



ASSOCIATION FOR THE RELIEF OF AGED WOMEN

Board Meeting | July 14, 2022 | 9:30 am

ARAW Office | 174 County Street | New Bedford | Zoom option

Packet contents to be reviewed prior to the meeting:

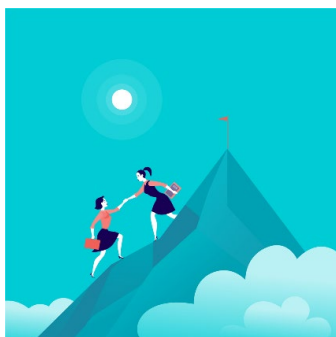
June Minutes; July FLO Newsletter & BA Report; June activity sheet; June Financials; July Beneficiary Recommendations; Committees: Finance, Governance, Beneficiary Task Force, Personnel, Executive

- 🕒 Moment of Silence
 - ♥ Madeline Sinclair
- 🕒 Reflective Moment: Jane Stankiewicz
- 🕒 Call to Order: President Jane Stankiewicz
 - ✓ **Recommendation to authorize the Office Administrator to take meeting minutes for review, approval and distribution by the Clerk. – VOTE**
- 🕒 Roll Call: Clerk Gale Beaton
- 🕒 President's Report: Jane Stankiewicz – *see packet*
 - ✓ **Recommendation to approve June 2022 Board meeting minutes, as distributed – VOTE**
 - Special welcome to Leah! → BOA philanthropy meeting 6/9/22 → Retreat 9/14/22
- 🕒 Executive Director's Update: Clare Healy Foley – *see packet*
 - FLO Newsletter & BA report
 - Questions: activity sheet
 - Staffing update
 - Move update
 - Investment Conference
 - Community Engagement
 - CPG updates
 - Beneficiary highlight
- 🕒 Finance Review: Treasurer Mary Ellis – *see packet*
 - Finance Committee/Investment Advisory Committee meeting update 6/23/22
 - ✓ **Recommendation to accept June finance report, as distributed – VOTE**
- 🕒 Committee Reports
 - Visiting: Chair Jeannette Doyle – *see packet for upcoming birthdays*
 - July Visiting reports – 3 minutes each
 - * Angela Natho
 - Reporting in August: ????????

- Beneficiary: Chair Pam McKnight – *see packet*
 - ✓ **Recommendation to accept decisions of beneficiary committee, as distributed – VOTE**
 - Highlight a new beneficiary
 - Beneficiary Task Force meeting update 6/20/22
- Governance: Chair Debbie Brooke – *see packet*
 - Committee meeting update 7/5/22
 - Board survey
 - ✓ **Recommendation to invite Helen Montague to join the board – VOTE**
- Grants: Chair Rosemary Saber
 - Committee meeting update 6/14/22
- Legacy: Chair Diane Laflamme
 - Nothing to report
- Personnel: Chair Angela Natho
 - Committee meeting update 6/24/22
 - ✓ **Recommendation to opt out of the employer sponsored health plan and continue with the lump sum offering (up to \$7,000) towards a plan of the employees' own choosing, if the employee is the policyholder – VOTE**
 - ✓ **Recommendation that there be no waiting period for payment towards a Health Insurance Plan - VOTE**
 - ✓ **Recommendation to adopt Juneteenth as a paid holiday for our employees - VOTE**
- Other business to be brought before the Board
- Executive Session
 - **Recommendation to approve June 2022 Executive Committee meeting minutes, as distributed – VOTE**

ANNOUNCEMENTS/MEETINGS – ALL INVITED TO ATTEND AND AUDIT WHENEVER INTERESTED:

- Thursday, July 14th | Board Meeting | 174 Union/Zoom | 9:30 am**
- Friday, July 15th | Personnel Committee | 174 Union/Zoom | 9:30 am**
- Friday, July 15th | Retreat Planning Committee | 174 Union/Zoom | 1:30 am**
- Thursday, July 21st | Visiting Committee | 174 Union/Zoom | 9:30 am**
- Friday, July 22nd | Finance Committee w/IAC & BOA | 174 Union/Zoom | 9:30 am**
- Tuesday, July 26th | Governance Committee | 174 Union/Zoom | 9:30 am**
- Wednesday, August 3rd | Beneficiary Committee | 174 Union/Zoom | 9:30 am**
- Open House | 174 Union Street, 4W | 4 pm to 6 pm**
- Thursday, August 11th | Regular Board Meeting | 174 Union/Zoom | 9:30 am**



Happy Birthday!!

Pam 7/22

Jenny 8/7

Association for the Relief of Aged Women
Minutes of the Regular Monthly Meeting, June 9, 2022

Moment of Silence: All present had a moment of silence for the beneficiaries who we lost since our last meeting: Irene Almas and Maria Ruas (previously inactive).

Reflective Moment: Angela Natho shared Words of Wisdom from St. Therese:

“May today there be peace within
May you trust that you are exactly where you are meant to be
May you not forget the infinite possibilities that are born of faith in yourself and others
May you use the gifts that you have received, and pass on the love that has been given to you
May you be content with yourself just the way you are
Let this knowledge settle into your bones, and allow your soul the freedom to sing, dance, praise and love
It is there for each and every one of us.”

President Jane Stankiewicz called the meeting to order at 9:37 AM.

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

Members in Attendance: Beaton, Beaulieu, deSa, Doyle, Ellis, LaFlamme, McKnight, Natho, O’Connell, Saber, Stankiewicz.

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

Members excused: Brooke, Mayall.

The minutes of the May 12, 2022 board meeting were approved as distributed. **SO VOTED**
The minutes of the May 26, 2022 special board meeting were approved as distributed. **SO VOTED**

Report of President: President Jane Stankiewicz reported:

1. Consultants’ engagement
 - a. Consultants excited/impressed by ARAW accomplishments
 - b. Suggested one day retreat to determine next steps – sent proposal
 - c. Next steps – one of three options
 - i. Continue to work with current Strategic Plan
 - ii. Create Strategic Plan 1A – add to original/focus
 - iii. Create new Strategic Plan
 - d. A motion was made to approve \$8,700 expenditure for a one day retreat conducted by Cahners and Donahue Associates LLC. **SO VOTED**
2. Shannon Bachman resignation
 - a. Very hard decision – so committed to ARAW
 - b. 11 years on board – will be big loss
 - c. Thank you for her service and hard work especially with visiting over the years

3. Board education
 - a. Charts distributed for FYI illustrating ED vs Board President vs shared functions

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

1. FLO Newsletter
 - a. Lots of programs – talk up with your buddies
 - b. Flag pins will be sent to everyone
 - c. Young at Heart performance rescheduled to November 13th due to Covid
 - d. New Bedford Art Museum classes postponed one week due to Covid
2. Activity sheet and BA Reports: no questions
3. Past Board Members
 - a. Emails from Nancy Kurtz and Zelinda Douhan included in packet
 - i. Celebrated the work being done by ARAW
 - ii. Striking balance between business and compassion
 - b. Clare met with Pam Sherman
 - i. Pam on board of Unitarian Church
 - ii. Looking for ways to use space to apply for City of New Bedford grant
 - iii. Given several organizations to reach out to
 - iv. Discussed needs of elderly community
 - v. May apply for FY24 CPG
4. CPG updates
 - a. Cape Verdean Association in New Bedford
 - i. Clare met with Jan Baptist (Board President)
 - ii. Struggled with hiring/Immigrants' Assistance Center as location for programs
 - iii. Have now hired a Program Director
 - iv. ARAW excited to be partnering – engagement with Cape Verdean population
 - v. Jan congratulated board – hearing about ARAW from multiple sources in community
 - b. New Bedford Police Department (NBPD)
 - i. Pat and Clare conducted training for 10 police officers
 1. Very receptive
 2. Also included presentation on elder abuse and Alzheimer's
 - ii. Working on execution of grant intentions
 - c. New Bedford Symphony Orchestra (NBSO)
 - i. Featured at last FLO luncheon
 1. Great success
 2. Follow up calls made for feedback – all positive
 3. Next time – set up as concert before and then lunch – more interaction between musicians and beneficiaries

- d. Coastal Neighbors Network (CNN)
 - i. Seeing referrals from CNN
 - ii. Sent one beneficiary over to CNN
 - iii. Andy Pollock will be “guest star” at future FLO luncheon in Dartmouth or Westport
 - iv. Speak about CNN with Dartmouth and Westport buddies
 - e. New Bedford Fishing Heritage Center – Grants committee touring next week
 - f. Southcoast LGBTQ+ - PRIDE event at Buttonwood Park last weekend
 - g. AHA!
 - i. Contacted by Lee Heald – will be returning grant funding
 - ii. Unable to finish project – filming done but public access can’t do script writing, too long a job for AHA!
 - iii. Will be writing letter to include with check
 - h. Dartmouth Council on Aging (DCOA)
 - i. Sent letter of appreciation included in packet – no response from Amy or Ann
 - ii. Ann submitted resignation to DCOA
5. Move to 174 Union update
- a. Move date July 12th
 - b. Mail will be forwarded – beneficiaries will need to be contacted to change address for some bills
 - c. Received Letter of Intent (LOI) and Lease
 - i. Sent to legal for review
 - ii. Submitted minor adjustments to owners
 - iii. Landlords approved and ready for signatures
 - d. A motion was made to authorize the President of the ARAW board and the Executive Director to sign the initial lease for 174 Union Street, Unit 4W on behalf of ARAW. SO VOTED
6. Beneficiary Highlight
- a. Andriana Carreiro
 - i. Featured in Standard Times and New Bedford Light
 - ii. Lived in Fall River – moved to New Bedford when Fall River rent increased – is homeless
 - iii. Family support and other resources available to her
 - iv. ARAW saw as referral from Immigrants’ Assistance Center
 - 1. Not eligible for ARAW – over income/assets and outside of area
 - 2. Connected to SCCLS
 - b. Cecile Thibault
 - i. Lived 29 years in basement – recently moved to housing
 - ii. Has matching couch and chair – first time ever
 - iii. Able to look out window and be “looking out on God’s creation”

Report of Finance Committee: Chair Mary Ellis reported:

1. Working with Investment Advisory Committee to bring recommendations
 - a. Meeting with IAC and Burke and Lamb
 - b. Will be meeting with Sarah Clark (BOA)
2. Due to market, investment portfolio down – being proactive
3. Motion made to accept May finance report as distributed. SO VOTED
4. Motion made to accept FY22 Financial Review/Statements as distributed. SO VOTED

Report of Visiting Committee: Chair Jeannette Doyle reported:

1. Will be scheduling meeting of the committee
2. Visiting reports: Roseanne O’Connell
 - a. Mary Lou Rapoza
 - i. A lot of health issues – pain and unable to take pain medication
 - ii. Suffers from depression – has had many losses
 - iii. Used to like to cook mother’s Polish recipes
 - b. Rita Robillard
 - i. Healthy 95 year old
 - ii. Homeowner – home filled with memories
 - iii. Daughter lives in Florida but checks in frequently
 - iv. Recently had birthday – called but unable to reach – office to f/u
 - c. Shared quote by St. Francis of Assisi “A single sunbeam is enough to drive away many shadows.”
3. Next month – Angela Natho

Report of Beneficiary Committee: Chair Pam McKnight reported:

1. Task Force meeting scheduled for June 20th – all welcomed to attend
 - a. Clare to bring feedback from OW/BA survey to discussion
2. New Beneficiary Highlights
 - a. Sandy Quirini
 - i. Active, gets out
 - ii. Asked for SRTA Demand Response
 - iii. Committee added Comcast (low end of month balance)
 - iv. Stick with request or look at whole? Go back to beneficiary advocate? – discussion for task force (survey out to BAs/OWs for feedback)
 - b. Maria Miguel
 - i. Suffers from severe depression
 - ii. Lives with daughter, daughter’s significant other, significant other’s mother and granddaughter
 - iii. Attends social day (2 days covered by SWH, 1 covered by NBCOA)
 - iv. In Foster Care Program – family receives money for in home PCA
 - v. Qualifies for Adult Day Health – would be covered by MassHealth

1. Daughter doesn't want to change models
- vi. After a lengthy discussion, a motion was made to change beneficiary recommendation of funding for sixth months and reassessment to gift of 3 months and stop. SO VOTED
 1. Will give family time to adjust and explore other options
3. A motion was made to accept recommendations from the Beneficiary Committee with amendment for Maria Miguel. SO VOTED
 - a. 13 requests, 11 updates

Report of Governance Committee: Mary Ellis reported for Chair Debbie Brooke:

1. A motion was made to invite Leah Macomber to join the ARAW board. SO VOTED

The meeting was adjourned at 11:42 am.

Recorded by,
Jenny Costa, Office Administrator

Approved by,
Gale Beaton, Clerk



July 2022



GOING WITH THE FLO

Friendship Lunches & Outings (FLO)
Newsletter

**ARAW IS MOVING OFFICES ON JULY 12TH...
Not far, just down the street but it means
we have to change your billing addresses so
that we continue to receive your bills
and we get them paid on time!**

We can change some of the addresses, but for others we need your help.

If we sent you an invoice with your newsletter, we will need you to call the company and tell them to change your *billing* address to:

ARAW
174 Union Street, Unit 4W
New Bedford, MA 02740

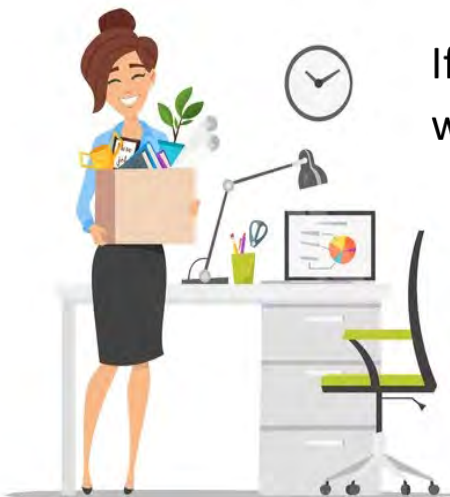


And we need YOUR help!

You will find your account number on the enclosed document. This is a copy of a **PAID** invoice. We are NOT asking you to pay anything. This invoice is just for *your reference*.

If there is no invoice in your envelope – we were able to take care of the address change for you!

If you run into any issues, please call us at (508) 717-0400 and we will do our best to help. Thank you for taking action as soon as possible. We need to continue to receive your bills, so we get them paid on time!



We extend a special invitation
to Dartmouth & Westport residents...

Thursday, July 28th | 12:30 pm

Enjoy lunch at Silverbrook Farm with Andy Pollock
and learn about the services, activities and fun
that come with membership to Coastal Neighbors Network!

*Free memberships to Coastal Neighbors Network
for qualifying ARAW beneficiaries are made possible
through ARAW's Community Partners Grant.*

**Transportation is available.
Please call to RVSP (508) 717-0400**



Earn More SNAP Dollars with the Healthy Incentives Program!

Spend your SNAP dollars on farm-fresh fruits and
vegetables at participating Healthy Incentives
Program (HIP) retailers and have the amount of your
purchase instantly added back to your EBT card!



Farmers Markets

Look for participating farmers at
regularly scheduled markets in your town
or nearby, selling fresh fruits and
vegetables.

Farm Stands

On-farm stores where you can buy
fresh fruits and vegetables, right from
the hands that picked them.

