



**ASSOCIATION FOR THE RELIEF OF AGED WOMEN**  
**Board Meeting | September 8, 2022 | 9:30 am**  
ARAW Office | 174 County Street | New Bedford | Zoom option

***Packet contents to be reviewed prior to the meeting:***

*August Minutes; September FLO Newsletter; August BA Report; August activity sheet;  
September Beneficiary Recommendations; Committees: Finance, Governance*

🕒 Moment of Silence

- ♥ Pauline Benoit
- ♥ Margaret Galley

- ♥ Lois Augustine
- ♥ Amelia Gomes

🕒 Reflective Moment: Gale Beaton

🕒 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 August 2022 Board meeting minutes, as distributed – VOTE**  
→ Update: Retreat 9/14/22 → October meeting reminder

🕒 Executive Director's Update: Clare Healy Foley – *see packet*

- FLO Newsletter & BA report → Community Engagement: CNN
- Questions: activity sheet → CPG updates: NBFHC, NBPD
- Orientation → Facebook
- ACP → Beneficiary highlight

🕒 Finance Review: Treasurer Mary Ellis – *see packet*

- Finance Committee/Investment Advisory Committee/BOA meeting update 8/12/22 & 8/16/22
- IPS distribution for handbook
- *August Financials to be shared in October*

🕒 Committee Reports

→ Visiting: Chair Jeannette Doyle – *see packet for upcoming birthdays*

- Visiting updates
- August Visiting reports – 3 minutes each
  - \* Gale Beaton
- Reporting in September: Mary Ellis

→ Beneficiary: Chair Pam McKnight – *see packet*

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

- Governance: Chair Debbie Brooke – *see packet*
  - Committee meeting update 8/30/22
- Grants: Chair Rosemary Saber
  - Meeting in September after retreat to determine FY24 RFP
- Legacy: Chair Diane Laflamme
  - Meeting 9/19/22
- Personnel: Chair Angela Natho
  - No meeting in August nothing to report
- Other business to be brought before the Board
- Executive Session, if needed

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

**Monday, September 5<sup>th</sup> | Labor Day | Office closed**

**Thursday, September 8<sup>th</sup> | Board Meeting | 174 Union/Zoom | 9:30 am**

**Wednesday, September 14<sup>th</sup> | Board Retreat | Wamsutta Club | 9:30 am - 4:30 pm**

**Friday, September 16<sup>th</sup> | Personnel Committee | 174 Union | 9:30 am**

**Monday, September 19<sup>th</sup> | Legacy Committee | 174 Union | 9:30 am**

**Tuesday, September 20<sup>th</sup> | Finance Committee | 174 Union/Zoom | 9:30 am**

**Thursday, September 22<sup>nd</sup> | NBSO Concert & FLO Luncheon | Wamsutta Club | 12:15 pm – 2:30 pm**

**Tuesday, September 27<sup>th</sup> | Governance Committee | 174 Union/Zoom | 9:30 am**

**Monday, October 3<sup>rd</sup> | Beneficiary Committee | 174 Union/Zoom | 9:30 am**

**Thursday, October 6<sup>th</sup> | Regular Board Meeting | 174 Union/Zoom | 9:30 am**

**Monday, October 10<sup>th</sup> | Columbus Day (Indigenous People's Day) | Office closed**

**Tuesday, October 11<sup>th</sup> – Wednesday, October 26<sup>th</sup> | Clare on Vacation | available by text/email**



**Association for the Relief of Aged Women  
Minutes of the Regular Monthly Meeting August 11, 2022**

**Moment of Silence:**

Lucille Duquette (87)

- Dartmouth resident, with ARAW since FY09
- Worked with DCOA, ARAW
- No family only friend Nancy for support

**Reflective Moment:** Clare Foley read poem “From Blossoms” by Li-Young Lee for Roseanne O’Connell

From blossoms come  
This brown paper bag of peaches  
We bought from the joy  
At the bend of the road  
Where we turned  
Toward  
Signs painted Peaches.  
From laden boughs, from hands  
From sweet fellowship in the bins,  
Comes nectar at the roadside, succulent  
Peaches, we devour, dusty skin and all,  
Comes the familiar dust of summer,  
Dust we eat.  
O, to take what we love inside,  
To carry within us an orchard, to eat  
Not only the skin, but the shade,  
Not only the sugar, but the days to  
Hold.  
The fruit in our hands, adore it, then  
Bite into the round jubilation of peaches.  
These are days we love  
As if death were nowhere  
In the background; from joy  
To joy, to joy, from wing to wing  
From blossom to blossom, to  
Sweet impossible blossom.

**President Jane Stankiewicz called the meeting to order at 9:35 AM**

**Members in Attendance:** Beaton, Beaulieu, Brooke, deSa, Doyle, Ellis, Macomber, Mayall, Montague, Natho, Saber, Stankiewicz

**Members excused:** Laflamme, McKnight, O’Connell

Executive Director Clare Healy Foley also present.

**Report of President:** President Jane Stankiewicz reported:

1. Welcome to Helen Montague. Helen spoke of her family and background. Career in education from first grade teacher to college counselling, her three children and new interest in pickleball.
2. Strategic planning retreat planned for September 14<sup>th</sup>. Had executive planning meeting in July. Consultants held two focus groups this week with board members, will meet individually with staff and have sent out surveys to all beneficiaries.
3. October monthly board meeting is changed to October 6<sup>th</sup> due to Clare's vacation.

The minutes of the July 14, 2022 board meeting were approved as distributed. SO VOTED.

**Report of Executive Director:** In addition to the information in the monthly packet, Executive Director Healy Foley reported:

1. Office space update – all going well.
2. FLO newsletter – emailed to board members at same time as mailed to beneficiaries so able to talk to our beneficiaries and plan to go to events ourselves if desire.
3. Fishing Heritage Center luncheon at Wamsutta Club August 26<sup>th</sup> 12:30-2PM. 21 attendees so far. Lunch and learn program. Staff members will help with travel arrangements on both ends. Using “Yes We Van” for transportation. Clare will send list of attendees to board members.
4. September 22<sup>nd</sup> New Bedford Symphony will attend to provide concert and interaction.
5. Have received 100 responses to Strategic Planning Beneficiary survey so far. Approximately 280 sent out.
6. Activity sheet and Beneficiary Advocate reports included with board packet. Time spent this month on change of office address issues with beneficiaries.
7. Staffing update – New Beneficiary Advocate Ana has jumped right in doing a great job on requests.
8. Community engagement
  - a. People starting to notice us in new office. Much more visible location.
  - b. Remember – we are all ambassadors
9. CPG updates
  - a. Cape Verdean Association in New Bedford – have submitted a new proposal for socialization for elderly Cape Verdean women now that they have hired new staff. There will be a cap of 15 women in the program. Will be located at Boa Vista Housing Complex
10. Coastal Neighbors Network

- a. Silverbrook lunch for ARAW Dartmouth and Westport residents held. CNN presentation to participants. Sending referrals both ways. Will hold another lunch/presentation in the fall.
11. Beneficiary Highlight – Theme of education. Beneficiaries seem to have difficulty understanding the difference between board members and staff. Discussed possibility of sending out photo of board members and staff members separately describing differences in duties. Board members are “buddy volunteers”.

**Report of Finance Committee:** Treasurer Ellis reported:

1. Meeting with IAC & BOA held July 22<sup>nd</sup>.
2. Wrapping up IPS. Sarah to attend tomorrow’s Finance Committee meeting with portfolio recommendations based in IPS guidance/allocations.
3. Next on plan is to work on spending strategy.
4. Mary thanked all involved in Finance Committee progress.
5. A motion was made to accept the Investment Policy Statement (IPS), as written. SO VOTED
6. A motion was made to accept the July 2022 FINANCIALS as written. SO VOTED

**Report of Visiting Committee:** Chair Doyle reported:

1. Committee meeting held July 21<sup>st</sup>.
2. Former board member Shannon Bachman has requested ability to stay in touch with her former beneficiary friends as ARAW representative. There would need to be an official vote to allow contact under ARAW umbrella. After lengthy strategic discussion board decided to wait for retreat before making a recommendation for non-board member involvement.
3. Clare reported that Shannon stopped by ARAW office before moving out of state. Clare will follow up with Shannon re board discussion.
4. Visiting report highlight: Jeannette spoke about relationship with beneficiary Mary Hultgren, 86yo. Jeannette was assigned to connect with Mary in ’20 and repeatedly attempted to connect without success. Request put in January ’22 for hearing aids. Jeannette able to connect March 1st when Mary called her to thank her for the hearing aids. Mary reports recent sadness in her life having lost her son and husband in the last year. She had seven children. Mary lives in Fairhaven in subsidized housing. Her son comes on Sundays to help with cleaning.

**Report of Beneficiary Committee:** Chair McKnight excused: Clare offered time for any questions concerning committee’s recommendations. A motion was made to accept recommendations from the Beneficiary Committee as distributed. SO VOTED

**Report of Governance Committee:** Chair Brooke reported:

1. Board survey results
  - a. Average board member tenure is 6 years

- b. Positive results on board relationships
  - c. Discussed asking questions during meetings. Seems to have improved now that meetings in person.
2. Volunteer Policy Handbook
- a. Advised by attorney to produce handbook
  - b. Clare to bring physical copy to next meeting for all board members
  - c. Will need to acknowledge receipt annually

**Report of Personnel Committee:** Chair Natho reported:

- 1. Unemployment insurance reviewed at recent Personnel Committee meeting.
- 2. Also needed to have policy for continuing health insurance benefit during paid family medical leave (PFML).  
A motion was made to continue health insurance benefit during paid family medical leave (PFML). SO VOTED.
- 3. Will also be looking at short and long term disability in the future.

The meeting was adjourned at 11:15AM.

Respectfully Submitted,

Gale Beaton, Clerk

September 2022



## GOING WITH THE FLO

Friendship Lunches & Outings (FLO)  
Newsletter

# Thank YOU!

Almost 150 of you took the time to share your thoughts with us through the survey we sent last month. We were *so happy* to hear from you!

Congratulations to Dorothy G.  
winner of the CASH PRIZE Drawing!

Join a  
Wind Trio  
from



### Thursday, September 22<sup>nd</sup> | at the Wamsutta Club

12:15 pm to 1 pm

Enjoy pre-lunch concert & interaction with the musicians

1 pm to 2:30 pm

Enjoy lunch with ARAW friends!

To register | (508) 717-0400 | Limited Space | Participants by lottery

TRANSPORTATION AVAILABLE | HANDICAP ACCESSIBLE | DIETARY RESTRICTIONS ACCOMMODATED



## Help us name our new ARAW SEAGULL MASCOT!

Since we moved into our new office Jenny, our Office Administrator, has had a daily visitor who is constantly weighing in on her every move, as you can see in the photo. He is VERY outspoken and persistent.

So... what could we do? We have officially welcomed him to the ARAW family...but he now needs a name. Will you help us?

Tell us *your idea* for a fitting name for ARAW's new seagull friend.



- Call (508) 717-0400,
- email [admin@arawofnb.org](mailto:admin@arawofnb.org) or mail:
- 174 Union Street, Unit 4W, New Bedford, MA 02740

We will share the top entries in the next newsletter and there will be GIFT CARD prizes for the top entries.

**THANK YOU  
TO LAURA AND LAURA FROM**



**We had such a fun,  
informative, and delicious  
Lunch & Learn with you at  
the Wamsutta Club!  
We can't wait to learn more  
and to share our stories!**



For more information about the  
New Bedford Fishing Heritage Center  
call (508) 993-8894

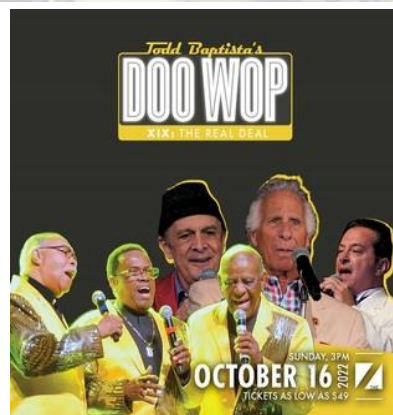
**NEW BEDFORD FISHING  
HERITAGE CENTER**

*Of the Atlantic Ocean scallop it can truly be said, "Here is the perfect gem of seafood."*



**ENTER TO WIN TWO TICKETS TO  
ONE OF THE ZEITERION'S MOST  
POPULAR SHOWS...**

**Doo Wop is Back!!!  
3 pm on October 16<sup>th</sup> at the Z**



**Call (508) 717-0400 to enter the  
FREE RAFFLE**

**WE HAVE 5 SETS  
OF 2 TICKETS AVAILABLE.**

*Drawing on 10/3*

**Who wants chowder?!?!**

**Saturday, October 8<sup>th</sup> from  
11:00 am - 5:00 pm at Pier 3**

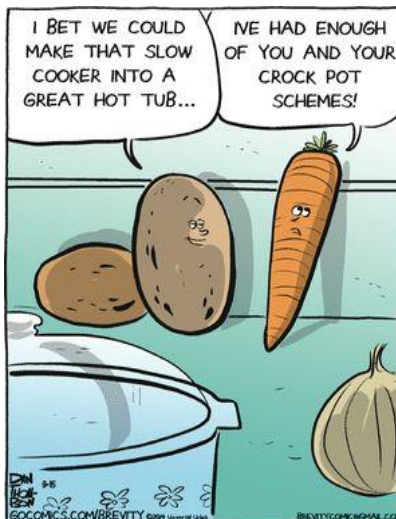
**Shuttle rides from The Whale's Tooth Parking Lot  
provided by SRTA from 11 am - 5 pm**

**FREE RAFFLE!!!**

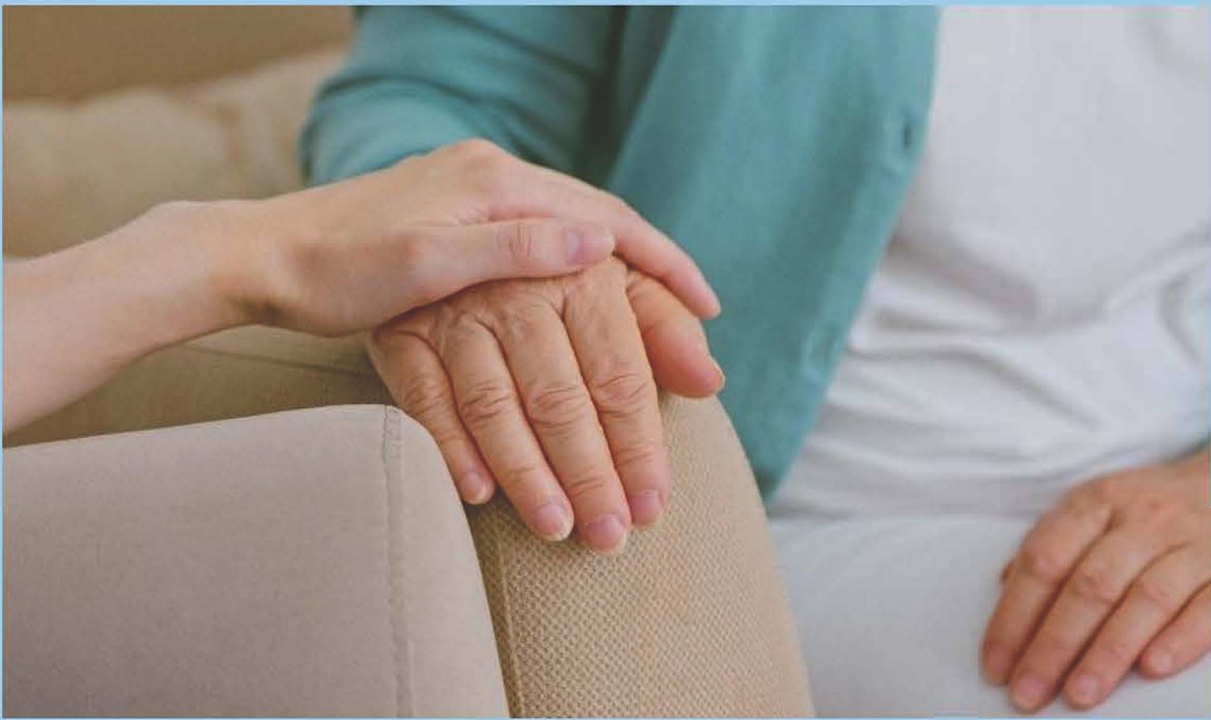
**Call (508) 717-0400 to enter**

**WE HAVE 10 SETS  
OF 2 TICKETS AVAILABLE.**

*Drawing on 10/3*







# OUTREACH PROGRAM

The New Bedford Police Department, in collaboration with ARAW, is seeking referrals regarding our Elderly Outreach Program. One day a week from 4 p.m. until 7 p.m., 2 officers will go out into the city and visit a woman living alone to check up on them and to see what resources we may be able to offer them.

