ASSOCIATION FOR THE RELIEF OF AGED WOMEN
Board Meeting | December 9, 2021 | 9:30 am
Wamsutta Club with Zoom Meeting option

Packet contents to be reviewed prior to the meeting:

November Minutes; FLO Newsletter & ALBA/BA Report; November activity sheet; November Beneficiary Recommendations; Committee Materials: Finance, Grants, Personnel

- Moment of Silence
  - ♥ Ruth Swanbeck
  - ♥ Laura Herr
- Reflective Moment – Pam McKnight
- Call to Order – President Rosemary Saber
  - ✓ **Recommendation to authorize the Office Administrator to take meeting minutes for review, approval and distribution by the President. – VOTE**
- Roll Call – Jenny Costa
- President's Report - *see packet*
  - ✓ **Recommendation to approve November 2021 Board meeting minutes, as distributed – VOTE**
  - → Recognition of Cathy Mayall re: office
  - → NBWM visits to view archives
  - → Jo-Ann Beaulieu's temporary leave
  - → Olivia Melo's resignation
- Executive Director's Update – *see packet*
  - → FLO Newsletter & ALBA/BA report
  - → Thank you: soup delivery & hostesses
  - → Resource Q&A
  - → Questions: activity sheet
  - → Donations
  - → Holiday card update
  - → Sharon O'Malley's PFML
  - → Beneficiary highlight
  - ✓ **Recommendation to accept increase of Patricia Midurski hours from 30 to 40 and increase benefits in line with that of a fulltime position as of 1/1/22– VOTE**
- Finance Review – *see packet*
  - → Committee meeting update 11/16/21 – see minutes
  - → December Financial report to be distributed and brought to vote in January
- Committee Reports
  - → Visiting – *see packet for upcoming birthdays*
    - Visiting reports due January 31, 2022
    - December Visiting reports – 3 minutes each
      - Pam McKnight
    - Reporting in January: Cathy Mayall

→ Beneficiary – *see packet*

- ✓ **Recommendation to accept decisions of beneficiary committee, as distributed – VOTE**
- Highlight a new beneficiary

→ Governance

- Nothing to report

→ Grants – *see packet*

- DCOA update and issuance of 2 months grant award
- FY23 CPG Application submission update

→ Legacy

- Nothing to report

→ Personnel – *see packet*

- Committee meeting update 11/19/21 – see minutes

- Other business to be brought before the Board

- Executive Session – *see Board Only packet*
  - Executive Committee minutes

Holiday Luncheon to follow

ANNOUNCEMENTS/MEETINGS – ALL INVITED TO ATTEND AND AUDIT WHENEVER INTERESTED:
Thursday, December 9th | Board Meeting | Wamsutta with ZOOM option**|** 9:30 am
Thursday, December 9th | Holiday Luncheon | Wamsutta **|** *following board meeting*
Friday, December 17th | Personnel Committee | 9:30 am
Monday, December 20th | Grants Committee | 9:30 am
Tuesday, December 21st | Finance Committee | 9:30 am
Tuesday, December 28th | Governance Committee | 9:30 am
Friday, December 24th | Office closed in observance of Christmas
Friday, December 31st| Office closed in observance of New Year's
Wednesday, January 5th | Beneficiary Committee | 9:30 am
Thursday, January 13th | Board Meeting | 9:30 am

HAPPY BIRTHDAY!
Diane 12/22
Clare 1/11

Association for the Relief of Aged Women
Minutes of the Regular Monthly Meeting, November 11, 2021

Reflective Moment: Cathy shared a poem written by her brother along with words about the poem (Clare Healy Foley asked to read due to emotional nature):

"It's very special because I think when you hit a certain point in your "health" life, there is just so much loss. Every day, whether you are cognizant of it or not, you are faced with it. I keep it in my office to remind me to try to enjoy every day."

Can I Keep Her One More Day? (The Day Frisky Died, 1998)

Her eyes tearfully sparkling blue through her sadness of knowing.
And we donned our coats as her arms became a basket of final protection,
For the sparkless gray eyes peering out of the fur.
Until she held out the basket to the woman,
With the warmest, gentlest knowing eyes.
And she smiled and took the basket.
And it was okay.

Moment of Silence: All present had a moment of silence for the beneficiaries who we lost since our last meeting: Joanne Duchesneau, Rosie Johnson and Laurinda Cardoza.

President Rosemary Saber called the meeting to order at 9:39 AM.

A motion was made to authorize the Office Administrator to take meeting minutes for review, approval and distribution by the President. **SO VOTED**

Members in Attendance: Bachman, Beaulieu, Brooke (Via Zoom), deSa, Doyle, Ellis, LaFlamme, Mayall, McKnight, Natho, O'Connell, Saber, Stankiewicz.

Executive Director Clare Healy Foley and Office Administrator Jenny Costa also present.

Members excused: Beaton, Melo.

The minutes of the October 14, 2021 board meeting were approved as written. SO VOTED

Report of President: President Rosemary Saber reported:

1. Welcome back from vacation to Clare
2. Recognition of the wonderful work of the staff during Clare's vacation
3. Thanks to Governance Committee for succession planning and members willingness to step forward
4. Celebrate the performance of treasurer/finance chair in conducting meetings with BOA and the members of IAC

Report of Executive Director: Executive Director Clare Healy Foley reported:

1. Special thanks to Jenny, Sharon, Pat and the board for handling everything during vacation
2. November FLO Newsletter – no questions
3. ALBA/BA Report – comments on how excellent and thorough

4. Activity sheet – shows volume of contacts with beneficiaries, points of clarification
5. November soup delivery – sign up sheet passed around
6. NEXT Monitoring/Yellow Cab/SWH update
    a. NEXT has been taken over by A1 Alert
        i. All beneficiaries have been contacted by their beneficiary advocate/outreach worker and given consent to share info with A1 Alert
        ii. Have now received correct invoicing and handwritten note from Ray (NEXT)
    b. Yellow Cab has closed as of October 31, 2021
        i. ARAW will be using BlueBird for beneficiary transportation (Has already formed relationship)
    c. Senior Whole Health (SWH)
        i. SouthCoast will not be in SWH network as of January 1st
        ii. Office will refer beneficiaries to a SHINE counselor or Coastline Care Manager for assistance with any transitions needing to be done
7. Holiday Meals
    a. PACE offering uncooked meals
    b. Some COAs offering meals on small scale
    c. If a board buddy shows a self-identified need for a meal with no other option – alert the ARAW office
8. Beneficiary Highlight – Barbara Costa
    a. Zeiterion offered 20 tickets to Doo Wop show as recruitment tool for Intergenerational Program
    b. ARAW office making calls on Friday before show to give away last few tickets
        i. Message left when Barbara didn't answer
        ii. Barbara called back and when offered the tickets wanted to check with her aunt to see if she wanted to go – called back again delighted to be able to go
    c. Email from Sharon read
        i. Call from Barbara Monday morning after the Doo Wop show
        ii. Had a fabulous time with her aunt at the show on Saturday evening
        iii. Her aunt sang along the whole show and called everyone Sunday morning to share what a wonderful time she had at the show with Barbara
        iv. Aunt passed away Sunday afternoon
        v. Barbara sad about aunt's passing but also very grateful to have had this last wonderful experience with her aunt

Report of Finance Committee: Treasurer Mary Ellis reported:

1. Virtual Meeting with Jason (Bank of America) and Investment Advisory Committee
    a. Investment Policy Statement and Spending Strategy – final BOA review
    b. Bill Jarvis (BOA) will meet with Finance Committee to review IPS & Spending drafts
2. Office space
    a. Clare, Mary, Rosemary and Cathy met

b. Nothing tangible to offer yet
3. A motion was made to approve October 2021 Financials as written. SO VOTED

Report of Visiting Committee: Chair Shannon Bachman reported:
1. Committee will meet after Thanksgiving
2. Visiting reports
    a. Mary Ellis reported on Betty Watkins and Maria Miranda
        i. Betty: spider bite on leg three years ago caused need to have leg amputated above the knee – has prosthetic and remains in good spirits
        ii. Maria: From Portugal, one of 8 kids, abusive/alcoholic ex-husband, Naturalization Ceremony next Thursday
    b. Next month – Pam McKnight

Report of Beneficiary Committee: Chair Diane Laflamme reported:
1. A motion was made to accept recommendations from the Beneficiary Committee with addition of fridge for Maria Christy. SO VOTED
    a. 20 requests, 7 new – 2 withdrawn
    b. 3 requests show issues with isolation/depression
    c. FLO program exceptions – leniency during pandemic
2. New Beneficiary Highlight
    a. Aida Carreiro
        i. Request from Westport COA
        ii. Son died earlier this year
        iii. Other son lives with her – no job (Exception granted)
        iv. Approved one day of social day – helping her
3. Motion made, as of 1/1/22, to increase the ARAW income eligibility guideline to $1,500 for subsidized housing residents and $2,100 for non-subsidized residents due to scheduled CY22 SSI increase. SO VOTED
4. Motion made to gift $150 as a 2021 holiday gift to all 185 current ARAW beneficiaries for a total of $27,750. SO VOTED
    a. FLO participants will receive $50 each from FLO budget

Report of Governance Committee: Chair Debbie Brooke reported:
1. Grateful to Diane for willingness to take over Vice President position
2. New officers/chairs will be voted on at next annual meeting (April)
3. Recruitment for new board members – bring ideas to Governance Committee
4. Community Resource Guide & Housing Guide
    a. ARAW office staff Q&A on 11/30 at 9:30 am

Report of Grants Committee: Chair Jane Stankiewicz reported:
1. Reviewed FY22 CPG second quarter reports
    a. A few partners behind due to pandemic
        i. Cape Verdean Association of New Bedford still looking to hire position

ii. Zeiterion having recruitment issues but adapting
iii. Dartmouth COA – no action made on performance improvement plan, letter sent, will hold funds for two months and reassess

b. FY22 CPG 2nd payments released, except for DCOA

2. FY23 CPG RFP - process underway
    a. Possible new partners – New Bedford Police Department, Coastal Neighbors Network, Community Nurse Home Care/PACE, Women's Fund

Report of Legacy Committee: Chair Roseanne O'Connell reported:

1. Included in board packet – ARAW's gifting of archival materials to the Whaling Museum
2. Small group of board members view archives on 11/8 – will have another small group viewing on 11/15 – still a few spots available

Report of Personnel Committee: Chair Pam McKnight reported:

1. Committee discussing compensation and bonuses – will discuss in executive session

Other Business:

1. Holiday luncheon will take place at Wamsutta Club following the December 9th board meeting

The meeting was adjourned at 11:09 am.

Executive session to follow.

Recorded by Jenny Costa, Office Administrator

From:	Olivia Melo
To:	Clare Foley
Cc:	Rosemary Saber
Subject:	ARAW Board Position
Date:	Wednesday, December 1, 2021 2:54:06 PM
Attachments:	image001.png image002.png

Dear Clare, Rosemary and Board Members,

I am writing this letter well into two weeks after alerting Rosemary of my intention to resign from the Board. I gave myself a bit more time to evaluate my current library obligations against the time I would need to have available to continue on as a productive member of the Board.