Look at what you can earn each month! (based on household size)

\$40 1-2 PEOPLE | **\$60** 3-5 PEOPLE | **\$80** 6+ PEOPLE

How HIP Works:



1. Find a place
to use HIP:
farmers' market,
mobile market,
farm stand, CSA.

2. Use your SNAP
benefits as you
normally would
at any store that
accepts SNAP.

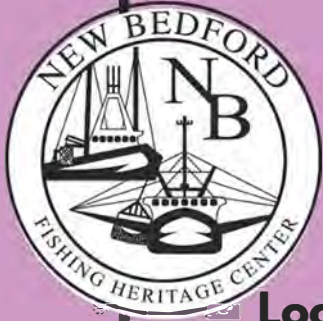
3. Money is
immediately
returned to
your card!
\$\$\$



**2022 Farmer's Market coupons now available.
Call your COA or Coastline case manager**

MOTHERS, DAUGHTERS, WIVES: WOMEN IN FISHING FAMILIES

A FREE STORY SHARING PROGRAM PRESENTED BY
NEW BEDFORD FISHING HERITAGE CENTER



—
Date: Tuesday, July 19, 2022

Time: 9:30-11:30 AM

Location: New Bedford Fishing Heritage Center

38 Bethel Street, New Bedford MA

RSVP: Call (508) 993-8894

Transportation can be arranged!

—
**Listen to true stories from three women who are part
of fishing families.**

**Enjoy refreshments while listening to these funny,
poignant, and heart-warming stories!**



**This program is supported by grants from the Association for
the Relief of Aged Women and Women's Fund SouthCoast.**



South Coastal Counties Legal Services

21 South Sixth St. | New Bedford, MA 02740
508-979-7150 | 800-244-9023

Due to the COVID-19 pandemic, many people struggled financially and applied for Pandemic Unemployment Assistance (PUA) through the Department of Unemployment Assistance (DUA), as well as seeking regular unemployment benefits. Due in part to large scale fraud (much of it out state) and systemic failures at DUA, the program largely ground to a halt and many eligible people were denied and other ineligible people were approved and received funds that they had no way of knowing shouldn't have actually been sent to them. SCCLS received many calls regarding PUA/DUA cases due to these failures, and as DUA attempted to migrate more of their process away from in person offices and phone lines to online systems, our elder clients had an especially hard time asserting their rights.

As an example, one New Bedford female elder had contacted SCCLS after she exhausted her appeal rights with her unemployment case during this period and sought assistance from SCCLS's remarkable Rachel Howland Advocate, Raquel Antonio. DUA had accused her of having an overpayment of \$6,189.00. The elder had a very hard time navigating through the DUA portal online and trying to figure out what had happened. She also contacted DUA several times and received conflicting information from different representatives. The Elder was a grandmother raising her teenage grandson due to the untimely death of her daughter and was afraid of what would happen if she had to repay the funds from her limited income. While the elder had tried to resolve the issue herself, she had started to submit a request for a waiver of the money without understanding how it worked. DUA had contacted her about completing the waiver despite her efforts and the elder was increasingly frustrated. Advocate Antonio was able to deescalate the dispute, reviewed the paperwork, and helped her access assistance from a DUA representative in getting the waiver filed. DUA processed the completed paperwork, approved the waiver, and the elder was able to resolve the overpayment.

Another elder in similar circumstances had already gone forward with an appeal hearing and lost. DUA had concluded that even though she was not at fault for the issue, that she was ineligible for pandemic benefits and as a result should still pay back \$10,206.00 to DUA. Raquel also assisted this elder with filing out a waiver in order to undo the damage caused by the adverse decision. The elder similarly contacted multiple DUA representatives and received conflicting and inconsistent information. With help, the elder submitted the required information and the waiver was then approved.

The Rachel Howland Advocate is made possible in part through a grant from the ARAW

Hot Weather Safety Tips for Older Adults

While summer brings us warmth and bloom, prolonged exposure to excessive heat in summer months can be dangerous. This is especially true for older adults. Every summer, more than 600 Americans die of health problems caused by excessive heat and humidity. Older adults and individuals with chronic medical conditions are at high risk of developing heat-related illnesses, because of aging-related physical changes in the body, chronic health conditions, and even effects of taking some medications.

Staying Safe When It's Too Darn Hot

80°

When the temperature climbs above 80°F, older adults need to be proactive and take precautions to avoid ailments due to excessive heat. Keep in mind the following tips when trying to stay cool.

■ **STAY AWAY** from direct sun exposure as much as possible. If possible, plan your outdoor activities either early in the morning or when the sun starts to set.

■ **AIR CONDITIONING** is your friend in summer. Spend as much time as possible in air conditioned spaces. If you don't have an air conditioner, go somewhere that is air-conditioned. For example, you may read a book at the library, walk around in indoor malls, watch that new movie at the theater, or meet your friends at the senior center. (Note: The federal Low-Income Home Energy Assistance Program (LIHEAP) helps adults 65 and older who have limited incomes cover the cost of air conditioners and utility bills. To reach your state's LIHEAP program, call 1-866-674-6327.)

■ **STAY HYDRATED.** Drink plenty of cool water, clear juices, and other liquids that don't contain alcohol or caffeine. Alcohol and caffeine cause you to lose water in your body by making you urinate more.

■ **DID SOMEONE SAY SUNBURN?** Buy a broad spectrum sunscreen lotion or spray with sun protection factor (SPF) of 15 or higher. Apply the sunscreen liberally to all exposed skin. Also, bugs are abundant in summer, so spray insect repellent when going outdoors.

■ **DRESS APPROPRIATELY.** Whenever you can, try wearing loose, light-colored clothes. Avoid dark-colored clothes as they may absorb heat. Top it off with a lightweight, broad-brimmed hat and you are dressing like a pro! These simple changes will help you both stay cool and avoid sunburn.

■ **COOL DOWN!** Take tepid (not too cold or too hot) showers, baths, or sponge baths when you're feeling warm. Don't have the time? Then wet washcloths or towels with cool water and put them on your wrists, ankles, armpits, and neck.

How to Spot and Treat Health Problems Caused by Heat

It's important to recognize when hot weather is making you sick, and when to get help. Here's a list of health problems caused by exposure to too much heat:

Dehydration

What it is: A loss of water in your body. It can be serious if not treated.

Warning signs: Weakness, headache, muscle cramps, dizziness, confusion, and passing out.

What to do: Drink plenty of water and, if possible, sports drinks such as Gatorade™, which contain important salts called “electrolytes.” Among other things, electrolytes play a key role in regulating your heartbeat. Your body loses electrolytes when you're dehydrated. If you don't feel better, call 911. If you feel better after drinking fluids, but have medical conditions like heart failure or take diuretics (“water pills”), you should also call your healthcare provider for a follow-up.

Heat stroke

What it is: A very dangerous rise in your body temperature, which may happen gradually over days of heat exposure in older adults. It can be deadly.

Warning signs: A body temperature of 104°F (40°C) or higher; red, hot, and dry skin; a fast pulse; headache; dizziness; nausea or vomiting; confusion or lethargy; and passing out.

What to do: Call 911 immediately. Move to a cool, shady place and take off or loosen heavy clothes. If possible, douse yourself with cool water, or put cloths soaked with cool water on your wrists, ankles, armpits, and neck to lower your temperature. Try to see if you can safely swallow water or sports drinks while waiting for 911.

Note: If you are caring for someone else who has heat stroke, only give them water or drinks if they are awake and can swallow. Do not try to give fluids by mouth if the person is drowsy, as it could cause choking.

Heat exhaustion

What it is: A serious health problem caused by too much heat and dehydration. If not treated, it may lead to heat stroke (see above).

Warning signs: Heavy sweating or no sweating, muscle cramps, tiredness, weakness, paleness, cold or clammy skin, dizziness, headache, nausea or vomiting, fast and weak pulse, fainting. Body temperature is generally between 98.6°F (37°C) and 104°F (40°C).

What to do: Without delay, move to a cool, shady place, and drink plenty of cool fluids, such as water or sports drinks. Call 911 right away if you have high blood pressure or heart problems, or if you don't feel better quickly after moving to the shade and drinking liquids.

Heat syncope

What it is: Fainting caused by high temperatures.

Warning signs: Dizziness or fainting.

What to do: Lie down and put your feet up, and drink plenty of water and other cool fluids.



June 2022: Beneficiary Advocate

Patricia Midurski

REFERRALS: Eleven referrals were assigned this month. One was over asset/over income. Two were contacted and did not call back to schedule home visits despite several voice mail messages. One is Portuguese speaking and pending workup next month. One has proven challenging to connect with and a meeting will potentially take place next month at the Southcoast Cancer Center. One lives with her son who declined to provide financial information. Five are being presented to the Board at the July 14th meeting.

UPDATES & REQUESTS: Seven annual updates were completed. Five requests from current beneficiaries were processed also. The requests include: assistance with utilities, SRTA Demand response, Charlie card and taxi vouchers, moving expenses, dental care, PERS, Comcast, health insurance, cell phone, gift card, mattress, auto repairs and AAA.

FLO: Five updates were completed.

Overdue: Veronica Croffut remains at The Royal. Bernice Duarte has returned home and is exploring options for a suitable chair. Suzanne Auger and Cecile Begnoche have been ill and their annual updates have been postponed to July.

INACTIVE STATUS: One beneficiary (Pat Carvalho) no longer has a financial need and does not want to participate in FLO activities. CES case manager is aware and will contact ARAW should circumstances change.

Referrals made to: SCCLS (3), Greater Boston Food bank (2), MoLife (1), SNAP (1)

Challenges: Three of the beneficiaries have been subject to problems with their health insurance. Two women fell subject to phone calls from competing health insurance companies and unwittingly changed their health insurance. Mrs. Begnoche switched from her BCBS Medigap plan to a Medicare Advantage plan (Aetna) This was discovered upon her admission to SLH after she sustained injuries from a fall. Fortunately, her daughter worked with SHINE at FCOA and Mrs. Begnoche's BCBS will be reinstated as of July 1st. A new referral, Laura Camara, received a call and though she is savvy regarding her health coverage was persuaded to change from her SCO CCA to a Humana plan. She will be reinstated to the CCA as of July 1st. The third woman, Mrs. Cynthia Waite, has Senior Whole Health (SCO) She was approved by the Board for assistance with the purchase of lift chair. SWH has mismanaged the handling of this claim for over two and a half months denying they received information from the DME company, sending auths to the incorrect DME vendor, total lack of miscommunication from all SWH parties. As of today (6/30), the approval process has begun yet again!!!!

Teaching Moment: In future newsletter, information re: SCAMS including telemarketing calls for health insurance.

Gratitude: I spent ten days in the Rocky Mountains with two of my favorite people (my daughters) Amazing vacation and lots of lifetime memories!!

ARAW June 2022 Activity Sheet

Due Date	With	Staff	Type	Notes
6/1/2022	Cory, Frances	PMIDURSKI	Phone Call	To THANK ARAW for umbrella: Feeling better: Wellness PCP appt later this week
6/1/2022	Verissimo, Dalia	PMIDURSKI	Email	To Brittany @ PIADH to notify of approval for DL in FLO program
6/1/2022	Machado, Delfina	PMIDURSKI	Phone Call	VM left re: FLO ROE
6/1/2022	Burke, Shauneen	PMIDURSKI	Phone Call	Req for fin assist w/Oct21 bill: Anxious, overwhelmed w/dental issues: To get estimate for new work
6/1/2022	Chor, Patricia	PMIDURSKI	Phone Call	To req SRTA Demand Response application: App mailed
6/1/2022	Sousa, Rae	PMIDURSKI	Phone Call	VM left re: lack of suitable trans for Sunday to Z performance
6/1/2022	Estrella, Louise	PMIDURSKI	Phone Call	Req Lift chair: LE to call Fallon GSSC/RN re: PCP auth & DME vendor: EMM to GSSC: Await CB
6/1/2022	Galley, Margaret	PMIDURSKI	Phone Call	VM left re: BCBS need to be notified of MH and req reimbursement to ARAW: Await CB
6/1/2022	Waite, Cynthia	PMIDURSKI	Phone Call	To Enos & CW re: approval: Enos to call CW to sched delivery: Del postponed d/t infestation @ NBHotel
6/1/2022	Benevides, Maria	PMIDURSKI	Phone Call	To dgt: MH app submitted early May: Notification pending: Cancelled u/s for kidneys d/t copay
6/1/2022	Grace, Barbara	PMIDURSKI	Phone Call	From BG VNA nurse: Confirm HV sched 6/15 for Annual update: "Thanks to ARAW for everything."
6/1/2022	DeMedeiros, Irene	PMIDURSKI	Phone Call	Ref from NBPD: ID reports "Mom passed away noc b4 last. Call back in a week please." Condolences
6/1/2022	Morin, Jacqueline	JCOSTA	Phone Call	Still has not received ST paper, EM to PM
6/1/2022	Morin, Jacqueline	PMIDURSKI	Phone Call	To req CB in one week as check cleared 5/18 and may be a 3 wk turnaround: JM to call one wk
6/2/2022	Michel, Loretta	LROBINS	Phone Call	To Sacred Heart NH for vaccine policies. No boosters needed.
6/2/2022	Michel, Loretta	LROBINS	Phone Call	VM for dtr Kristin Ouellette to return call for her mother
6/2/2022	McNamara, Theresa	CFOLEY	Phone Call	To notify Y@H postponed to November (to remain on list)
6/2/2022	Adesso, Dolores	CFOLEY	Phone Call	Per Chris Rider DA to stay Brandon Woods Dart LTC; enjoys calls/visits/cards; Confirm MSW cont.; EM to RS
6/2/2022	Benoit, Susan	JCOSTA	Phone Call	VM left re: SNAP bal runs out before end of month, GC request? PM to f/u
6/2/2022	Delaney, Kathleen	CFOLEY	Phone Call	Very excited to reg for Wamsutta; flag pin; wants to review rest on her own; CB if other interests
6/2/2022	Benoit, Ruth	JCOSTA	Phone Call	From RB car is ready, Cole's waiting for payment, will f/u & CB
6/2/2022	Benoit, Ruth	CFOLEY	Phone Call	Confirmed w/mechanic car p/u as check mail; circled back with RB – she was thrilled!
6/2/2022	Medeiros, Margaret	JCOSTA	Phone Call	Applied for housing in Dartmouth, looking for phone # to check placement on list, number given
6/2/2022	Estrella, Louise	JCOSTA	Phone Call	To let PM process for lift chair has begun
6/2/2022	Fields, Beverly	CFOLEY	Phone Call	Car totaled; need of basics; EDDF for Jun thru WA; Dana contacted; PGM to contact upon return
6/2/2022	Monteith, Judith	CFOLEY	Phone Call	To reg for "MAGA" pin...; no other interest; hasn't heard from pen pal recently but v. pleased w/her
6/2/2022	Polek, Regina	CFOLEY	Phone Call	To notify Y@H postponed to Nov (to remain on list), raved about South Pacific; disappointed by delay but so worth it!
6/2/2022	Almeida, Lorene	LROBINS	Phone Call	LA cancelling HV due to family issues, discussed with CHF: need HV, CB scheduled for today
6/2/2022	Somers, Linda	JCOSTA	Phone Call	Cancelling appt with SC, VM left w/Sandy as well, EM to SC w/cc to PM
6/2/2022	Silveira, Marie Lorraine	JCOSTA	Phone Call	To reg for Wamsutta lunch, flag pin, already signed up for NBAM classes & Celebration of Seniors
6/2/2022	Ortiz, Maria	CFOLEY	Phone Call	To notify Y@H postponed to November (to remain on list)
6/2/2022	Sousa, Rae	CFOLEY	Email	WA prompted welfare calls to Tripp & SLH; admitted SLH; WA HOLD; Will f/u w/CES; EM to RS & GB
6/2/2022	Tuite, Janice	JCOSTA	Phone Call	To reg for Wamsutta, flag pin, NBSO, Y@H (adv postponed), raved about South Pacific
6/2/2022	Cory, Frances	LROBINS	Phone Call	For tickets to NBSO with no trans. Also, requested a flag pin.
6/2/2022	Cory, Frances	CFOLEY	Phone Call	To notify Y@H postponed to November (to remain on list)
6/2/2022	Mello, Eleanor	LROBINS	Phone Call	Asked about what LGBTQ picnic was about. She decided to not attend.
6/3/2022	Belanger, Elizabeth	JCOSTA	Phone Call	VM from EB to reg for Wamsutta, CB to confirm & see if any other interests
6/3/2022	Galley, Margaret	JCOSTA	Email	BCBS bill to daughter Robin
6/3/2022	Machado, Delfina	JCOSTA	Phone Call	To reg for Wamsutta, flag pin, Celebrations of Seniors, annual ROE also completed
6/3/2022	Hotte, Eileen	JCOSTA	Phone Call	Lost BCBS copy, req to send another, mailed