Our program started a few weeks ago and we've already received amazing feedback!

We are looking for women 65+ with low income who live alone. If you have a referral, please contact Holly Huntoon at [holly.huntoon@newbedfordpd.com](mailto:holly.huntoon@newbedfordpd.com) or ARAW (508) 717-0400 for more information



Doesn't everyone love Pie?



Please join us for a Pie Social.  
Homemade pies with ice cream &  
mulled cider

Place: Silverbrook Farm  
592 Chase Road  
Date: October 6, 2022  
Time: 2:00 PM

Transportation available. Call Andy 508.556.4004  
Event only for Dartmouth & Westport ARAW members

# FREE

## INDOOR/OUTDOOR ART CLASSES

Join New Bedford Art Museum/ArtWorks! for indoor and outdoor art classes! We will explore different art mediums including drawing from life, watercolor, block printing, charcoal and pastel! Embrace the beauty of the landscape and explore the benefits of artmaking all around you!

**Dates:** Tuesdays October 4, 11, 18, 25, November 1.

**Time:** 11:00AM - 1:00PM

**Location:** TBD - stay tuned!

**Price:** FREE! (Snacks and drinks also provided).

**Contact:** Registration required. Please call the ARAW office at 508-717-0400.

*Transportation available upon request*



**Instructor  
Devin McLaughlin**



Creative Care is an art program for seniors presented by the New Bedford Art Museum/ArtWorks!. This class is made possible through a grant provided by the Association for the Relief of Aged Women.

# FREE TICKETS



# MORE MUSIC

Chamber Series...

**LUSTRE: SEPTEMBER 24TH AND 25TH, 2022**

Saturday performance at 4PM

St. Gabriel's Episcopal Church | 124 Front Street | Marion, MA

Sunday performance at 4PM

St. Peter's Episcopal Church | 351 Elm Street | Dartmouth, MA

**BENEDICTION: NOVEMBER 26TH AND 27TH, 2022**

Saturday performance at 4PM

St. Gabriel's Episcopal Church | 124 Front Street | Marion, MA

Sunday performance at 4PM

St. Peter's Episcopal Church | 351 Elm Street | Dartmouth, MA

**NBSO CONCERT AT ZEITERION THEATRE, NEW BEDFORD, MA**

Saturday October 1st, 7:30PM

*American Dream*

Saturday October 29th, 7:30PM

*Yaniv Plays Brahms*

Sunday December 11th, 3:30 and 7PM

*Holiday Pops*

Call NBSO (508) 999-6276 or ARAW (508) 717-0400 for tickets or more details!



## Join us for Upcoming Events at the New Bedford Fishing Heritage Center!

### September AHA! Night: Fishboats: Art of the Industry Gallery Opening



Thursday, September 8, 2022 from 5:00 to 8:00 PM

Join us for the opening of our next exhibit, “Fishboats: Art of the Industry”! The exhibit focuses on artistic renderings of boats in different media (paintings, photographs, wood carvings, and more) made by people who are involved with the commercial fishing industry. There will also be a demonstration with remote-controlled lobster boat models, and as always, the Center is open free of charge for you to see!

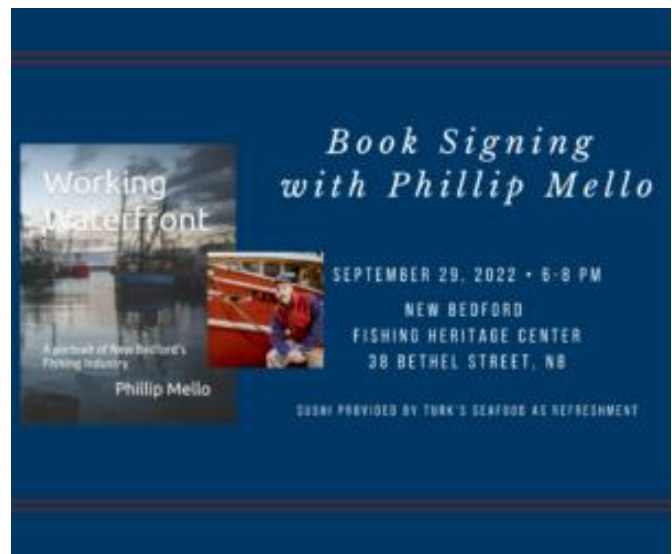
### Book Signing with Phillip Mello

Thursday, September 29, 2022 from  
6:00 to 8:00 PM

Renowned New Bedford photographer, former General Manager at Bergie’s Seafood, and previously Chairman of the Center’s board, **Phillip Mello** will be at the Center on September 29th signing copies of his new book “**Working Waterfront: A Portrait of New Bedford’s Fishing Industry.**”

Bring your copy of the book if you’ve already bought it, or purchase a copy day-of. We will have plenty of copies of this fascinating book full of Phil’s gorgeous photography!

In addition, Turk’s Seafood will be providing delicious sushi to snack on for the event.



Join us or visit during regular business hours: Thursday – Sunday 10:00 to 4:00

38 Bethel Street, New Bedford  
508-993-8894 [www.fishingheritagecenter.org](http://www.fishingheritagecenter.org)



# AFFORDABLE CONNECTIVITY PROGRAM

## WHAT IS IT?

The Affordable Connectivity Program is an FCC program that helps connect families and households struggling to afford internet service.

### The benefit provides:

- Up to \$30/month discount for internet service;
- Up to \$75/month discount for households on qualifying Tribal lands; and
- A one-time discount of up to \$100 for a laptop, desktop computer, or tablet purchased through a participating provider.

## WHO IS ELIGIBLE?

**A household is eligible for the Affordable Connectivity Program if the household income is at or below 200% of the Federal Poverty Guidelines, or if a member of the household meets at least one of the criteria below:**

- Participates in any of the following assistance programs: SNAP, Medicaid, Federal Public Housing Assistance, Veterans Pension or Survivor Benefits, SSI, WIC, or Lifeline;
- Participates in any of the following Tribal specific programs: Bureau of Indian Affairs General Assistance, Tribal TANF, Food Distribution Program on Indian Reservations, or Tribal Head Start (income based);
- Participates in the Free and Reduced-Price School Lunch Program or the School Breakfast Program, including through the USDA Community Eligibility Provision;
- Received a Federal Pell Grant during the current award year; or
- Meets the eligibility criteria for a participating broadband provider's existing low-income internet program.

## TWO STEPS TO ENROLL

# 1

Go to **AffordableConnectivity.gov** to submit an application or print a mail-in application

# 2

Contact your preferred participating provider to select an eligible plan and have the discount applied to your bill.

Some providers may have an alternative application that they will ask you to complete.

Eligible households must both apply for the program and contact a participating provider to select a service plan.

## LEARN MORE

 Call **877-384-2575**, or

 Visit **[fcc.gov/acp](https://www.fcc.gov/acp)**





## August 2022: Beneficiary Advocate

*Patricia Midurski*

**REFERRALS:** Six new referrals were received in August. Referral sources: Boa Vista RSC, FCOA Outreach coordinator, CESI case manager, "a friend in a restaurant", an ARAW beneficiary and an on-line search. Three referrals were over income (Rent, AC unit & FLO). One woman relocated to

Fairhaven in May 2022 and was requesting assistance with Comcast. The FCOA referral needs a power wheelchair and is exploring options. Two referrals (May & July) have yet to be scheduled. The May referral resides in a LTC facility. Her daughter has cancelled twice and not returned calls though she did report she was diagnosed w/COVID and lives with 2 immunocompromised individuals. The July referral (from CES) has cancelled twice and not followed up with VMM. Her CES care manager reports a mental health component and will discuss ARAW during their monthly meeting.

**UPDATES & REQUESTS:** Thirteen Annual Updates were completed. Of these, four request continuation of assistance with health insurance, two continuations of Comcast, two requesting assistance with utilities/phone, a request for a mattress and one for assistance with auto insurance and OTC products. Three annual updates did not identify financial need and requested FLO only status. One beneficiary contacted the ARAW to request assistance with moving furniture. (Lucille Bourgeois called to request assistance with a chair. Update to be completed Aug 31<sup>st</sup>.)

**FLO:** Two FLO updates this month.

**EDDF:** Auto repairs, car battery, cell phone charger and a bedside Commode

**Overdue:** Zero, nada.... Finally, I am caught up!!! 😊

**INACTIVE STATUS:** Four inactive status requests. Two individuals and their families have not returned multiple attempts to connect via phone & mail. (\*Update: Dorothy Andrade's son called the ARAW and has agreed to a home visit for his Mom.) One woman has SW & family exploring alternate options. One woman is overwhelmed with declining health and multiple community resources in home. She will call ARAW should her health improve &/or she identify financial/social need.

**To Heaven:** Mrs. Pauline Benoit (Family is VERY grateful for all the ARAW did for their Mom!)

**Referrals made to:** Medicare Savings Program (MSP) X 2: SCCLS, ACCS, Affordable Connectivity Program (ACP) X 4: CESI x 3: FCOA x1: SCCLS x1: NB & Fhvn Housing Authority x1: SNAP/DTA to increase monetary benefit by submitting medical expenses X 4: All SNAP recipients were reminded of probable cessation of pandemic EBT funds beginning January 2023.

**Follow Up:** Ms. Delia Parker received her hearing aids on Friday 8/22. "THANK YOU ARAW, my world has opened up!!! I must learn to adjust them however I am so very appreciative for your assistance."

**Monthly Wrap Up:** Relief is here. From the heat with a functioning AC system. Thanks Jay! And more importantly, relief from the perceived responsibility for 200+ beneficiaries. With the hire of our newest staff member, Ana, a sense of normalcy has returned to the Beneficiary Advocate team. My thanks to the ARAW Team for the support provided during this transition.



## July 2022: Beneficiary Advocate

Ana Paz

### REFERRALS:

(6) New referral in August

- (2) Did not qualify:
  - Children living in home and did not contribute to household (Portuguese speaking)
  - Ensure was covered by insurance
- Being presented to Board in September (Portuguese speaking)
- Pending further documentation
- Being presented to Board in October (Spanish speaking)
- Being presented to Board October

### UPDATES/REQUESTS:

(10) Annual updated

- (2) Request to continue with FLO
- (7) Annual reviews
- New Request/Annual review

### FLO: (2)

- Diane Harrington
- Wilhelmina Anastasi

### OVERDUE:

(0) overdue

### INACTIVE STATUS:

(1) Louise Lefrance

### REFERRALS MADE TO:

(3)Virgina Gomes SHINE, Harrington FLO luncheon, Debrosse Eversource hardship & Demand Response

**CHALLENGES:** Noticing the Portuguese speaking beneficiaries/new referrals are more challenging than non-Portuguese speaking. Suggestions for exceptions to ARAW policies and requirements have been made. I believe they feel because I am of the same culture, I will bend the rules. Additionally, I feel, they have a different view on finances. Enough money in the bank to not request support, however, they feel they are in need. Quite challenging!

**TEACHING MOMEMNTS:** Building a skill set to address those above challenges professionally and politely.

**GRATITUDE:** These past (5) weeks have been great! I am grateful for all the knowledge I am and will continue to gain. Also, had a great time with my boys (14 & 17) back to school celebration. It is so fulfilling that they still want to hang out with Mom!



**ARAW August 2022 Activity Sheet**

<b>Date</b>	<b>Beneficiary</b>	<b>Staff</b>	<b>Type</b>	<b>Notes</b>
8/1/2022	Livesley, Virginia	CFOLEY	Phone Call	Confirm SCCLS contact to mail material; asked about RE taxes – will call Wed with decision; AOK with that
8/1/2022	Auger, Susanne	APAZ	Phone Call	Schd. Annual visit. Declined d/t large inheritance and not interested in FLO. LVM to change billing address.
8/1/2022	Fields, Beverly	APAZ	Phone Call	Re: setup annual HV. Will visit 8/19/22 11am
8/1/2022	Miranda, Barbara	CFOLEY	Phone Call	RC from Pat; will CB @ 1:30 Tues; good mood v happy to talk to someone - bird & the world; has cough
8/1/2022	Lawrence, Gail	CFOLEY	Phone Call	To sign up for lunch; no interest in CNN; completed survey sending in; TY for NBAM passes
8/1/2022	Harrington, Diane	CFOLEY	Phone Call	RC from Ana; confirmed appt tomorrow at 9:30 am
8/1/2022	Harrington, Diane	APAZ	Phone Call	VM to remind of 8/2 Annual HV @ 9:30am. Call with any questions.
8/1/2022	Cambra, Joan	APAZ	Phone Call	Re: August Luncheon. Will be attending. Feeling much better since decreased leg pain.
8/1/2022	Pine, Hilda	APAZ	Phone Call	Re: invoice in mail. She does not get any mail. Will attempt call to insurance to inquire
8/1/2022	Chor, Patricia	CFOLEY	Phone Call	She has needed info from landlord but no stamp or ability to mail; pls call to arrange p/u
8/1/2022	Parker, Delia	CFOLEY	Phone Call	From Heather at SCENT; will try to get estimate over today/tomorrow for later Aug
8/1/2022	Conway, Isidora	CFOLEY	Phone Call	Inquiry about legal help for a 93 y/o friend who was taken advantage of; not ARAW eligible; referred to SCCLS
8/1/2022	Conway, Isidora	APAZ	Phone Call	Update from PGM on emergency list to get fridge.
8/1/2022	Michel, Loretta	APAZ	Phone Call	VM w/ dgt re: need to reschedule todays visit. Encouraged to call with any ? PGM to call to reschedule
8/1/2022	Woods, Janice	JCOSTA	Phone Call	From dtr Rozelyn, New referral from Buttonwood Senior Center, BA to f/u with HV
8/1/2022	Kyle, Susan	APAZ	Phone Call	Rescheduling HV w/ PGM for tomorrow d/t conflict with medical appointment. PGM to call to reschedule
8/1/2022	Benoit, Susan	APAZ	Phone Call	Re: assistance with furniture move. Severe hip pain looking to move bedroom from 2nd to 1st floor.
8/1/2022	Elgar, Marcia	CFOLEY	Phone Call	RC from Pat; call 1st thing in am or late afternoon; not feeling great
8/1/2022	Benevides, Maria	APAZ	Phone Call	Comcast bill. ARAW has not yet received bill. Dgt aware. Maria has an MD appt 8/3/22.
8/1/2022	Lopes, Crispina	APAZ	In Home Visit	Call to Comcast and changed to ARAW address
8/1/2022	Ventor, Rosalie	APAZ	Phone Call	Re: HV setup. Will visit 8/10 10:30am
8/1/2022	Messier, Ellen	APAZ	In Home Visit	Was not home several attempts to call, no answer. Will call back tomorrow to reschedule
8/1/2022	Benoit, Pauline Jeanne	APAZ	Phone Call	To dgt Carol re: comcast. She had to pay \$50 to turn back on. She will call PGM 8/2 re: comcast & visit
8/1/2022	Lewis, Barbara	JCOSTA	Phone Call	From Dana @WA, New referral, health insurance no longer covering Ensure, BA to f/u with screening/HV
8/2/2022	Oliveira, Alice	PMIDURSKI	Phone Call	From son Paul: bank acct changed and life ins used to prepay funeral: Will speak w/MD re; type of POC
8/2/2022	Messier, Ellen	APAZ	Phone Call	HV rescheduled 8/3 3pm
8/2/2022	Harrington, Diane	APAZ	In Home Visit	Application completed. Request to FLO
8/2/2022	Ribeiro, Renay	PMIDURSKI	In Home Visit	Completed for Annual update: Req assist w/TV & phone: Would like BM calls: Survey completed: TY ARAW
8/2/2022	Robillard, Rita	APAZ	In Home Visit	Application completed. Continued request for incontinence products.
8/2/2022	Elgar, Marcia	PMIDURSKI	Phone Call	VM left re: sched annual HV
8/2/2022	Elgar, Marcia	CFOLEY	Phone Call	RC to Pat; she will call Wed at 9:30 – did not hear phone ring
8/2/2022	Benoit, Susan	PMIDURSKI	Phone Call	Re: move: To call Tavares Movers for estimate & req estimate sent to ARAW
8/2/2022	Woods, Janice	PMIDURSKI	Phone Call	W/dgt to sched HV for Wed 8/3 d/t urgent need for chair
8/2/2022	Chaput, Vanessa	PMIDURSKI	Phone Call	To sign up for Luncheon: Survey completed: TY to ARAW for NBAM passes!
8/2/2022	Conway, Isidora	PMIDURSKI	Phone Call	CFC & fridge: No addl info re: del date: Family providing dly meals & offered to buy new fridge
8/2/2022	Kerrigan, Maryanne	PMIDURSKI	Phone Call	Re: relocating to Plymouth: req assit with security deposit; Will move to area outside ARAW
8/2/2022	Kerrigan, Maryanne	APAZ	Phone Call	Request for \$500 deposit. Will call her to inform full application and no answer until 8/31
8/2/2022	O'Bara, Teresa	PMIDURSKI	Phone Call	From FCOA SHINE DP: TO req DP topay for car repairs: DP informed of HV sched 8/4
8/2/2022	Chor, Patricia	APAZ	Phone Call	Speak with PGM regarding a paper. Requesting a call back when able.
8/2/2022	Lamontagne, June	CFOLEY	Phone Call	Lunch sign up; going to beach w/mother; will fill out survey; plans to go to NBAM
8/2/2022	Somers, Linda	CFOLEY	Phone Call	Lift chair saga; new chair thru SCO; unhappy w/it; wants \$50 to return; ARAW chair 2021; redirected to SCO