Taking into consideration that I am also serving on some ARAW committees where I have to recuse myself of a vote due to possible conflict (some of the agencies requesting funding are also agencies that the library also partners with) it seems more efficient for me to step down.

I believe wholeheartedly in the organization and it's value to the community and the direction it has taken over the last few years. It's been inspiring to hear the stories of the ladies and to participate, if even for a short time, in the history of ARAW.

I remain available to Clare and anyone else on the Board that could use my professional expertise on an advisory level. It has been a pleasure and honor to work with all of you and I hope to one day in the future return to the Board of ARAW.

With sincere appreciation to you all for the welcome and inclusion on the Board and wishing you all a happy and healthy holiday season.

All my best,
Olivia

lighting the way NB new bedford

Olivia Melo, MLIS

Library Director

New Bedford Free Public Library

613 Pleasant Street, New Bedford, MA 02740

508.991-6275 | email: omelo@sailsinc.org

December 2021

GOING WITH THE FLO

Friendship Lunches & Outings (FLO)
Newsletter

HOLIDAY RAFFLE!!!

Thank you to the New Bedford Symphony Orchestra for their donation of tickets to the NBSO Holiday Pops

Saturday | December 11th | 3:30 pm

5 winners of two tickets each will be drawn on Wednesday, December 8th

Cab transportation to the event is available for ticket winners.

All attendees over the age of 12 must provide documentation of full vaccination against COVID-19 OR a negative COVID-19 test to enter the Zeiterion.

Properly fitting face masks are also required for all ages. Photo ID also required.

LAST CHANCE!!

Zeiterion Intergenerational Performing Arts Mentorship Program

The Z's Intergenerational Performing Arts Mentorship Program will kick-off with a "meet and greet" in December.

If you have already signed up you will be contacted by Ashley Moore, Director of Education and Community Engagement, with more information.

If you haven't signed up for this fun and educational program and are interested, contact Ashley at 508-997-5664, ext 129.

Transportation will be available.

Looking for a hotspot as the weather gets cold?

Hotspots may be borrowed for two weeks at a time. They must be returned to the library branch from which it was borrowed and may not be checked out again for at least a 24-hour period.

Hotspots are available on a first-come, first-served basis and may not be reserved ahead of time, but patrons may call local branches to check availability.

The Centers for Medicare & Medicaid Services (CMS) has announced the Medicare Part B standard monthly premium would be increasing by 15% ($21.60) in 2022, from $148.50 to $170.10. While this significant jump is the largest in 15 years, for most beneficiaries, the 5.9% cost-of-living adjustment (COLA) to Social Security benefits in 2022—the largest COLA in 30 years—will absorb the increase.

ARAW OFFICE CLOSURES

The ARAW office will be closed the following dates:

Sorry we will be closed

December 24th & December 31st

As you celebrate the 2021 holiday season, be it Hanukkah, Christmas, Winter Solstice or Kwanzaa, we wish you good **health, happiness and peace.**

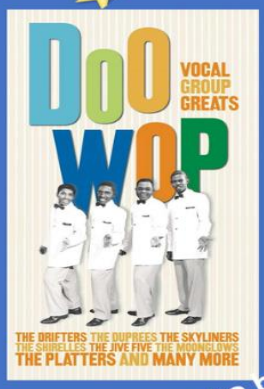
All I want for Christmas is a COVID Booster Shot!

Appointments for booster shots are available at www.vaxfinder.mass.gov, or by calling 211.

Vaccination clinics operated by Southcoast Health at VF Outlet
Wednesdays 9am-3pm, Thursdays 4-8pm, Saturdays 10am-2pm
Sign up through your MyChart account or through www.southcoast.org/covid-19-vaccine-scheduling.

In home vaccinations can be scheduled by calling 1-833-983-0485, M-F, 9am-5pm. English and Spanish speaking staff are on hand.

ANOTHER HOLIDAY RAFFLE!!!



Drawing to be held on Wednesday, December 22nd

Did you miss out on Doo Wop at the Z or did you go and just want more?

Holiday Raffle
ENTER TO WIN!

Call to enter to win a 3 CD set of Doo Wop Vocal Group Greats
Call (508) 717-0400

NEW BEDFORD WHALING MUSEUM

LIGHTING THE WAY
HISTORIC WOMEN OF THE SOUTHCOAST
A project of New Bedford Whaling Museum

**** New LifeLong Learning Program ****

Celebrating Women & Work

Make friends, share stories, and learn!

LifeLong Learners are invited to join us for an 8-session program celebrating women's work in its many forms. Explore treasures in the Whaling Museum's collection made by women, learn about women who "made it" in a male-dominated workforce, and investigate women's work in the home. Meet staff and teen Apprentices from the Whaling Museum. Discover local historic women of *Lighting the Way.* Share your own stories of work and women and participate in *Common Ground: A Community Mosaic*. Celebrate women, work and lifelong learning!

The program will meet online via Zoom and also have visits to New Bedford Whaling Museum and the Fishing Heritage Center.

January 26 - February 17, 2022 (see specific dates and times on next page)
Fee: $15 for 8 sessions (waived for ARAW participants)

Frequently Asked Questions

Who should apply? Women over the age of 65 are encouraged to apply. Priority will be given to women who are part of the ARAW (Association for the Relief of Aged Women).

Do I need to go to every session? Attendance at all events is expected.

How do I get an application? You can contact ARAW or Cathy Saunders at New Bedford Whaling Museum (csaunders@Education.WhalingMuseum.org).

Celebrating Women & Work

Dates	Time	Location
Wednesday, January 26	9:30 AM - 11:30 AM	Online: Zoom
Thursday, January. 27	9:30 AM - Noon	In-Person: New Bedford Whaling Museum
Wednesday, February 2	9:30 AM - 11:30 AM	Online: Zoom
Thursday, February. 3	9:30 AM - Noon	In-Person: Fishing Heritage Center
Wednesday, February 9	9:30 AM - 11:30 AM	Online: Zoom
Saturday, February 12 *(weather date: Sat, Feb 19)*	9:30 AM - Noon	In-Person: New Bedford Whaling Museum
Wednesday, February 16	9:30 AM - 11:30 AM	Online: Zoom
Thursday, February 17	9:30 AM - Noon	In-Person: New Bedford Whaling Museum

Frequently Asked Questions (cont.)

Do I need to have a computer? You need to use a phone, tablet, or computer that can run Zoom—the online meeting space—to join the online sessions (on Wednesdays). If that is an obstacle, ARAW may be able to help.

What if I don't have the internet? ARAW may be able to help with that.

Do I need to be fully vaccinated to participate? Yes, participants need to be fully vaccinated to participate in "Celebrating Women & Work." Additionally, all staff, volunteers, and participants are required to wear masks, regardless of vaccination status.

LIGHTING THE
HISTORIC WOMEN OF THE SO
A project of New Bedford Whalin

November 2021: FRIENDSHIP LUNCHES & OUTINGS (FLO)

The FLO luncheon at Fay's on December 10th was hosted by board members Debbie Brooke and Pam McNight.

When board members attend social outings it creates a wonderful opportunity for the beneficiaries and the phone visitors to meet, adding to the social visiting rapport. Both hosts and attendees reported that it was a successful and fun gathering.

Due to many last minute cancellations and one SRTA transportation snafu only 2 ladies attended the 99 luncheon in Fairhaven, while one lady dined on her own at 99 in Dartmouth. Unfortunately, the SRTA van brought Leslie to the wrong 99. Jenny was able to go there, pay for her meal and have a short visit. Leslie was a good sport about it, and a complaint was made to SRTA as the driver was given the proper destination.

The second annual Super Soup Delivery was once again a great success! 58 ladies received a delicious meal of soup, and apple and a pumpkin whoopie pie. Many thanks to the 7 board member volunteers and entire ARAW staff for pitching in to make this event a great success!

November 2021: ALBA

Referrals were received from:
Beneficiary Marion Ponte for her sister Ann, over income ($2800)
IAC, Antonio, for Fatima Furtado

Requests/Updates were submitted for Judy Monteith, Laura Fisher and Fatima Furtado.

Emergency Requests were submitted for Diane Harrington and Sonia Huezo-Mendoza, both for assistance with rent. Diane had an issue with her Social Security payments and was behind on her Whaler's Cove rent. Sonia's son passed away and she sent a small amount of money to her family in the Dominican Republic toward his burial and was unable to pay her $118 rent. Both requests were approved.

Thank you,
Sharon O'Malley

November 2021: Beneficiary Advocate

REFERRALS:

NBCOA: Theresa Patistea: (Request for assistance with Social Day Program)
CESI: Maria Gibau: (Request for financial assistance w/prescriptions>*EDDF* utilized: On-going gift of Ensure requested by BA until MassHealth approval)
Community Economic Development Center: Maria Soares: (One time gift of Glucose test strips)
Optum: Barbara Wood: (Home visit sched for 12/2: ? assist w/health insurance)

REFERRALS: (screened out/resolved)

- Alda Johnson: Young House New Bedford (Req for assist w/rent: alternative funding found > settlement w/landlord: Age 64)
- Ruth Fisher: CESI: (Referral withdrawn: Family paid for medication& Lives w/significant other)
- Eileen Esteireiro: NB Housing Authority: (56 years of age) Info provided re: Housing & Community Development grant/loan programs

UPDATES and REQUESTS:

- Marion Gadomski: Significant change in available income
- Josephine Andrade: Assist with homeowners' insurance

- ❖ Jeanne Borges: Assist with Preservision: Needs companion to attend FLO programs
- ❖ Linda Tetrault: Remains in rehab with potential for staying long term: INACTIVE status?
- ❖ Celeste Forte: Req to assist with "lack of heat" in home: Needed to order oil: Monies available

REFERRALS MADE TO:

- EMHOT, IAC, PACE, SNAP, SHINE, City of NB Housing & Community Development Office

Overdue for Update: Delphina Harrison (Chemo rx completed: Tired and weakened: ?Update end of December/early January if feeling better: Denies any needs at present other than Get Well Wishes.

Ruth Swanbeck was admitted to SLH on November 15th and died November 18th due to complications of ALS.

This month was interesting but then again, most months at the ARAW are filled with excitement. There is never a dull moment shall we say. Three women were found to have much higher assets than originally reported. Two of the women had thousands of dollars in cash hidden "under the mattress" in their homes! A compelling fact is that both women have a hoarding disorder: (excessive inventory throughout their houses.) Therefore, the squirreling away of cash should not have presented as a surprise to me but it did. The third individual "discovered" a reverse mortgage after she received a statement from the mortgage company with an update.

HAPPY HOLIDAYS TO ALL!!!