Due Date	With	Staff	Type	Notes
6/3/2022	Desautels, Louise	JCOSTA	Phone Call	To reg for Wamsutta, flag pin
6/3/2022	Pereira, Maria	LROBINS	Phone Call	LM to schedule Annual HV
6/3/2022	Lamontagne, June	JCOSTA	Phone Call	To reg for Wamsutta, flag pin, busy schedule w/mom so unable to sign up for more right now
6/3/2022	DeCosta, Cynthia	LROBINS	Phone Call	Annual HV scheduled for 06/06/2022 at 12:30
6/3/2022	Alves-Freire, Karen	LROBINS	Phone Call	To reg for NBAM classes
6/3/2022	Pratt, Julie	JCOSTA	Phone Call	To reg for Wamsutta, flag pin (also reg Eileen Francis)
6/3/2022	Letourneau, Diane	LROBINS	Phone Call	Re: a movie at Zeiterion for July 5th. Not in Newsletter. Suggested to call Zeiterion directly.
6/3/2022	Letourneau, Diane	JCOSTA	Phone Call	To reg for Wamsutta w/Donna Horne, will check w/DH about other opportunities
6/3/2022	Chaput, Vanessa	JCOSTA	Phone Call	To reg for Wamsutta, flag pin (already signed up for NBAM, not interested in other offerings)
6/3/2022	Laber, Lynne	JCOSTA	Phone Call	To reg for Wamsutta, flag pin (away for NBSO & Celebration of Seniors)
6/3/2022	Almeida, Laura	LROBINS	Phone Call	For Pat re: personal number for Ellen Hull. She is aware to return call Monday, 06/13/2022.
6/3/2022	Michel, Loretta	LROBINS	Phone Call	VM on 06/02/2022 and today for a return call with dtr. Kristin Ouellet
6/6/2022	Vieira, Nancy	JCOSTA	Phone Call	VM to arrange delivery of raffle item
6/6/2022	Quirini, Sandy	JCOSTA	Phone Call	VM to confirm transportation for Celebration of Seniors, asked to CB
6/6/2022	Metheny, Diane	JCOSTA	Phone Call	Referral from CNN, form filled out – does meet guidelines, BA to f/u
6/6/2022	Martin-Mattos, Elaine	CFOLEY	Phone Call	Referral from SC Center for Cancer Care; to f/u 6/7
6/6/2022	Larkin, Dianne	CFOLEY	Phone Call	From Andy (CNN) w/new referral; Diane to call
6/6/2022	Guy, Nancy	CFOLEY	Phone Call	VMM to encourage call to DR for Celebration of seniors
6/6/2022	Ponte, Karyn	JCOSTA	Phone Call	Wants to begin process for sub housing, adv ARAW could potentially help \$\$ & PM back 6/13 if more ?s
6/6/2022	Benoit, Ruth	LROBINS	Phone Call	Stating her car was hit where new bumper was just replaced. Is there anything ARAW can help with.
6/6/2022	Benoit, Ruth	LROBINS	Phone Call	To clarify getting an estimate for damage and sending it to ARAW
6/6/2022	Lawrence, Gail	JCOSTA	Phone Call	To reg for Wamsutta (declined other events, still recovering from cancer treatments)
6/6/2022	DeMendonca, Theresa	JCOSTA	Phone Call	To reg for Wamsutta, flag pin (already s/u for Celebration of Seniors – trans?, adv still working on it)
6/6/2022	Charbonneau, Leila	CFOLEY	Phone Call	No Comcast rec'ed since Mar; LC to contact ComC; reduced bill thru ACP & purchased equip; new bill \$20
6/6/2022	Almeida, Mildred	JCOSTA	Phone Call	To reg for Wamsutta, flag pin (No NBSO hearing issue, No NBAM sight, No COS prior appt)
6/6/2022		CFOLEY	Phone Call	NBAM: Devin has COVID; art classes delay by 1 wk; NBAM to contact; reg list sent
6/6/2022	Bonneau, Maria	JCOSTA	Phone Call	VM to arrange delivery of raffle item
6/6/2022	Chytrus, Leslie	CFOLEY	Phone Call	To encourage call to DR for Celebration of seniors; asked about fax request; will call on 6/9
6/6/2022	Chytrus, Leslie	LROBINS	Phone Call	Wanting to speak with Pat. Did not want to leave a message. Will return call next week.
6/6/2022	Machado, Delfina	JCOSTA	Phone Call	To confirm transportation for Celebration of Seniors, will need taxi
6/6/2022	Pine, Hilda	LROBINS	Phone Call	LM for Caroline Wayland/GSCC/CESI re: any news from Fallon RN re: Glucerna status.
6/6/2022	Perry, Susan	LROBINS	Phone Call	To register for Wamsutta Club only
6/6/2022	Sousa, Rae	CFOLEY	Email	From Rosemary; attempted to visit @SLH – unresponsive; no new info on hosp
6/6/2022	Adesso, Dolores	CFOLEY	Email	From Rosemary; visit at Brandon Woods; concerned
6/6/2022	Mello, Eleanor	CFOLEY	Phone Call	To encourage call to DR for Celebration of seniors
6/7/2022	Pereira, Maria	LROBINS	Phone Call	LM for dtr. Ali Lagasse re: needing to set up an Annual HV. Also, notified her I speak Portuguese.
6/7/2022	Livesley, Virginia	CFOLEY	Phone Call	From bd friend JD: grass cutting need; LR to f/u 6/9
6/7/2022	Gadomski, Marion	LROBINS	Phone Call	From Michelle, dtr. re: her mom needing help with meds. Referred dtr. to call CESI CM.
6/7/2022	Guy, Nancy	CFOLEY	Phone Call	Will not attend Celebration – going out of town with so for a month
6/7/2022	Kirklewski, Beatrice	LROBINS	Phone Call	From Martha Reed/FCOA re: beneficiary concern. She will leave e-mail for Pat.
6/7/2022	Larkin, Dianne	JCOSTA	Phone Call	Referral from CNN, info taken & EM to CHF to forward to WCOA
6/7/2022	Vieira, Nancy	JCOSTA	Phone Call	CB NV to set up delivery of hummingbird feeder, deliver this afternoon

Due Date	With	Staff	Type	Notes
6/8/2022	Quirini, Sandy	JCOSTA	Phone Call	CB from SQ, all set for trans to Celebration of Seniors, going with a friend
6/8/2022	Grace, Barbara	JCOSTA	Phone Call	From BG looking for Angela/Ann, given phone number for DCOA
6/8/2022	Guadalupe, Cecilia	JCOSTA	Phone Call	From Whaler's Cove, moving out 6/9, check to be sent to ARAW for prorated month
6/8/2022	Robillard, Rita	CFOLEY	Email	BM f/u – unable to get in touch with RR, LR to f/u
6/9/2022	DeCosta, Cynthia	LROBINS	Phone Call	To Cynthia for clarification of some information
6/9/2022	Charbonneau, Leila	LROBINS	Phone Call	For Wamsutta Luncheon. Not interested in other events. COMCAST bill to be sent to ARAW.
6/9/2022	Waite, Cynthia	LROBINS	Phone Call	Gave ENOS' phone number to call them directly with her questions about recliner delivery
6/9/2022	Lamontagne, June	LROBINS	Phone Call	To inquiry about ARAW assisting with trans. to LaHey Clinic in Oct. 2022 to see an allergist for rashes
6/9/2022	Edwards, Diane	LROBINS	Phone Call	"I don't trust anyone in office." Call FCOA to be Emergency Contact. Waiting for return call with answer.
6/9/2022	Edwards, Diane	LROBINS	Phone Call	L/M to return call needed for emergency contact.
6/9/2022	Walker, Bonnie	JCOSTA	Phone Call	Called Comcast to make payment, no balance, adv will call next month when bill received
6/9/2022	Pacheco, Lillian	LROBINS	Phone Call	L/M to return call for address update
6/9/2022	Kirklewski, Beatrice	LROBINS	Phone Call	From Carolyn/FCOA stating Beatrice is at SLH. Couldn't walk. Son with her.
6/10/2022	Adesso, Dolores	JCOSTA	Phone Call	From Dana @WA, DA canceled Ensure deliveries, long term @Brandon Woods
6/10/2022	Gracia, Barbara	LROBINS	Phone Call	Referral taken from M. Vega/Care Navigation Dept. @ SouthCoast
6/10/2022	Snow, Lucinda	LROBINS	Phone Call	To CESI for CM name
6/10/2022	Pacheco, Lillian	LROBINS	Phone Call	L/M to reach out to ARAW for updating of address
6/10/2022	Morin, Jacqueline	JCOSTA	Phone Call	Still not receiving ST, TC to ST – pymt not posted to acct properly, adjusted & should start receiving
6/10/2022	Ponte, Karyn	JCOSTA	Phone Call	VM left re: NBAM class, CB adv postponed for 1 week, will start 6/19, should receive call from NBAM as well
6/10/2022	Pereira, Maria	JCOSTA	Phone Call	VM from dtr Ali, needs to reschedule HV, LR to f/u
6/10/2022	Pereira, Maria	LROBINS	Phone Call	To Ali, dtr. to reschedule HV to Friday, 06/17/2022 at 10:30.
6/10/2022	Souza, Ethel	JCOSTA	Phone Call	To reg for Wamsutta lunch (already has flag pin, doctor's appt same day as Celebration of Seniors)
6/10/2022	Pine, Hilda	JCOSTA	Phone Call	From CW @CESI, Glucerna request made to insurance, waiting on PCP
6/10/2022	Chytrus, Leslie	JCOSTA	Phone Call	To notify of fax machine approval, ordered from Staples for delivery Tues 6/14
6/10/2022	Monteith, Judith	LROBINS	Phone Call	To inquire about her pen pal. Hasn't heard from her in a while.
6/10/2022	Sousa, Rae	JCOSTA	Email	To PM, BM f/u – RS visited RS @SLH, responsive & like herself, saying she has cancer
6/13/2022	Pine, Hilda	LROBINS	Email	Recvd. Message that CW/CESI is working on Glucerna for H.Pine.
6/13/2022	Drayton, Gail	LROBINS	Phone Call	To Gail. Annual HV scheduled for Tues. 06/14/2022 @ 10:30.
6/13/2022	Sousa, Rae	PMIDURSKI	Phone Call	To SLH where RS remains hospitalized: Card mailed
6/13/2022	Costa, Barbara	PMIDURSKI	Phone Call	To sched annual update: HV sched for 6/20 @10am
6/13/2022	Galley, Margaret	PMIDURSKI	Phone Call	From daughter Robin BCBS Cancelled: refund expected unknown amount
6/13/2022	Waite, Cynthia	PMIDURSKI	Phone Call	Status of chair: Enos awaiting auth # from SWH: Enos req ARAW approval letter: JC notified
6/13/2022	Rocha, Margaret	JCOSTA	Phone Call	BM f/u – Comcast tech charge, VM for PACE re: assistance with water bill, in person visits
6/13/2022	Perry, Susan	PMIDURSKI	Phone Call	"THANK ARAW for assistance with move. I love my new apartment as it accommodates my needs."
6/13/2022	Cordeiro, Cezaltina	LROBINS	Phone Call	From son, Michael, stating Cezaltina is LT at Jewish Convalescent Home. Thanked ARAW for all done.
6/13/2022	Ventura, Natalina	LROBINS	Phone Call	From Natalie stating "she wanted to thank Clare and ARAW for the birthday card"
6/13/2022	Lamontagne, June	PMIDURSKI	Phone Call	Re: req for trans to Boston in Oct: Phone # for MoLife provided: JL to CB w/update
6/13/2022	Miranda, Barbara	PMIDURSKI	Phone Call	VM left for property Manager @ OT req update of BM
6/13/2022	Dillon, Sherry	PMIDURSKI	Phone Call	To confirm HV for 6/14: must resched d/t MD visits: Sched for Wed 6/22
6/13/2022	Edwards, Diane	LROBINS	Phone Call	To remind Diane of FCOA getting back to her re: emergency contact. Diane stated she would call them.
6/13/2022	Carvalho, Patricia	PMIDURSKI	Phone Call	To NBSDC>1month suspension d/t nonadherence of POC:EMM & VMM to CES CM: Due for Annual review
6/13/2022	Almeida, Laura	PMIDURSKI	Phone Call	CNN transportation: "Andy was very nice. He brought me flowers. Thank you."