8/2/2022	Somers, Linda	PMIDURSKI	Phone Call	Re: lift chair & DME invoice inf from 8/2021: Enos chair not appropriate: to be returned
8/2/2022	Pine, Hilda	APAZ	Phone Call	VM with Steward Billing re: no remittance and balance information.
8/2/2022	Pine, Hilda	JCOSTA	Phone Call	From Hawthorn Medical, bill paid by ins, was sent to wrong SWH address originally
8/2/2022	Livramento, Betty Ann	PMIDURSKI	Phone Call	From CESI CM JB re: need for mattress: To follow up w/BAL
8/2/2022	Livramento, Betty Ann	PMIDURSKI	Phone Call	Ref fr CESI CM re: need for mattress
8/2/2022	Anastasi, Wilhelmina	APAZ	Phone Call	HV reminder 8/3 @ 12pm. Will be in bed, door is open.
8/2/2022	Palazzo, Sharon	PMIDURSKI	Phone Call	VM left to confirm HV for annual update on Wed 8/3
8/2/2022	Horne, Donna	APAZ	Phone Call	Re: Luncheon will attend and bring Diane L. No transportation needed. Will complete survey
8/2/2022	Bramwell, Nancy	PMIDURSKI	Phone Call	BCBS invoice: Reports ACOA will not scan to ARAW: to del to ARAW office
8/2/2022	DeMendonca, Theresa	CFOLEY	Phone Call	Lunch s/u – feels like queen @WC; bowel bleed; colonoscopy soon; will fill out survey; plans to go to NBAM
8/2/2022	Pratt, Julie	PMIDURSKI	Phone Call	Lunch sign up with Eileen Francis; has filled our survey; plans to go to NBAM
8/2/2022	Todd, Kristine	PMIDURSKI	Phone Call	Housing: Apps CHAMPS, Taber Mill
8/2/2022	Cardoso, Isabel	JCOSTA	Phone Call	To reg for luncheon, will fill out survey and received NBAM passes
8/2/2022	Miranda, Barbara	PMIDURSKI	Phone Call	HV Sched for 8/10: Aware financial update is requirement to cont w/ARAW
8/2/2022	Burke, Shauneen	CFOLEY	Phone Call	V. displeased w/vax policy; wants to send article; explained reasons; encouraged to fill out survey; Loves org
8/2/2022	Gomes, Virginia	APAZ	Phone Call	VM re: HV reminder 8/3 @ 10:30am
8/2/2022	Tuite, Janice	JCOSTA	Phone Call	To reg for luncheon, will be filling out survey & received NBAM passes
8/2/2022	Okpara, Priscilia	PMIDURSKI	Phone Call	From son Cheeto to schd HV: Mon 8/8 @ 12pm
8/2/2022	Duarte, Bernice	PMIDURSKI	Phone Call	To confirm HV for annual update
8/2/2022	Silveira, Marie Lorraine	PMIDURSKI	Phone Call	To reg for Luncheon: Completing survey: TY for NBAM passes:
8/2/2022	Benevides, Maria	PMIDURSKI	Note to File	OV to drop off Comcast bill: Pick up HMA copay check for 8/3: Comcast check given to dgt:
8/2/2022	Costa, Barbara	JCOSTA	Phone Call	Stopping by ARAW office to drop off Enos estimate
8/3/2022	Costa, Barbara	APAZ	Phone Call	Question if annual vet bill is an expense. Yes.
8/3/2022	Livesley, Virginia	PMIDURSKI	Phone Call	Board approval and award: Check to be mailed tomorrow "Thank you ARAW"
8/3/2022	Todd, Kristine	APAZ	Note to File	Came in to make copies to apply for housing. Might need to come back another day forgot bank statement
8/3/2022	Simpkin, Carol	PMIDURSKI	Phone Call	To notify BCBS bill being delivered to new ARAW address: Feeling better bu still uncomfortable s/p surgery
8/3/2022	Ventura, Natalina	APAZ	Phone Call	EPERS no working right. Wanted # to troubleshoot will call back ARAW if needed. Afraid to test it.
8/3/2022	Souza, Ethel	PMIDURSKI	Phone Call	Dental procedure 8/2: Both teeth saved!; To mail bill to ARAW: "TY to ARAW. I must repay somehow."
8/3/2022	Silva, Mary Theresa	PMIDURSKI	Phone Call	Broken commode: Dgt unable to get commode @ COA: Ins will not cover: VMM ENOS for estimate
8/3/2022	Ingham, Linda	APAZ	Phone Call	From Natasha CESI MMP. Check#13101 not signed. Will let Jenny know.
8/3/2022	Sousa, Rae	PMIDURSKI	Phone Call	To report she is ret home w/in a week: "TY to ARAW for calls & cards" PGM HV to ch Comcast billing address
8/3/2022	Liberatore, Gertrude	APAZ	Phone Call	Luncheon attendance. Will return survey today. "Very grateful for ARAW it allows me to socialize more"
8/3/2022	Croffut, Veronica	PMIDURSKI	Phone Call	To f/u fr call re: assist with lift chair: VC req CB later in day: PGM to CB after 3pm
8/3/2022	Croffut, Veronica	PMIDURSKI	Phone Call	Assist w/chair: Declined HV as not certain she is remaining home: To see MD & discuss options
8/3/2022	Cole, Carol	PMIDURSKI	Phone Call	To reg for luncheon: Completing survey: "TY for NBAM passes"
8/3/2022	Debrosse, Sezaltina	APAZ	Phone Call	To remind HV 8/4/22 9am
8/3/2022	Chor, Patricia	PMIDURSKI	Phone Call	Rent increase inf from landlord: To mail to ARAW w/completed survey: No interest in luncheon
8/3/2022	Santos, Laura	APAZ	Phone Call	Looking to speak with PGM. If she can please call her back 508 287-8223
8/3/2022	Kerrigan, Maryanne	APAZ	Phone Call	VM re: Board decision regarding request of \$500 safety deposit Plymouth Housing
8/3/2022	Parker, Delia	PMIDURSKI	Phone Call	To notify of award for hearing aids: THANK YOU ARAW: Will wait for MSW to return from vaca
8/3/2022	Carter, Jessie	APAZ	Phone Call	Attend luncheon. Also was hospitalized d/c 7/28. Seeking SCCL service for surgery complication 6/2021
8/3/2022	Ponte, Karyn	PMIDURSKI	Phone Call	VM left re: Farmer's Market coupon: She did receive her booklet: Sharing that limited amt available
8/3/2022	Woods, Janice	PMIDURSKI	Phone Call	New referral Home visit w/dgt & JW: FX right upper arm: Req assist w/ recliner: to obtain estimate
8/3/2022	Elgar, Marcia	PMIDURSKI	Phone Call	To sched annual update HV: Sched for 8/9 @ 3pm

8/3/2022	Benevides, Maria	PMIDURSKI	Phone Call	From dgt who had seizure this AM: MB MD appt changed to 8/23: ?can she use same check? F/u w/JC
8/3/2022	Anastasi, Wilhelmina	APAZ	In Home Visit	Application complete. Request for FLO
8/3/2022	Gomes, Virginia	APAZ	In Home Visit	Application complete. Increase ensure and incontinence products.
8/3/2022	Duarte, Bernice	PMIDURSKI	In Home Visit	Upset w/Fallon: To meet with Fallon rep tomorrow to discuss issues:
8/3/2022	Messier, Ellen	APAZ	In Home Visit	Application completed. Continued request for cable/internet/phone
8/3/2022	Palazzo, Sharon	PMIDURSKI	In Home Visit	For annual home visit: Diff w/budget in spite of tenant helping w/cost: "TY to ARAW for helping me!"
8/3/2022	Duquette, Lucille	APAZ	Phone Call	From Nancy Bernard. Re: Lucille passed away. Notified admin & Sue Rother WCOA
8/4/2022	O'Bara, Teresa	PMIDURSKI	In Home Visit	For req of auto repair: App completed
8/4/2022	Petrin, Joan	PMIDURSKI	In Home Visit	Completed for annual update: May need dentures in future: Will get estimate: TY to ARAW
8/4/2022	Meehan, Norma	PMIDURSKI	Phone Call	To sched HV for NEW referral w/req for WC: ref from FCOA: HV sched 8/11
8/4/2022	Ponte, Karyn	JCOSTA	Phone Call	Farmer's Market coupon: She did receive her booklet: Sharing that limited amt available
8/4/2022	Parker, Delia	PMIDURSKI	Phone Call	Hearing aids: Delia to call SCENT and make appt for fitting: SCENT # provided: TY ARAW
8/4/2022	Santos, Laura	PMIDURSKI	Phone Call	To req HOLD on deliveries of Voltren from WA: trial w/ Icy Hot for pain relief: EMM to Dana @ WA
8/4/2022	Chytrus, Leslie	PMIDURSKI	Phone Call	Farmer's Market coupons: Informed to call CES or NBCOA
8/4/2022	Jenkins, Karen	PMIDURSKI	Phone Call	To notify of award: "TY ARAW" Survey completed and mailed: Not interested in luncheon: NBAM passes TY
8/4/2022	Benoit, Susan	PMIDURSKI	Phone Call	Tavares Movers: Left VMM and is awaiting CB: wanted ARAW to be aware
8/4/2022	Huezo-Mendoza, Sonia	PMIDURSKI	Phone Call	Award: Inq about Letter fr CSS: # to CSS provided: SHM hung up on EV @ CSS
8/4/2022	Beaubian, Joan	PMIDURSKI	Phone Call	VM & EM left re: award and need to delete third TV
8/4/2022	Livesley, Virginia	PMIDURSKI	Phone Call	Check being mailed to Fhvn Town Hall: "Very pleased and happy. TY ARAW."
8/4/2022	Costa, Barbara	PMIDURSKI	Phone Call	To talk: Feeling good except for back: Grateful for everyone @ ARAW
8/4/2022	DeJesus, Eva	PMIDURSKI	Email	To dgt re: Award: TY to ARAW
8/4/2022	Lewis, Barbara	PMIDURSKI	Email	To Dana @ WA to req BL contact ARAW to cont w/ ARAW process
8/5/2022	Petrin, Joan	PMIDURSKI	Phone Call	VM left re: BCBS info & copies of invoice
8/5/2022	Miranda, Barbara	APAZ	Phone Call	Missed ARAW call today
8/5/2022	Harrington, Diane	APAZ	Phone Call	Transportation and cell phone
8/5/2022	Bishop, Sarah	PMIDURSKI	Phone Call	From Counselor Jen: Car issues x1m: Concern living conditions @ Temple: SB to call ARAW
8/5/2022	Ramos, Anna	APAZ	Phone Call	From Kendra for PGM. Will call back.
8/5/2022	Costa, Maria	APAZ	Phone Call	Lucy is calling Comcast check on billing status and change address. Will call with update.
8/5/2022	Chytrus, Leslie	PMIDURSKI	Phone Call	AC not working: Grandson checking AC: TC to GE to troubleshoot: EDDF new AC unit per CHF
8/5/2022	Desautels, Louise	APAZ	Phone Call	August Luncheon. Has SRTA and completed survey
8/5/2022	Kerrigan, Maryanne	APAZ	Phone Call	Regarding Board denial. Very upset, crying but does not have any request at this time.
8/5/2022	Laber, Lynn	PMIDURSKI	Phone Call	Estimate for dental work: To cal now and sched appt for next wk" reminded of deadline for Sept mtg
8/5/2022	Dillon, Sherry	APAZ	Phone Call	August Luncheon. Has SRTA and completed survey.
8/5/2022	Polek, Andrea	PMIDURSKI	In Home Visit	To complete FLO update: Has had recent hospitalization for health issues: more testing/procedures next wk
8/5/2022	Gadomski, Marion	PMIDURSKI	In Home Visit	For 6 month follow up:MG to assume payment for HP premiums: Health issues
8/5/2022	Debrosse, Sezaltina	APAZ	In Home Visit	Application completed. Continued request for transportation and new request electric bill.
8/5/2022	Polek, Regina	PMIDURSKI	In Home Visit	Completed for annual update: No new needs at present time; "TY to ARAW. I miss everyone!"
8/8/2022	Lewis, Barbara	APAZ	Phone Call	VM reminder of HV 8/9 at 1:30pm
8/8/2022	Lewis, Barbara	APAZ	Phone Call	Needed to schedule HV to 8/10 3pm
8/8/2022	Gadomski, Marion	PMIDURSKI	Phone Call	To dgt to confirm Ins to be pd by MG going forward: PACE info provided: Wait list for Wam Luncheon
8/8/2022	Okpara, Priscilia	PMIDURSKI	In Home Visit	Completed w/PO and son Chido: PO very grateful;" Blessings to all at ARAW" TC to son Felix re: \$\$
8/8/2022	Pryor, Joan	CFOLEY	Phone Call	Looking for name & phone of social worker
8/8/2022	Deatherage, Nancy	CFOLEY	Phone Call	From AL @ WCOA; rebill to be sent for past due; booklet for future payments
8/8/2022	Woods, Janice	PMIDURSKI	Phone Call	To dgt re: status of recliner: "Still searching for appropriate chair" Dgt to CB/send estimate