Thank you,
Patricia Midurski

November 2021 Monthly Activity Report

Date	Beneficiary	Outreach	Type	Notes
11/1/2021	Tuite, Janice	Sharon O'Malley	Phone Call	At Alden Court, had a fall at home. Prob 2 more weeks. Direct # 508-717-0016.
11/1/2021	Correia, Julia	Pat Midurski	Phone Call	Looking for pizza gift card. Adv mailed on Friday. Signed up for soup delivery.
11/1/2021	Almeida, Mildred	Pat Midurski	Phone Call	MH w/changes d/t increased income: SCO notified: FEW app? GSSC NP aware of situation: Reg FLO
11/1/2021	Johnson, Alda	Pat Midurski	Phone Call	Assist w/1st& security rent: Ref from Young House: Age 64: TC to BB @ CES; HV sched 11/2
11/1/2021	Freitas, Lillian	Sharon O'Malley	Phone Call	Going with CCA from SWH. Asked about Chris R and meals again if no SWH. Forgetful.
11/1/2021	DeMendonca, Theresa	Sharon O'Malley	Phone Call	To sign up for soup – also thank you for DooWop, took her daughter, best time ever!
11/1/2021	McNamara, Theresa	Sharon O'Malley	Phone Call	To reschedule update. Can't this week, not feeling well. Call her next week.
11/1/2021	Fisher, Laura	Sharon O'Malley	Phone Call	To reschedule update. On her way out, will cb tomorrow morning.
11/1/2021	Garcia, Briseida	Sharon O'Malley	Phone Call	New # 508-232-0848, LM for cb. P. Roberts, RSC gave info, and that Leslie Felizardo is her CM at CESI
11/1/2021	Mello, Eleanor	Sharon O'Malley	Phone Call	To reg for soup delivery & Fays lottery: New cell phone number to Admin
11/1/2021	Roderiques, Bernadette	Pat Midurski	Phone Call	SWH and change in insurance: to meet w/ Fallon rep on 11/2
11/1/2021	Sampson, Janet	Sharon O'Malley	Phone Call	EM from Pam re: anxiety Dr. Treadup retiring & SWH. TT Janet, gave other #'s to try including GNBCHC
11/1/2021	Liberatore, Gertrude	Andrea Lemos	Phone Call	Asked to cancel a Creative Care Art visit to museum 11/4 with Nancy M-EM to Nancy @DCOA
11/1/2021	Monteith, Judith	Sharon O'Malley	Phone Call	To THANK ARAW for S&S gift Card!!
11/1/2021	Flaherty, Eileen	Andrea Lemos	Phone Call	Called to thank for Lee's gift card
11/1/2021	Almeida, Mildred	Pat Midurski	Phone Call	Asked for Pat M, adv done for the day, asked to send message, did so.
11/2/2021	Fisher, Laura	Sharon O'Malley	Phone Call	Appt made for 11/10 at 9am
11/2/2021	Comlin, Ann	Sharon O'Malley	Phone Call	Marion Ponte's sister, over income, income at $2800/month
11/2/2021	Chaput, Vanessa	Pat Midurski	Phone Call	To inquire status of Board decision. Informed will be notified after mtg 11/11
11/2/2021	Lopes, Doreen	Sharon O'Malley	Phone Call	To reg for Soup: Has multiple upcoming MD appts
11/2/2021	Ribeiro, Renay	Pat Midurski	Phone Call	Adv Pat M will CB tomorrow
11/2/2021	Jennings, Kathleen	Sharon O'Malley	Phone Call	Thank you for the MB card.
11/2/2021	Adesso, Dolores	Sharon O'Malley	Phone Call	Has insurance refund ck. Will pick it up when soup is delivered on 11/19
11/2/2021	Almeida, Mildred	Pat Midurski	Phone Call	MH & SS: FEW app to be submitted with CESI RN screening to be completed
11/2/2021	Grace, Barbara	Pat Midurski	Phone Call	To reg for FLO activities: "THANKS to ARAW for DD GC": "I look forward to the newsletter every month
11/2/2021	Benoit, Pauline Jeanne	Lucille Dauteuil	Phone Call	Cable not working since Saturday. Called Xf, will trouble shoot remotely. Left PB a msg and acct #
11/2/2021	Benoit, Pauline Jeanne	Lucille Dauteuil	Phone Call	Maintenance person was able to fix her TV for her, all set.
11/2/2021	Ponte, Marion	Susan Routhier	Phone Call	To sign-up for soup, asked if okay to refer her sister…sister will call in
11/2/2021	Johnson, Alda	Pat Midurski	In Home Visit	HV completed: SCCLS actively working on settlement w/landlord
11/2/2021	Oliveira, Bebe	Sharon O'Malley	Email	To Gary re: have not received AT&T bill
11/2/2021	DeMedeiros, Sharon	Pat Midurski	Email	Thank you for gift card
11/2/2021	Monteith, Judith	Sharon O'Malley	Note to File	Rec'd auto insurance info in the mail
11/3/2021	Furtado, Fatima	Sharon O'Malley	Phone Call	Referral and app – Antonio IAC for collection bill. Took app, referred to SCCLS, pending bill copies
11/3/2021	Fletcher, Sally	Pat Midurski	Phone Call	To reg for Soup & FLO luncheons: THANKS to ARAW for Riccardi's gift card
11/3/2021	Johnson, Alda	Pat Midurski	Phone Call	To report settlement agreement: NO need for ARAW funding: "THANKS for being there!"
11/3/2021	Chytrus, Leslie	Sharon O'Malley	Phone Call	Asked her about SNAP status. Still working on it. 2 denials, now requesting a hearing.
11/3/2021	Monteith, Judith	Sharon O'Malley	Phone Call	Updates to app since May
11/3/2021	Chor, Patricia	Pat Midurski	Phone Call	To inform of change to BBtaxi d/t closure of YC: Reg for Soup del
11/3/2021	Gormley, Marilyn	Sharon O'Malley	Phone Call	LM re: YC vouchers.
11/3/2021	Harrison, Delphina	Pat Midurski	Phone Call	BM f/u - called yesterday, not doing well, EM to PM
11/3/2021	Sampson, Janet	Sharon O'Malley	Phone Call	Got an appt at the GNBCHC with Dr. Ashley Weber, feeling good, asked to pass info to Pam
11/3/2021	Letourneau, Diane	Sharon O'Malley	Phone Call	Thank you very much for the Riccardi's gift card.
11/3/2021	Mello, Eleanor	Sharon O'Malley	Phone Call	Please pass her new number to Jo-Ann, Eleanor has her on her calendar for a phone visit tomorrow
11/3/2021	Ribeiro, Renay	Pat Midurski	Phone Call	To report SNAP benefits approved: Educate re: HIP and pandemic emergency allotment

November 2021 Monthly Activity Report

Date	Beneficiary	Outreach	Type	Notes
11/3/2021	Levesque, Beatrice	Sharon O'Malley	Phone Call	YC vouchers. Had one remaining for CT Shop/Kohl's, will replace w/BBird
11/3/2021	Costa, Barbara	Sharon O'Malley	Phone Call	YC vouchers. Discarding what she has, will be issued BBird
11/3/2021	Cambra, Joan	Sharon O'Malley	Phone Call	LM re: YC vouchers
11/4/2021	Levesque, Beatrice	Sharon O'Malley	Note to File	Mailed replacement V's for one RT cab ride w/Bluebird
11/4/2021	Dann, Donna	Lucille Dauteuil	Email	From Anne Silvia: medical issues, no longer able to attend social day
11/4/2021	Morin, Jacqueline	Lucille Dauteuil	Email	F/u on newspaper payment
11/4/2021	Sinclair, Madeline	Susan Routhier	Email	F/u on denture bill
11/4/2021	Hennessy, Cheryl	Pat Midurski	Email	F/u up on heating system bill
11/4/2021	O'Connor, Shirley	Andrea Lemos	Email	F/u to 2nd estimate, bad experience with SCENT - will not be getting estimate
11/4/2021	Adesso, Dolores	Sharon O'Malley	Phone Call	From Chris R. Said DA is going to keep SWH
11/4/2021	Freitas, Lillian	Sharon O'Malley	Phone Call	From Chris R. Lillian switching to CCA, son Christopher helping her. Next appt 12/2, will verify switch.
11/4/2021	Somers, Linda	Sharon O'Malley	Phone Call	Now has renters ins, $20k policy $16/month. Recent 2 day hosp due to seizure
11/4/2021	Garcia, Briseida	Sharon O'Malley	Phone Call	Right to VM, LM EM to Leslie Felizardo, CM for help reaching out.
11/4/2021	Oliveira, Alice	Ann Raymond	Phone Call	With concerns re: BCBS: Sched to meet with SHINE rep 11/5
11/4/2021	Almeida, Mildred	Pat Midurski	Phone Call	To inform of PACE Thanksgiving food availability
11/4/2021	Blais, Linda	Pat Midurski	Phone Call	VM left re: sign up for PACE Thanksgiving food
11/4/2021	Cambra, Joan	Sharon O'Malley	Phone Call	YC v's. will discard, please issue 2 RT's Bird. Cell phone #508-542-6891
11/4/2021	Perry, Susan	Pat Midurski	Phone Call	PACE thanksgiving dinner: She has info already: Reg for Soup del
11/5/2021	Moore, Carolyn	Pat Midurski	Phone Call	Needs help w/ trans to Boston. Emailed Pat
11/5/2021	Duchesneau, Joanne	Erin Oullette	Phone Call	From Beth, SW. Joanne passed away on Nov 3rd
11/5/2021	Blais, Linda	Pat Midurski	Phone Call	To offer sympathies for death of sister: LB "at peace": Invited to brother's home for Thanksgiving
11/5/2021	Borges, Jeanne	Pat Midurski	Phone Call	VM left re: FLO luncheon and companion approval
11/5/2021	Cardoza, Laurinda	Pat Midurski	Phone Call	From family reporting LC death 10/30: Family "very grateful to ARAW for help."
11/5/2021	Cordeiro, Cezaltina	Ann Raymond	Phone Call	To sign up for soup, also wants to pass along her thanks for the Stop & Shop card
11/5/2021	Elgar, Marcia	Pat Midurski	Phone Call	To reg for Soup: Recovering from Shingles: "THANKS to ARAW for hearing aides: VM left SCENT invoice
11/5/2021	York, Lolita	Pat Midurski	Phone Call	To register for Soup del: No other needs at present: "Doing well, THANKS to ARAW."
11/5/2021	Dias, Theresa	Cindy Kinnane	Phone Call	For soup meal, would like one more for her sister.
11/5/2021	Riley, Shirley	Pat Midurski	Phone Call	From CNHC Wellness Nurse @ Taber Mill: Ref for SR ? assist w/trans??COMCAST bill: HV 11/9/21
11/5/2021	Vileia, Linda	Pat Midurski	Phone Call	To inq about SCCLS: Rep no CB: Roommate Wanda will call Intake #
11/5/2021	Benoit, Pauline Jeanne	Lucille Dauteuil	Phone Call	From Carol Morton, dtr re: cable issue still happening off and on. Gave her the acct # to call Xfinity
11/5/2021	Christy, Maria	Ann Raymond	Email	BC f/u - explore options for fridge, CFC or MassSave
11/5/2021	Furness, Betty	Ann Raymond	Email	For Mary E, received her note. EM to Mary
11/5/2021	Furtado, Fatima	Sharon O'Malley	Email	From Antonio, SCCLS not taking new cases.
11/5/2021	Machado, Delfina	Sharon O'Malley	Note to File	Mailed bday card
11/8/2021	Beaubian, Joan	Pat Midurski	Phone Call	To reg for soup del: COMCAST "dropped" $50HV chg: Signed up for EBB discount:
11/8/2021	Estrella, Louise	Pat Midurski	Phone Call	To reg for Soup delivery
11/8/2021	Horne, Donna	Sharon O'Malley	Phone Call	To reg for 99 Luncheon Lottery: Doing well
11/8/2021	Bissonnette, Alice	Lucille Dauteuil	Phone Call	LM, would she like soup delivery?
11/8/2021	Carter, Jessie	Sharon O'Malley	Phone Call	Would like soup, has been getting help through PC/therapy, doing better
11/8/2021	Vincent, Patricia	Sharon O'Malley	Phone Call	Would like soup, asked about Thanksgiving meal, may order from White's and have homemaker p/u
11/8/2021	Furtado, Fatima	Sharon O'Malley	Email	From Antonio, he will mail us the original collection bill for payment.
11/8/2021	Dejesus, Eva	Pat Midurski	Email	To grandgt to inquire about SOUP delivery: Req delivery of soup: Thank you !!
11/8/2021	David Martinez, Nilda	Pat Midurski	Email	To dgt to inquire about SOUP del: Req delivery of kale soup: THANK YOU!
11/8/2021	Hernandez-Rolon, Francisca	Pat Midurski	Email	To CESI case manager to inq about SOUP delivery: Awaiting response