Due Date	With	Staff	Type	Notes
6/13/2022	Benoit, Susan	PMIDURSKI	Phone Call	F/u: DTA to send forms SNAP: Vet agent contact: Sr Tax Work prog: App for ACP sent: Ref GBFB: TY ARAW
6/13/2022	Oliveira, Alice	JCOSTA	Phone Call	BM f/u – O2 tank request, LR to f/u
6/13/2022	Comeau, June	PMIDURSKI	Phone Call	To cousin to confirm HV tomorrow 6/14: Will meet as planned
6/13/2022	Cook, Cheryl	LROBINS	Phone Call	To refer herself to ARAW. Referral taken.
6/13/2022	Kirklewski, Beatrice	PMIDURSKI	Phone Call	To SLH where BK remains hospitalized: card mailed
6/13/2022	DeMedeiros, Irene	PMIDURSKI	Phone Call	Attempts x2 to contact IDM: recording, “cannot receive calls at this time.”
6/13/2022	Morin, Jacqueline	PMIDURSKI	Phone Call	VM left from JM to inform ARAW Standard Times newspaper delivery has begun! “Thanks ARAW!”
6/14/2022	Comeau, June	PMIDURSKI	In Home Visit	W/JC& cousins: Ref to SNAP, SCCLS, NBCOA SDC: MH FEW app completed by CES
6/14/2022	Walker, Bonnie	PMIDURSKI	Phone Call	COMCAST bill: Attempted to pay overdue amt and informed “all set”: To wait for next month invoice
6/14/2022	Walker, Bonnie	JCOSTA	Phone Call	Asking for PM, EM to PM for f/u
6/14/2022	Carvalho, Patricia	PMIDURSKI	Phone Call	From CES CM: VNA d/c: Laundry & HHA CES POC: To sched Annual HV: VM box not set up: Card mailed
6/14/2022	Somers, Linda	PMIDURSKI	Phone Call	TC to inquire status of EMHOT referral: Discuss Fallon for bed & in-home counseling: CES hmk “all set”
6/14/2022	Barbosa, Atanazia	LROBINS	Phone Call	To dtr. Manuela for Annual HV on Monday, 06/20/2022
6/14/2022	Borges, Jeanne	PMIDURSKI	Phone Call	To JB to confirm upcoming del of Preservision AREDS #2 as approved by CHF at cost of \$39.95/120 tabs
6/14/2022	Borges, Jeanne	PMIDURSKI	Phone Call	To discuss Preservision supplied by WA: EM to Dana to explore options
6/14/2022	Burke, Shauneen	PMIDURSKI	Phone Call	Cancel Senior Celebration PCP appt: HV for update sched 6/14 @9:30am
6/14/2022	Robillard, Rita	LROBINS	Phone Call	VM left for RR, not @SLH, CB from RR & neighbor, gone grocery shopping, was “thrilled to go out”, she’s well
6/14/2022	Moore, Carolyn	JCOSTA	Phone Call	CB from VM, not able to attend Celebration of Seniors, given Proline # for plumbing issue
6/14/2022	Begnoche, Cecile	PMIDURSKI	Phone Call	From dgt: In Royal s/p fall w/fx ribs: Annual update HV placed on hold
6/15/2022	Pine, Hilda	PMIDURSKI	Email	From WA: Unable to contact HP: Not at SLH: EM to Peabody Property Wellness Nurse
6/15/2022	Tuite, Janice	PMIDURSKI	Phone Call	VM left re: NBSO: tix: & need for trans, CB all set – going w/a friend
6/15/2022	Mello, Eleanor	PMIDURSKI	Phone Call	Re: Buttonwood Center Health Fair: Contact info provided and EM to call Center to inquire
6/15/2022	Begnoche, Cecile	PMIDURSKI	Phone Call	From dgt: CB potential d/c to home Sat 6/18 w/VNA & CES: SHINE ref re: health insurance ?s
6/15/2022	Ramos, Anna	PMIDURSKI	Phone Call	Re: letter rcvd from housing re: eviction proceedings: SCCLS ref made: Intake # provided to AR: EM to Raquel
6/15/2022	Somers, Linda	PMIDURSKI	Phone Call	To req cancellation of EMHOT referral placed to NBCOA by SC MSW: EMM sent to Deb Lee NBCOA EMHOT
6/15/2022	Grace, Barbara	PMIDURSKI	Phone Call	To confirm HV: BG asked to resched d/t conflict w/MD: Annual update HV resched to Fri 6/17
6/15/2022	Lammers, Edith	JCOSTA	Phone Call	VM left req resched of HV: “Family issue.” To CB to resched
6/15/2022	Cook, Cheryl	PMIDURSKI	Phone Call	Re: status of referral: Addl info obtained: Enc to contact FCOA/Town of Fhvn re: home repairloans: BA CB 6/16
6/16/2022	Cook, Cheryl	PMIDURSKI	Phone Call	VM left re: sched HV and need for electrician estimate
6/16/2022	Martin-Mattos, Elaine	PMIDURSKI	Phone Call	VM left re: sched HV
6/16/2022	Carvalho, Patricia	PMIDURSKI	In Home Visit	For annual: Suspension SDC: CES hmk & laundry in place: ref PERS/lockbox: CESCO notified
6/16/2022	Burke, Shauneen	PMIDURSKI	In Home Visit	Completed for annual update
6/16/2022	Burke, Shauneen	CFOLEY	Phone Call	Re: voucher for CoS; told to destroy; looking forward to art class on Sunday
6/16/2022	Grace, Barbara	CFOLEY	Phone Call	From PMK re: Barbara and homemaking: PGM to f/u @ home visit
6/16/2022	Edwards, Diane	LROBINS	Phone Call	To Diane re: where to send XFINITY bill. She will have office scan bill to ARAW.
6/16/2022	Vieira, Kathy	LROBINS	Phone Call	To Kathy to inform her to call A1 Alert for a wrist alert system instead of the necklace.
6/16/2022	Miguel, Maria	PMIDURSKI	Phone Call	To dgt re: award: Informed 3 months duration: “Thank You ARAW very much!”
6/16/2022	Delaney, Kathleen	LROBINS	Phone Call	For Wamsutta Luncheon that she’ll attend. Informed of new trans. service and will be informed of p/u.
6/16/2022	Gadomski, Marion	PMIDURSKI	Phone Call	From dgt re: health insurance premium: two months remain: Dgt to mail June invoice to ARAW: JC notified
6/16/2022	Horne, Donna	JCOSTA	Phone Call	To confirm Wamsutta luncheon (will attend with Diane Letourneau)
6/16/2022	Laber, Lynne	JCOSTA	Phone Call	VM to confirm Wamsutta luncheon, asked to CB
6/16/2022	Laber, Lynne	CFOLEY	Phone Call	Confirmed for Wamsutta lunch; looking forward to it – 1st time; wondered if she could bring a friend ☺

Due Date	With	Staff	Type	Notes
6/16/2022	Chaput, Vanessa	JCOSTA	Phone Call	To confirm Wamsutta luncheon
6/16/2022	Mendes, Darlene	LROBINS	Phone Call	Spoke to Darlene re: continuation of XFINITY bill. She was elated.
6/16/2022	Perry, Susan	JCOSTA	Phone Call	To confirm Wamsutta luncheon
6/16/2022	Silveira, Marie Lorraine	JCOSTA	Phone Call	VM to confirm Wamsutta luncheon, asked to CB
6/16/2022	Rocha, Margaret	CFOLEY	Phone Call	Comcast continuation and extra charge; MR will call CC to have removed & call back office
6/16/2022	Machado, Delfina	PMIDURSKI	Phone Call	To cancel BB taxi for White's Senior Celebration: "I forgot I have other plans. TY for your offer."
6/16/2022	Machado, Delfina	LROBINS	Phone Call	Informed of Wamsutta Luncheon and a new trans. will be tried out. Is aware of a T/C to be made for p/u time.
6/16/2022	Desautels, Louise	LROBINS	Phone Call	To inform of Wamsutta Luncheon. She'll call SRTA Demand on her own.
6/16/2022	Lawrence, Gail	JCOSTA	Phone Call	VM to confirm Wamsutta luncheon, asked to CB
6/16/2022	Carvalho, Patricia	CFOLEY	Phone Call	For PM – looking forward to her visit!
6/16/2022	Antunes, Joana	LROBINS	Phone Call	Spoke to Cindy Marcial/Property Manager/Friend, who'll send the rent invoice to ARAW
6/16/2022	Silva, Mary Theresa	PMIDURSKI	Phone Call	To share HH expenses and to discuss life: Grateful for ARAW & dgt's financial assistance
6/16/2022	Moore, Carolyn	CFOLEY	Phone Call	Re: voucher & CoS; destroy voucher; may still attend - will make call "day of" & drive herself
6/16/2022	Begnoche, Cecile	PMIDURSKI	Phone Call	From dgt: health ins issue SHINE FCOA: home Sat 6/18 w/ VNA & CES: "TY to ARAW for all help!"
6/16/2022	Begnoche, Cecile	LROBINS	Phone Call	From daughter Mary Begin, gave message to Pat for a return call
6/16/2022	Belanger, Elizabeth	LROBINS	Phone Call	Informed of Wamsutta Luncheon and she'll attend. Informed of new trans. and will be informed of p/u times.
6/16/2022	DaRosa, Priscilla	LROBINS	Phone Call	VM for Priscilla re: continuation of payments BC/BS and EPERS.
6/16/2022	Correia, Maria Luisa	LROBINS	Phone Call	VM of continuation of rent and cab transportation to MD appointments on dtr. Rita's phone
6/16/2022	Tuite, Janice	LROBINS	Phone Call	Informed of Wamsutta Luncheon. Will attend and was informed of new trans. and she will be informed of p/u
6/16/2022	Benoit, Ruth	CFOLEY	Email	With Patricia at Tavares re: moving bill & reason for increase; will give us "cousin" discount
6/17/2022	DaRosa, Priscilla	LROBINS	Phone Call	To inform her of Board granting continuation of BCBS and her EPERS. She was very "happy and thrilled."
6/17/2022	Begnoche, Cecile	JCOSTA	Phone Call	From CD @FCOA – looking for PM to update on BCBS, will CB later
6/17/2022	Almeida, Mildred	LROBINS	Phone Call	To speak to Pat re: going with Sue Perry to Wamsutta Luncheon. Message to be relayed to Pat.
6/17/2022	Drayton, Gail	JCOSTA	Phone Call	From Caroline @CESI – returning LR TC, LR to f/u
6/17/2022	Ramos, Anna	PMIDURSKI	Phone Call	SCCLS advocate RA to speak w/Atty Gavin on Tues 6/21 re: referral
6/17/2022	Waite, Cynthia	LROBINS	Phone Call	From Alda at SWH for Pat. E-mail sent to Pat with info: TC to Enos: Awaiting Auth# from Integra
6/17/2022	Waite, Cynthia	PMIDURSKI	Phone Call	From Diane @ Enos: Integra has auth #: to send to Enos by 5pm today
6/17/2022	Pereira, Maria	LROBINS	Phone Call	To dtr. Ali re: Coastal Neighbors Network for assistance with window and fence. Phone number given.
6/17/2022	Collins, Donna	LROBINS	Phone Call	From Amy @ DCOA with a different phone number; L/M for Donna to return T/C.
6/17/2022	Collins, Donna	LROBINS	Phone Call	Phone number no longer in service. L/M for Amy DCOA to return the call.
6/17/2022	O'Connell, Joyce	LROBINS	Phone Call	To inform of board approving of laptop and COMCAST bill. Stated she was very grateful for everything.
6/17/2022	Comeau, June	PMIDURSKI	Phone Call	VM from family of JC: "new medical issue": Req brain surgery in 1 wk: SCCLS referral: TC to Raquel
6/17/2022	Almas, Irene	LROBINS	Phone Call	From Kimberly Almas for her mom Irene Almas. E-mail sent to Pat.
6/17/2022	Almeida, Marie	LROBINS	Phone Call	To inform of board approvals. She is aware to send dental bill to ARAW.
6/17/2022	Grace, Barbara	PMIDURSKI	In Home Visit	Completed for annual update
6/17/2022	Martin-Mattos, Elaine	PMIDURSKI	Phone Call	To sched HV: Hosp 6/16 Not feeling well: CB next week
6/17/2022	Quirini, Sandy	LROBINS	Phone Call	Returned call and was informed of committee approvals. She was very happy.
6/17/2022	Jordan, Nancy	LROBINS	Phone Call	From Nancy. E-mail sent to Pat to return call.: TC to NJ> OI and OA
6/20/2022	Metheny, Diane	JCOSTA	Phone Call	CB for LR, unable to do HV Tues, avail Thurs, LR to f/u
6/20/2022	Metheny, Diane	LROBINS	Phone Call	VM for Diane to confirm Thursday, 06/23/2022, at 10:30 since Tues.06/21/2022 doesn't work.
6/20/2022	Metheny, Diane	LROBINS	Phone Call	To set up HV for Tuesday, 06/21/2022, 10:30. To touch base later in day to confirm.
6/20/2022	Costa, Barbara	PMIDURSKI	In Home Visit	For annual update: NEW request for assist w/cost of rug cleaning

Due Date	With	Staff	Type	Notes
6/20/2022	Sampson, Janet	PMIDURSKI	In Home Visit	Completed for annual visit: NEW request for assist w/car repair and comcast: To send estimates to Admin
6/20/2022	Almeida, Marie	LROBINS	Phone Call	From dtr Terri, award letter rec'vd, brought bills to ARAW office, copies made, dtr will send when new bills rec'vd
6/20/2022	Collins, Donna	LROBINS	Phone Call	Donna called M&M for car repairs and was told they need copy of reward letter. Repair will be more.
6/20/2022	Barbosa, Atanazia	LROBINS	Phone Call	VM for dtr. Manuela confirming HV appointment
6/20/2022	Almeida, Lorene	LROBINS	Phone Call	To confirm some information needed
6/20/2022	Cambra, Joan	JCOSTA	Phone Call	BM f/u – request for mattress, EM sent to PM to f/u
6/20/2022	Cambra, Joan	PMIDURSKI	Phone Call	From BM w/concern of JC mattress: JC to visit Worley bedding and have estimate sent to Admin @ ARAW
6/20/2022	Pine, Hilda	LROBINS	Phone Call	VM left for HP, TC to SLH - not in hospital
6/20/2022	Estrella, Louise	PMIDURSKI	Phone Call	Lift chair: LE to contact GSSC re: DME utilized to choose chair IF approved
6/20/2022	Sousa, Rae	JCOSTA	Phone Call	F/u from BM – RS no longer in hospital, not answering at home, PM to f/u
6/20/2022	Oliveira, Alice	LROBINS	Email	Message read that Alice is in hospital. To call when home. Admitted on 06/19/2022, Sunday.
6/20/2022	Rust, Alice	CFOLEY	Email	Referral rec'ed from NBPD; past history of non-cooperation; BES protective involved
6/21/2022	Begnoche, Cecile	PMIDURSKI	Phone Call	To SHINE FCOA: BCBS to resume July 1st: CB may have bill r/t hospital stay: CB aware to call ARAW
6/21/2022	Tuite, Janice	JCOSTA	Phone Call	VM to confirm van pick up time for Wamsutta luncheon, CB – all set
6/21/2022	Pryor, Joan	PMIDURSKI	Note to File	NEW referral from CES: HV sched for 6/23
6/21/2022	Medeiros, Ann	PMIDURSKI	Note to File	Return mail: EMM to CES GSSC re: status of AM: HCP activated: @ Country Gardens LTC Swansea
6/21/2022	Belanger, Elizabeth	JCOSTA	Phone Call	VM to confirm van pick up time for Wamsutta luncheon, request CB
6/21/2022	Monteith, Judith	PMIDURSKI	Phone Call	Re: penpal: Agreeable to a second & BG info provided Consent rcvd to share contact info w/BG: Cards mailed
6/21/2022	Sousa, Rae	PMIDURSKI	Phone Call	Also EM to GSSC re: location of RS: Covering GSSC to speak w/supervisor
6/21/2022	Sousa, Rae	PMIDURSKI	Phone Call	To GSSC re: location of RS: Covering GSSC to speak w/supervisor: @The Tremont Wareham: Card mailed
6/21/2022	Fragata, Maria	CFOLEY	Phone Call	Re: estimate to be sent for dental bill
6/21/2022	Correia, Patricia	PMIDURSKI	Phone Call	VM x 3 left since 5/31 w/o response: Note mailed
6/21/2022	DeMendonca, Theresa	JCOSTA	Phone Call	To confirm van pick up time for Wamsutta luncheon, all set
6/21/2022	Ramos, Anna	PMIDURSKI	Phone Call	VM left for AR re: contacting SCCLS Krystal re: possible eviction
6/21/2022	George, Claudia	JCOSTA	Phone Call	Reassigned DCOA beneficiary, status of RE tax request – adv withdrawn
6/21/2022	Machado, Delfina	JCOSTA	Phone Call	To confirm van pick up time for Wamsutta luncheon, all set
6/21/2022	Mota, Lina	PMIDURSKI	Phone Call	From dgt to resched home visit due to conflict w/MD appt: Resched to 6/29
6/21/2022	Croffut, Veronica	PMIDURSKI	Phone Call	To Royal: VC remains in rehab
6/21/2022	Duarte, Bernice	PMIDURSKI	Phone Call	To BD who is home from rehab: "I feel a little better: "To have friend/fam member assist w/looking for chair
6/21/2022	Pine, Hilda	LROBINS	Phone Call	To Dana @Westport Apothecary. Not answering. E-mail sent to Dana re: Hilda was well & home.
6/21/2022	Pine, Hilda	LROBINS	Phone Call	To Hilda who answered the phone stating she has "been lovely."
6/21/2022	Auger, Susanne	PMIDURSKI	Phone Call	Msg recvd SA and sister are "very ill and wish to cancel HV. Will call ARAW when feeling better."
6/21/2022	Blais, Linda	PMIDURSKI	Phone Call	For annual update: "Thanks to ARAW for everything."
6/21/2022	Delaney, Kathleen	JCOSTA	Phone Call	VM to confirm van pick up time for Wamsutta luncheon, CB will ride in with Lorraine Silveira, van back home
6/21/2022	Comeau, June	PMIDURSKI	Phone Call	VM left for cousin re: contacting SCCLS Krystal re: legal assistance
6/21/2022	Edwards, Diane	CFOLEY	Phone Call	Re: letter sent; EDDF outstanding Comcast bill
6/21/2022	Grace, Barbara	PMIDURSKI	Phone Call	Re: penpals: Consent rcvd to share contact info: Pkt mailed: Computer classes@ CES in Sept: EM to Zach
6/21/2022	Miranda, Barbara	PMIDURSKI	Phone Call	To property manager @ OT: BM is OK: Opting not to answer phone: Made aware she has gift @ARAW
6/21/2022	Almas, Irene	PMIDURSKI	Phone Call	VM left for grandgt/dgt Kimberly (return call) w/ ARAW contact info
6/21/2022	Kirklewski, Beatrice	PMIDURSKI	Phone Call	To Hathaway Manor: BK in rehab: CARD MAILED
6/21/2022	Metheny, Diane	LROBINS	Phone Call	To Diane for new referral visit scheduled for 06/23/2022
6/22/2022	Shea, Joan	PMIDURSKI	Phone Call	Re: wildlife(Ref to Fhvn Animal Control):Sump pump working well: Pleased w/TC from BM: Rcvng Newsletter