8/8/2022	Kyle, Susan	PMIDURSKI	Phone Call	VM reschedule HV
8/8/2022	Parker, Delia	APAZ	Phone Call	Hearing aid update. Won't be ready until 8/22/22. "Thank you so very much"
8/8/2022	Chor, Patricia	PMIDURSKI	Phone Call	Re: BB taxi and poor service w/long waits 2.5 hours at Market Basket
8/8/2022	Costa, Maria	APAZ	Phone Call	With Lucy. She is calling Comcast to change address. Will get back to ARAW.
8/8/2022	Costa, Maria	CFOLEY	Phone Call	From dghtr re: uncashed Comcast check & address change; stop check & re-issue for July & Aug
8/8/2022	Harrington, Diane	APAZ	Phone Call	Instructions to setup transportation for Wamsutta luncheon. Will call back with update.
8/8/2022	Smith, Debra	APAZ	Phone Call	AT&T payment due 8/5/22. To check with Jenny and call her back with update.
8/8/2022	Mendonca, Shirley	APAZ	Phone Call	To Beth re return of comcast equipment. She will return it tomorrow 8/9
8/8/2022	Rocha, Margaret	APAZ	Phone Call	New request HV setup or 3pm 8/9/2022 laser eye surgery \$170
8/8/2022	Boudreau, Jeanne	PMIDURSKI	Phone Call	FLO ROE: in rehab @ Royal: Plans to return home by end of week: 90th bday 7/30: TY ARAW
8/8/2022	Gomes, Virginia	APAZ	Phone Call	Son re \$153 suppliment ins. It is Fallon monthly premium. Does not wish for any additional support
8/8/2022	Begnoche, Cecile	PMIDURSKI	Phone Call	From dgt: CB w/o prescription coverage: Family covering costs: EMM to SHINE FCOA
8/8/2022	Andrade, Dorothy	PMIDURSKI	Phone Call	VM left re: FLO ROE
8/9/2022	Smith, Debra	APAZ	Phone Call	AT&T statement. Will drop off tomorrow and call to change address
8/9/2022	Benoit, Susan	PMIDURSKI	Phone Call	VM left re: sched HV for update re: new request for moving bedroom furniture
8/9/2022	Furness, Betty	APAZ	Phone Call	Survey completed and mailed added to luncheon waiting list
8/9/2022	Okpara, Priscilia	PMIDURSKI	Phone Call	Attempt x2 to reach son Felix to clarify expenses: Mail box full: will attempt later in day
8/9/2022	Lammers, Edith	PMIDURSKI	Phone Call	To report completion of survey: "I am new but I appreciate the NBAM passes. TY to all."
8/9/2022	Benevides, Maria	PMIDURSKI	Phone Call	From dgt: Will use check for 8/23 visit: MB pd for 8/9 visit w/CC "Forgot check" Dgt to bring receipts to ARAW
8/9/2022	Rocha, Margaret	APAZ	In Home Visit	Application completed. LVM with Daniel at eye ctr re estimate.
8/9/2022	Elgar, Marcia	PMIDURSKI	In Home Visit	For annual update
8/9/2022	Messier, Ellen	APAZ	Phone Call	VM re: financial info needed schedule HV
8/9/2022	Days, Viola	PMIDURSKI	Phone Call	VM left for dgt re: need to up[date ARAW billing address for LifeLine
8/10/2022	Livesley, Virginia	PMIDURSKI	Phone Call	Status of work w/SCCLS: EMM to Raquel @SCCLS: VL mailed papers to SCCLS 8/2
8/10/2022	Oliveira, Alice	PMIDURSKI	Phone Call	If PGM received sons email. EMM sent: TC to AO: She will mail paperwork fr MD re: POC
8/10/2022	Oliveira, Alice	PMIDURSKI	Phone Call	Portable O2 conc reportedly "OKd by MD" Son to send prescription to ARAW: ??MH to cover cost??
8/10/2022	Bissonnette, Alice	APAZ	Phone Call	Returning Jo-Ann B call. Schedule HV for 8/25/22 9am
8/10/2022	Rosoninha, Maria	APAZ	Phone Call	New referral request. HV scheduled 8/12 2pm
8/10/2022	Ventor, Rosalie	APAZ	In Home Visit	For annual update: BCBS quarterly premium. Survey completed and mailed.
8/10/2022	Simpkin, Carol	PMIDURSKI	In Home Visit	For annual review: Recuperating from Back surgery: "TY to ARAW for my BCBS."
8/10/2022	Pryor, Joan	PMIDURSKI	Phone Call	Pkgs rcvd fr TX: Will wait for MSW: Had MVA 8/9: Direct TV shut off: Loan fr Church \$250
8/10/2022	Camara, Laura	PMIDURSKI	Phone Call	VM left re: SANGHA yoga classes
8/10/2022	Woods, Janice	PMIDURSKI	Phone Call	VM to Dart ME re: chair: TC to dgt re: process for chair: ToSept Board mtg for review: CES referral submitted
8/10/2022	Woods, Janice	PMIDURSKI	Phone Call	Connie at Dartmouth Medical re: Lift chair is PR5120 Cloud. EMM PGM: Inform DME Board mtg 9/8
8/10/2022	Okpara, Priscilia	PMIDURSKI	Phone Call	To son Felix: Review of income & expenses: "Thanks to the ARAW for all you do for my mom."
8/10/2022	Miranda, Barbara	PMIDURSKI	Phone Call	To confirm 1:20 HV with PGM today at 1:30: HV completed
8/11/2022	Gomes, Emily	APAZ	Phone Call	Assists with jury system requesting penalty payment \$2k. Referred to SCLC refused. Wants ARAW to
8/11/2022	Meehan, Norma	PMIDURSKI	In Home Visit	W/req for assist w/power WC: EMM to FCOA CD re: ??MH
8/11/2022	Lewis, Barbara	APAZ	In Home Visit	Request for ensure. Checking with Dana @ WA question my ensure won't cover.
8/11/2022	Messier, Ellen	APAZ	Phone Call	Rent/electric. Ellen confirmed rent \$193/month electric \$60/month. Will update application
8/11/2022	Barksdale, Ellen	PMIDURSKI	Phone Call	VM left with req to CB ARAW
8/11/2022	Silva, Mary Theresa	PMIDURSKI	Phone Call	To Dart Med Equip req estimate for bedside commode: Connie to send to ARAW
8/11/2022	Duarte, Bernice	PMIDURSKI	Phone Call	Delivery of chair: "TY ARAW" EMM to ENOS re: second pad status as only 1 delivered
8/12/2022	Rocha, Margaret	APAZ	Phone Call	VM to call back re: application questions for new request laser eye surgery

8/12/2022	Hotte, Eileen	APAZ	Phone Call	Approved BCBS continued; new request for depends. "I am so glad!"
8/12/2022	Begnoche, Cecile	PMIDURSKI	Phone Call	To CB re: Award: TY ARAW: EMMM to dgt & FCOA: SLY invoice to JC
8/12/2022	Silva, Mary Theresa	PMIDURSKI	Note to File	EDDF appr Commode" Del by WA today: MTS "overwhelmed by papers" Enc to call CES & declined
8/12/2022	Bishop, Sarah	PMIDURSKI	Email	To Counselor re: SB not contacting ARAW for assistance
8/12/2022	Camara, Laura	PMIDURSKI	Phone Call	SANGH yoga classes: Increased mobility issues: Workup being done
8/12/2022	DePina, Pam	PMIDURSKI	Phone Call	Award: "OMG:SO generous of ARAW: TY So much! To change BCBS Delta billing addresses: EMM to WA
8/12/2022	Barksdale, Ellen	PMIDURSKI	Phone Call	From EB: Review of financial info: over income: Info provided re: SCCLS, ACCS, CES: Will CB if financial changes
8/12/2022	Livramento, Betty Ann	PMIDURSKI	In Home Visit	Demand response app mailed to BAL: req full size mattress: to go to Worleys for estimate
8/12/2022	Hennessy, Cheryl	PMIDURSKI	Phone Call	Award: "You are all Angels! TY" To call Prog re: address change: Premium will increase d/t paper bill
8/12/2022	Guy, Nancy	APAZ	Phone Call	Approval increase SRTA & EPERS "I am very pleased and meals on wheels is wonderful. Thank you"
8/12/2022	Spearin, Gail	PMIDURSKI	Phone Call	To notify of award: "TY so much": Arm healing well: PT continues
8/12/2022	DeSouza, Joanne	PMIDURSKI	Phone Call	Award: Info provided re: Charlie card & ^Inc prod: "That helps so much. TY"
8/15/2022	Lamontagne, June	PMIDURSKI	Phone Call	VM left re: conf of attendance to Wamsutta Luncheon: Req CB
8/15/2022	Lamontagne, June	APAZ	Phone Call	8/26 Luncheon. Will attend and go with Gail Lawrence "I am so excited. I can't wait!"
8/15/2022	Cambra, Joan	PMIDURSKI	Phone Call	Conf of attendance to Wamsutta Luncheon; Unable to Attend as granddgt in town for visit
8/15/2022	Parquette, Mary Jane	PMIDURSKI	Phone Call	8/26 luncheon: "Of course I am attending. I love getting together with the group." No trans needed
8/15/2022	Desautels, Louise	PMIDURSKI	Phone Call	VM left re: conf. of attendance to Wamsutta Luncheon: Req CB
8/15/2022	Carter, Jessie	PMIDURSKI	Phone Call	8/26 luncheon: Confirmed attendance: will drive: "TY for these luncheons. I enjoy them so much!"
8/15/2022	Conway, Isidora	APAZ	Phone Call	8/26 Luncheon: Confirmed attendance. No transportation needed.
8/15/2022	Vieira, Kathy	APAZ	Phone Call	EPERS. Found company. Will research 2 more and get back to us.
8/15/2022	Pratt, Julie	APAZ	Phone Call	8/26 Luncheon: Confirmed attendance. No transportation needed.
8/15/2022	Cardoso, Isabel	PMIDURSKI	Phone Call	8/26 luncheon: Confirmed attendance: YES WE VAN
8/15/2022	Harrington, Diane	PMIDURSKI	Phone Call	8/26 luncheon: "I have scheduled my transportation already. TY" SCO transporation
8/15/2022	Horne, Donna	APAZ	Phone Call	8/26 Luncheon: Confirmed attendance. No transportation needed.
8/15/2022	Furness, Betty	PMIDURSKI	Phone Call	8/26 luncheon: "Most definitely I will attend. TY ARAW." No trans needed
8/15/2022	Hennessy, Cheryl	PMIDURSKI	Phone Call	VM left over w/e: Return call to CH & VMM req CH to call ARAW
8/15/2022	Hennessy, Cheryl	CFOLEY	Phone Call	Seemed to be trying to send to website; gave admin@ - she repeated back; will retry tomorrow
8/15/2022	DeMendonca, Theresa	PMIDURSKI	Phone Call	8/26 luncheon: "I will call Demand Response to schedule my ride."
8/15/2022	Lawrence, Gail	APAZ	Phone Call	8/26 Luncheon. June confirmed her attendance
8/15/2022	Lawrence, Gail	CFOLEY	Phone Call	Confirm attendance at lunch; trans not needed
8/15/2022	Rosoninha, Maria	APAZ	Phone Call	Returned call. Dialed the wrong number. HV 8/12 Did not qualify
8/15/2022	Monty, Grace	APAZ	Phone Call	New referral. Requested assistance with dental care. HV scheduled 8/23
8/15/2022	Ambra, Patricia	PMIDURSKI	Phone Call	HV tomorrow 8/16 @ 10am: Surgery postponed to 9/2: has estimate for car repairs
8/15/2022	Letourneau, Diane	APAZ	Phone Call	8/26 Luncheon: Confirmed attendance. Will go with Donna Horne
8/15/2022	Pryor, Joan	APAZ	Phone Call	Returning PGM call
8/15/2022	Francis, Eileen	APAZ	Phone Call	8/26 Luncheon: Confirmed attendance. "I am going with Julie"
8/15/2022	Edwards, Diane	APAZ	Phone Call	To notify about utilities
8/15/2022	Dillon, Sherry	PMIDURSKI	Phone Call	x3 re: fractured back and going to rehab. Will CB w/rehab location after speaking w/MSW
8/15/2022	Tuite, Janice	PMIDURSKI	Phone Call	8/26 luncheon: "I am looking forward to getting out and socializing. TY." YES WE VAN
8/15/2022	Monteith, Judith	PMIDURSKI	Phone Call	Landlord losing rent check: Will wait one week then issue new check if not found: Bought new puppy
8/15/2022	Liberatore, Gertrude	APAZ	Phone Call	8/26 luncheon. Confirmed attendance. No transportation needed.
8/15/2022	Fields, Beverly	APAZ	Phone Call	Car update. Still not fixed. Possibly Friday 8/19
8/15/2022	Rocha, Margaret	APAZ	Phone Call	New request denial
8/15/2022	Correia, Julia	APAZ	Phone Call	Checking to see I ok. All is well

8/15/2022	Correia, Julia	APAZ	Phone Call	VM Shelley emergency contact. Could not get a hold of Julia
8/15/2022	Sampson, Janet	PMIDURSKI	Phone Call	Auto ins: PGM to return policy and JS to mail invoice for auto ins 22/23
8/15/2022	Silveira, Marie Lorraine	APAZ	Phone Call	8/26 Luncheon. Confirmed attendance.
8/15/2022	Silveira, Marie Lorraine	CFOLEY	Phone Call	To determined if it was bfast or lunch on 8/26; confirmed lunch & her attendance; all set on trans
8/16/2022	DaRosa, Priscilla	APAZ	Phone Call	8/26 Luncheon. Added to wait list. To call her back with definite answer.
8/16/2022	Antunes, Joana	APAZ	Phone Call	VM 3rd attempt to notify of board approval for continued cable/rent assistance
8/16/2022	Pryor, Joan	PMIDURSKI	Phone Call	MSW: ?on vaca?: EM sent to MSW req CB upon return from vaca
8/16/2022	Lewis, Barbara	APAZ	Phone Call	VM with CESI GSSC Kimberly Gardner re: SWH vendor for Ensure
8/16/2022	Meehan, Norma	PMIDURSKI	Phone Call	To FCOA re: ??MH SHINE??: RSC @ Oxford not avail today: to CB 8/17 to discuss power WC
8/16/2022	LaFrance, Louise	APAZ	Phone Call	Annual HV. Scheduled 8/22 2pm
8/16/2022	Oliveira, Alice	PMIDURSKI	Phone Call	POC: "Its ready 4 delivery. ARAW can pay now." AO advised no approval: Nd MH denial: AO will call son
8/16/2022	Ambra, Patricia	PMIDURSKI	In Home Visit	New request for car repair: Ref to MSP, ACP, SNAP otc Costs
8/16/2022	Sousa, Rae	PMIDURSKI	In Home Visit	Attempted: No answer at locked door: TC to SLH Crapo Unit: "I don't have help to be home." BM notified
8/16/2022	Todd, Kristine	PMIDURSKI	Phone Call	Sr. photo ID for CHAMPS app: TO call NBCOA & sched appt: Req waiver for \$5 fee: PGM to CB 8/17
8/16/2022	Hennessy, Cheryl	PMIDURSKI	Phone Call	From Assured Collision w/estimate for battery: Req submitted for EDDF consideration: Approved per CHF
8/16/2022	Okpara, Priscilia	PMIDURSKI	Phone Call	To son Felix as reminder of deadline for invoices from Comcast & Verizon
8/16/2022	Livramento, Betty Ann	PMIDURSKI	Phone Call	To confirm receipt of mattress estimate
8/16/2022	Costa, Maria	APAZ	Phone Call	Comcast due 8/18. Dgt will pickup check 8/17 "I am very appreciative for what ARAW does for my mom"
8/17/2022	Todd, Kristine	PMIDURSKI	Phone Call	Sr Photo ID: NBCOA waived fee: KT to call COA to sched appt: Fresh Start referral submitted
8/17/2022	Ponte, Marion	PMIDURSKI	Phone Call	Survey: will complete and mail in today: TY for all you do
8/17/2022	Hennessy, Cheryl	PMIDURSKI	In Home Visit	To deliver check for Assured Collision for new battery & installation: TY ARAW. Blessings to you ALL
8/17/2022	Benoit, Pauline Jeanne	PMIDURSKI	Phone Call	From dgt carol: PB passed away this weekend: Dgt to return Comcast equipment: Y ARAW. Mom loved ARAW
8/17/2022	Lewis, Barbara	APAZ	Phone Call	CESI Kim Gardner. Re: insurance coverage. She will research and call us back.
8/17/2022	Michel, Loretta	PMIDURSKI	Phone Call	VM left for SW Kelsey Swanson requesting CB
8/17/2022	Hilario, Alzira	APAZ	Phone Call	Request for assistance. Refused "I have enough to pay my bills. Thank God. But not money to give"
8/17/2022	Benoit, Ruth	PMIDURSKI	Phone Call	"TY for birthday card. I had a wonderful weekend."
8/17/2022	Dillon, Sherry	PMIDURSKI	Phone Call	In SLH w/fx lumbar vertebrae: Cannot walk: +Covid: Ins will not pay for SNF
8/17/2022	Lada, Rosalie	PMIDURSKI	Phone Call	VM left for SW Kelsey Swanson requesting CB
8/17/2022	Woods, Janice	PMIDURSKI	Email	To CES I&R dept w/referral for Options counseling & caregiver Support Program
8/17/2022	Almeida, Mildred	PMIDURSKI	Phone Call	To sign up for Luncheon/Wait list? Dgt on hospice at home: Stage 4 Lung CA
8/18/2022	Mello, Eleanor	APAZ	Phone Call	VM re: call back regarding how she has been doing.
8/18/2022	Costa, Barbara	PMIDURSKI	Phone Call	To chat and share her "Blessing of having ARAW as friends."
8/18/2022	Hilario, Alzira	APAZ	Phone Call	New referral request. Explains process obtain basic information. HV scheduled 8/19
8/18/2022	Meehan, Norma	PMIDURSKI	Phone Call	To Kendra RSC who is assisting NM w/exploring power WC options: range \$2-\$4K: Will scan to admin choice
8/18/2022	Benoit, Susan	PMIDURSKI	In Home Visit	New request for moving expenses
8/18/2022	Parquette, Mary Jane	APAZ	Phone Call	Pen pal She has not received a card in 1 month and is doing ok
8/18/2022	Jenkins, Karen	PMIDURSKI	Phone Call	Concerns of penpal report not receiving Karen's letters: KJ has mailed 3 in past months: Mail card today
8/18/2022	Smith, Debra	APAZ	Phone Call	Sddress changed. ATT will be sending invoice. To call Deb when received.
8/19/2022	DeSouza, Joanne	PMIDURSKI	Phone Call	Charlie card check: Will discuss with JC on 8/22: Info re: MA Funeral assistance mailed
8/19/2022	Cole, Carol	PMIDURSKI	Phone Call	Wamsutta Luncheon: Will travel with Vanessa Chaput
8/19/2022	Fields, Beverly	APAZ	In Home Visit	Update complete. TC re correction to application and contact for transportation
8/19/2022	Chaput, Vanessa	PMIDURSKI	Phone Call	Wamsutta Luncheon: Will attend and drive Carol Cole
8/19/2022	Gibau, Maria	APAZ	Phone Call	VM with CESI CM Emily Gonsalves re: ensure coverage through Masshealth
8/19/2022	Gordon, Melba	PMIDURSKI	Phone Call	VM left for dgt req CB: home phone disconnected: Note card mailed to home address