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Date	Beneficiary	Outreach	Type	Notes
11/8/2021	Harrington, Diane	Sharon O'Malley	Phone Call	Temporarily lost SSI, req help with Oct rent. EM to Amanda Costa at WC
11/8/2021	Letourneau, Diane	Sharon O'Malley	Phone Call	Req cab for Wed at 12:15, can't be ready earlier. V's to BB for 12:15 p/u 2:30 return.
11/8/2021	Eisely, Geraldine	Pat Midurski	Phone Call	Soup del: Declined: Reg for Buttonwood park tickets: THANKFUL for new fridge!
11/8/2021	Cole, Carol	Pat Midurski	Phone Call	Soup delivery: Order placed: Doing well and THANKS for gift card
11/8/2021	Conway, Isidora	Sharon O'Malley	Phone Call	To reg for 99 luncheon: Undergoing medical tests
11/8/2021	Medeiros, Eileen	Pat Midurski	Phone Call	To reg for Soup del: Doing well and THANKS for gift card
11/9/2021	Harrington, Diane	Sharon O'Malley	Email	From Amanda C, reviewed w/Clare, asked when was last date to pay re: Soc Sec decision
11/9/2021	Gibau, Maria	Pat Midurski	Email	From BB @ CESI re: need for assistance with medications: Pending MH approval
11/9/2021	Fisher, Ruth	Pat Midurski	Email	From BB @ CESI re: need for assist w/meds: Referral cancelled by BB due to need met
11/9/2021	Riley, Shirley	Pat Midurski	In Home Visit	To complete application
11/9/2021	Letourneau, Diane	Sharon O'Malley	Phone Call	Cancelled for the lunch at Fay's
11/9/2021	Huezo-Mendoza, Sonia	Sharon O'Malley	Phone Call	Needs rent, son died, funeral costs. $118 to NBHA. Approved EDDF
11/9/2021	Cardoza, Laurinda	Pat Midurski	Phone Call	From T. Brennan, did we purchase her amplified phone? Adv no.
11/9/2021	DosSantos, Cathrina	Carolyn D'Antoni	Phone Call	W/concerns about health insurance: Sched to meet w/SHINE rep CD Fri 11/12: Reassurance provided
11/9/2021	Elgar, Marcia	Pat Midurski	Phone Call	From Renee at SCENT: Invoice to be emailed to admin@arawofnb
11/9/2021	Huezo-Mendoza, Sonia	Sharon O'Malley	Note to File	Dropped off ck to Sonia for rent. She shared pictures of her son, very raw with grief, thnkful for support
11/9/2021	Vieira, Nancy	Sharon O'Malley	Note to File	Saw her at Tripp Towers, still grieving for Jeanne Souza, having a hard time but doing better.
11/9/2021	Medeiros, Patricia	Sharon O'Malley	Note to File	Saw her at Tripp Towers, doing well
11/10/2021	Blake, Laura		Phone Call	From dtr Laurie Blake, needs help w/roof leak gave City of NB, over income for any other ARAW help
11/10/2021	Soares, Maria	Pat Midurski	Phone Call	Home repairs/heating: Info for PACE/CFC given: Meets ARAW criteria: HV sched for 11/15
11/10/2021	Mendonca, Shirley	Ann Raymond	Phone Call	To report home from Rehab: "Tired but glad to be home:" At ALF: Denies any needs: DCOA alerted
11/10/2021	Gadomski, Marion	Pat Midurski	Phone Call	To report home from Rehab: "Tired but glad to be home:" At ALF: Denies any needs: DCOA alerted
11/10/2021	Patistea, Therese	Pat Midurski	Phone Call	From NBCOA re: SDC daily rate w/trans = $54: Estimate to be sent to ARAW
11/10/2021	Blais, Linda	Pat Midurski	Phone Call	Are we paying BC? TT JC, last Sept, pd thru 10/15, pending refund of 15 days. LB to call BC to confirm
11/10/2021	Tuite, Janice	Sharon O'Malley	Phone Call	To report returning home today from rehab: Will resume CESI 2.5hours/wk: Megan CESI CM
11/10/2021	Ponte, Marion	Susan Routhier	Phone Call	Asking to speak with Angela BM: "Just want to talk, nothing urgent." CHF to notify Angela of same
11/10/2021	Fisher, Laura	Sharon O'Malley	Phone Call	App update by phone
11/10/2021	Mello, Eleanor	Sharon O'Malley	Phone Call	In hosp, had a heart attack or stroke? Unknwn how long away from home. EM to West Apoth for hold
11/10/2021	Simard, Agnes	Lucille Dauteuil	Phone Call	Cancel soup, has a funeral to attend
11/10/2021	Miranda, Barbara	Sharon O'Malley	Phone Call	Signed up for soup, will now have bill payer thru MM, second COVID shot to be 11/15
11/10/2021	Ponte, Marion	Susan Routhier	Email	To Angela: called into office today, nothing important, just wanted to talk
11/10/2021	Rosa, Zulmira	Sharon O'Malley	Note to File	Rec'd add'l info from Advanced Dental, forwarded to admin
11/10/2021	Riley, Shirley	Pat Midurski	Email	From CESI CM who will call SR re: rollator reportedly covered by SCO w/script from PCP
11/10/2021	Miguel, Maria	Sharon O'Malley	Email	Rec'd from NB, invoice soc day Oct. Incorrect, too many days billed. Requested adjust to 2days/wk
11/10/2021	Cordeiro, Cezaltina	Ann Raymond	Email	Ramp has been big help, would like to request additional rental
11/10/2021	Gibau, Maria	Pat Midurski	Email	From dgt: MG not vax: PC interview to be sched w/dgt: Awaiting EMM from dgt who lives in CA
11/10/2021	Hernandez-Rolon, Francisca	Pat Midurski	Email	From CESI CM: COMCAST billing address changed to ARAW: Declines soup del: Thanks to ARAW
11/10/2021	Patistea, Therese	Pat Midurski	Email	From NBCOA: TP attend 2 days SDC which CESI pays in full
11/10/2021	Carter, Jessie	Sharon O'Malley	Phone Call	For hours of Sat FM. Let her know Angela will be calling. She will sign up for the Z program.
11/11/2021	Ribeiro, Renay	Pat Midurski	Phone Call	To reg for Soup: Will Pick up:
11/11/2021	Carter, Jessie	Sharon O'Malley	Email	BM f/u - unable to contact, f/u w/Sharon - not unusual, try back in a few weeks
11/11/2021	Spooner, Sandra	Sharon O'Malley	Phone Call	LM for her to call with soup preference and to arrange pick-up
11/11/2021	Hoglund, Deborah	Pat Midurski	Phone Call	To register for Soup delivery: All is well: Enjoys PC from BM
11/11/2021	Gibau, Maria	Pat Midurski	Phone Call	W/daughter to complete ARAW app: Need $ for meds: EDDF approved: Dgt notified & to get meds: TY