Due Date	With	Staff	Type	Notes
6/22/2022	Ribeiro, Renay	JCOSTA	Phone Call	Unable to go to Wamsutta luncheon, daughter had open heart surgery yesterday
6/22/2022	Collins, Donna	CFOLEY	Phone Call	M&M Auto needs award letter; difference in amt is sales tax; no letter needed will bill per Trish (M&M) CHF
6/22/2022	Chaput, Vanessa	JCOSTA	Phone Call	Called Tavares Movers & spoke with Pat Gomes, estimate to be sent to ARAW: Estimate recvd
6/22/2022	Okpara, Priscilia	JCOSTA	Phone Call	From Mirasol, re: NBAM art classes, decided not to sign up, Sunday is her church day
6/22/2022	Waite, Cynthia	JCOSTA	Phone Call	From Tara @SWH re: status of lift chair, EM to PM for f/u with direct number
6/22/2022	DeCosta, Cynthia	JCOSTA	Phone Call	Asking for LR, has updated car insurance bill, EM to LR to f/u tomorrow; CB w/car and bank info - CHF
6/22/2022	Belanger, Elizabeth	JCOSTA	Phone Call	To confirm van pick up time for Wamsutta luncheon, all set
6/22/2022	Almeida, Mildred	JCOSTA	Phone Call	Riding with Sue Perry for luncheon, invited Elizabeth Belanger, adv EB is using van transportation
6/23/2022	DePina, Pam	PMIDURSKI	Note to File	NEW referral: VMM left with CB info: will follow up early next week if w/o CB
6/23/2022	Fragata, Maria	JCOSTA	Phone Call	From Hawthorn Dental to confirm ARAW EM, estimate EM to admin & forwarded to LR
6/23/2022	Costa, Barbara	PMIDURSKI	Phone Call	Additional details re: rug and other expenses
6/23/2022	DeMendonca, Theresa	PMIDURSKI	Phone Call	NBAM on Sun 6/26: Will not attend however is excited to attend Wamsutta Luncheon on Fri 6/24
6/23/2022	Alves-Freire, Karen	PMIDURSKI	Phone Call	To confirm attendance and need for trans to NBAM om Sun 6/26: Needs taxi: JC to coordinate w/BB
6/23/2022	Eleuterio, Sofia	JCOSTA	Phone Call	In lieu of card, called to say "Thank you for dental gift & BCBS continuation. Thank you for everything!"
6/23/2022	Cole, Carol	PMIDURSKI	Phone Call	NBAM on Sun 6/26: Will attend and does not need trans: will ride w/friend
6/23/2022	Hennessy, Cheryl	PMIDURSKI	Phone Call	To resched annual update to Thurs 6/30 @ 2:30pm
6/23/2022	Almas, Irene	PMIDURSKI	Phone Call	From grandgt Kim re: water bill: Informed that since IA is deceased ARAW will not pay water bill
6/23/2022	Sampson, Janet	PMIDURSKI	Phone Call	Re: submit Electric and CC statements: Estimate rcvd Toms Auto
6/23/2022	Benoit, Susan	PMIDURSKI	Phone Call	Re: ACP in place w/Comcast: To get hearing eval and send estimate to ARAW if a copay
6/23/2022	Silva, Almirinda	PMIDURSKI	Phone Call	To inquire NEW referral: lives w/son who ref to provide financial info
6/23/2022	Pryor, Joan	PMIDURSKI	In Home Visit	For new referral: Application completed: Interested in assist w/bills and potential move
6/24/2022	Camara, Laura	PMIDURSKI	In Home Visit	Completed for new request
6/24/2022	Benoit, Ruth	PMIDURSKI	Phone Call	To report son repaired the damage to her car from a hit & run accident
6/24/2022	Hennessy, Cheryl	JCOSTA	Phone Call	Returning call from board buddy, EM sent to ME to CB when able
6/24/2022	Cambra, Joan	PMIDURSKI	Phone Call	Rent: increased to \$280/month
6/24/2022	Fragata, Maria	JCOSTA	Phone Call	To notify of EDDF \$171 dental, awaiting req letter from LR
6/24/2022	Correia, Maria Luisa	LROBINS	Phone Call	Connected with dtr. Maria Couto re: award letter.
6/27/2022	Alves-Freire, Karen	PMIDURSKI	Phone Call	To report BB transportation issues to NBAM on Sunday 6/26: "It was a disaster."
6/27/2022	Desautels, Louise	PMIDURSKI	Phone Call	Re: Wamsutta Luncheon: "RS made me feel so included. TY so much."
6/27/2022	Waite, Cynthia	PMIDURSKI	Phone Call	Diane @ Enos to call Tara @ SWH to "Begin auth process again"
6/27/2022	Antunes, Joana	LROBINS	Phone Call	To Joana re: information needed. LM on cell phone. To attempt calling later in day.
6/27/2022	Simard, Agnes	PMIDURSKI	Phone Call	TY ARAW "so Much" for the flag pin: Fell 3 wks ago: w/o injury: Recing \$500/3mos from Howland fund
6/27/2022	Cambra, Joan	PMIDURSKI	Phone Call	VM for PGM re: rent and income
6/27/2022	Chytrus, Leslie	LROBINS	Phone Call	From Leslie to speak to Pat."TY for fax machine. Works well."
6/27/2022	Hennessy, Cheryl	PMIDURSKI	Phone Call	Re: missing BM phone calls: "Please tell her to call me." EMM to admin
6/27/2022	Benevides, Maria	PMIDURSKI	Phone Call	To dgt re: HMA Copays: Dgt to recall billing dept re: deferred billing: Awaiting CB
6/27/2022	Oliveira, Alice	LROBINS	Phone Call	Spoke to Alice this morning. Phone hasn't been working and XFINITY has fixed problem. HV on 07/01/2022.
6/27/2022	Oliveira, Alice	LROBINS	Phone Call	To SLH. Alice has been D/C. Attempted several TC to Alice. Line busy throughout day.
6/27/2022	Kirklewski, Beatrice	PMIDURSKI	Phone Call	Fr. son : D/C fr rehab: Home w/VNA: Inq re: PERS & hearing aids: Fin update completed
6/28/2022	Quirini, Sandy	CFOLEY	Phone Call	Order w/S&P; notified Sandy; Delivery next wk; S&P will call to confirm; Invoice sent by email to admin
6/28/2022	Martin-Mattos, Elaine	PMIDURSKI	Phone Call	From son David: Will speak w/EM re: income & Assets & explain process: Son to CB ARAW if moving forward
6/28/2022	Pryor, Joan	PMIDURSKI	Phone Call	Did not sign lease or rental agreement: To get Verizon & AT&T invoices to ARAW: PT rx continue

Due Date	With	Staff	Type	Notes
6/28/2022	Messier, Ellen	CFOLEY	Phone Call	From BM JB re inability to contact; TC to Pat to confirm ph number; updated in BBGM; (508) 202-5664
6/28/2022	Bramwell, Nancy	PMIDURSKI	Phone Call	Re: Connection w/Sandy MSW: EMM to MSW to call NB today to sched HV
6/28/2022	Morin, Evangeline	CFOLEY	Phone Call	Re: farmer mkt coupons; has shingles encouraged to call dr; f/u with BM ROC
6/28/2022	Sampson, Janet	PMIDURSKI	Phone Call	Re: CC invoice which she recvd today in mail: will deliver to ARAW office tomorrow
6/28/2022	Duarte, Bernice	PMIDURSKI	Phone Call	VM left for BD w/explicit instruction re: steps to acquire chair: Select store, chair and get estimate to ARAW
6/28/2022	Liberatore, Gertrude	CFOLEY	Phone Call	Re: address change; hit deer with car – she is ok, deer ok, car is a mess
6/28/2022	Charbonneau, Leila	PMIDURSKI	Phone Call	To “Thank Board for wonderful time @ Wamsutta. Thoroughly enjoying NBAM classes TY again!”
6/28/2022	Sousa, Rae	CFOLEY	Phone Call	From BM GB connected with Rae at TOH; transfer back to Tremont rehab expected 12 day stay
6/28/2022	Simard, Agnes	PMIDURSKI	Phone Call	Re: Standard Times: Assured payment sched for 7/11: Howland fund recipient
6/28/2022	Almeida, Mildred	PMIDURSKI	Phone Call	To “Thank Board for Wamsutta Luncheon. The food was EXCELLENT!! Thank you ARAW !”
6/28/2022	Costa, Barbara	PMIDURSKI	Phone Call	To state landlord has offered to pay Stanley Steemer cleaning of rug: Early Bday present
6/28/2022	Ponte, Marion	CFOLEY	Phone Call	Thank you for flag pin; excited to wear for the 4th
6/29/2022	Lajoie, Elizabeth	PMIDURSKI	Email	From dgt re: Verizon acct # : Info sent in addition to ARAW address change info
6/29/2022	Sampson, Janet	PMIDURSKI	Note to File	Made to deliver supporting documents
6/29/2022	Tuite, Janice	PMIDURSKI	Phone Call	VM re: feedback from Wamsutta luncheon and new trans w/Yes We Van
6/29/2022	Hilario, Elcira	PMIDURSKI	Note to File	Referrral met while at Tripp Tower
6/29/2022	Monteith, Judith	PMIDURSKI	Phone Call	To “Thank ARAW for sending the compassionate and excellent listener (MSW)”
6/29/2022	Costello, Margaret	JCOSTA	Phone Call	From AL – given phone & account # for Eversource for billing address change
6/29/2022	Benevides, Maria	CFOLEY	Phone Call	With dghtr Sandra re: payment to Hawthorn; will come to office to p/u check for today’s appt
6/29/2022	Delaney, Kathleen	PMIDURSKI	Phone Call	VM re: feedback from Wamsutta luncheon and new trans w/Yes We Van
6/29/2022	Pryor, Joan	PMIDURSKI	In Home Visit	To pick up supporting documents: JP to contact SCCLS today
6/29/2022	Mota, Lina	PMIDURSKI	In Home Visit	For annual update: Dgt Wendy present to translate: “TY for all you do for me.”
6/29/2022	Lammers, Edith	PMIDURSKI	In Home Visit	For NEW referral
6/29/2022	Martin-Mattos, Elaine	PMIDURSKI	Phone Call	From EM: Concerns re: trans to SC Cancer ctr: Son reports taxi ends 7/1: VMM to Andrea MSW
6/29/2022	Comeau, June	PMIDURSKI	Phone Call	From cousin Linda: Surgery 7/7: MH app submitted: Mtg w/ SCCLS 6/30 @ 10am
6/30/2022	Oliveira, Alice	LROBINS	Phone Call	Confirmation for HV for Friday, 07/01/2022, at 10:30.
6/30/2022	Days, Viola	PMIDURSKI	Phone Call	VM left for dgt Christine re: need to change BCBS biling address: awaiting CB
6/30/2022	Dillon, Sherry	PMIDURSKI	Phone Call	Asking for Pat, EM to PM for f/u: Inquiry re: timing of Board meeting & notification of decision
6/30/2022	Benevides, Maria	PMIDURSKI	Phone Call	To dgt Sandra re: address change for Comcast; Dgt to change today: Acct # provided
6/30/2022	Curado, Alzira	PMIDURSKI	Phone Call	To Tina re: need to change Comcast billing address to 174 Union: Tina to change today and bring auto loan
6/30/2022	Auger, Susanne	PMIDURSKI	Phone Call	Re: HP address change: Will call today: Not feeling well: In & out of ER: to call MD
6/30/2022	Ventura, Natalina	LROBINS	Phone Call	Natalina called to ask if she should call WCOA due to any questions. She was directed to do so
6/30/2022	Arruda, Judith	PMIDURSKI	Phone Call	To sister Gerry re: Change COMCAST billing address to 174 Union St: Acct # provided: Gerry to change asap
6/30/2022	Pereira, Maria	LROBINS	Phone Call	VM with Ali, dtr., to clarify information needed from AV
6/30/2022	Alves-Freire, Karen	PMIDURSKI	Phone Call	To confirm NBAM for Sun 7/3: Will need trans: JC to send vouchers to BB
6/30/2022	Antunes, Joana	LROBINS	Phone Call	VM to confirm rent amount paid each month
6/30/2022	Beaubian, Joan	PMIDURSKI	Phone Call	Re: address change for Comcast billing: JB to call comcast today: Annual Update HV sched for 7/8
6/30/2022	Castello, Janice	PMIDURSKI	Phone Call	HOH could not understand: Letter sent re: need to change Comcast billing
6/30/2022	Charbonneau, Leila	PMIDURSKI	Phone Call	Re: address change for Comcast billing: LC to call comcast today: Acct # provided
6/30/2022	Almeida, Mildred	PMIDURSKI	Phone Call	Re: ARAW change w/ MA to call Comcast to change billing address: Act # provided
6/30/2022	Cory, Frances	PMIDURSKI	Phone Call	Re: BCBS billing address change: CB from FC who changed billing address today
6/30/2022	Costa, Barbara	PMIDURSKI	Phone Call	Re: Need for Comcast billing address change: BC will change today, CB address change all set JC
6/30/2022	Canasta, Linda	PMIDURSKI	Email	To dgt re: Comcast address change: VM box full: awaiting CB

Association for the Relief of Aged Women of New Bedford

432 County Street | New Bedford, MA 02740 | www.arawofnb.org

Clare Healy Foley
Executive Director



PHONE: (508) 717-0400
Email: cfoley@arawofnb.org

July 7, 2022

To whom it may concern,

Please accept this letter as verification of employment for Leonora Robins at the Association for the Relief of Aged Women (ARAW). Leonora worked with the ARAW as a part-time Beneficiary Advocate until July 7, 2022.

We came to know Leonora as a compassionate, caring, personable and determined colleague with a can-do attitude. We felt fortunate to have worked with Leonora as a member of staff. Her sympathetic approach and sense of fun are sure to be an asset as she continues to follow her passion and dedication for helping others, which is work she obviously enjoys.

Our greatest hope, as Leonora moves on from the ARAW family, is that she finds a place where her positive qualities not only allow her to excel but where her sense of community and kindness can be applied to their fullest advantage.

Should you have any questions or need further information, please do not hesitate to reach out.