8/19/2022	Dillon, Sherry	PMIDURSKI	Phone Call	W/update: Admit to SLH w/Covid: May go home w/VNA vs rehab: SD to call CES & speak w/CM
8/19/2022	Edwards, Diane	APAZ	Phone Call	Concern with increased comcast bill d/t new phone. We will f/u with her once we get the bill.
8/19/2022	Benevides, Maria	PMIDURSKI	Phone Call	VM for dgt Sandra re: MH status
8/19/2022	Drayton, Gail	APAZ	Phone Call	VM re: Xfinity bill. Information provided by Rosemary Saber
8/19/2022	Gordon, Melba	PMIDURSKI	Note to File	Letter mailed to MG re: inability to contact
8/19/2022	Oliveira, Alice	PMIDURSKI	Note to File	Letter fr MD office re POC: VMM left for Kassandra @ MD req CB re: MH coverage
8/19/2022	Costa, Barbara	PMIDURSKI	Phone Call	Req HOLD on taxi vouchers: "I have enough for Sept. Please resume in Oct." JC sent EMM
8/19/2022	Andrade, Dorothy	PMIDURSKI	Note to File	Letter mailed to DA re: inability to contact
8/19/2022	Estrella, Louise	PMIDURSKI	Phone Call	Req ARAW pay for chair: Instructed to call Fallon CM& MD for Fallon to cover motor: To CB ARAW
8/19/2022	Belanger, Elizabeth	PMIDURSKI	Phone Call	Sign up for luncheon
8/19/2022	Almeida, Mildred	PMIDURSKI	Phone Call	Cannot attend luncheon due to prior commitment: Survey completed
8/19/2022	Fields, Beverly	PMIDURSKI	Phone Call	Trans to Boston: Yes We Van \$165 RT: To call Mo Life Monday morning; # provided
8/19/2022	Boudreau, Jeanne	PMIDURSKI	Phone Call	Home fr Rehab. VNA & CES services in place: NO needs for ARAW at this time
8/22/2022	Sousa, Dianna	PMIDURSKI	Phone Call	To report she has moved to Fhvn Village Main St: Will call BCBS to have bills sent to her
8/22/2022	Beaubian, Joan	PMIDURSKI	Phone Call	EM & VM re: decreasing to 2 TVs as approved by Board
8/22/2022	Hultgren, Mary	PMIDURSKI	Phone Call	PERS too bulky, not wearing: HV sched for Tues 8/23 @11:30am
8/22/2022	Curado, Alzira	PMIDURSKI	Phone Call	As reminder of overdue auto loan invoice: "Will bring to office today"
8/22/2022	Begnoche, Cecile	PMIDURSKI	Phone Call	Confirmation of Award: SLH bill: CB willpay 2 ambulance bill: family will cover scripts: PartD begins 9/1
8/22/2022	Mello, Eleanor	APAZ	Phone Call	Pen pal. Everything great. Also we should not be billed for ensure in sept 2022
8/22/2022	DaRosa, Priscilla	APAZ	Phone Call	Adding her to attendance 8/26 Luncheon
8/22/2022	Belanger, Elizabeth	PMIDURSKI	Phone Call	To confirm Luncheon attendance: Added to Yes We Van trans list
8/22/2022	Costa, Barbara	PMIDURSKI	Phone Call	To chat and wish everyone @ ARAW a wonderful week ! THANK You for all you do!!
8/22/2022	Drayton, Gail	APAZ	Phone Call	VM re: concern with cable bill
8/22/2022	Dillon, Sherry	PMIDURSKI	Phone Call	To report in OBS status: No return calls fr CES/Fallon: Reports unable to walk & COVID +: EM to GSSC
8/22/2022	Chaput, Vanessa	PMIDURSKI	Phone Call	To confirm trans to Luncheon w/ Carol C: Other resident EB to travel via Yes We Van
8/22/2022	Morin, Jacqueline	PMIDURSKI	Phone Call	Standard Times: Spoke w/ 2 reps: no statements mailed: Conts receiving paper: JM to call Standard times
8/22/2022	LaFrance, Louise	APAZ	In Home Visit	Will request to make inactive
8/22/2022	DeSouza, Joanne	PMIDURSKI	Phone Call	Charlie card check to be mailed later in wk to JDS: Mass.gov funeral assistance ifo mailed
8/22/2022	Todd, Kristine	PMIDURSKI	Phone Call	Health status: EMM to NBCOA CW to notify of same: CW to notify appro. staff
8/22/2022	Smith, Debra	APAZ	Phone Call	New request and annual update scheduled 8/23
8/22/2022	Rogers, Beverly	APAZ	Phone Call	Assistance with insurance ppwrk. Provided Shine # for NBCOA.
8/22/2022	Silva, Yvonne	PMIDURSKI	Phone Call	Penpal E Mello: Both parties busy summer but enjoying communication: to cont w/letters & calls
8/23/2022	Todd, Kristine	PMIDURSKI	Phone Call	W/update re: illness: cont w/HA & cough: Nds \$12 for new med for cough not covered by MH: to call Fallon Nav
8/23/2022	Livramento, Betty Ann	PMIDURSKI	Phone Call	VM left with req to CB ARAW to clarify value of life ins policy
8/23/2022	Okpara, Priscilia	PMIDURSKI	Phone Call	From son Felix: Unable to get Comcast & Verizon invoices to ARAW: will submit for October mtg
8/23/2022	Gibau, Maria	APAZ	Phone Call	Ensure through masshealth. CESI CM to process and let us know.
8/23/2022	Ponte, Karyn	PMIDURSKI	Phone Call	Fix hip/leg: at Alden Court: wants to return home: Req assistance w/cost of trans: will get estimate
8/23/2022	Michel, Loretta	PMIDURSKI	Phone Call	To Sw Kelsey Swanson @ Sacred Heart NH: Remains resident: ARAW will await CB from dgt
8/23/2022	Dillon, Sherry	PMIDURSKI	Phone Call	"I am all set. I spoke w/hospital SW and financial dept. TY for helping." EMM to CES GSSC & Fallon
8/23/2022	David Martinez, Nilda	PMIDURSKI	Email	To dgt to sched annual HV d/t Spanish interpreter needed: HV sched for 9/1 @ 11am
8/23/2022	Drayton, Gail	APAZ	Phone Call	Cable bill paid
8/23/2022	Lada, Rosalie	PMIDURSKI	Phone Call	To SW Kelsey Swanson @ Sacred Heart NH: "RL continues to enjoy her TV. "
8/23/2022	Hultgren, Mary	PMIDURSKI	Phone Call	PERS unit: "I do not wear it as its too big." Agreeable to sm unit w/fall detection: JC to call A1: Son Notified
8/23/2022	Duarte, Bernice	PMIDURSKI	Phone Call	In Charlton Hospital since Fri 8/19 d/t hypertension: Unsure of d/c date and ?rehab stay: Will inform ARAW

8/24/2022	Monteith, Judith	PMIDURSKI	Phone Call	Computer, spay of new puppy, landlord concerns & desire to sell household items: "TY for listening."
8/24/2022	Andrade, Dorothy	PMIDURSKI	Email	To CES CM re: current POC
8/24/2022	Eisely, Geraldine	PMIDURSKI	Email	To CES CM NC re: current POC
8/24/2022	Martinez, Nitza	APAZ	Phone Call	New referral HV scheduled 8/26 re: water bill
8/24/2022	Bissonnette, Alice	APAZ	Phone Call	Phone not working wanted to confirm HV 8/26 at 9am
8/24/2022	Ribeiro, Renay	PMIDURSKI	Phone Call	SNAP: DTA summary sheet w/medical expenses mailed
8/24/2022	Benevides, Maria	PMIDURSKI	Phone Call	To dgt re: MH status: Dgt called IAC & is awaiting CB from SHINE counselor who can check status
8/24/2022	Letourneau, Diane	APAZ	Phone Call	Cancel 8/26 Luncheon
8/24/2022	Hilario, Alzira	APAZ	Phone Call	Visit 8/25 to assist with cable cost & get cable bill
8/24/2022	Parker, Delia	PMIDURSKI	Phone Call	Hearing aids: "My world has opened up! TY ARAW."
8/24/2022	Lamontagne, June	PMIDURSKI	Phone Call	Annual home visit: Sched HV 9/12 @ 11:30am
8/24/2022	Sousa, Rae	PMIDURSKI	Phone Call	LTC being explored as PCAs n/a: EM to WA re: HOLD of del: Req EDDF 4 cell phone charger: "TY ARAW"
8/24/2022	Horne, Donna	APAZ	Phone Call	Cancel 8/26 Luncheon. Will call back if Diane cancels
8/24/2022	Lajoie, Elizabeth	PMIDURSKI	Phone Call	Sched HV: sched for 9/9 @ 1pm
8/24/2022	Smith, Debra	APAZ	Phone Call	Update application information
8/24/2022	Todd, Kristine	PMIDURSKI	Phone Call	To report she is feeling better: EM to CW NBCOA re: nd for invoice
8/25/2022	Bourgeois, Lucille	PMIDURSKI	Phone Call	Upcoming move Sept 30 to WCALF: needs chair & assist w/phone & TV: HV sched for update 8/29
8/25/2022	Cardoso, Isabel	PMIDURSKI	Phone Call	Pick up time for Wamsutta Luncheon: Aware Honda CRV is transport vehicle
8/25/2022	Furness, Betty	APAZ	Phone Call	To confirm 8/26 luncheon. She will attend "I will be there with bells on. God willing"
8/25/2022	Chytrus, Leslie	PMIDURSKI	Phone Call	Req phone # for WA: "Problems w/front wheels of walker:" ARAW purchased rollator 8/2021
8/25/2022	Desautels, Louise	PMIDURSKI	Phone Call	Cancel Luncheon: Inoperable heart issue: Increased diuretics: Req 2>pkgs Poise pads: EMM to AP
8/25/2022	Desautels, Louise	APAZ	Phone Call	To confirm I will place request for increase poise pads today. It will begin with Sept order
8/25/2022	Letourneau, Diane	APAZ	Phone Call	Confirmed she will not attend 8/26/22 "Even if transportation is provided. I will not attend".
8/25/2022	Edwards, Diane	APAZ	Phone Call	Vet bill we received. She is not requesting to pay. For our records only
8/25/2022	Pryor, Joan	PMIDURSKI	Phone Call	Req connection w/MSW: SW on vaca: JP will wait for SW to return
8/25/2022	Bissonnette, Alice	APAZ	Phone Call	Application complete
8/25/2022	Bissonnette, Alice	PMIDURSKI	Phone Call	To speak w/Ana: EMM to AP to CB AB: "Call on cell # as home phone not working. Verizon coming Friday."
8/25/2022	Foster, Phyliss	PMIDURSKI	Phone Call	Ref fr on-line search: req assist/rent: Has not pd rent x4 months: Over income: Ref to SCCLS, NB&Fhvn HA, CES
8/25/2022	Hilario, Alzira	APAZ	In Home Visit	To help find out cost of increased comcast plan and get copy of bill.
8/25/2022	Martinez, Nitza	APAZ	In Home Visit	Application complete. Will provide resource information and ask her to work with her advocate
8/25/2022	Polek, Regina	PMIDURSKI	Phone Call	VM left re: estimate of Andrea's out of packet personal expenses
8/25/2022	Tuite, Janice	PMIDURSKI	Phone Call	Pick up time for luncheon: Aware Honda CRV is transport vehicle
8/25/2022	DaRosa, Priscilla	PMIDURSKI	Phone Call	From dgt: PDR not feeling well: To MD today: Cancel luncheon
8/25/2022	Belanger, Elizabeth	PMIDURSKI	Phone Call	Pick up time for Wamsutta Luncheon: Aware Honda CRV is transport vehicle
8/26/2022	Bissonnette, Alice	APAZ	Phone Call	Review of application. All questions answered. Will call later if home phone fixed.
8/26/2022	Messier, Ellen	APAZ	Phone Call	To review annual application. Updates made and submitted.
8/26/2022	Hilario, Alzira	APAZ	Phone Call	Cable bundled with phone but did not leave message per her request.
8/26/2022	Debrosse, Sezaltina	APAZ	Phone Call	VM to call back to review recent annual application
8/26/2022	Fletcher, Sally	APAZ	Phone Call	From Robin @ Advance Eye Ctr. Will ARAW pay for her new glasses? EMM sent to PGM
8/26/2022	Somers, Linda	CFOLEY	Phone Call	From Diane @ Enos; LS filing grievance
8/26/2022	Jenkins, Karen	APAZ	Phone Call	Karen Jenkins has a MD appointment 9/1/2022 at 10:30am. She is requesting a cab voucher. EMM to PG
8/26/2022	Vieira, Kathy	APAZ	Phone Call	Setup purchase of medical alert through Medical Guardian. Clare completed information.
8/29/2022	Todd, Kristine	PMIDURSKI	Phone Call	To req copies 4 CHAMPS app: Feeling better: Spoke w/SCCLS re: landlord issue: OV in lobby w/masks on
8/29/2022	Todd, Kristine	PMIDURSKI	Phone Call	Section 8 voucher: KT reports frustration in connecting w/person @NBHA: Instruct to leave VMM