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Date	Beneficiary	Outreach	Type	Notes
11/15/2021	Almeida, Mildred	Pat Midurski	Phone Call	To inform of Board's decision: Reports admit to SLH x2days: to f/u w/PCP Wed 11/17
11/15/2021	Andrade, Josephine	Pat Midurski	Phone Call	VM left for dgt informing of Board's decision to cont w/ fin. Assist w/uitilities
11/15/2021	Arruda, Judith	Pat Midurski	Phone Call	VM left for sister informing of Board's decision to cont w/cable & phone
11/15/2021	Cory, Frances	Pat Midurski	Phone Call	To inf of Cont of BCBS: Reports son in ICU due to fall from ladder: Upset but very thankful to ARAW
11/15/2021	Dykes, Lolita	Pat Midurski	Phone Call	To inform of FLO status and to call if needs change: Thankful for ARAW
11/15/2021	Fletcher, Sally	Pat Midurski	Phone Call	To notify of Award: Thrilled re: hearing aids: Accepting of MSW consultation: TY ARAW !!!!
11/15/2021	Herr, Laura	Pat Midurski	Phone Call	PERS installed 10/2021 and A1 inquiry re; ARAW to pay monthly bill
11/15/2021	Gadomski, Marion	Pat Midurski	Phone Call	VMs left 11/12 re: status of "homemaker who has not shown to clean."
11/15/2021	Herr, Laura	Pat Midurski	Phone Call	To CESI CM TB: POC can accommodate PERS IF consumer requests: TC to ACOA
11/15/2021	Alexander, Claudette	Andrea Lemos	Phone Call	To reg for soup del:
11/15/2021	Furness, Betty	Ann Raymond	Phone Call	To req del of soup instead of pick up due to a funeral: Del specifics Noted and admin notified
11/15/2021	Correia, Julia	Pat Midurski	Phone Call	To confirm soup del for Friday 11/19
11/15/2021	Lamontagne, June	Pat Midurski	Phone Call	VM left re: sofa approval
11/15/2021	Mello, Janet	Pat Midurski	Phone Call	To inform of FLO status and to call if needs arise: Brother died 11/13:
11/15/2021	Perry, Susan	Pat Midurski	Phone Call	To inform of FLO status and to call if needs arise: Will be moving to handicap apt: ?Moving expenses
11/15/2021	Alfonso, Dorothy	Pat Midurski	Phone Call	To inf ARAW ben status and MSW consult: Very pleased: Has new RX d/t spread of CA
11/15/2021	Roderiques, Bernadette	Pat Midurski	Phone Call	To inf Board approval to cont COMCAST $: Very grateful: Changing HI (SWH) to Fallon to keep MDs
11/15/2021	Ponte, Karyn	Pat Midurski	Phone Call	To inq about home repairs: Opting to connect w/Office of Comm Dev re: Emergency repair - NBCOA
11/15/2021	Perry, Lorraine	Sharon O'Malley	Phone Call	VM left 11/12 req Soup Kale del
11/15/2021	Sousa, Isabel	Pat Midurski	Phone Call	VM left 11/12 req CV soup del
11/15/2021	Silva, Mary Theresa	Sharon O'Malley	Phone Call	VM left 11/12 req Kale soup del
11/15/2021	O'Connor, Shirley	Andrea Lemos	Phone Call	VM left from Chantelle @ Hearing Health: EMM sent to Andrea L @ WCOA for f/u: Admin notified
11/15/2021	Sinclair, Madeline	Susan Routhier	Email	Has not gone for dentures yet, was going thru chemo
11/15/2021	Soares, Maria	Pat Midurski	In Home Visit	To complete ARAW app: Ref to IAC w/appt sched for 11/18 @ 10am(SHINE, SNAP, CB, PACE, CFC)
11/15/2021	Monteith, Judith	Sharon O'Malley	Phone Call	Thank you for birthday card
11/15/2021	Swanbeck, Ruth	Pat Midurski	Phone Call	From Evangeline Morin, Ruth in the hospital
11/16/2021	Andrade, Josephine	Pat Midurski	Phone Call	From dgt to THANK Board for award: Inquiry re: House insurance assistance: to bring bill to ARAW
11/16/2021	Blais, Linda	Pat Midurski	Phone Call	FLO luncheon 11/23: She will drive her auto
11/16/2021	Silva, Yvonne	Sharon O'Malley	Phone Call	To follow up on missed call from SOM last week: EMM to SOM for f/u
11/16/2021	Tavares, Maria	Pat Midurski	Phone Call	To inquire about SHINE counselors: Info provided: Gratitude to ARAW board & staff sent…
11/16/2021	Swanbeck, Ruth	Pat Midurski	Phone Call	Dgt states RS in hospital since Fri 11/12 w/ALS complications: EMM to CES CM MP
11/17/2021	Quirini, Sandy	Sharon O'Malley	Phone Call	Needs SRTA Demand Response application. Printed and mailed.
11/17/2021	Horne, Donna	Sharon O'Malley	Phone Call	Cancel for 99, COVID exposure
11/17/2021	Rocha, Margaret	Ann Raymond	Phone Call	To THANK ARAW for birthday card !!!
11/17/2021	Gadomski, Marion	Pat Midurski	Phone Call	To provide info re: CESI CM and f/u re: HMK: EMM sent to CM MP
11/17/2021	Hennessy, Cheryl	Pat Midurski	Phone Call	VM left req CB
11/17/2021	Mello, Eleanor	Sharon O'Malley	Phone Call	At BW Dartmouth due to TIA, at least thru 11/29. Good spirits, sd well taken care of
11/17/2021	DeMendonca, Theresa	Sharon O'Malley	Phone Call	S&S card did not work per her HHA. Will pick up card and tt S & S next week.
11/17/2021	Guy, Nancy	Sharon O'Malley	Phone Call	Yes for 99, hold December SRTA Demand Response tickets
11/17/2021	Almeida, Mildred	Pat Midurski	Phone Call	W/req to call CESI & inquire reason for CM "denying HHA for today." MA to call CESI CM to discuss
11/17/2021	Soares, Maria	Pat Midurski	Phone Call	VM left @ IAC re: CB to discuss bene needs: (SNAP, PACE, CFC, SHINE)
11/17/2021	Gomes, Virginia	Sharon O'Malley	Note to File	Mailed bday card
11/17/2021	Pratt, Julie	Sharon O'Malley	Note to File	Mailed bday card
11/17/2021	Furtado, Fatima	Sharon O'Malley	Note to File	Received original utility collections bill, to Jenny to pay from EDDF

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Date	Beneficiary	Outreach	Type	Notes
11/18/2021	Miguel, Maria	Sharon O'Malley	Email	To D. Lee/call to dtr re: support for social day
11/18/2021	Kerrigan, Maryanne	Lucille Dauteuil	Email	F/u questions to request
11/18/2021	Chase, Pauline	Carolyn D'Antoni	Email	F/u questions to update
11/18/2021	Mello, Jeanne	Carolyn D'Antoni	Email	F/u questions to request
11/18/2021	Levesque, Beatrice	Sharon O'Malley	Phone Call	To report long wait time on hold for BB taxi
11/18/2021	DeMedeiros, Sharon	Pat Midurski	Phone Call	To discuss potential upcoming move: overwhelmed: Referral to EMHOT
11/18/2021	Grace, Barbara	Pat Midurski	Phone Call	To conf for soup/99 lunch. Sd would ck calendar for next Tues and call back this afternoon, pending
11/18/2021	Hennessy, Cheryl	Pat Midurski	Phone Call	To THANK ARAW for "helping her to feel safe" with her new hot water heater: No other needs at time
11/18/2021	Silva, Mary Theresa	Sharon O'Malley	Phone Call	Gave # for NB OCD/Accessibility& Emergency Repair for help w/outside stairs in need of repair
11/18/2021	Adesso, Dolores	Sharon O'Malley	Phone Call	C Rider w/DA. Incontinence issues, discussed, req new brand trial w/EDDF funds
11/18/2021	Guy, Nancy	Sharon O'Malley	Note to File	SRTA DR for 99 lunch 11:15 p/u, 1:15 return
11/18/2021	Chytrus, Leslie	Sharon O'Malley	Note to File	SRTA DR for 99 lunch 11:15 p/u, 1:15 return
11/19/2021	Guy, Nancy	Sharon O'Malley	Phone Call	Cancel social at 99
11/19/2021	Jennings, Kathleen	Sharon O'Malley	Phone Call	Has been in hosp 3 weeks, afraid they aren't sending her home, more weight loss
11/19/2021	Galley, Margaret	Carolyn D'Antoni	Phone Call	From Ana at A1 - canceling due to move to NH
11/19/2021	Mortensen, Marilyn	Lucille Dauteuil	Phone Call	From Ana at A1 - opted for basic model of EPERS
11/19/2021	George, Claudia	Ann Raymond	Email	F/u to request - no cost for BCBS?
11/19/2021	Smith, Debra	Ann Raymond	Email	F/u to request - clarification of phone bill
11/19/2021	Gordon, Melba	Carolyn D'Antoni	Email	F/u to request - copy of cable bill
11/19/2021	Garcia, Briseida	Sharon O'Malley	Email	From Leslie, updating her phone #
11/19/2021	Swanbeck, Ruth	Pat Midurski	Note to File	Ladies at Melville report that Ruth passed away Thursday night.
11/19/2021	Fisher, Laura	Sharon O'Malley	Note to File	Submitted application
11/22/2021	Furtado, Fatima	Sharon O'Malley	Note to File	Submitted request for financial assistance
11/22/2021	Vincent, Kathleen	Andrea Lemos	Email	From AL - in rehab, aggressive cancer diagnosis
11/22/2021	Rioux, Lorraine	Andrea Lemos	Email	BM f/u - any update, rehab/hospital?
11/22/2021	Adesso, Dolores	Sharon O'Malley	Phone Call	Called to ensure rebate check made it to the office - told yes
11/22/2021	Morin, Evangeline	Sharon O'Malley	Phone Call	From Vangie re: Ruth Swanbeck's passing. RS's family invited her for Thanksgiving. Much grief. Card sent
11/22/2021	Mello, Eleanor	Sharon O'Malley	Phone Call	Still in rehab, at least one more week.
11/22/2021	Somers, Linda	Sharon O'Malley	Phone Call	Discussed ARAW support, renter's ins, moving and cataract surgery
11/22/2021	Gibau, Maria	Pat Midurski	Phone Call	From dgt: New prescription at Walgreens: No funds available: EDDF approved: Fed Ex to deliver
11/22/2021	Hennessy, Cheryl	Pat Midurski	Phone Call	To report "feels safe with new hot water tank:" Doing well & no concerns: Thanks to ARAW !
11/22/2021	Costa, Barbara	Sharon O'Malley	Phone Call	To wish a HAPPY & Blessed Thanksgiving to ARAW
11/22/2021	Ponte, Marion	Susan Routhier	Phone Call	To THANK ARAW for soup delivery: Wishing everyone a Happy Holiday!
11/22/2021	Jennings, Kathleen	Sharon O'Malley	Phone Call	Unsure when she'll go home, msg on VM seemed not going home, in person sd this week. Up & down.
11/22/2021	Harrington, Diane	Sharon O'Malley	Phone Call	W/Diane, EM w/Amanda C, submitted req for one month, October, rent for WC
11/22/2021	Conway, Isidora	Sharon O'Malley	Phone Call	Family matter has come up, cancel for 99
11/23/2021	Harrington, Diane	Sharon O'Malley	Phone Call	Sister Alice, Diane & Alice agree to reimburse ARAW for Oct rent if Soc Sec reinstated retro to Oct 1st
11/23/2021	Monteith, Judith	Sharon O'Malley	Phone Call	Wishing everyone Happy thanksgiving and thanks for all support – tofu turkey with dogs CHF
11/23/2021	Eleuterio, Sofia	Cindy Kinnane	Phone Call	Happy thanksgiving & thank you for everything & birthday card – dghtr sick unsure of TG plans - CHF
11/23/2021	Souza, Isaura	Pat Midurski	Phone Call	From son ref by Buttonwood Senior Ctr: Inq re: assist w/ hearing aids: HV sched for 11/30/21
11/23/2021	Carreiro, Mary	Pat Midurski	Phone Call	From grandgt about rollator for grandmother: Ref to local COAs: HC sched for 12/3/21
11/23/2021	Chytrus, Leslie	Sharon O'Malley	Note to File	SRTA did not p/u as scheduled; dropped off at wrong 99 – JC lunched & CHF confirm p/u at 1:15 w/SRTA
11/24/2021	Jennings, Kathleen	Sharon O'Malley	Phone Call	To check-in, right to VM (12:30), LM
11/24/2021	Garcia, Briseida	Sharon O'Malley	Phone Call	To new phone #, right to VM, LM for call back.

