THAT PROGRAM IS NOT WORKING.
THEY COMPLETE APPLICATIONS FOR
HOME REPAIRS FOR SENIORS.

THEY DON'T VISIT THE SENIORS.
THEY HAVE NO IDEA OF THE TOTAL
NEEDS.

WE HAD ONE SENIOR THAT THEY WENT
AND THEY FILLED OUT AN
APPLICATION FOR -- A CITY
APPLICATION FOR A WALK-IN TUB.

>> BE THE CONTRACTOR CAME IN AND
SAID THE BATHROOM WASN'T LARGE
ENOUGH.

HE PUT IN A WALK-IN SHOWER.
HE DIDN'T BUILT THE SEAT IN THE
TUB.

THE CLIENT SAT ON THE SEAT AND
IT CAME LOOSE.

SHE HURT HERSELF.

WE HAVE A WALK-IN BATHTUB.
OUR BATHROOM IS SMALLER THAN
HOURS.

THE CONTRACTOR DIDN'T KNOW WHAT
THEY WERE DOING.

SOMEBODY SIGNED OFF ON THAT JOB.

I WENT BACK TO ESAP.

I SAID YOU NEED TO GO OUT AND
SEE THESE PEOPLE.

NO, WE'RE NOT GOING TO DO THAT.

SOMEBODY SIGNED OFF ON THIS.

YOU NEED TO MAKE THIS RIGHT.

WE CAN'T DO THAT.

THEY DIDN'T WANT THEIR CLIENT TO
TAKE ANOTHER LOAN TO CORRECT THE
PROBLEM THAT THEY SHOULD HAVE
SEEN.

THERE'S A NUMBER OF CLIENTS HAVE
APPLIED TO THE STATE PROGRAM
THAT ARE GETTING DENIED.

ONCE AGAIN, NOBODY WENT TO SEE
THESE PEOPLE.

ONE APPLIED FOR A RAMP.

I WENT TO VISIT HERE.

I FOUND A WOMAN THAT WAS
300-PLUS POUNDS THAT HAD BEEN
BEAT WITH A TIRE IRON.

ONE SIDE OF HER BODY WAS SHUT
DOWN.

I ASKED HER A QUESTION.

HOW ARE YOU GETTING IN AND OUT
OF THE DOUBLE?

I HAVEN'T BEEN IN THE TUB IN
THREE MONTHS, THIS IS NOT A JOB
THAT YOU CAN DO SITTING IN THE
OFFICE.

YOU HAVE TO VISIT THESE PEOPLE.

HER SON WAS ON THE DEED.

WE DID AN APPLICATION, SUBMITTED
IT TO THE STATE.

IT WAS APPROVED.

WHEN SOMEONE IS DOING THESE
APPLICATIONS THAT DON'T KNOW THE
REQUIREMENTS?

THE PEOPLE THAT ARE GOING
THROUGH THE APPLICATIONS BEING
APPROVED, THERE'S APPLICATIONS
THAT WERE DENIED.

>> THANK YOU, SIR.

WE APPRECIATE YOUR COMMENTS AND
YOUR VALID POINTS.

MAYBE SOMEBODY MIGHT FOLLOW UP
WITH THEM.

>> I MISSPOKE BEFORE.

WE DO HAVE A CONTRACT WITH ESAC.

WE DO CONTRIBUTE TO THE HOME
REPAIR.

THE MAJORITY IS PAID THROUGH
D&D.

THE STATE PROGRAM THAT IS BEING
REFERENCED IS A SEPARATE
PROGRAM.

THE CITY HAS THEIR OWN RULES AND
REGULATIONS.

AND YOU'RE RIGHT, IF THE NAME IS
NOT IN THE NAME OF AN OLDER
ADULT, IT'S A DIFFERENT
SITUATION.

I'LL BE HAPPY TO REACH OUT TO
ESAC.

A LOT OF PEOPLE ARE BEING SERVED
WELL BY THEM IN THE COMMUNITY.

I UNDERSTAND THERE'S SOME
CHALLENGES AND WE'LL BE HAPPY TO

TALK TO THEM AND WORK WITH CARL
AND THE COMMUNITY MEMBERS AROUND
THAT.

>> THANK YOU, COMMISSIONER.

IS THERE ANYONE ELSE THAT WOULD
LIKE TO OFFER BRIEF TESTIMONY
BEFORE WE ADJOURN?

HEARING NONE, DOCKET NUMBER
0262-25 FY 20 BUDGET FOR BOSTON
VETS AND AGE STRONG COMMISSION
IS NOW ADJOURNED.
THANK YOU.