8/29/2022	Burke, Shauneen	PMIDURSKI	Phone Call	Return call to SB: "I cannot talk now as I am visiting w/my grand. I will call you tomorrow."
8/29/2022	Dillon, Sherry	PMIDURSKI	Phone Call	W/update: In rehab The Royal: Ambulating w/PT: ?home w/VNA Friday 9/2: "TY for everything"
8/29/2022	Jennings, Kathleen	PMIDURSKI	Phone Call	App question assist: Completing CHAMPS & Section 8 apps: to call NBHA: Sm claims court w/neighbor
8/29/2022	Carter, Jessie	APAZ	Phone Call	Did not make 8/26 Luncheon was in ED with asthma still inpatient
8/29/2022	Meehan, Norma	PMIDURSKI	Phone Call	Wheelchair. RSC can't assist. Going to COA for assistance 8/30 PGM notified: EMM to RSC to clarify
8/29/2022	Martinez, Nitza	APAZ	Phone Call	Assistance with application. She does not provide assistance only insurance and SNA.
8/29/2022	Gamboa, Carmen	APAZ	Phone Call	VM re: new referral request for materials
8/29/2022	Bourgeois, Lucille	PMIDURSKI	In Home Visit	For new request: Moving to WCALF 9/30: Req assist w/chair
8/29/2022	Jenkins, Karen	PMIDURSKI	In Home Visit	To deliver BB vouchers for MD visit 9/1
8/29/2022	Jenkins, Karen	PMIDURSKI	In Home Visit	To bring BB vouchers for MD visit 9/1
8/29/2022	Monteith, Judith	PMIDURSKI	Phone Call	Expedited insurance bill: Return call to JM>VMMM left
8/29/2022	Roderiques, Bernadette	PMIDURSKI	Phone Call	W/inquiry re: submitting info for a potential referral: Enc to have friend call ARAW herself
8/29/2022	Duarte, Bernice	PMIDURSKI	Phone Call	Status: Home after 10 day stay @ SLH: "Sore back & tired:" EM to Enos re: pad: BD did receive 2 pads
8/29/2022	Polek, Regina	PMIDURSKI	Phone Call	Sister's (Andrea) Out of pocket expenses: "We share so much to keep the house running."
8/29/2022	DeJesus, Eva	PMIDURSKI	Email	From family to confirm Award of Comcast & Ensure: "Thanks to the ARAW for the AC unit & comcast/ensure."
8/29/2022	Sousa, Rae	PMIDURSKI	Note to File	Visit to SLH to bring cell phone charger: "TY ARAW": Awaiting transfer to SNF
8/30/2022	DeJesus, Eva	PMIDURSKI	Email	To grandgt re: application for Eversource electricity discount program: "Thank you"
8/30/2022	Greenwood, Dorothy	APAZ	Phone Call	Notification/congratulation on being the survey raffle winner. "Oh geez.. Im 93 & I won money!"
8/30/2022	Andrade, Dorothy	PMIDURSKI	Phone Call	For annual update: son present: ADH 5d/wk & HHA 7hrs Mon-Fri: Stay FLO: Info 4 ACP
8/30/2022	Devlin, Frances	APAZ	Phone Call	From Sister Marla Marie re: referral. Will have Ms. Devlin call
8/30/2022	Smith, Debra	APAZ	Phone Call	ATT bill pass due. Will come in 8/31 to print invoice
8/30/2022	Todd, Kristine	PMIDURSKI	Phone Call	COVID test: Instructed to call CVS, PCP as well as place order prior to 9/2: KT to call FS to resume
8/30/2022	Bourgeois, Lucille	PMIDURSKI	Phone Call	Move & Fresh Start: Will discuss and CB re: submitting referral to FS
8/31/2022	Ventor, Rosalie	APAZ	Phone Call	Annual review questions. To call back re: monthly balance
8/31/2022	Kilroe, Joan	PMIDURSKI	Phone Call	NEW ref fr. ARAW bene: Relocated to Fhvn from CA in May 2022: Req assist/Comcast: CHF denied d/t residency
8/31/2022	Bissonnette, Alice	APAZ	Phone Call	Car payment. Would like to request assistance. HV 9/1 to pick up copy of bill.
8/31/2022	Martinez, Nitza	APAZ	Phone Call	Received. Notified of HV follow up 9/1. Will have papers ready.
8/31/2022	Pryor, Joan	PMIDURSKI	Phone Call	Req CB from MSW: EMM sent to MSW
8/31/2022	Laber, Lynn	PMIDURSKI	Phone Call	Award: "TY to the ARAW. This helps so much." May need root canal in future: will send estimate
8/31/2022	Graybill, Holly	APAZ	Phone Call	Request (3) tickets to NBAM. EMM to admin to mail.
8/31/2022	Vieira, Kathy	APAZ	Phone Call	Received medical guard products & will contact A1 to ship the old device bac.
8/31/2022	Chor, Patricia	PMIDURSKI	Phone Call	To vent re: leaking ceiling(landlord notified) & upcoming decrease in SNAP benefits: Going to food pantries
8/31/2022	Petrin, Joan	PMIDURSKI	Phone Call	Annual update & Award: "This is wonderful. Please tell the Board TY. This means so much to me!"
8/31/2022	Polek, Regina	PMIDURSKI	Phone Call	VM left req CB re: award
8/31/2022	Simpkin, Carol	PMIDURSKI	Phone Call	Annual Update & award of cont. of BCBS: "OMG!! TY ARAW" to gather info re: purchase of dryer
8/31/2022	Moore, Carolyn	APAZ	Phone Call	TY "The art classes were great. Got me out of the house. The instructor was wicked encouraging & had a lot of patience."
8/31/2022	Robillard, Rita	APAZ	Phone Call	VM to call back regarding annual review.
8/31/2022	Bramwell, Nancy	PMIDURSKI	Note to File	OV to bring BCBS invoice: Helping former RE boss w/office cleaning; \$100 1-2x/month "Helps w/gas & food"
8/31/2022	Ribeiro, Renay	PMIDURSKI	Note to File	OV to bring additional supporting documents

# ASSOCIATION FOR THE RELIEF OF AGED WOMEN

## Transaction Detail By Account

August 2022

	<u>Date</u>	<u>Name</u>	<u>Account</u>	<u>Amount</u>
Aug 22				
	08/04/2022	JR'S AUTO SHOP	O'BARA, TERESA - CAR REPAIR	240.00
	08/17/2022	ACI TOWING	HENNESSY, CHERYL - CAR REPAIR	191.24
	08/24/2022	AMAZON	SOUSA, RAE - PHONE CHARGER	12.99
	08/31/2022	WESTPORT APOTHECARY	SILVA, MARY THERESA - COMMODE	59.95
Aug 22				<u><u>504.18</u></u>

\* AC for Leslie Chytrus

\* Transportation Delia Parker

## **Finance Committee Meeting Minutes**

### **I - Joint Meeting with BofA and Investment Advisory Committee August 12, 2022 11:15 AM**

### **II – Joint Meeting with Investment Advisory Committee August 16, 2022 9:30 AM**

#### **I - August 12**

Present: J Doyle, C Mayall, R O'Connell (via Zoom), J Stankiewicz, C Foley, MCE. Excused: D Laflamme

Investment Advisory Committee: K O'Connell (via Zoom), H Ziegler. Excused: K McQuiggan  
Bank of America: M Bennet, S Clark. Excused: E Greene

This meeting was an in-person meeting with our Finance Committee, Investment Advisory Committee and Bank of America portfolio management team as a follow-up to last month's meeting. The main purpose was to discuss a pro forma developed by Sarah with her suggestions for realigning the ARAW portfolio.

The Finance Committee first presented the final Investment Policy Statement (IPS) that had been approved by the board at the previous day's board meeting. The document was signed by ARAW and Bank of America. Congratulations on successfully completing a lengthy process!

Sarah, as our portfolio manager, reviewed her proposed asset allocations with a comparison to our present composition. By making adjustments, the holdings become more streamlined within their asset classes and are managed by proven funds. Our portfolio becomes more 'institutionalized' rather than a collection of disparate holdings. The changes will lend themselves to management under the BofA umbrella, further reducing/eliminating management fees of the individual fund managers.

As we saw last year when Jason began working on a similar realignment on a much smaller scale, these one-time changes result in realized and unrealized gains with the former yielding a tax liability. In this case, the liability may be close \$39,000.

We decided to conclude the meeting at that point so that we could review the information and get a better understanding of the proposal: is this the right time for a change like this? [there's probably never an ideal time involving the stock market]; can it be executed in phases to ease us into it? [probably not if we want to minimize tax implications]; are the three advisers in agreement with the proposal and timing? [they are since Kathleen's return from vacation]; do the accountants have any additional observations? [Clare will discuss with Peter Lamb].

#### **II – August 16**

Present: J Doyle, C Mayall, R O'Connell (via Zoom), C Foley, MCE. Excused: D Laflamme, J Stankiewicz

Investment Advisory Committee: K McQuiggan (via Zoom), K O'Connell (via Zoom), H Ziegler (via Zoom)

We reconvened as agreed to offer the opportunity for more discussion of the BofA proposal and to hear Kathleen's input. It was unanimous that the strategy is sound and the timing should be focused on completing the transactions by September 30, 2022. This will give us a 'clean' fourth quarter with the new allocations.

At the direction of the Finance Committee, ARAW will notify BofA to proceed with the transition. (This will be after Peter Lamb offers his insight, hopefully within the next 3-4 days.)

I can't thank our Finance Committee and Advisory Committee enough for the perseverance in working through both the IPS development and the portfolio realignment! I think we've all learned so much and have increased our confidence in being diligent stewards of the ARAW's assets. Thank you.

**Next Meeting: Tuesday, September 20 at 9:30 AM**

Mary Ellis, Treasurer  
August 16, 2022

Trade Date

**Account Summary**

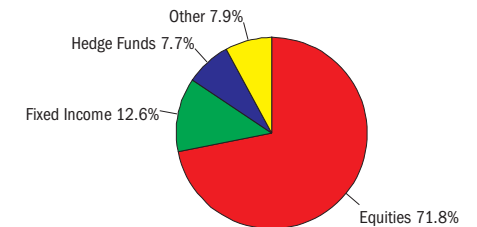
Aug. 01, 2022 through Aug. 31, 2022

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

**Market Value \$19,207,795.61**

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
<b>Beginning Market Value</b>	<b>\$19,795,869.27</b>	<b>\$21,441,696.62</b>	Short-term	\$0.00	-\$14,499.56	Dividends - Taxable	\$20,670.96	\$164,656.64
Income	23,320.16	168,280.64	Long-term	0.00	3,960.66	Interest - Taxable	2,649.20	3,624.00
Deposits	387.94	3,469.12	<b>Net Total</b>	<b>\$0.00</b>	<b>-\$10,538.90</b>	<b>Total Income</b>	<b>\$23,320.16</b>	<b>\$168,280.64</b>
Disbursements	-70,387.94	-353,296.25						
Bank Fees	-6,750.67	-33,884.57						
Change in Market Value	-534,643.15	-2,018,469.95						
<b>Ending Market Value</b>	<b>\$19,207,795.61</b>	<b>\$19,207,795.61</b>						
Change in Account Value	-588,073.66	-2,233,901.01						
Accrued Income	18,148.22	18,148.22						
<b>Ending Value + Accrued Income</b>	<b>\$19,225,943.83</b>	<b>\$19,225,943.83</b>						

Portfolio Allocation						
Description	Market Value	Tax Cost	Unrealized Gain/Loss	Accrued Income	Estimated Annual Income	Current Yield
Cash/Currency	\$606,810.60	\$606,810.60	\$0.00	\$1,061.41	\$12,615.59	2.07%
Equities	13,778,979.40	7,799,010.64	5,979,968.76	12,811.75	221,408.08	1.60
Fixed Income	2,426,321.10	2,730,679.49	-304,358.39	4,119.72	96,637.82	3.98
Hedge Funds	1,485,850.00	1,538,771.16	-52,921.16	\$155.34	13,693.86	0.92
Tangible Assets	909,834.51	1,044,027.10	-134,192.59	0.00	179,274.60	19.70
<b>Total Assets</b>	<b>\$19,207,795.61</b>	<b>\$13,719,298.99</b>	<b>\$5,488,496.62</b>	<b>\$18,148.22</b>	<b>\$523,629.95</b>	<b>2.72%</b>
<b>Total</b>	<b>\$19,207,795.61</b>	<b>\$13,719,298.99</b>	<b>\$5,488,496.62</b>	<b>\$18,148.22</b>	<b>\$523,629.95</b>	



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.

Name	Birth Date	Age	Board Member
Livramento, Betty Ann	9/10/1948	74	Jeannette Doyle
Bonneau, Maria	9/11/1949	73	Mary Ellis
Mello, Janet	9/11/1945	77	Angela Natho
Flaherty, Mrs. Eileen	9/12/1934	88	Debbie Brooke
Snow, Mrs. Lucinda	9/12/1925	97	Office
DeJesus, Eva	9/13/1929	93	Office
DeSouza, Joanne	9/13/1945	77	Cathy Mayall
Lawrence, Gail	9/13/1949	73	Cathy Mayall
McHale, Joyce	9/17/1947	75	Gloria deSa
Lima, Mrs. Mary	9/18/1943	79	Jeannette Doyle
Thibault, Mrs. Cecile	9/18/1944	78	Diane Laflamme
O'Bara, Teresa	9/21/1954	68	Office
Mota, Lina	9/23/1946	76	Office
Whitehead, Marguerite	9/24/1942	80	Angela Natho
Castello, Mrs. Janice	9/26/1941	81	Office
Conway, Isidora	9/26/1941	81	Angela Natho
Horne, Donna	9/26/1948	74	Jeannette Doyle
Quirini, Sandy	9/26/1943	79	Office
Begnoche, Ms. Cecile	9/29/1933	89	Jane Stankiewicz
Sampson, Mrs. Janet	9/29/1945	77	Pam McKnight
Bramwell, Nancy	10/2/1942	80	Office
Bishop, Sarah	10/4/1953	69	Mary Ellis
Laber, Lynn	10/5/1947	75	Office
Ortiz, Maria	10/7/1946	76	Office
Bissonnette, Ms. Alice	10/9/1941	81	Jo-Ann Beaulieu
Harrison, Ms. Delphina	10/10/1940	82	Cathy Mayall
DaCosta, Mrs. Maria	10/12/1924	98	Office
Camara, Mary	10/14/1943	79	Office

# ARAW BENEFICIARY REQUEST: SUMMARY

SEPTEMBER 2022 | VER 9/2/22

Beneficiary	Outreach	Biggest Concern	Notes	Specific Request	Recommendations
<p><b>BENE# 20-21/05</b></p> <p><b>Gomes, Virginia</b> 95 y/o; 11/22/1926 <b>Income: \$1,191 sub</b></p> <p><b>ARAW support \$7,370:</b> <b>Reoccurring:</b> Nutrition \$86.88 '15, Pers care \$66.14 '20 <b>Gifts:</b> Holiday \$150 '20-21</p> <p><b>MEB: -\$83</b></p>	<p>BA Ana Paz  (508) 717-0400</p>	<p>Increase in dietary and incontinence products. "Your organization really helps my mom by providing essential straight to her door. Really appreciate all you do".</p>	<p>Connect son to SHINE</p> <p>Recent fall and increased signs of dementia</p> <p>Son said she is fine &amp; these are her only needs</p>	<p><b>Monthly:</b></p> <ul style="list-style-type: none"> <li>▪ <b>Increase</b> in liquid dietary supplements to \$108.60</li> <li>▪ <b>Continuation</b> w/increase to incontinence products \$48</li> </ul>	<p><b>Monthly:</b></p> <ul style="list-style-type: none"> <li>▪ <b>Increase</b> in liquid dietary supplements to \$108.60</li> <li>▪ <b>Continuation</b> w/increase to incontinence products \$48</li> </ul>
<p><b>BENE# 22/17G</b></p> <p><b>Palazzo, Sharon</b> 69 y/o; 4/17/1953 <b>Income: \$1,927 H</b></p> <p><b>ARAW support \$1,749:</b> <b>Gifts:</b> Mattress \$1,599, Holiday \$150 '21</p> <p><b>MEB: -\$11</b></p>	<p>BA Pat Midurski  (508) 717-0400</p>	<p>" I am grateful for having a roof over my head, food on my table &amp; good health. I do admit to struggling to make ends meet but my tenant does chip in to help above her rent for which I am grateful. I pray nothing major breaks or needs replacing as I do not have any savings &amp; I do not want to use credit cards. They can be so dangerous! My major concern is being able to pay my monthly bills. I appreciate any help that the ARAW can provide. Thank you"</p>	<p>Tenant helps</p> <p>Rising cost of everything</p> <p>Will look into CHAMP</p>	<p><b>Exception:</b></p> <ul style="list-style-type: none"> <li>▪ <b>Continuation</b> of living alone exception (Has a tenant)</li> </ul> <p><b>Monthly:</b></p> <ul style="list-style-type: none"> <li>▪ Preservision &amp; Vitamin D \$55 from Westport Apothecary</li> </ul> <p><b>Gift:</b></p> <ul style="list-style-type: none"> <li>▪ <b>Statement</b> Jun-Dec 2022 Car insurance \$767</li> </ul>	<p><b>Exception:</b></p> <ul style="list-style-type: none"> <li>▪ <b>Continuation</b> of living alone exception (Has a tenant)</li> <li>▪ Age guideline for reoccurring support (69)</li> </ul> <p><b>Monthly:</b></p> <ul style="list-style-type: none"> <li>▪ Preservision &amp; Vitamin D \$55 from Westport Apothecary</li> </ul> <p><b>Gift:</b></p> <ul style="list-style-type: none"> <li>▪ <b>Statement</b> Jun-Dec 2022 Car insurance \$767</li> </ul>