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Date	Beneficiary	Outreach	Type	Notes
11/24/2021	Curado, Alzira	Sharon O'Malley	Phone Call	To Tina, sd yes income down, will call next week for appt to update app and review needs.
11/24/2021	Rosa, Zulmira	Sharon O'Malley	Phone Call	VM to Antonio, follow-up for ZM's credit card bill, cable bill received.
11/29/2021	Garcia, Briseida	Sharon O'Malley	Phone Call	VM for cb
11/29/2021	Harrington, Diane	Sharon O'Malley	Phone Call	Ck for October rent sent, she is thankful. EM to AC at WC, check has been received. Thank you.
11/29/2021	Jennings, Kathleen	Sharon O'Malley	Phone Call	She LM on 24th and 26th. Called her back, using walker, incontinent, had to go someone at the door
11/29/2021	Huezo-Mendoza, Sonia	Sharon O'Malley	Phone Call	Re: 1 SRTA check. Staying in more due to the cold. Will go to SRTA soon.
11/29/2021	Ramos, Anna	Pat Midurski	Phone Call	To family & CES CM : AR at Carvalho Grove Rehab: ? dc home 11/30: family to call ARAW when home
11/29/2021	Grace, Barbara	Pat Midurski	Phone Call	VM left as check in: BM sharing BG experiencing "breathing issues"
11/29/2021	Andrade, Josephine	Pat Midurski	Phone Call	VM left w/dgt re: home value
11/29/2021	Soares, Maria	Pat Midurski	Phone Call	To IAC to speak w/SHINE counselor: Await CB: SHINE appt 11/29 NOT 11/22
11/29/2021	Okpara, Priscilia	Sharon O'Malley	Phone Call	Re: 3 SRTA checks. Son will bring her to SRTA next week to load on card.
11/29/2021	Mota, Lina	Sharon O'Malley	Phone Call	Re: 3 SRTA checks. Dtr Wendy will help her, currently in DR. Suspend Dec/Jan SRTA checks.
11/29/2021	Forte, Celeste	Pat Midurski	Email	From CESI CM BB: CF has "large amount of cash in home: Over asset according to BB."
11/29/2021	Lopes, Crispina	Sharon O'Malley	Email	To Albertina, CM, re: 2 SRTA checks. She will check into it.
11/29/2021	Bizarro, Lucille	Ann Raymond	Email	F/u to request - available funds on LOC
11/29/2021	Kerrigan, Maryanne	Lucille Dauteuil	Email	F/u to request - professional assessment re: use of scooter
11/30/2021	Wood, Barbara	Pat Midurski	Note to File	NEW ref.fr. Optum: TC to CES CM: HV sched for 12/2: ?Assist w/insurance & FLO
11/30/2021	Garcia, Briseida	Sharon O'Malley	Note to File	Submitted request to place inactive
11/30/2021	Andrade, Josephine	Pat Midurski	Phone Call	From dgt to report assessed value of home: $258,700: EM to admin
11/30/2021	Souza, Isaura	Pat Midurski	Phone Call	From son to cancel visit: COVID exposure in family: Son to CB ARAW to reschedule
11/30/2021	Mello, Eleanor	Sharon O'Malley	Phone Call	Discharge today. EM to WA, tt Jennifer, they will deliver Ensure tomorrow.
11/30/2021	Fields, Beverly	Sharon O'Malley	Phone Call	Concerned about Kathleen Jennings,feels she is unsafe. Gave her # for protective, or call CM
11/30/2021	Curado, Alzira	Sharon O'Malley	Phone Call	From Tina H, appt made for app update on 12/2 2:30pm
11/30/2021	Jennings, Kathleen	Sharon O'Malley	Phone Call	Televisit w/doc, getting Nightingale svcs. Gave info on subs housing. Reported stolen SNAP card to DTA

Finance Committee Meeting Minutes
November 16, 2021 9:30 AM
Via WebEx

Present: J Doyle, C Mayall, P McKnight, R O'Connell, R Saber, C Foley, MCE.
Guests: K O'Connell (IAC), B Jarvis, J Hantman, M Bennett (all of BofA)

[Update: IAC/FinComm/BofA Meeting – November 4

A joint meeting of the IAC, Finance and BofA (Jason Hantman, Emma Greene and Meg Bennett) was held via WebEx. Jason presented portfolio performance for the first half of the fiscal year with questions and comments primarily from our advisers. It was generally agreed that performance and portfolio mix are solid. A meeting will be scheduled with Bill Jarvis of BofA to discuss and review the spending strategy draft and possible comments to the IAC regarding the IPS.]

The monthly committee agenda was replaced with a WebEx meeting with Bill Jarvis (Managing Director, BofA, Investment Policy and Governance, Non Profits). After giving an overview of components and requirements of an Investment Policy Statement, he offered comments and possible revisions to the document developed by the IAC. Overall, the document as presented needs only minor editing. Kevin O'Connell was able to query and qualify points made and will convene with the other advisers with the intent to edit the IPS for board review and approval. Yet to be resolved is Bill's suggestion that the draft spending strategy be written into the IPS. Further discussion with the IAC is needed to determine the best approach for the ARAW at this time.

Bill's final remarks were to suggest that the ARAW might want to move from being a foundation to a public charity. This is a topic that will be taken under advisement but may be too complex for us to enact at this time.

The meeting concluded with Bill's offer to meet again with this group as we come closer to finalizing the two documents. Two of his white papers were circulated after the meeting.

The meeting was informative and has brought the Finance Committee yet closer to being conversant in investment policy and the associated components.

The next Finance Committee meeting is **Tuesday, December 21, 2021 at 9:30 AM. (If required)**

This committee continues in its commitment and its willingness to grow. Kudos!

Mary Ellis, Treasurer
November 17, 2021

ASSOCIATION FOR THE RELIEF OF AGED WOMEN
Transaction Detail By Account
November 2021

	Date	Name	Account	Amount
Nov 21				
	11/09/2021	NEW BEDFORD HOUSING AUTHORITY	HUEZO, SONIA - RENT	118.00
	11/09/2021	CAPITAL ONE	DAVID MARTINEZ, NILDA - CC	170.35
	11/11/2021	WALGREENS	GIBAU, MARIA - RX	138.27
	11/23/2021	HARRIS & HARRIS, LTD	FURTADO, FATIMA - ELECTRIC	205.85
	11/24/2021	WHALER'S COVE	HARRINGTON, DIANE - RENT	1,159.25
Nov 21				**1,791.72**

Visiting Committee Meeting
December 2, 2021

In Attendance: Bachman, deSa, Doyle, Mayall, McKnight, Natho, Saber Executive Director Clare Healy Foley and Office Administrator Jenny Costa also present.

Prior to Jenny's arrival*: Discussion of Sharon's absence and if board members could help lighten load. Grateful for offer but feel these are two different roles. Beneficiary advocates do not serve as friendly visitors. So very thankful that board members do a great job as friends to the beneficiaries. Advocates are in touch with beneficiaries when a need arises, there is a response to the newsletter or annual update is due. Office can handle FLO activities, although may ask anyone <u>interested</u> to host an outing.*

1. Reports due back to office January 31, 2021
2. Feedback of current processes/future in person visits
    1. Difficult when not having met face to face
        1. FLO luncheons provide opportunity to meet in person
        2. Once safe to meet in person – let beneficiary decide if they would like to have an in person visit
    2. For beneficiaries who are not overly chatty
        1. May send card in lieu of calls
        2. Office can provide stationary/cards
    3. Identify beneficiaries on list who may not want/need calls
        1. Beneficiaries may be removed if not appropriate for calls
        2. Can swap for new beneficiary
    4. Frequency of calls should not be overwhelming
        1. Should be calls to a friend, not laborious
            1. Board member & beneficiary decide on frequency

Name	Birth Date	Age	Board Member
Correia, Patricia	12/9/1941	80	Office
DosSantos, Cathrina	12/9/1949	72	Cathy Mayall
Lemere, Rochelle	12/9/1936	85	Jeannette Doyle
DeMendonca, Theresa	12/13/1950	71	Cathy Mayall
Mendonca, Shirley	12/14/1936	85	Jeannette Doyle
Rudnik, Martha	12/16/1949	72	Office
David Martinez, Nilda	12/19/1955	66	Office
Lopes, Carole	12/19/1939	82	Office
Almeida, Laura	12/21/1931	90	Angela Natho
Silveira, Marie Lorraine	12/23/1940	81	Rosemary Saber
Desautels, Louise	12/24/1932	89	Office
Polek, Regina	12/26/1950	71	Debbie Brooke
Boucher, Cynthia	12/29/1942	79	Office
DeCosta, Cynthia	12/31/1947	74	Cathy Mayall
Schoenfisch, Rosemary	1/2/1948	73	Office
York, Lolita	1/2/1933	88	Office
Lyons, Carol	1/3/1948	73	Jo-Ann Beaulieu
Santos, Laura	1/5/1947	74	Gloria deSa
Collins, Donna	1/6/1952	69	Office
Petrin, Joan	1/6/1935	86	Office
Levesque, Beatrice	1/9/1945	76	Office
Freitas, Lillian	1/10/1936	85	Shannon Bachman
Cournoyer, Marilyn	1/11/1944	77	Office

ARAW BENEFICIARY REQUEST RECOMMENDATIONS

DECEMBER 2021 | VER 12/3/21

Beneficiary	Outreach	Biggest Concern	Notes	Specific Request	Recommendations
BENE# 18-19/08 **Bizarro, Lucille** 82 y/o; 10/31/1939 Income: $1,620|*H* **ARAW support $16,643: Reoccurring:** BCBS $652.44 '18, Cable $27.90 '19, EPERS $51.95 '18, Rx Ins $24.70 '19, Phone/Int $74.88 '19, OTC $21.69 '19 **Gifts:** Stove $610 '20, Dental $668 '20 & $198 '19, Car repair $259 '20 & $475 '19, Holiday $150 '18-20	DCOA Ann Raymond (508) 999-4717	"I am afraid to be without a car & I can't afford the repairs. I know I have money in the bank but it scares me to use it because I'm always worried for the big repairs on the house."	Uses car to attend DCOA activities Repairs have already been done	**Quarterly:** ▪ *Continuation* of BCBS $685.63 (2022 rate) **Monthly:** ▪ *Continuation* of Rx Insurance $24.70 ▪ *Continuation* of internet/phone $76 ▪ *Continuation* of cable $27.90 ▪ *Continuation* of OTC Prilosec $21.69 ▪ *Continuation* of EPERS $51.95 **Gift:** ▪ Invoice Car repairs $590.60	**Quarterly:** ▪ *Continuation* of BCBS $685.63 (2022 rate) **Monthly:** ▪ *Continuation* of Rx Insurance $24.70 ▪ *Continuation* of internet/phone $76 ▪ *Continuation* of cable $27.90 ▪ *Continuation* of OTC Prilosec $21.69 ▪ *Continuation* of EPERS $51.95 **Gift:** ▪ Invoice Brake Repair (Sept) $260.51
BENE# 21-22/13 **Gadomski, Marion** 77 y/o; 7/28/1944 Income: $1,729|*H* **ARAW support: New**	BA Pat Midurski (508) 717-0400	"I don't want to lose my Coastline benefits. That worries me most. This reverse mortgage money should not count! I need my homemaker & my PERS."	ARAW approved health insurance October 2021 (Social worker as well but declined) – award letter not sent yet Undisclosed reverse mortgage credit line available	**Monthly:** ▪ Health insurance $242	**6 months of:** ▪ Health insurance $242 ** mail invoices to office* *Our hope is that this will afford time to get a better idea of her financial situation including the reverse mortgage. We are happy to fund any advisors to help with this process. We will reconsider request at that time*