Best,

Clare Healy Foley
Executive Director

Name	Birth Date	Age	Board Member
Morin, Jacqueline	7/16/1938	84	Jane Stankiewicz
St. Ours, Beatrice	7/17/1928	94	Diane Laflamme
Watkins, Elizabeth	7/24/1946	76	Mary Ellis
Hoglund, Deborah	7/25/1948	74	Angela Natho
Gadomski, Marion	7/28/1944	78	Office
Kerrigan, Maryanne	7/28/1951	71	Gloria deSa
Ventor, Rosalie	7/29/1938	84	Jo-Ann Beaulieu
Arruda, Judith	7/30/1944	78	Office
Boudreau, Jeanne	7/30/1932	90	Diane Laflamme
Fisher, Laura	7/30/1947	75	Office
Hennessy, Cheryl	8/3/1956	66	Mary Ellis
Medeiros, Patricia	8/4/1945	77	Office
Eisely, Geraldine	8/5/1951	71	Office

June 2022 | ARAW Financial Report

	FY23 Budget	YTD Budget	YTD Actual	June Budgeted	June Actual	NOTES
Direct Support*	\$500,000	\$117,000.00	\$95,622.05	\$39,000.00	\$29,441.58	
Grants	\$225,000	\$112,500.00	\$85,755.00	\$0.00	-\$11,000.00	AHA! return of FY22 grant funds
Administration	\$30,000	\$7,500.00	\$8,430.97	\$2,500.00	\$2,294.79	Late mileage LR +\$6.76 (May)
Moving Costs	\$0	\$0.00	\$2,909.20	\$0.00	\$2,909.20	Conference table, chairs, reception desk (Jun)
Professional Dev	\$0	\$0.00	\$35.00	\$0.00	\$0.00	
Accounting	\$25,000	\$6,250.00	\$12,965.00	\$2,083.33	\$9,200.00	Late B&L bills +\$1960 (Apr) & +\$1805 (May); June Tax and FS prep
Staffing Costs	\$388,309	\$89,609.76	\$70,506.37	\$29,869.92	\$22,865.50	
Rent	\$16,000	\$4,000.00	\$3,630.00	\$1,333.33	\$1,210.00	432 Rent (June)
Utilities	\$6,000	\$1,500.00	\$1,489.84	\$500.00	\$495.72	Electric \$126.61; Gas \$22.33; Phone/internet \$346.78 (Jun)
BOA Fees	\$90,000	\$22,500.00	\$20,724.84	\$7,500.00	\$6,788.65	
Federal Taxes	\$30,000	\$0.00	\$0.00	\$0.00	\$0.00	
Outreach/Comm Engage	\$2,000	\$500.00	\$365.18	\$166.67	\$0.00	
Legal/Professional Fees	\$5,000	\$1,250.00	\$0.00	\$416.67	\$0.00	
FLO Program	\$12,000	\$2,124.00	\$2,632.01	\$708.00	\$990.24	WC +\$514.95 Admin +\$475.29 (June); No BB bill (June)
Retreat/Start Plan	\$0	\$0.00	\$2,900.00	\$0.00	\$2,900.00	Down payment on retreat planning
TOTAL	\$1,329,309	\$364,733.76	\$307,965.46	\$84,077.92	\$68,095.68	

June 2022 | Direct Support Elements

Reoccurring	June \$\$	June NOTES	YTD \$\$	YTD Notes
Health Insurance	\$9,355.27	8Q vs 3Q last month	\$24,757.07	9Q, 3Q, 8Q
Social Day	\$432.00	No bill from Westport June	\$2,356.00	Late bills Carreira, Lopes & Miguel +\$872
Personal Care	\$1,187.33		\$4,152.19	
Nutrition	\$1,073.20		\$3,210.64	
Cable/Phone/Internet	\$8,290.93	No bill: Thibault	\$25,280.83	Curado late bill +\$163.85 (May)
EPERS	\$1,615.25		\$4,845.72	St. Ours late bill +\$29.95 (May)
Rent	\$800.00		\$2,300.00	
Transportation	\$400.00	No Bluebird Apr, May or June bill	\$1,384.50	
Gift Cards	\$120.00		\$360.00	
Other reoccurring	\$909.96	No Laundry yet	\$2,274.59	Late laundry Shea, Silva, Greenwood +\$130 & chiro bills Sinclair +\$75 (May)
Monthly TOTAL	\$24,183.94		YTD TOTAL	\$70,921.54

Gifts	June \$\$	June NOTES	YTD \$\$	YTD Notes
Holiday Gifts	\$0.00		\$0.00	
Social Day	\$0.00		\$0.00	
Social Worker	\$300.00	Somers	\$400.00	
Dental	\$1,788.00	Morin, Cory	\$1,961.00	
Hearing Aids	\$0.00	Rose & Desautels	\$10,070.00	
Glasses	\$0.00		\$303.00	
Car Bills	\$1,553.72	Curado (Loan), Souza (Loan), Tripp (Loan)	\$4,050.17	
Sandra Fogg	\$0.00		\$0.00	
Home Payments	-\$482.11	Guadalupe (refund WC) -\$891.11	\$2,765.89	
Health Bills	\$45.00	Benevides co-pay	\$1,025.92	
Credit Card	\$0.00		\$0.00	
Furniture	\$0.00		\$1,229.99	
Appliances	\$0.00		\$0.00	New category added for FY23
EDDF	\$924.21	see summary	\$890.72	
Other gifts	\$1,128.82	Shea (Sump), Perry (moving)	\$2,003.82	
Monthly TOTAL	\$5,257.64		YTD TOTAL	\$24,700.51

ASSOCIATION FOR THE RELIEF OF AGED WOMEN
Transaction Detail By Account
June 2022

	<u>Date</u>	<u>Name</u>	<u>Account</u>	<u>Amount</u>
Jun 22				
	06/02/2022	WALMART*	BENOIT, SUSAN - GIFT CARD	50.00 SNAP doesn't make it whole month
	06/19/2022	COMCAST - D EDWARDS	EDWARDS, DIANE - CAB/PHO/INT	434.34 request delayed
	06/27/2022	HAWTHORN DENTAL, PC	FRAGATA, MARIA - DENTAL	171.00
	06/28/2022	STAN & PAUL'S INC.	QUIRINI, SANDY - AC	239.00
	06/30/2022	WESTPORT APOTHECARY	FIELDS, BEVERLY - OTC	29.87 can't get out
Jun 22				<u><u>924.21</u></u>

Trade Date

Account Summary

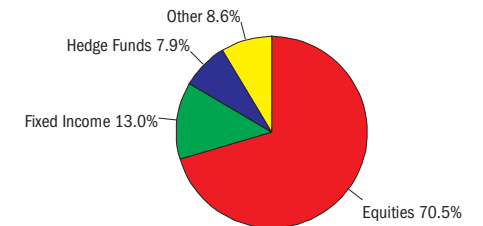
Jun. 01, 2022 through Jun. 30, 2022

Account: 80-02-202-2363364 ASSOC RELIEF AGED WOMEN-COMB

Market Value \$18,537,447.41

Account Activity			Realized Gain/Loss Summary			Income Summary		
Description	Current Period	YTD Since 04/01/22	Description	Current Period	Fiscal YTD	Description	Current Period	YTD since 04/01/22
Beginning Market Value	\$19,990,474.88	\$21,441,696.62	Short-term	\$0.00	-\$14,230.63	Dividends - Taxable	\$44,183.21	\$83,611.14
Income	44,508.84	84,104.44	Long-term	0.00	2,665.17	Interest - Taxable	325.63	493.30
Deposits	462.92	1,313.06	Net Total	\$0.00	-\$11,565.46	Total Income	\$44,508.84	\$84,104.44
Disbursements	-70,462.92	-211,313.06						
Bank Fees	-6,788.65	-20,724.84						
Change in Market Value	-1,420,747.66	-2,757,628.81						
Ending Market Value	\$18,537,447.41	\$18,537,447.41						
Change in Account Value	-1,453,027.47	-2,904,249.21						
Accrued Income	12,682.92	12,682.92						
Ending Value + Accrued Income	\$18,550,130.33	\$18,550,130.33						

Portfolio Allocation						
Description	Market Value	Tax Cost	Unrealized Gain/Loss	Accrued Income	Estimated Annual Income	Current Yield
Cash/Currency	\$676,922.91	\$676,922.91	\$0.00	\$481.50	\$8,461.53	1.25%
Equities	13,058,327.68	7,800,078.46	5,258,249.22	7,296.94	219,648.95	1.68
Fixed Income	2,410,494.00	2,724,420.18	-313,926.18	4,751.72	92,094.35	3.82
Hedge Funds	1,468,723.81	1,544,247.91	-75,524.10	\$152.76	14,736.41	1.00
Tangible Assets	922,979.01	1,041,586.50	-118,607.49	0.00	17,217.99	1.86
Total Assets	\$18,537,447.41	\$13,787,255.96	\$4,750,191.45	\$12,682.92	\$352,159.23	1.90%
Total	\$18,537,447.41	\$13,787,255.96	\$4,750,191.45	\$12,682.92	\$352,159.23	



Assets representing less than 5% of total are grouped together as "Other" for display on the pie chart.

The amounts shown throughout this statement should not be used in the preparation of tax documents. Detail specifying taxable nature of income will be provided with year-end tax documentation. Please consult your tax advisor.

ARAW BENEFICIARY REQUEST: SUMMARY

JULY 2022 | VER 7/7/22

Beneficiary	Outreach	Biggest Concern	Notes	Specific Request	Questions/Concerns
<p>BENE# 21-22/02</p> <p>Souza, Ethel 86 y/o; 4/22/1936 Income: \$1,493 sub</p> <p>ARAW support \$2,195: Reoccurring: OTC \$60 '21 Gifts: Car loan payoff \$1,119.15, Car repair \$280 '19, Holiday \$150 '21</p> <p>MEB: \$196</p>	<p>BA Pat Midurski (508) 717-0400</p>	<p>"I need to have dental work completed & I cannot afford the procedure. I have paid about \$250 already for my dentist to diagnose the abscess & now I had to pay for the oral surgeon consultation. I cannot afford the extractions & root cleaning & I do not want to use my credit card if possible."</p>	<p>Dental work cannot be put on payment plan – must pay upfront</p> <p>Working to get out of debt – will use freed up funds from car loan to pay down CC</p>	<p>Gift:</p> <ul style="list-style-type: none"> Estimate Dental work \$435-\$710 from Dental Surgeons of Dartmouth 	<p>Gift:</p> <ul style="list-style-type: none"> Estimate Dental work \$435-\$710 from Dental Surgeons of Dartmouth
<p>BENE# 22/07EDDF</p> <p>Burke, Shauneen 65 y/o; 10/22/1956 Income: \$1,255 H</p> <p>ARAW support: Gifts: Pd for dental – ARAW reimbursed by insurance</p> <p>MEB: -\$131</p>	<p>BA Pat Midurski (508) 717-0400</p>	<p>"Now I find myself with these gross yellow stained teeth. I am so embarrassed that I don't even want to smile. I suffer from PTSD & severe anxiety & this is just making it worse. I feel so self-conscious & ugly. I always prided myself in my teeth & now I feel miserable. My parents went without so we could have good teeth & now I don't. I feel horrible & my counselor tells me it's not my fault but I feel it is. This is so stressful for me."</p>	<p>EDDF dental – reimbursed by ins</p> <p>Dental whitening not covered by insurance</p> <p>Goes out at least once a week for appts – uses SRTA</p> <p>Discussed Comcast bill due to negative MEB - declined</p>	<p>Exception:</p> <ul style="list-style-type: none"> Age guideline for reoccurring support <p>Monthly:</p> <ul style="list-style-type: none"> SRTA Demand Response, 2 books \$50 <p>Gift:</p> <ul style="list-style-type: none"> Estimate Dental work \$600 from Aarohi Dental 	<p>Exception:</p> <ul style="list-style-type: none"> Age guideline for reoccurring support <p>Monthly:</p> <ul style="list-style-type: none"> SRTA Demand Response, 2 books \$50 <p>Gift:</p> <ul style="list-style-type: none"> Estimate Dental work \$600 from Aarohi Dental <p><i>One time only – quality/living best life</i></p>

ARAW BENEFICIARY REQUEST: SUMMARY

JULY 2022 | VER 7/7/22

Beneficiary	Outreach	Biggest Concern	Notes	Specific Request	Questions/Concerns
<p>New BENE#</p> <p>Comeau, June 69 y/o; 6/24/1952 Income: \$1,900 H</p> <p>ARAW support: New</p> <p>MEB: \$12</p>	<p>BA Pat Midurski (508) 717-0400</p>	<p>" I have something wrong with my brain. I don't even remember being in the hospital. I knew I was losing my memory awhile back & I guess I have made some pretty silly mistakes. My doctor said I can no longer drive which I will miss dearly but at least I can ride my bike & I love to walk with my dog."</p>	<p>Referral from ACOA</p> <p>SDC plan on hold until recuperated from brain surgery – needed for routine, structure & socialization</p> <p>SDC will be covered by MassHealth once approved – waiting for services to settle</p>	<p>Weekly:</p> <ul style="list-style-type: none"> Social Day program w/transportation, 2-3 days \$108-162 (until MassHealth in effect) 	<p>Weekly:</p> <ul style="list-style-type: none"> Social Day program w/transportation, 2-3 days \$108-162 (until MassHealth in effect)
<p>BENE# 18-19/22</p> <p>DeCosta, Cynthia 75 y/o; 12/31/1947 Income: \$1,016 sub</p> <p>ARAW support \$12,016: Reoccurring: Cable/phone/internet \$202 Gifts: Car ins \$700-1,000 '19-21, AAA \$90 '19-21, Car repairs \$428 '20, \$225 '19 & \$451 '18, CC \$610 '18, Holiday \$150 '19-21</p> <p>MEB: \$360</p>	<p>BA Leonora Robins (508) 717-0400</p>	<p>"My nose problems are getting me worried. I want to see the doctor so I can fix this. Needing my care on the road so I can go out as needed. Driving helps my anxiety." She can sit on her couch were there is a small area so she can "watch movies, shows and weather. I like watching the weather."</p>	<p>In process of moving</p> <p>Severe anxiety – driving helps</p> <p>Facetimes w/her daughter</p> <p>Cable helps "keeping in touch w/important issues"</p> <p>Cancelled AAA</p>	<p>Monthly:</p> <ul style="list-style-type: none"> Continuation of cable/phone/internet \$201.30 <p>Gift:</p> <ul style="list-style-type: none"> Invoice 2022-2023 Car insurance \$783 from Geico 	<p>Monthly:</p> <ul style="list-style-type: none"> Continuation of cable/phone/internet \$201.30 <p>Gift:</p> <ul style="list-style-type: none"> Invoice 2022-2023 Car insurance \$783 from Geico

ARAW BENEFICIARY REQUEST: SUMMARY

JULY 2022 | VER 7/7/22

Beneficiary	Outreach	Biggest Concern	Notes	Specific Request	Questions/Concerns
<p>New BENE#</p> <p>Camara, Laura 69 y/o; 1/16/1953 Income: \$1,050 R</p> <p>ARAW support: New</p> <p>MEB: \$5</p>	<p>BA Pat Midurski (508) 717-0400</p>	<p>" I am most concerned about my diagnosis of Parkinson's disease. I began to read about the trajectory of the illness & I have decided I will take one day at a time. I know that I have health ins that will provide additional care when the time arrives. However, losing my independence will be so challenging to deal with. I am trying to do everything within my power to stay as fit as possible & to remain healthy. That is the main reason I want to participate in the Yoga class."</p>	<p>Referral from Sangha</p> <p>Parkinson's diagnosis – Yoga will help</p> <p>Sister pays for her apartment</p> <p>69 y/o – only one time request being sought at this time</p>	<p>Gift:</p> <ul style="list-style-type: none"> ▪ Yoga for People with Early Onset Parkinson Disease: Three courses, 6 weeks each, \$225 total (\$75 per class) 	<p>Gift:</p> <ul style="list-style-type: none"> ▪ Yoga for People with Early Onset Parkinson Disease: Three courses, 6 weeks each, \$225 total (\$75 per class)
<p>BENE# 22/06G</p> <p>Grace, Barbara 73 y/o; 10/21/1948 Income: \$1,313 sub</p> <p>ARAW support \$1,824: Gifts: Rent \$1,674 '21, Holiday \$150 '21</p> <p>MEB: \$16</p>	<p>BA Pat Midurski (508) 717-0400</p>	<p>" I like living here at Whaler's Cove & I have met some nice folks. But as you know, I have a small stipend of funds each month on which to live...my sister now manages my small amount of finances. But dryer sheets have become a luxury & it's a different style of living for sure."</p>	<p>Low MEB – stipend @Whaler's Cove</p> <p>No landline & unreliable Safelink phone</p> <p>Seeking tech classes</p> <p>Gift card to be used for pair of jeans & cotton sheets</p>	<p>Monthly:</p> <ul style="list-style-type: none"> ▪ Cell phone service \$29.99 + fees from Lively <p>Gift:</p> <ul style="list-style-type: none"> ▪ Jitterbug Smart3 cell phone \$112.49 from Lively ▪ Gift card \$100 from Marshalls or TJ Maxx 	<p>Monthly:</p> <ul style="list-style-type: none"> ▪ Cell phone service \$29.99 + fees from Lively <p>Gift:</p> <ul style="list-style-type: none"> ▪ Jitterbug Smart3 cell phone \$112.49 from Lively ▪ Gift card \$150 from Marshalls or TJ Maxx