## ARAW BENEFICIARY REQUEST: SUMMARY

SEPTEMBER 2022 | VER 9/2/22

Beneficiary	Outreach	Biggest Concern	Notes	Specific Request	Recommendations
<p><b>BENE# 22/18G</b></p> <p><b>Ribeiro, Renay</b> 73 y/o; 3/15/1949 <i>Income: \$1,644 sub</i></p> <p><b>ARAW support \$3,650:</b> <b>Gifts:</b> CC \$3,500 '21, Holiday \$150 '21</p> <p><b>MEB: \$3</b></p>	<p style="text-align: center;">BA Pat Midurski</p> <p style="text-align: center;">(508) 717-0400</p>	<p>" My grandchildren have asked to borrow my car or to rent them a car&amp; pay with my CC. But I learned my lesson &amp; I will not fall into that trap again. Now that my major debt has been eradicated, I am working to pay off my personal loan in 2023. I did have to charge car repairs unfortunately &amp; pray the car is Ok for a while. Thanks to the ARAW for helping me last year."</p>	<p>Expense have gone up – no Pace or breakfast at Wellness Center</p> <p>Working to pay off debt – did not let grandchildren use CC</p>	<p><b>Exception:</b></p> <ul style="list-style-type: none"> <li>▪ Continuation of income guideline exception (\$144)</li> </ul> <p><b>Monthly:</b></p> <ul style="list-style-type: none"> <li>▪ Phone \$65</li> <li>▪ Cable \$40</li> </ul>	<p><b>Exception:</b></p> <ul style="list-style-type: none"> <li>▪ Continuation of income guideline exception (\$144)</li> </ul> <p><b>Gift:</b></p> <ul style="list-style-type: none"> <li>▪ Discover credit card \$600</li> <li>▪ Personal loan \$1,000</li> </ul> <p><i>Will need documentation, stress one time only</i></p>
<p><b>BENE# New</b></p> <p><b>Woods, Janice</b> 74 y/o; 9/28/1947 <i>Income: \$1,060 R</i></p> <p><b>ARAW support: New</b></p> <p><b>MEB: \$135</b></p>	<p style="text-align: center;">BA Pat Midurski</p> <p style="text-align: center;">(508) 717-0400</p>	<p>"My doctor said I need to sleep in a recliner so my arm heals properly. I am trying to sit up on my sofa to sleep but I am not able to sleep. My back &amp; hips hurt too much. The occupational therapist has tried to make provisions on my couch &amp; my bed but it is too uncomfortable."</p>	<p>Referral from NBCOA</p> <p>Difficult to get information – dtr/caregiver exhausted</p> <p>Tufts will not help with chair</p> <p>Resources provided</p>	<p><b>Gift:</b></p> <ul style="list-style-type: none"> <li>▪ <b>Estimate</b> Lift recliner chair from Dartmouth Medical \$1,595</li> </ul>	<p><b>Gift:</b></p> <ul style="list-style-type: none"> <li>▪ <b>Estimate</b> Lift recliner chair from Dartmouth Medical \$1,595</li> </ul>



## ARAW BENEFICIARY REQUEST: SUMMARY

SEPTEMBER 2022 | VER 9/2/22

Beneficiary	Outreach	Biggest Concern	Notes	Specific Request	Recommendations
<p><b>BENE# FLO-21E-V</b></p> <p><b>Livramento, Betty Ann</b> 73 y/o; 9/10/1948 <i>Income: \$1,544   sub</i></p> <p><b>ARAW support \$710: Gifts:</b> Recliner \$560 '20, Holiday \$150 '20</p> <p><b>MEB: \$69</b></p>	<p style="text-align: center;">BA Pat Midurski</p> <p style="text-align: center;">(508) 717-0400</p>	<p>" I have had some health issues over the past year but fortunately I am doing better. I remain cautious of the COVID virus as my lungs are compromised. I have spent a bit of my time recuperating in bed &amp; my back has begun hurting more than usual. I realize now that my mattress is more than 10 years old. I wonder if the ARAW could purchase a full sized mattress for me?"</p>	<p>Resumed sleeping in bed – back is hurting more – over 10 year old mattress</p> <p>60K life insurance?</p>	<p><b>Exception:</b></p> <ul style="list-style-type: none"> <li>▪ <i>Continuation of income guideline exception (\$44)</i></li> </ul> <p><b>Gift:</b></p> <ul style="list-style-type: none"> <li>▪ <b>Invoice</b> Full size mattress with removal \$539 from Worley Beds</li> </ul>	<p><b>Exception:</b></p> <ul style="list-style-type: none"> <li>▪ <i>Continuation of income guideline exception (\$44)</i></li> </ul> <p><b>Gift:</b></p> <ul style="list-style-type: none"> <li>▪ <b>Invoice</b> Full size mattress with removal \$539 from Worley Beds</li> </ul>
<p><b>BENE# New</b></p> <p><b>Ambra, Patricia</b> 75 y/o; 6/24/1947 <i>Income: \$1,327   sub</i></p> <p><b>ARAW support: New</b></p> <p><b>MEB: \$10</b></p>	<p style="text-align: center;">BA Pat Midurski</p> <p style="text-align: center;">(508) 717-0400</p>	<p>"I worry that I will be a burden on my children. I already told them to put me in a nursing home but my oldest daughter moved back to the area to take care of me when I had my last surgery. I told her not to but she is the oldest plus the nurse in the family. I think she feels obligated to be the caregiver. I want to remain as independent as possible &amp; having my car working makes that possible for the time being."</p>	<p>Referral from cousin (heard about ARAW at restaurant)</p> <p>Independent – does not want to be a burden on children</p> <p>Uses car for doctor's appts, groceries, Rx's, errands</p>	<p><b>Gift:</b></p> <ul style="list-style-type: none"> <li>▪ <b>Estimate</b> Car repair \$797.79 from Complete Car Care</li> </ul>	<p><b>Gift:</b></p> <ul style="list-style-type: none"> <li>▪ <b>Estimate</b> Car repair \$797.79 from Complete Car Care</li> </ul>

## ARAW BENEFICIARY REQUEST: SUMMARY

SEPTEMBER 2022 | VER 9/2/22

Beneficiary	Outreach	Biggest Concern	Notes	Specific Request	Recommendations
<p><b>BENE# New</b></p> <p><b>Sampson, Louise</b> 81 y/o; 9/24/1940 <b>Income: \$2,103 H</b></p> <p><b>ARAW support: New</b></p> <p><b>MEB: \$412</b></p>	<p>WCOA Susan Routhier  (508) 636-1026</p>	<p>Worries most about her eyesight getting worse &amp; feeling alone &amp; isolated since the loss of her husband. She says "Going to the Social Day program at the COA has lifted my spirits. My friend told me she feels like she got the old Louise back."</p>	<p>Legally blind – dtr moved in once husband died</p> <p>Reduced cost for Social Day due to scholarship</p> <p>Improvement to depression &amp; anxiety</p>	<p><b>Exception:</b></p> <ul style="list-style-type: none"> <li>▪ Income guideline (\$3)</li> <li>▪ Living alone (Daughter &amp; grandson live with her)</li> </ul> <p><b>Weekly:</b></p> <ul style="list-style-type: none"> <li>▪ Social day with transportation \$100</li> </ul>	<p><b>Exception:</b></p> <ul style="list-style-type: none"> <li>▪ Income guideline (\$3)</li> <li>▪ Living alone (Daughter &amp; grandson live with her)</li> </ul> <p><b>Weekly:</b></p> <ul style="list-style-type: none"> <li>▪ Social day with transportation \$100</li> </ul>
<p><b>BENE# 22/09G</b></p> <p><b>Benoit, Susan</b> 70 y/o; 11/14/1951 <b>Income: \$2,084 H</b></p> <p><b>ARAW support \$840: Gifts:</b> Vacuum \$260 '21, TV \$380 '22, Walmart GC \$50 '22, Holiday \$150 '21</p> <p><b>MEB: \$87</b></p>	<p>BA Pat Midurski  (508) 717-0400</p>	<p>"I realize I'm aging &amp; my mind is younger than my body. I have begun to realize eventually I will need to move out of this house...I have gotten rid of furniture I no longer need...By moving my bedroom downstairs, I will close off the upstairs with the goal of saving money for heating...Going up &amp; down the stairs has gotten more challenging with my arthritis so this move will be beneficial for safety reasons as well as the financial benefit."</p>	<p>Downsizing – first step to moving into senior housing</p> <p>Wants to move furniture from second floor to first floor – would close second floor to save on heating costs</p>	<p><b>Gift:</b></p> <ul style="list-style-type: none"> <li>▪ <b>Estimate</b> Moving costs \$280 from Tavares Movers</li> </ul>	<p><b>Gift:</b></p> <ul style="list-style-type: none"> <li>▪ <b>Estimate</b> Moving costs \$280 from Tavares Movers</li> </ul>

## ARAW BENEFICIARY REQUEST: SUMMARY

SEPTEMBER 2022 | VER 9/2/22

Beneficiary	Outreach	Biggest Concern	Notes	Specific Request	Recommendations
<p><b>BENE# New</b></p> <p><b>Hilario, Alzira</b> 78 y/o; 10/25/1943 <b>Income: \$989  sub</b></p> <p><b>ARAW support: New</b></p> <p><b>MEB: \$18</b></p>	<p>BA Ana Paz</p> <p>(508) 717-0400</p>	<p>"I would like assistance in upgrading cable to have access to Spanish channel. My only friend here is Spanish speaking &amp; I would use the channel to learn so that I can have more communication."</p>	<p>Self-referral</p> <p>Does not want to burden daughter</p> <p>Only friend is Spanish speaking – would like Spanish channel to assist in learning language</p>	<p><b>Monthly:</b></p> <ul style="list-style-type: none"> <li>▪ Cable \$121</li> </ul> <p><b>Gift:</b></p> <ul style="list-style-type: none"> <li>▪ Cable equipment set up fee \$70</li> </ul>	<p><b>Monthly:</b></p> <ul style="list-style-type: none"> <li>▪ Cable \$121</li> </ul> <p><b>Gift:</b></p> <ul style="list-style-type: none"> <li>▪ Cable equipment set up fee \$70</li> </ul>
<p><b>BENE# 21-22/25</b></p> <p><b>Smith, Debra</b> 71 y/o; 8/19/1951 <b>Income: \$861  sub</b></p> <p><b>ARAW support \$881:</b> <b>Reoccurring:</b> Phone/tablet \$89.43 '21 <b>Gifts:</b> Car insurance \$277 '22</p> <p><b>MEB: \$197</b></p>	<p>BA Ana Paz</p> <p>(508) 717-0400</p>	<p>"I can't afford to pay my car insurance &amp; I really need my car, I have chemo once a week in Boston."</p>	<p>Car and tablet are her lifeline</p> <p>Uses tablet during chemo treatment</p>	<p><b>Monthly:</b></p> <ul style="list-style-type: none"> <li>▪ Continuation of phone/tablet service \$89.43</li> </ul> <p><b>Gift:</b></p> <ul style="list-style-type: none"> <li>▪ Invoice 2022-2023 Car insurance \$675 from Geico</li> </ul>	<p><b>Monthly:</b></p> <ul style="list-style-type: none"> <li>▪ Continuation of phone/tablet service \$89.43</li> </ul> <p><b>Gift:</b></p> <ul style="list-style-type: none"> <li>▪ Invoice 2022-2023 Car insurance \$675 from Geico</li> </ul>

## ARAW BENEFICIARY UPDATE SUMMARY

SEPTEMBER 2022 | VER 9/2/22

Beneficiary	Outreach	Biggest Concern	Notes	Current Support	Decisions
<p><b>BENE# 22/13G</b></p> <p><b>Harrington, Diane</b> 68 y/o; 5/21/1954 <b>Income: \$1,275 sub</b></p> <p><b>ARAW support \$2,901: Gifts:</b> Rent \$2,751 '21, Holiday \$150 '21 A/R Due: 8/2/2023</p> <p><b>MEB: \$32</b></p>	<p>BA Ana Paz  (508) 717-0400</p>	<p>"I don't have worries at this time. I am ok financially. I speak with my daughter Kelly sometimes too much." Sister Alice supports emotionally &amp; shopping needs. Son, daughter &amp; fiancé passed away within the past year &amp; a half. She does not feel lonely as she has a lot of opportunity to socialize at Whaler's Cove, but does miss fiancé's presence. She wishes to participate in FLO.</p>	<p>Cerebral Palsy</p> <p>Need for socialization since fiancé's passing – is able to socialize at Whaler's Cove</p> <p>No financial needs at this time</p>	<p>Move to FLO &amp; BM calls</p>	<p>Move to FLO &amp; BM calls</p>
<p><b>BENE# 18-19/14</b></p> <p><b>Robillard, Rita</b> 95 y/o; 5/6/1927 <b>Income: \$1,832 H</b></p> <p><b>ARAW support \$8,915: Reoccurring:</b> Nutrition \$62.94 '19, Pers care \$94.14 <b>Gifts:</b> Social day \$450 &amp; \$120 '19, Holiday \$150 '19-21 A/R Due: 8/2/2023</p> <p><b>MEB: \$637</b></p>	<p>BA Ana Paz  (508) 717-0400</p>	<p>Continued support by ARAW with her Ensure as she is relying on it more and her personal care products.</p>	<p>Very independent</p> <p>Socialization important to her</p> <p>Established relationship with WA drivers</p> <p>Increased need for Ensure</p>	<p><b>Monthly:</b></p> <ul style="list-style-type: none"> <li>▪ Nutrition up to \$109</li> <li>▪ Incontinence products \$94.14</li> </ul> <p>Monthly total: \$203.14</p>	<p><b>Monthly:</b></p> <ul style="list-style-type: none"> <li>▪ Incontinence products \$94.14</li> </ul> <p><b>Gift:</b></p> <ul style="list-style-type: none"> <li>▪ Two months of nutrition \$109 per month <i>To give time to set up deliveries with SNAP</i></li> </ul> <p>Monthly total: \$94.14</p>

## ARAW BENEFICIARY UPDATE SUMMARY

SEPTEMBER 2022 | VER 9/2/22

Beneficiary	Outreach	Biggest Concern	Notes	Current Support	Decisions
<p><b>BENE# 22/03EDDF</b></p> <p><b>Anastasi, Wilhelmina</b> 87 y/o; 11/3/1934 <b>Income: \$989 sub</b></p> <p><b>ARAW support \$594: Gifts:</b> AC \$594 '21 A/R Due: 8/3/2023</p> <p><b>MEB: \$211</b></p>	<p style="text-align: center;">BA Ana Paz  (508) 717-0400</p>	<p>Mrs. Anastasi does not have any worries at this time. She is very thankful for the air conditioner she was gifted last year. "I do not need anything at this time, however, I am so grateful for the air conditioner ARAW got me. I remember how hot is was the day I called and how quickly they got me the AC."</p>	<p>Mostly homebound – hoping to get out once she gets batteries for her electric wheelchair</p>	<p>Move to FLO &amp; BM calls</p>	<p>Move to FLO &amp; BM calls</p>
<p><b>BENE# 15-16/16</b></p> <p><b>Roderick, Anita</b> 85 y/o; 6/23/1937 <b>Income: \$926 sub</b></p> <p><b>ARAW support \$23,833: Reoccurring:</b> Cable/phone/internet \$125 '15 <b>Gifts:</b> Dental \$1,462 '20 &amp; \$3,253 '15, CC \$828 '18, \$700 '15 &amp; \$867 '14, Car repairs \$480 '18 Holiday \$150 '17-21 <b>Discontinued:</b> EPERS \$51.95 '18-19 A/R Due: 7/28/2023</p> <p><b>MEB: \$1</b></p>	<p style="text-align: center;">BA Pat Midurski  (508) 717-0400</p>	<p>" My roommate &amp; I get along very well thank goodness. However, after a while we get bored of talking &amp; I am so grateful for my TV. It breaks the monotony of the day. We often close our door to try to keep some quiet &amp; peace in our little room. Thank you to the ARAW for bringing me some sanity &amp; socialization."</p>	<p>Resident of Alden Court</p> <p>Enjoys receiving newsletter &amp; cards in the mail</p> <p>Watches cable all day</p> <p>Children live out of state</p>	<p><b>Monthly:</b></p> <ul style="list-style-type: none"> <li>▪ Cable/phone/internet \$125</li> </ul> <p>Monthly total: \$125</p>	<p><b>Monthly:</b></p> <ul style="list-style-type: none"> <li>▪ Cable/phone/internet \$125</li> </ul> <p>Monthly total: \$125</p>