ARAW BENEFICIARY REQUEST RECOMMENDATIONS

DECEMBER 2021 | VER 12/3/21

Beneficiary	Outreach	Biggest Concern	Notes	Specific Request	Recommendations
New BENE# **Patistea, Theresa** 91 y/o; 11/7/1930 Income: $1,420|*H* **ARAW support: New**	BA Pat Midurski (508) 717-0400	"What worries me the most is losing my memory. I was an avid reader however I have lost interest. I find it difficult to stay focused. My daughters take care of remembering for me. One handles my finances, one takes care of my medical appts, another monitors my meds."	Referral from NBCOA in May 2021 -over assets at that time – reportedly daughter's money CESI paying 2 days of social day – family currently covering third day (Family unwilling to pay 3rd day?) Still driving?	**Gift:** ▪ New Bedford Social Day, one day per week, $54 per day, for 3 months, $648 total	**NOT APPROVED** *Theresa appears to have sufficient financial funds and family to support this cost. Should her situation change, we are more than happy to consider another request.*
BENE# 21/18G **Kerrigan, Mary Anne** 70 y/o; 7/28/1951 Income: $1,364|*sub* **ARAW support $799:** **Gift:** Lift Chair $799 '20	FCOA Lucille Dauteuil (508) 979-4081	"I do manage to get to my car with my walker & go for a drive. It would be so great if I could sit by the ocean in a seat with a back & get to go to some fairs & festivals sitting outside in a comfortable scooter chair."	Compact scooter – would fit in trunk of car & easily assembled	**Gift:** ▪ Electric powered scooter $799	**HOLD** *In theory* approve of the concept. as with other mobility assistive equipment would like a health care provider to weigh in. *if deemed appropriate, thru local vendor for "test drive" loading/unloading to ensure suitability and manageability. Assistance w/associated costs. Want what will work best in practice and help/safe*

ARAW BENEFICIARY REQUEST RECOMMENDATIONS

DECEMBER 2021 | VER 12/3/21

Beneficiary	Outreach	Biggest Concern	Notes	Specific Request	Recommendations
BENE# 16-17/03 **Andrade, Josephine** 91 y/o; 10/30/1930 Income: $987|*H* **ARAW support $13,230: Reoccurring:** Electric $25-100 '18, Phone $33 '17 **Gift:** Car insurance $907 '16, HOI $1,000-1,450 '16-20, Holiday $100-150 '16-20	BA Pat Midurski (508) 717-0400	"I can't believe I am still here. But my family takes good care of me & I do the best I can. I want to stay in my home until I die. If the ARAW can continue to help with my HOI, I would be so grateful. I paid off my loan & CC & am saving for a new roof. Thank you for all the help."	Paid off loan & CC Saving for roof – daughter will help financially as well	**Gift:** ▪ Statement Homeowners' insurance balance $966	**Gift:** ▪ Statement Homeowners' insurance balance $966
BENE# 19-20/17 **Hultgren, Mary** 85 y/o; 3/31/1936 Income: $1,890|*sub* **ARAW support $12,335: Reoccurring:** EPERS $51.95 '20 **Gifts:** Dental $3,287 '14, Hearing aid $2,200 '13 & $5,400 '19, Holiday $150 '20	FCOA Lucille Dauteuil (508) 979-4081	"I'm doing ok financially but I might be needing another type of hearing aid that I can't afford. I had an evaluation appt with Dr. Elio DoBem at Miracle Ear in Dartmouth & and these would cost $7,915."	ARAW pd $5,400 for hearing aids in 2019 Requested 2nd estimate for SCENT - Email from SCENT included	**Gift:** ▪ Purchase Agreement Hearing aids $7,915	**HOLD** *Concerns around the high price of the hearing aids. Quote is $3,000 more than we have paid previously. Would like Mary to get a second opinion from a trusted vendor so that the committee has something to gauge this estimate against. Southcoast ENT recommended. Assistance w/associated costs.*

ARAW BENEFICIARY REQUEST RECOMMENDATIONS

DECEMBER 2021 | VER 12/3/21

Beneficiary	Outreach	Biggest Concern	Notes	Specific Request	Recommendations
BENE# 20-21/15 **Sinclair, Madeline** 83 y/o; 3/14/1938 Income: $1,469|*H* **ARAW support $686:** **Reoccurring:** EPERS $51.95 '21 **Gift:** Rx Insurance $166.90 '21	WCOA Susan Routhier (508) 636-1026	"I am not able to do anything, my head, neck, back everything hurts."	Currently in chemotherapy Approved for services thru BES – could be months before available	**Monthly:** ▪ Housecleaning $150 (until BES covers)	**Monthly:** ▪ Housecleaning $150 (until BES covers) *Please let us know when BES steps in*
New BENE# **Mello, Jeanne** 75 y/o; 6/1/1946 Income: $1,040|*sub* **ARAW support: New**	FCOA Carolyn D'Antoni (508) 979-4081	She does drive & would very much like to get her car repaired.	F/U EM sent 11/18	**Gift:** ▪ Statement Car repair $380	**Gift:** ▪ Statement Car repair $380
New BENE# 22/05EDDF **Gibau, Maria** 90 y/o; 8/11/1931 Income: $1,382|*sub* **ARAW support $138.27: Gift:** Rx $138.27 '21	BA Pat Midurski (508) 717-0400	Mrs. Gibau is experiencing weight loss which daughter states "may be related to forgetting to eat. She refuses MOW & has begun to drink a bottle or two of Ensure daily." Daughter calls daily to remind her to eat, drink Ensure & take medications.	Referral from CESI Pays for Rx out of pocket – MassHealth will covered if approved EDDF for medications	**Monthly:** ▪ Two cases of Ensure $96	**Monthly:** ▪ Two cases of Ensure $96 *Please let us know when MH begins to cover*

ARAW BENEFICIARY REQUEST RECOMMENDATIONS

DECEMBER 2021 | VER 12/3/21

Beneficiary	Outreach	Biggest Concern	Notes	Specific Request	Recommendations
New BENE# **Gordon, Melba** 89 y/o; 3/21/1932 Income: $1,547|*H* **ARAW support: New**	FCOA Carolyn D'Antoni (508) 979-4081	How will she be able to pay to replace her dentures lost about two months ago. SWH will not pay for a new set. She is very far behind on her electric, gas and water bills.	Will send request for dentures once estimate is obtained from dentist *Awaiting copy of cable bill	**Monthly:** ▪ Cable up to $160 **Gift:** ▪ Invoice Overdue electric $591.92 ▪ Invoice Overdue gas $347.45	**Monthly:** ▪ Cable up to $160* **Gift:** ▪ Invoice Overdue electric $591.92 ▪ Invoice Overdue gas $347.45
BENE# 21/17G **Fisher, Laura** 74 y/o; 7/30/1947 Income: $1,972|*R* **ARAW support $1,578:** **Gift:** Bed $1,578 '20	ALBA Sharon O'Malley (508) 717-0400	"My worry is my health. I know have a urologist & have to use pads & briefs, which are expensive. Friends & family are always on the lookout for places that have them to give away, it would be great to have some help paying for them."	Was unaware ARAW offers reoccurring support Increased phone cost that tracks heart activity	**Exception:** ▪ Income guidelines (over $72) **Monthly:** ▪ BCBS $228.81 (2022 rate) ▪ Incontinence products $83.75	**Exception:** ▪ Income guidelines (over $72) **Monthly:** ▪ BCBS $228.81 (2022 rate) ▪ OTC products thru WA $95
New BENE# **Smith, Debra** 70 y/o; 8/19/1951 Income: $814|*sub* **ARAW support: New**	DCOA Ann Raymond (508) 979-4081	"OMG! I really need my tablet, this is my lifeline. I lay in bed a lot because I won't have the energy somedays & I go on YouTube."	Worked as Foster Grandparent until cancer diagnosis – loss of income 3rd number listed on phone bill is outdated phone no longer in use	**Monthly:** ▪ Phone/tablet service $89.93	**Monthly:** ▪ Phone/tablet service $89.93

ARAW BENEFICIARY REQUEST RECOMMENDATIONS

DECEMBER 2021 | VER 12/3/21

Beneficiary	Outreach	Biggest Concern	Notes	Specific Request	Recommendations
New BENE# **George, Claudia** 75 y/o; 12/3/1946 Income: $1,098|*H* **ARAW support: New**	DCOA Ann Raymond (508) 979-4081	"Finances. Not having the money to pay for things. My hearing is getting worse & worse. I can't communicate with people. My left ear had nerve damage over 20 years ago. My right ear recently had to remove calcium & replace bone."	Had eye removed due to Ocular Melanoma Happy with current health insurance	**Gift:** ▪ Invoice Hearing aids $2,700	**Gift:** ▪ Invoice Hearing aids $2,700 ▪ $515 credit card bill *Will need credit card bill and remittance info*
New BENE# **Soares, Maria** 67 y/o; 9/9/1954 Income: $1,962|*H* **ARAW support: New**	BA Pat Midurski (508) 717-0400	"I have worked hard since I came to the US. I am proud I am a US citizen & my husband & I worked several jobs to buy our house. When he died, I was determined to keep my home & worked multiple jobs to earn money. Unfortunately, I was laid off at one point & utilized CC to pay my bills."	Referral from NB Community Development Center Son lives on second floor & pays rent	**Exception:** ▪ Income guidelines (over $62) **Gift:** ▪ Freestyle lite glucose strips (50 count) $96.39	**Exception approved:** ▪ Income guidelines **Gift:** ▪ Freestyle lite glucose strips (50 count) $96.39 *Until MH picks up*

ARAW BENEFICIARY REQUEST RECOMMENDATIONS

DECEMBER 2021 | VER 12/3/21

Beneficiary	Outreach	Biggest Concern	Notes	Specific Request	Recommendations
BENE# 20-21/10 **Parquette, Mary Jane** 69 y/o; 11/10/1952 Income: $1,346|*sub* **ARAW support $1,348:** **Reoccurring:** EPERS $51.95 '20 **Gifts:** CC $471.16 '20, Holiday $150 '20	DCOA Ann Raymond (508) 999-4717	"What's going to happen to me? I worry about expenses & I have cut down as much as I can. My car insurance is so high it takes all my money for the month then I can't pay my cable. I've fallen behind. They're going to shut me off!"	Recently had car accident, insurance high – re-evaluating Age exception for reoccurring approved Oct 2020	**Monthly:** ▪ Cable/phone/internet $165 (Including past due $163.55) ▪ *Continuation* of EPERS $51.95	**Monthly:** ▪ Cable/phone/internet $165 (Including past due amount) ▪ *Continuation* of EPERS $51.95
New BENE# 22/06EDDF **Furtado, Fatima** 73 y/o; 8/28/1948 Income: $949|*sub* **ARAW support $205.85: Gift:** Eversource $205.85	ALBA Sharon O'Malley (508) 717-0400	"Any financial help would be a very big help. My income is low & it is sometimes hard to make ends meet. I had to get furniture for my apartment a few years ago & it was very expensive. I can't make more than the minimum payment each month & will never pay it all."	Referral from IAC EDDF Eversource bill	**Monthly:** ▪ SRTA Charlie Card $28 **Gift:** ▪ Invoice BOA Credit Card (9095) $1,002.41 ▪ Invoice BOA Credit Card (5243) $5,551.59	**Monthly:** ▪ SRTA Charlie Card $28 **Gift:** ▪ Invoice BOA Credit Card (5243) $5,000