ARAW BENEFICIARY REQUEST: SUMMARY

JULY 2022 | VER 7/7/22

Beneficiary	Outreach	Biggest Concern	Notes	Specific Request	Questions/Concerns
<p>BENE# FLO-22N</p> <p>Chaput, Vanessa 65 y/o; 3/20/1957 <i>Income: \$1,251 sub</i></p> <p>ARAW support: FLO Only</p> <p>MEB: \$112</p>	<p>BA Pat Midurski (508) 717-0400</p>	<p>" My doctor feels I will be better in a first floor apartment. We do not have elevators here & I do not want to move out of Acushnet. My friends are here & my one family member also lives in Acushnet. I have put in a request to the Housing for a first floor apartment here at Presidential Terrace. I do not know when an apartment will become available but I should be the next on the list."</p>	<p>Degenerative disc disease</p> <p>Recent medical diagnosis – doctor recommends 1st floor apartment</p> <p>Small savings is for potential car repairs</p>	<p>Gift:</p> <ul style="list-style-type: none"> ▪ Estimate Moving costs \$280-415 from Tavares Movers 	<p>Gift:</p> <ul style="list-style-type: none"> ▪ Estimate Moving costs \$280-415 from Tavares Movers
<p>New BENE#</p> <p>Edwards, Diane 74 y/o; 4/5/1948 <i>Income: \$1,022 sub</i></p> <p>ARAW support: New</p> <p>MEB: \$225</p>	<p>BA Leonora Robins (508) 717-0400</p>	<p>"To have a land line because my smart phone is always broken. I feel more comfortable with a phone because of trauma earlier in my life when I couldn't reach a phone."</p>	<p>Referral from FCOA</p> <p>On hold from June</p> <p>EDDF past due Comcast balance – was due 6/26</p> <p>Trauma – unable to reach a phone – brings flashbacks</p> <p>TC 7/1 – DE f/u on Comcast package</p>	<p>Monthly:</p> <ul style="list-style-type: none"> ▪ Cable/phone/internet \$212.90 	<p>Monthly:</p> <ul style="list-style-type: none"> ▪ Cable/phone/internet \$212.90

ARAW BENEFICIARY REQUEST: SUMMARY

JULY 2022 | VER 7/7/22

Beneficiary	Outreach	Biggest Concern	Notes	Specific Request	Questions/Concerns
<p>BENE# 18-19/10</p> <p>Drayton, Gail 76 y/o; 8/19/1946 Income: \$989 sub</p> <p>ARAW support \$12,550: Reoccurring: Cable/phone/internet \$251 Gifts: Renters insurance \$151 '18-21, Bed \$449 '19, CC \$466 '18, Holiday \$150 '19-21</p> <p>MEB: \$152</p>	<p style="text-align: center;">BA Leonora Robins (508) 717-0400</p>	<p>"It would be so comforting to know that ARAW would continue paying for my renter's insurance & my Xfinity bill. I'm a homebody so I don't go out very often. Being legally blind with no peripheral vision I'm afraid of accidents. One less thing to worry about."</p>	<p>Legally blind – renters insurance gives her peace of mind</p> <p>Anxiety – feels safer home</p>	<p>Monthly:</p> <ul style="list-style-type: none"> ▪ Continuation of cable/phone/internet \$251.52 <p>Gift:</p> <ul style="list-style-type: none"> ▪ Renter's insurance \$151 (based off last year) 	<p>Monthly:</p> <ul style="list-style-type: none"> ▪ Continuation of cable/phone/internet \$251.52 <p>Gift:</p> <ul style="list-style-type: none"> ▪ Renter's insurance \$151 (based off last year)
<p>BENE# 20-21/02</p> <p>Cambra, Joan 85 y/o; 8/18/1936 Income: \$945 sub</p> <p>ARAW support \$1,719: Reoccurring: Cab \$15-25 '20 Gifts: Holiday \$150 '20 Discontinued: Nutrition \$50-125 '12-174</p> <p>MEB: \$59</p>	<p style="text-align: center;">BA Pat Midurski (508) 717-0400</p>	<p>" I am not one to complain however I am in pain most of the day & night. I try to follow my doctor's recommendations for pain relief & for the most part during the day I manage. However, the nights are tough & my mattress is not helping. The mattress just is not comfortable & seems to be causing more problems to my back & hips. The last thing I need is more pain."</p>	<p>Chronic pain from degenerative bone disease</p> <p>Declines need for additional financial assistance – "I am proud of my budgeting skills & I have everything I need except a comfortable mattress."</p>	<p>Gift:</p> <ul style="list-style-type: none"> ▪ Estimate Mattress \$749 from Worley Beds 	<p>Gift:</p> <ul style="list-style-type: none"> ▪ Estimate Mattress \$749 from Worley Beds

ARAW BENEFICIARY REQUEST: SUMMARY

JULY 2022 | VER 7/7/22

Beneficiary	Outreach	Biggest Concern	Notes	Specific Request	Questions/Concerns
<p>BENE# 18-19/24</p> <p>Sampson, Janet 76 y/o; 9/29/1945 Income: \$957 sub</p> <p>ARAW support \$10,704: Reoccurring: Cable/phone/internet \$131 '19 Gifts: AAA \$55 '20, Car insurance \$1,107 '21, \$1,297 '20 & \$939 '19, Car repair \$1,407 '21, Glasses \$218 '21, Holiday \$150 '19-21 Discontinued: Food GC \$50 '18-20</p> <p>MEB: -\$113</p>	<p style="text-align: center;">BA Pat Midurski (508) 717-0400</p>	<p>"Everything has gotten so expensive. I don't have enough money by mid month & I end up using my CC to buy groceries & incidentals. I am worried what will happen when the SNAP amount returns to normal! I try to cut corners & even the no name brands have raised the prices. My car needs rear brakes now & I know I cannot afford them but they need to be done."</p>	<p>Negative MEB – struggling to make ends meet</p> <p>Cable keeps her connected to current news & events</p> <p>Car provides independence</p> <p>Greater Boston food bank app to be submitted</p>	<p>Monthly:</p> <ul style="list-style-type: none"> ▪ Continuation of cable/phone/internet \$135 ▪ Electric bill \$35 (approx.) <p>Gift:</p> <ul style="list-style-type: none"> ▪ Estimate Car repair \$1,265.57 from Tom's Auto Repair ▪ 2022-2023 Car insurance \$1,107 (based off last year) ▪ AAA \$92 	<p>Monthly:</p> <ul style="list-style-type: none"> ▪ Continuation of cable/phone/internet \$135 ▪ Electric bill \$35 (approx.) <p>Gift:</p> <ul style="list-style-type: none"> ▪ Estimate Car repair \$1,265.57 from Tom's Auto Repair ▪ 2022-2023 Car insurance \$1,107 (based off last year) ▪ AAA \$92

ARAW BENEFICIARY REQUEST: SUMMARY

JULY 2022 | VER 7/7/22

Beneficiary	Outreach	Biggest Concern	Notes	Specific Request	Questions/Concerns
<p>New BENE#</p> <p>Dillon, Sherry 67 y/o; 3/20/1955 <i>Income: \$939 sub</i></p> <p>ARAW support: New</p> <p>MEB: \$20</p>	<p style="text-align: center;">BA Pat Midurski (508) 717-0400</p>	<p>" I am worried about my face & these bumps. I don't know what they are but I pray they can be removed. I have enough health problems & I don't need any more that's for certain. My insurance doesn't cover this type of procedure unfortunately."</p>	<p>Referral from Boa Vista – Marisol Jorge</p> <p>Self-conscious about appearance</p> <p>Does not drive – relies on SRTA Demand Response, Fallon Van & taxi</p> <p>One and done treatment</p>	<p>Exception:</p> <ul style="list-style-type: none"> ▪ Age guideline for reoccurring support <p>Monthly:</p> <ul style="list-style-type: none"> ▪ SRTA Demand Response, 2 books \$50 <p>Gift:</p> <ul style="list-style-type: none"> ▪ Estimate Skin Medica Purifying Facial \$120 from Dermatology Services 	<p>Exception:</p> <ul style="list-style-type: none"> ▪ Age guideline for reoccurring support <p>Monthly:</p> <ul style="list-style-type: none"> ▪ SRTA Demand Response, 2 books \$50 <p>Gift:</p> <ul style="list-style-type: none"> ▪ Estimate Skin Medica Purifying Facial \$120 from Dermatology Services <p><i>One time only – low cost, emotionally important to her</i></p>

ARAW BENEFICIARY REQUEST: SUMMARY

JULY 2022 | VER 7/7/22

Beneficiary	Outreach	Biggest Concern	Notes	Specific Request	Questions/Concerns
<p>New BENE#</p> <p>Pryor, Joan 80 y/o; 7/2/1942 Income: \$1,700 R</p> <p>ARAW support: New</p> <p>MEB: -\$83</p>	<p style="text-align: center;">BA Pat Midurski (508) 717-0400</p>	<p>" My husband of 43 years died at home last Feb 2021. I am just beginning to feel somewhat back to normal but now I realize how financially compromised I am...I like the idea of meeting w/a SW to discuss my options & strategies to help me navigate my newfound life & living situation. Maybe I should even speak w/legal counsel regarding my current situation."</p>	<p>Referral from CESI</p> <p>Landlady died from Covid – son not taking care of house or collecting rent</p> <p>Subsidized housing apps completed</p> <p>Referral to SCCLS made due to unusual circumstance & potential eviction</p>	<p>Gift:</p> <ul style="list-style-type: none"> ▪ MSW visits, up to 4, \$600 (\$150 per visit) ▪ Invoice Car insurance balance \$478.40 from Safety Insurance 	<p>Gift:</p> <ul style="list-style-type: none"> ▪ MSW visits, up to 4, \$600 (\$150 per visit) ▪ Invoice Car insurance balance \$478.40 from Safety Insurance
<p>BENE# 19-20/42</p> <p>Christy, Maria 77 y/o; 11/14/1943 Income: \$1,783 H</p> <p>ARAW support \$2,108: Reoccurring: EPERS \$26.95 '21 Gifts: Test strips \$115 '22, Fridge \$507 '21, Glasses \$232 '20, Holiday \$150 '20-21 Discontinued: Health insurance \$272 '20</p> <p>MEB: -\$55</p>	<p style="text-align: center;">WCOA Andrea Lemos (508) 636-1026</p>	<p>"Not having enough to pay the bills...I don't go anywhere. I stay home & do my thing maybe go for a walk."</p>	<p>Not eligible for payment plan through Eversource</p>	<p>Monthly:</p> <ul style="list-style-type: none"> ▪ Electric bill \$189.54 (varies) from Eversource 	<p>Monthly:</p> <ul style="list-style-type: none"> ▪ Electric bill \$189.54 (varies) from Eversource – beyond what PACE will cover

ARAW BENEFICIARY REQUEST: SUMMARY

JULY 2022 | VER 7/7/22

Beneficiary	Outreach	Biggest Concern	Notes	Specific Request	Questions/Concerns
<p>New BENE#</p> <p>Lammers, Edith 77 y/o; 1/13/1945 Income: \$1,479 <i>sub</i> ARAW support: New</p> <p>MEB: \$8</p>	<p style="text-align: center;">BA Pat Midurski (508) 717-0400</p>	<p>“As I said, I am blessed. I have this new apartment & I am settling in. I miss being with folks my age & talking about the similarities. My nieces & nephews are terrific folks but they are much younger & aren't necessarily interested in the same things as me. Being with women of my age and being able to socialize with them will bring me much needed joy & happiness.”</p>	<p>Referral from ARAW beneficiary</p> <p>Has no one her age to socialize with</p> <p>SHINE consultation suggested</p> <p>Adamant about not needing financial help at this time – knows to contact if needed</p>	<p>Participation in FLO</p>	<p>Participation in FLO</p>
<p>From 2021: Begnoche, Cecile Greenwood, Dorothy Hotte, Eileen Livesley, Virginia Pacheco, Lillian Pine, Hilda Shea, Joan Snow, Lucinda</p> <p>Additional for 2022: Bissonnette, Alice Kirklewski, Beatrice</p>			<p>List of frequent transportation users seeking approval on file</p> <p>Medical transportation only</p>	<p>Fairhaven COA Van Transportation, drivers' wage per hour \$16.61 x 3 hours (Approx) = \$49.83 per trip</p>	<p>Fairhaven COA Van Transportation, drivers' wage per hour \$16.61 x 3 hours (Approx) = \$49.83 per trip</p>

ARAW BENEFICIARY REQUEST: SUMMARY

JULY 2022 | VER 7/7/22

Beneficiary	Outreach	Biggest Concern	Notes	Specific Request	Questions/Concerns
<p>New BENE#</p> <p>Kirklewski, Beatrice 90 y/o; 8/9/1931 Income: \$1,887/H</p> <p>ARAW support: New</p> <p>MEB: \$326</p>	<p>BA Pat Midurski (508) 717-0400</p>	<p>"My mom needs an EPERS as she fell recently & was hospitalized. Fortunately, she wasn't hurt however she is frightened & with a EPERS at least she can call for help. She is nervous now about the future & will wear the necklace going forward ...She really wants to be independent & we respect her wishes as long as she is safe. Wearing the EPERS will make a difference in her peace of mind & ours as well."</p>	<p>Referral from FCOA</p> <p>Request from April – put on hold for hearing aid estimate</p> <p>Had fall prior to seeing audiologist</p> <p>Now agreeable to all services to help & wants EPERS</p> <p>EPERS will be covered once MH approved</p>	<p>Monthly:</p> <ul style="list-style-type: none"> ▪ EPERS \$51.95 from A1 Alert (until covered by MassHealth) 	<p><i>Denied – can cover EPERS, other major costs like hearing aids to come</i></p>