Beneficiary	Outreach	Biggest Concern	Notes	Specific Request	Recommendations
BENE# 14-15/05 **Monteith, Judith** 82 y/o; 11/12/1939 Income: $1,281|*sub* **ARAW support** **$17,702: Reoccurring:** Cable/phone/internet $183 19, EPERS $41.95 '18 **Gift:** Holiday $100-150 '14-20 **Discontinued:** BCBS $197.74 '14-19	ALBA Sharon O'Malley (508) 717-0400	"I appreciate all that you do & that you continued paying the cable this year. Things are getting more & more expensive, it seems like it costs $10 in gas just to drive around the block! My car insurance & renters insurance bills come in now. I will pay the renters myself, but if I could have help with the car insurance that would be great!"	Prices going up – stress on budget Suffers from anxiety	**Gift:** ▪ Policy Car insurance $556	**Gift:** ▪ Policy Car insurance $556
New BENE# **Cardoso, Isabel** 86 y/o; 11/12/1935 Income: $1,002|*H* **ARAW support: New**	DCOA Ann Raymond (508) 979-4081	"I have Lupas and it sneaks up on me and I lose my strength and my arthritis gets worse. I am afraid of falling and not being able to get help."	Safety issue – has Lupus	**Monthly:** ▪ EPERS $51.95	**Monthly:** ▪ EPERS $51.95

ARAW BENEFICIARY REQUEST RECOMMENDATIONS

DECEMBER 2021 | VER 12/3/21

Beneficiary	Outreach	Biggest Concern	Notes	Specific Request	Recommendations
BENE# 22/13G **Harrington, Diane** 67 y/o; 5/21/1954 Income: $1,268|*sub* **ARAW support $1,592:** **Gift:** Whaler's Cove first & last $1,592.39 '21	ALBA Sharon O'Malley (508) 717-0400	From Aug app: "My doctor agrees that moving to assisted living where I can get around will be much better. I am looking forward to being able to move around and to see other people and do things again!"	URGENT – approved EDDF w/chair approval Undeclared life insurance asset – SSI/SSA suspended pending further review ARAW approved first & last rent Aug 2021	**Gift:** ▪ Invoice October rent to Whaler's Cove $1,159.25	**Gift:** ▪ Invoice October rent to Whaler's Cove $1,159.25

ARAW BENEFICIARY UPDATE REVIEW

DECEMBER 2021 | VER 12/3/21

Beneficiary	Outreach	Biggest Concern	Notes	Current Support	Approvals
BENE# 07-08/01 **Days, Viola** 101 y/o; 11/4/1920 Income: $1,355|*H* **ARAW support $39,802:** **Reoccurring:** BCBS $650.55 '07, EPERS $30.95 '07 **Gifts:** Holiday $100-150 '07-20 Annual Review Due: 11/5/2022	FCOA Lucille Dauteuil (508) 979-4081	Christine says that her mother is doing fine financially due to all the help from ARAW.	Second mortgage for home repairs	**Quarterly:** ▪ BCBS $678.06 (2022 rate) **Monthly:** ▪ EPERS $30.95 Monthly total: $256.97	**Quarterly:** ▪ BCBS $678.06 (2022 rate) **Monthly:** ▪ EPERS $30.95 Monthly total: $256.97
BENE# 20-21/07 **Costello, Margaret** 75 y/o; 11/26/1945 Income: $864|*sub* **ARAW support $1,006:** **Reoccurring:** Electric $50-75 '20 **Gifts:** Holiday $150 '20 Annual Review Due: 8/10/2022	WCOA Andrea Lemos (508) 636-1026	"I worry about money & my health. I also get concerned being able to stay living here. There are times that I become afraid that I would not have my apartment. If you could continue with the electric that would help me a lot. I would not have to worry about whether I can use the AC & my oxygen."	Oxygen 24 hrs a day – before ARAW approval, would shut off to save money	**Monthly:** ▪ Electric up to $100 Monthly total: $50-75	**Monthly:** ▪ Electric up to $100 Monthly total: $50-75

ARAW BENEFICIARY UPDATE REVIEW

DECEMBER 2021 | VER 12/3/21

Beneficiary	Outreach	Biggest Concern	Notes	Current Support	Approvals
BENE# 17-18/03 **Chase, Pauline** 93 y/o; 8/17/1928 Income: $1,484|*H* **ARAW support $13,139:** **Reoccurring:** Water $220.85 '18 **Gifts:** Hearing aids $3,150 '18, Holiday $150 '18-20 **Discontinued:** BCBS $645.51 '18-21 (Has FEW) Annual Review Due: 11/5/2022	FCOA Carolyn D'Antoni (508) 979-4081	In May of 2020, the board approved ongoing bi-annual payment of water bill as a special exception.	Pays $3,800 per month for home care from equity LOC "Grandmothered" for reoccurring water bill	**Bi-Annually:** ▪ Water bill $220.85 Monthly total: $36.81	**Bi-Annually:** ▪ Water bill $220.85 Monthly total: $36.81
BENE# 19-20/16 **Borges, Jeanne** 83 y/o; 6/28/1938 Income: $966|*sub* **ARAW support $458:** **Reoccurring:** Demand Response $25 '19 **Gifts:** Holiday $150 '20 Annual Review Due: 11/3/2022	BA Pat Midurski (508) 717-0400	"My health is gradually deteriorating. I can't get around like I used to. I need one of my daughters to be with me whenever I go anywhere outside my apartment. I can't get on the SRTA bus so my daughter, who recently retired, brings me everywhere."	Mobility issues – daughter brings her everywhere Considering move to ALF	**Monthly:** ▪ Preservision tablets $35 Monthly total: $35	**Monthly:** ▪ Preservision tablets $35 Monthly total: $35

ARAW BENEFICIARY UPDATE REVIEW

DECEMBER 2021 | VER 12/3/21

Beneficiary	Outreach	Biggest Concern	Notes	Current Support	Approvals
BENE# 08-09/03 **Duquette, Lucille** 87 y/o; 3/15/1934 Income: $1,490|*H* **ARAW support $29,878:** **Reoccurring:** BCBS $667.21 '10 **Gifts:** Medical $427 '08, Fridge $825 '18, Holiday $100-150 '08-20 Annual Review Due: 10/29/2022	DCOA Ann Raymond (508) 999-4717	She said "ARAW is helping me with BCBS so I don't worry about my health insurance. Thank God!"	Doesn't leave the house	**Quarterly:** ▪ BCBS $678.06 (2022 rate) Monthly total: $226.02	**Quarterly:** ▪ BCBS $678.06 (2022 rate) Monthly total: $226.02
BENE# 21/09G **Tetreault, Linda** 78 y/o; 5/24/1943 Income: $1,230|*H* **ARAW support $1,300:** **Gifts:** Floor repair $1,150 '21, Holiday $150 '20	BA Pat Midurski (508) 717-0400		Currently at Hathaway Manor – unsure if coming home Niece aware ARAW available to help	Place inactive	Place inactive

DARTMOUTH COUNCIL ON AGING
Tel. (508) 999-4717
628 DARTMOUTH STREET
S. DARTMOUTH, MASSACHUSETTS 02748

November 16, 2021

Dear ARAW Board Members,

The Dartmouth Council on Aging remains committed to ensuring our partnership with the ARAW continues to enhance the lives of all beneficiaries. We are extremely appreciative of the opportunity to work along side of you and strive to meet the conditions and requirements listed in the grant contract.

At this time, I would like to ask the ARAW to continue funding the Engagement Coordinator position for the next two months while we work on our steps to show our performance is meeting your expectations. The cost is $6,510 for the next 8 weeks at $813.75 per week. The Dartmouth Council on Aging does not have an alternate funding source for this position. Without financial assistance of this program, we will not have the proper staffing to identify potential beneficiaries and maintain the level of service we have been able to provide to the ARAW beneficiaries in Dartmouth and surrounding areas.

We do have 6 potential new beneficiaries the Engagement Coordinator is working with to address their needs. We are currently waiting on supporting documents in order to submit complete requests. Moving forward, we will be submitting these requests as they come in rather than holding them and submitting as a group at the end of the month.

ARAW beneficiaries remain the top priority for the Engagement Coordinator. After an in-person discussion with Clare it has become apparent that our current manner of reporting is not giving you the full scope of the attention that is given to the ARAW process. Moving forward, we will be refocusing our attention on the delivery and reporting process.

I thank you in advance for your attention to this matter.

Sincerely,

Amy DiPietro
Director, DCOA

Association for the Relief of Aged Women of New Bedford | 432 County Street | New Bedford, MA | 02740
(508) 717-0400 | www.arawofnb.org | info@arawofnb.org

November 24, 2021

Amy DiPietro
Dartmouth Council on Aging
628 Dartmouth Street
Dartmouth, MA 02748

Dear Amy,

The Grants Committee reviewed your request for two months of funding while you work to respond to the concerns and expectations outlined in our correspondence on November 5, 2021. Enclosed please find a check for $6,510 toward your FY22 grant award. We remain hopeful that there will be sufficient evidence that the expectations and steps to ensure performance improvement and sustained funding will be addressed during this time.

We will look forward to seeing follow through on the areas discussed and to receiving enhanced monthly reports and, ultimately, a more comprehensive update on January 5, 2022. At that point, the Grants Committee will once again review your progress and determine if or when the remaining funding will be released.

Please let me assure you that we only want this partnership to work, which is why we are affording you more time to address these concerns.

Should you have any questions about this decision or our expectations, please do not hesitate to reach out.

Sincerely,

Clare Healy Foley
Executive Director

cc: Jane Stankiewicz, Chair, ARAW Grants Committee; Rosemary Saber, President, ARAW Board

Personnel Committee Minutes
November 19, 2021

Present: Cathy Mayall, Pamela McKnight, Rosemary Saber, Jane Stankiewicz, Clare Foley, ED

1. Paid Family and Medical Leave-

Clare informed the committee of difficulties obtaining benefits from the Massachusetts PFML program. An ARAW employee qualifies for payments under this program but the state failed to follow through with the payments. As the program is new, there was confusion on eligibility guidelines, requiring multiple phone calls and careful documentation on the parts of the ED and the employee. It has been a frustrating process but they have been told that finally "a check is in the mail". We are hopeful that the glitches are resolved. Clare will do research on the costs of private short-term and long-term disability insurance for ARAW.

2. Personnel budget requests for FY23-

The finance committee needs the budget requests to be submitted by early January.
Issues discussed included:

Number of employees: Budget should include approximate costs of any new employees or increased hours of present employees for FY23, as we move toward an in-house model of beneficiary advocacy.

Simple IRA: One employee will be become eligible for the IRA later in the year; all others are already eligible. Clare will provide a breakdown of the costs. In February the committee will vote on the ARAW contribution to the IRAs for the next calendar year.

Health Insurance: This remains a difficult issue. The health plan adopted by ARAW does not pay for care at the Boston Hospitals. This is problematic for our employees (and likely for future employees). Most policies require two or more employees to participate. It may be difficult to find a policy that meets our needs. Clare will look into the costs and availability of health plans that would meet our needs. If none exist, we may consider going back to a lump sum payment toward health insurance of the employee's choosing. This is not ideal for various reasons, including that it makes insurance very expensive for those needing a family plan. If we are able to find an appropriate plan, we discussed possibly paying a percentage of the plan (cost sharing with the employee) rather than a lump sum.

Professional Development: Due to Covid-19 restrictions, only a small portion of the professional development budget was used this fiscal year. A (tentative) recommendation for the FY23 budget is $2500.

3. **The next personnel meeting is Friday December 17, 2021.**

Respectfully submitted,
Pamela McKnight