ARAW BENEFICIARY COMMITTEE RECOMMENDATIONS

JULY 2022 | VER 7/7/22

Beneficiary	Outreach	Biggest Concern	Notes	Current Support	Recommendations
<p>BENE# 21-22/07</p> <p>Almeida, Lorene 78 y/o; 11/11/1943 Income: \$1,001 sub</p> <p>ARAW support \$2,351: Reoccurring: Cable/internet \$163 '21 Gifts: Loveseat \$708 '20, Holiday \$150 '21</p> <p>A/R Due: 6/2/2023</p> <p>MEB: \$213</p>	<p style="text-align: center;">BA Leonora Robins (508) 717-0400</p>	<p>When asked what her worries are she stated only one thought, "In the past you folks helped me get a couch. Hoping to have my cable bill to be paid once again. I'm a germaphobe & a homebody. I am afraid to go out at times."</p>	<p>Rent to go up in July 2022</p> <p>Germaphobe & homebody</p>	<p>Monthly:</p> <ul style="list-style-type: none"> ▪ Cable/internet \$163.68 <p>Monthly total: \$163.68</p>	<p>Monthly:</p> <ul style="list-style-type: none"> ▪ Cable/internet \$163.68 <p>Monthly total: \$163.68</p>
<p>BENE# 19-20/10</p> <p>Blais, Linda 72 y/o; 1/28/1950 Income: \$1,335 sub</p> <p>ARAW support \$6,699: Gifts: AC \$244 '21, Medical bill \$185 '19, Holiday \$150 '19-21 Discontinued: BCBS \$215 '19-21, Personal care \$30-80 '19-21</p> <p>A/R Due: 6/21/2023</p> <p>MEB: \$239</p>	<p style="text-align: center;">BA Pat Midurski (508) 717-0400</p>	<p>"I am fortunate & most appreciative for all the wonderful things the ARAW does for me & my friends at Presidential Terrace. Before I had MH, the ARAW paid for my health insurance & OTC products. Thank goodness because I had been diagnosed with cancer & I had so many tests, surgery and then chemo."</p>	<p>Now on MassHealth</p> <p>Enjoys luncheons & other FLO activities</p>	<p>Remain on FLO & BM calls</p>	<p>Remain on FLO & BM calls</p>

ARAW BENEFICIARY COMMITTEE RECOMMENDATIONS

JULY 2022 | VER 7/7/22

Beneficiary	Outreach	Biggest Concern	Notes	Current Support	Recommendations
<p>BENE# 17-18/24</p> <p>Fredette, Lucille 91 y/o; 1/8/1931 Income: \$1,174 sub</p> <p>ARAW support \$12,975: Reoccurring: BCBS \$678 '18 Gifts: Medical bill \$1,275 '18, Holiday \$150 '19-21 A/R Due: 5/26/2023</p> <p>MEB: \$75</p>	<p style="text-align: center;">BA Pat Midurski (508) 717-0400</p>	<p>"I am 91 years old but I am blessed. I do not have any aches or pains & I believe it is because I have been taking this supplement (Arthro 7) since 2001. However I have had many health issues & currently my breathing has become more problematic. I have COPD as I was a smoker for many years. So I expect to have some problems with my breathing."</p>	<p>BCBS – no copays gives peace of mind</p> <p>Pleased with financial state</p>	<p>Quarterly:</p> <ul style="list-style-type: none"> ▪ BCBS \$678.06 <p>Monthly total: \$226.02</p>	<p>Quarterly:</p> <ul style="list-style-type: none"> ▪ BCBS \$678.06 <p>Monthly total: \$226.02</p>
<p>BENE# 05-06/04</p> <p>Snow, Lucinda 96 y/o; 9/12/1925 Income: \$1,499 R</p> <p>ARAW support \$42,639: Reoccurring: BCBS \$678 '09, EPERS \$51.95 '15, FCOA Van \$50 '21-22 Gifts: Glasses \$90 '18, Holiday \$100-150 '06-21 A/R Due: 6/7/2023</p> <p>MEB: \$257</p>	<p style="text-align: center;">BA Leonora Robins (508) 717-0400</p>	<p>Lucinda stated, "As long as you folks can continue to help pay for my BCBS & EPERS I can have piece of mind. My EPERS makes me feel comfortable in my home. The help with BCBS is comforting."</p>	<p>Stroke in 2020</p> <p>Working on getting into elderly housing</p> <p>Wear EPERS</p>	<p>Quarterly:</p> <ul style="list-style-type: none"> ▪ BCBS \$678.06 <p>Monthly:</p> <ul style="list-style-type: none"> ▪ EPERS \$51.95 <p>Monthly total: \$277.97</p>	<p>Quarterly:</p> <ul style="list-style-type: none"> ▪ BCBS \$678.06 <p>Monthly:</p> <ul style="list-style-type: none"> ▪ EPERS \$51.95 <p>Monthly total: \$277.97</p>

ARAW BENEFICIARY COMMITTEE RECOMMENDATIONS

JULY 2022 | VER 7/7/22

Beneficiary	Outreach	Biggest Concern	Notes	Current Support	Recommendations
<p>BENE# 17-18/22</p> <p>Costa, Barbara 74 y/o; 7/10/1947 Income: \$972 sub</p> <p>ARAW support \$6,298: Reoccurring: Cab \$25-50 '18, Cable/phone/internet \$202 '20 Gifts: Clothing \$46 '20, Holiday \$150 '18-21 A/R Due: 6/20/2023</p> <p>MEB: \$7</p>	<p>BA Pat Midurski (508) 717-0400</p>	<p>"My carpets are so dirty. They need a professional cleaning which is expensive but I am beginning to dislike my apartment as my carpets are ugly...My landlord has offered to pay Stanley Steemer for the deep cleaning & I will keep the July 7th appointment."</p>	<p>Uses cab to go to Market Basket – Bluebird employees know & help her</p> <p>Cable is main source of news & entertainment</p> <p>Ok w/way things are (MEB)</p>	<p>Monthly:</p> <ul style="list-style-type: none"> ▪ Cable/phone/internet \$205 ▪ Taxi vouchers, 2 round trips to Market Basket \$50 <p>Monthly total: \$255</p>	<p>Monthly:</p> <ul style="list-style-type: none"> ▪ Cable/phone/internet \$205 ▪ Taxi vouchers, 2 round trips to Market Basket \$50 <p>Monthly total: \$255</p>
<p>BENE# 19-20/19</p> <p>Mota, Lina 75 y/o; 9/23/1946 Income: \$871 sub</p> <p>ARAW support \$2,307: Reoccurring: Cable \$66 '20, Charlie card \$20 '21 Gifts: Holiday \$150 '20-21 A/R Due: 6/29/2023</p> <p>MEB: \$139</p>	<p>BA Pat Midurski (508) 717-0400</p>	<p>"I am blessed with good health, a supporting family, many friends & a nice home. Many people go without but I am fortunate that I have everything that I need. I am most grateful for the help that the ARAW provides to me & I cannot ask for anything else. My daughter Wendy is here for me as are my other children but she helps me a lot for which I am most appreciative."</p>	<p>Spanish speaking – daughter assisted to translate</p> <p>Very active</p>	<p>Monthly:</p> <ul style="list-style-type: none"> ▪ Cable \$66.17 ▪ SRTA Charlie Card \$20 <p>Monthly total: \$86.17</p>	<p>Monthly:</p> <ul style="list-style-type: none"> ▪ Cable \$66.17 ▪ SRTA Charlie Card \$20 <p>Monthly total: \$86.17</p>

ARAW BENEFICIARY COMMITTEE RECOMMENDATIONS

JULY 2022 | VER 7/7/22

Beneficiary	Outreach	Biggest Concern	Notes	Current Support	Recommendations
<p>BENE# 22/04G</p> <p>Carvalho, Patricia 83 y/o; 2/28/1938 Income: \$1,798 H</p> <p>ARAW support \$1,734: Gifts: Cab \$49 '21, Social day \$564 '21, Exterminator \$925 '21, Personal care \$46 '22, Holiday \$150 '21 A/R Due: 6/16/2023</p> <p>MEB: \$329</p>	<p>BA Pat Midurski (508) 717-0400</p>	<p>" I don't need anything at this point. I go to the Center which I enjoy. My neighbor & her family have adopted me as one of their family members. They invite me to cookouts & parties. She helps me & I feel like I belong to a family again."</p>	<p>No needs at this time – knows to reach out if situation changes or need arises</p> <p>Doesn't utilize FLO</p>	<p>No needs - Place inactive</p>	<p>No needs - Place inactive</p>
<p>BENE# 19-20/06</p> <p>Lemere, Rochelle 85 y/o; 12/9/1936 Income: \$1,872 sub</p> <p>ARAW support \$8,275: Reoccurring: BCBS \$228 '19, EPERS \$39.95 '21 Gifts: Holiday \$150 '19-21 A/R Due: 6/6/2023</p>	<p>WCOA Andrea Lemos (508) 636-1026</p>		<p>Now receiving husband's SS</p> <p>Over income – May change w/annual review of apartment, Andrea to f/u</p>	<p>Over income - Place inactive</p>	<p>Over income - Place inactive</p>

ARAW BENEFICIARY COMMITTEE RECOMMENDATIONS

JULY 2022 | VER 7/7/22

Beneficiary	Outreach	Biggest Concern	Notes	Current Support	Recommendations
<p>BENE# 22-23/01</p> <p>Medeiros, Ann 75 y/o; 4/27/1947 Income: \$990 <i>sub</i></p> <p>ARAW support: Approved cable but not paid</p> <p>A/R Due: 3/4/2023</p>	<p>BA Pat Midurski (508) 717-0400</p>		<p>LTC at Country Gardens</p>	<p>No needs - Place inactive</p>	<p>No needs - Place inactive</p>

Beneficiary Task Force

June 20, 2022

Present: Gale Beaton, Jeanette Doyle, Diane Laflamme, Cathy Mayall, Pamela McKnight, Roseanne O'Connell, Rosemary Saber, Clare Foley ED

1. EPERS- Emergency Personal Response Systems-

Providing EPERS to beneficiaries who need them has been a long-standing priority for ARAW. They can be lifesaving for elderly individuals living alone. Recently there have been cases where we have approved the device for individuals who could afford to buy it themselves. The concern has been that potentially the individual may be unwilling to purchase it themselves (many financial priorities, especially for homeowners). The conversation focused on the importance of the beneficiary both wanting and using the device. If the beneficiary does not really want the device, it will not be worn. Some committee members expressed the view that if the applicant does want EPERS and can afford it, she would likely be willing to pay for it. The committee felt that safety and usage were the two most important factors in our decision making. It would be helpful if the OW/BA could check in the beneficiary a couple of months after starting with the EPERS to see whether there are issues and whether it is being worn.

2. FLO membership-

The committee discussed the intention of the FLO program to help clarify priorities when looking at requests for membership. The program originally began as a source to help elderly women in need of socialization when the WCAP (run by Sharon O'Malley at Interchurch Council) ended. The committee agreed that this should remain the primary goal of the program. During the pandemic exceptions were made to criteria for membership, given the widespread isolation of the elderly community. Recently, there was a request to join FLO from a woman who was over income, not a beneficiary and had an active social life. She heard about FLO through a friend. Her application was denied. Committee members felt FLO should not be considered a "club" but opportunity for socialization for those in need of it. Financial implications of increasing the size FLO were discussed and Clare felt the impact would be minimal, given that the costs of the newsletter are small, and the luncheons and events are limited in size. End of the year gifts (checks) would be impacted.

3. Declination letters-

Standard practice has been to send an approval letter to all applicants whose beneficiary request was approved by the board, outlining the details of the support. Those whose applications were denied received a phone call from the OW/BA. Clare recommends sending a declination letter with the reason for denial, as well as letting the applicant know that we would consider future requests if circumstances change. Additionally, the BA/OW would call or visit the applicant with the news. This supports the BA/OW and lets the applicant know that the board gave full consideration to the request. All agreed that this is a good idea.

4. Expectations of BA/OW in application process-

To better align expectations of the BA/OWs and those of the office, ED and beneficiary committee, Clare sent a survey to the BA/OWs to get their input as to the application process, communication with ARAW, decision making by the beneficiary committee. The survey revealed that some OW/BAs are uncertain as to whether or not they are expected to share their professional opinions on the needs of the applicant. The forms do not offer an opportunity to give a professional opinion. Some are confused by some decisions of the committee (denials or additional gifts). The task force discussed these comments, and all agreed that we are interested in the professional opinion of the BA/OWs and would like it communicated to us. It is tricky when the BA/OWs verbally communicate information to the ED but are unwilling to put it in writing. There are different views as to how helpful this type of information would be. However, we mostly agreed that we want to hear it but may choose to disregard it. We also would like the BA/OWs to give a prioritized list of ways that ARAW could help the applicant.

5. Home equity loans/line of credit- Should they be considered an asset?

Due to time restraints, this topic was discussed briefly. Presently the office considers any money that is taken from a home equity line of credit and placed in a bank account as an asset (the money has been borrowed against the house value). However, any money which has not been taken out as a loan is not considered an asset. The committee felt this is reasonable at present and will discuss in more detail in the future.

Respectfully submitted,
Pamela McKnight, Beneficiary chair

Governance Committee Minutes -July 5, 2022

Members Present: Beaton, Brooke, Ellis, Laflamme, McKnight

Also Present: Healy Foley, Executive Director

Members Excused: Beaulieu, Doyle

The committee heard glowing comments about potential new board member, Helen Montague, from those who met with her last week. The committee is pleased to recommend her for election to the board and will formally nominate her at the July meeting.

We reviewed the draft 2022 Board Self-Evaluation and the changes Clare had made at our suggestion and with feedback from last year's process. We agreed that limiting the overwhelming number of response choices was helpful and asking for explanations would be particularly important. Clare will send the document out to board members in the near future, and we will ask for it to be returned by July 14th so that the collected information can be used by the Retreat Planning Committee.

We also reviewed the draft Volunteer Policy Handbook which Clare put together from sections of the ARAW Employee Handbook and with advice from our attorney. We made very good progress with our review, and with some further clarification that Clare will obtain we should have it ready for Board approval in August.

We continue to put the pieces together for updating everyone's ARAW Board Member Handbook. Pam took us through some updates in Committee Descriptions and Job Descriptions. Most changes are merely updates without any substantive changes to the intent of the original document. However, we will be asking for approval for some. This task is nearly finished and hopefully, at our August Board meeting we will complete the business end and have updated packets for all members.

Respectfully submitted

Debbie Brooke, Chair

Personnel Committee Minutes
June 24, 2022

Present: Cathy Mayall, Pamela McKnight, Rosemary Saber, Angela Natho, Clare Foley, ED

1. Health Insurance

Since the inception of the Personnel Committee we have had ongoing discussions and review on how to handle planning for employee health insurance. In the past we favored a cost sharing model in which a single plan would be adopted, however, this proved to be difficult since we had fewer than 5 employees. Cathy recently met with Rose from the Sylvia Insurance Group to further investigate options and the same information was provided. Small groups are not extremely marketable to insurance companies and the Sylvia Group would not take us on with one employee. Cathy further reported that after processing different scenarios, the only other options they come up with was contacting a carrier on the South Shore who may take one employee. The other option was to continuing offering potential employees the lump sum reimbursement towards a Plan of their choosing through the Health Connector. Clare advised that the one employee who participated in the Plan adopted by ARAW and recently resigned informed her that in the near future she will be ending her enrollment in COBRA. Therefore, the Committee felt the employer sponsored plan was no longer a feasible option.

→ **The Committee recommends the Board opt out of the employer sponsored health plan and continue with the lump sum offering towards a plan of the employees' own choosing. The Committee further recommends there be no waiting period for payment towards a Health Insurance Plan.**

2. Review of Personnel Committee's calendar

January - Evaluation preparation as needed/directed by the President

February - Annual review of employee policies. Develop goals for next fiscal year

March - Employee Appreciation month

April - New fiscal year begins. Present goals and accomplishments to Board.

September - review funding for IRA and FSA

November/December - Review preliminary personnel/staffing budget in conjunction with ED. Consider funding priorities including potential new employees, raises, benefit updates. (Preliminary budget due January 10th)

*dates subject to change as needed by Board and/or Committee

3. Review of Juneteenth Holiday

The Committee discussed adopting June 19th as a holiday. Rosemary spoke of the reasons for the holiday and the importance of recognizing this important date in our history. Clare reported that the Agencies we work with were all closed for the holiday.

→ **The Committee recommends the Board adopt June 19th as a paid holiday for our employees.**

Respectfully submitted,
Angela Natho