## ARAW BENEFICIARY UPDATE SUMMARY

SEPTEMBER 2022 | VER 9/2/22

Beneficiary	Outreach	Biggest Concern	Notes	Current Support	Decisions
<p><b>BENE# 19-20/27</b></p> <p><b>Petrin, Joan</b> 86 y/o; 1/6/1935 <b>Income: \$1,715   R</b></p> <p><b>ARAW support \$12,958:</b> <b>Reoccurring:</b> BCBS \$678.06 <b>'19 Gifts:</b> Hearing aids \$5,600 <b>'22, Holiday \$150 '20-21</b></p> <p>A/R Due: 8/4/2023</p> <p><b>MEB: \$316</b></p>	<p style="text-align: center;">BA Pat Midurski  (508) 717-0400</p>	<p>"I can never thank the ARAW enough for all they do for me. Getting the hearing aids has opened my life again! I have always been active. I worked at the sewing shop until I was 70 &amp; I only left because they closed. Then I worked at the newspaper in Fall River stuffing inserts for 8 years. I love to be busy &amp; with people."</p>	<p>Very active</p> <p>Health insurance being paid for gives her peace of mind</p>	<p><b>Quarterly:</b></p> <ul style="list-style-type: none"> <li>▪ BCBS \$678.06</li> </ul> <p>Monthly total: \$226.02</p>	<p><b>Quarterly:</b></p> <ul style="list-style-type: none"> <li>▪ BCBS \$678.06</li> </ul> <p>Monthly total: \$226.02</p>
<p><b>BENE# 21-22/12</b></p> <p><b>Messier, Ellen "Pat"</b> 82 y/o; 11/6/1939 <b>Income: \$868   sub</b></p> <p><b>ARAW support \$5,610:</b> <b>Reoccurring:</b> Cable/phone/internet \$160 <b>'21 Gifts:</b> Car ins \$750-850 <b>'13-15,18, Car loan \$240 '18, Holiday \$150 '20-21</b></p> <p>A/R Due: 8/4/2023</p> <p><b>MEB: \$344</b></p>	<p style="text-align: center;">BA Ana Paz  (508) 717-0400</p>	<p>Not having her cable, internet and phone. It is her only lifeline to human contact and combating loneliness.</p>	<p>Very lonely</p> <p>Primary source of socialization is television</p> <p>Gave up driving</p> <p>Possible cognitive issues</p>	<p><b>Monthly:</b></p> <ul style="list-style-type: none"> <li>▪ Cable/phone/internet \$160.67</li> </ul> <p>Monthly total: \$160.67</p>	<p><b>Monthly:</b></p> <ul style="list-style-type: none"> <li>▪ Cable/phone/internet \$160.67</li> </ul> <p>Monthly total: \$160.67</p>

## ARAW BENEFICIARY UPDATE SUMMARY

SEPTEMBER 2022 | VER 9/2/22

Beneficiary	Outreach	Biggest Concern	Notes	Current Support	Decisions
<p><b>BENE# 11-12/16</b></p> <p><b>St. Ours, Beatrice</b> 94 y/o; 7/17/1928 <b>Income: \$1,483 R</b></p> <p><b>ARAW support \$32,281:</b> <b>Reoccurring:</b> BCBS \$226.29 '12, EPERS \$29.95 '17, Housekeeping \$40 '16 <b>Gifts:</b> Holiday \$100-150 '12-21</p> <p>A/R Due: 8/3/2023</p> <p><b>MEB: \$309</b></p>	<p style="text-align: center;">WCOA Andrea Lemos  (508) 636-1026</p>	<p>“Walking worries me the most. It has become harder for me even though I use a walker. I do have a cane that I use sometimes. Nothing else really worries me. Whatever you’re doing now helps me out a lot.”</p>	<p>Declining physical ability</p> <p>Mostly homebound</p>	<p><b>Monthly:</b></p> <ul style="list-style-type: none"> <li>▪ BCBS \$226.29</li> <li>▪ EPERS \$29.95</li> <li>▪ Housekeeping \$40</li> </ul> <p>Monthly total: \$296.24</p>	<p><b>Monthly:</b></p> <ul style="list-style-type: none"> <li>▪ BCBS \$226.29</li> <li>▪ EPERS \$29.95</li> <li>▪ Housekeeping \$40</li> </ul> <p>Monthly total: \$296.24</p>
<p><b>BENE# 19/03G</b></p> <p><b>Duarte, Bernice</b> 74 y/o; 2/7/1948 <b>Income: \$920 sub</b></p> <p><b>ARAW support \$2,256: Gifts:</b> Bed \$1,822 '19, TV \$95 '20, Cab \$39 '22, Holiday \$150 '20-21</p> <p>A/R Due: 8/4/2023</p> <p><b>MEB: \$264</b></p>	<p style="text-align: center;">BA Pat Midurski  (508) 717-0400</p>	<p>"I am so happy to be home. I have had a few rough months, actually years &amp; I pray all will ease. I am blessed to have all I need &amp; I couldn't ask for more. I will be happy to get my new chair. My brother-in-law is quite sick &amp; requires my sister's help all day. She just didn't have time to take me to look for chairs. I am sure Enos will send me a nice one. If it can be blue, even better! Otherwise, I am all set for the time being."</p>	<p>Has received chair from Enos – loves it</p> <p>Enjoys newsletter &amp; board member calls</p>	<p>Move to FLO &amp; BM calls</p>	<p>Move to FLO &amp; BM calls</p>

## ARAW BENEFICIARY UPDATE SUMMARY

SEPTEMBER 2022 | VER 9/2/22

Beneficiary	Outreach	Biggest Concern	Notes	Current Support	Decisions
<p><b>BENE# 19-20/20</b></p> <p><b>Flaherty, Eileen</b> 87 y/o; 9/12/1934 <b>Income: \$933   sub</b></p> <p><b>ARAW support \$13,697:</b> <b>Reoccurring:</b> Cable/phone/internet \$148 '19 <b>Gifts:</b> Dental \$2,388 '16 &amp; \$4,053 '14, Glasses \$295 '16, Hearing aids \$2,000 '10, Holiday \$150 '20-21 A/R Due: 8/4/2023 <b>MEB: \$375</b></p>	<p style="text-align: center;">WCOA Andrea Lemos  (508) 636-1026</p>	<p>"I worry about my health because the arthritis makes it tough with the lower back which tends to radiate down. I cannot walk as far as I used to. Although, I do go to the chiropractor for the pain. I have learned to let go of the worries &amp; am grateful for each day. I do wish that I could see my family more but with their schedules I understand it is tough. If you could continue with the cable because I don't need much more than that."</p>	<p>Very proud – will not go to children for help</p> <p>Recently paid for glasses</p> <p>Caption phone</p>	<p><b>Monthly:</b></p> <ul style="list-style-type: none"> <li>▪ Cable/phone/internet \$148.43</li> </ul> <p>Monthly total: \$148.43</p>	<p><b>Monthly:</b></p> <ul style="list-style-type: none"> <li>▪ Cable/phone/internet \$148.43</li> </ul> <p>Monthly total: \$148.43</p>
<p><b>BENE# 19-20/05</b></p> <p><b>Polek, Regina</b> 71 y/o; 12/26/1950 <b>Income: \$1,026   H</b></p> <p><b>ARAW support \$12,450:</b> <b>Reoccurring:</b> BCBS Health \$685.62 '19, BCBS Dental \$114.18 '19 <b>Gifts:</b> Couch \$919 '19, Car repairs \$1,108 '19, Holiday \$150 '19-21 A/R Due: 8/5/2023 <b>MEB: \$201</b></p>	<p style="text-align: center;">BA Pat Midurski  (508) 717-0400</p>	<p>"I am most grateful to the ARAW for paying my BCBS premium. This eases my mind tremendously especially in light of my cancer diagnosis. I am provided with peace of mind. Thank you!!"</p>	<p>Lives with sister</p> <p>BCBS gives her peace of mind</p>	<p><b>Exception:</b></p> <ul style="list-style-type: none"> <li>▪ Living alone guideline</li> </ul> <p><b>Quarterly:</b></p> <ul style="list-style-type: none"> <li>▪ BCBS Health \$685.62</li> <li>▪ BCBS Dental \$114.18</li> </ul> <p>Monthly total: \$266.60</p>	<p><b>Exception:</b></p> <ul style="list-style-type: none"> <li>▪ Living alone guideline</li> </ul> <p><b>Quarterly:</b></p> <ul style="list-style-type: none"> <li>▪ BCBS Health \$685.62</li> <li>▪ BCBS Dental \$114.18</li> </ul> <p>Monthly total: \$266.60</p>



## ARAW BENEFICIARY UPDATE SUMMARY

SEPTEMBER 2022 | VER 9/2/22

Beneficiary	Outreach	Biggest Concern	Notes	Current Support	Decisions
<p><b>BENE# 22/16G</b></p> <p><b>Elgar, Marcia</b> 79 y/o; 6/22/1942 <b>Income: \$1,939 H</b></p> <p><b>ARAW support \$4,550: Gift:</b> Hearing aids \$4,400 '21, Holiday \$150 '21</p> <p>A/R due: 8/9/23</p> <p><b>MEB: -\$23</b></p>	<p style="text-align: center;">BA Pat Midurski  (508) 717-0400</p>	<p>"My daughters are so good to me &amp; I am so thankful. I dislike taking from them but they want to help me &amp; my husband &amp; I did a lot for them when they were young so I guess they are paying me back. I do worry about the bills but they help me when I am short of money."</p>	<p>Refuses SNAP</p> <p>Family support gets her through</p> <p>Seeks socialization</p>	<p><b>Exception:</b></p> <ul style="list-style-type: none"> <li>▪ Income guideline (over \$11)</li> </ul> <p>Move to FLO</p>	<p><b>Exception:</b></p> <ul style="list-style-type: none"> <li>▪ Income guideline (over \$11)</li> </ul> <p style="text-align: center;">Move to FLO</p>
<p><b>BENE# 19-20/18</b></p> <p><b>Simpkin, Carol</b> 80 y/o; 4/20/1942 <b>Income: \$1,497 H</b></p> <p><b>ARAW support 8,705:</b> <b>Reoccurring:</b> BCBS \$229.29 '19 <b>Gifts: Bed</b> \$923 '16, Holiday \$150 '20-21</p> <p>A/R Due: 8/10/2023</p> <p><b>MEB: \$61</b></p>	<p style="text-align: center;">BA Pat Midurski  (508) 717-0400</p>	<p>"This past year has been a roller coaster &amp; I would be in debt if I had my old insurance. I cannot thank you enough. This has been a huge relief to me. THANK YOU! I pray the ARAW can continue to help me &amp; I will do my best to help others in the community. I am a member of the Red Hats &amp; I try to make people laugh &amp; see the bright side of life. I don't have a lot of money to give to any one but a smile &amp; a laugh are free!"</p>	<p>Hospitalizations, outpatient infusions for colitis, back surgery, cardiac testings, visiting nurses and therapists – all covered</p> <p>CC used for home repair &amp; new dryer</p> <p>Son very helpful -daily check in</p>	<p><b>Monthly:</b></p> <ul style="list-style-type: none"> <li>▪ BCBS \$226.29</li> </ul> <p>Monthly total: \$226.29</p>	<p><b>Monthly:</b></p> <ul style="list-style-type: none"> <li>▪ BCBS \$226.29</li> </ul> <p><b>Gift:</b></p> <ul style="list-style-type: none"> <li>▪ Dryer (on credit card) pending documentation</li> </ul> <p>Monthly total: \$226.29</p>

## ARAW BENEFICIARY UPDATE SUMMARY

SEPTEMBER 2022 | VER 9/2/22

Beneficiary	Outreach	Biggest Concern	Notes	Current Support	Decisions
<p><b>BENE# 22/02EDDF</b></p> <p><b>Miranda, Barbara</b> 81 y/o; 4/17/1941 <b>Income: \$990 sub</b></p> <p><b>ARAW support \$422: Gifts:</b> Cable/internet \$147 &amp; \$124 '21, Holiday \$150 '21</p> <p>A/R Due: 8/10/2023</p> <p><b>MEB: \$83</b></p>	<p style="text-align: center;">BA Pat Midurski  (508) 717-0400</p>	<p>"I want to thank the ARAW for helping me when I needed help. Financially, I am in a good place right now. I enjoy my pen-pal &amp; I loved the kale soup that was delivered to me last Fall. I would like to dream that someday I may be less afraid &amp; be able to join a group event."</p>	<p>No financial needs</p> <p>Lonely – in need of socialization and connection</p>	<p style="text-align: center;">Move to FLO</p>	<p style="text-align: center;">Move to FLO</p>
<p><b>BENE# 21-22/09</b></p> <p><b>Laber, Lynn</b> 74 y/o; 10/5/1947 <b>Income: \$1,497 H</b></p> <p><b>ARAW support 8,705:</b> <b>Reoccurring:</b> BCBS \$229.29 '19 <b>Gifts:</b> Bed \$923 '16, Holiday \$150 '20-21</p> <p>A/R Due: 7/29/2023</p> <p><b>MEB: -\$40</b></p>	<p style="text-align: center;">BA Pat Midurski  (508) 717-0400</p>	<p>"I am so grateful for the assistance provided by the ARAW. Having this excellent health ins makes me feel at ease &amp; I truly am most appreciative. Should I win the lottery, I will definitely share my winnings with the ARAW. My only concern at this time is the health of my teeth. I lost a filling in a back tooth &amp; I have a very sharp edge on another tooth."</p>	<p>Retired nurse</p> <p>Dental appt in September – will inquire about payment plan</p> <p>In spite of negative MEB does ok</p>	<p><b>Quarterly:</b></p> <ul style="list-style-type: none"> <li>▪ BCBS \$678.06</li> </ul> <p>Monthly total: \$226.02</p>	<p><b>Quarterly:</b></p> <ul style="list-style-type: none"> <li>▪ BCBS \$678.06</li> </ul> <p>Monthly total: \$226.02</p>

## ARAW BENEFICIARY UPDATE SUMMARY

SEPTEMBER 2022 | VER 9/2/22

Beneficiary	Outreach	Biggest Concern	Notes	Current Support	Decisions
<p><b>BENE# 14-15/03</b></p> <p><b>Fields, Beverly</b> 80 y/o; 1/24/1942 <b>Income: \$1,185 sub</b></p> <p><b>ARAW support \$15,045:</b> <b>Reoccurring:</b> Personal care \$85 '17 <b>Gifts:</b> AC \$325 '20, CC \$311 '14, Car repairs \$702 '18 &amp; \$500 '15, Therapeutic shoes \$165 '13 <b>Discontinued:</b> Nutrition \$75-140 '14-17</p> <p>A/R Due: 8/19/2023</p> <p><b>MEB: \$90</b></p>	<p>BA Ana Paz  (508) 717-0400</p>	<p>"Nothing worries me right now except not waking up in the morning." Appreciates the continued support with personal care products from ARAW</p>	<p>Trips to medical appts in Boston</p> <p>\$6k in checking is from ins to pay for car repair - estimate 7K for car repair</p>	<p><b>Monthly:</b></p> <ul style="list-style-type: none"> <li>Personal care products up to \$170</li> </ul> <p>Monthly total: Up to \$170 (varies)</p>	<p><b>Monthly:</b></p> <ul style="list-style-type: none"> <li>Personal care products up to \$170</li> </ul> <p>Monthly total: Up to \$170 (varies)</p>
<p><b>BENE# 17-18/10</b></p> <p><b>Alexander, Claudette</b> 75 y/o; 5/9/1947 <b>Income: \$1,749 R</b></p> <p><b>ARAW support \$8,131:</b> <b>Reoccurring:</b> EPERS \$51.95 '17, Rx \$40-225 '19 <b>Gifts:</b> Holiday \$150 '17-21</p> <p>A/R Due: 8/23/2023</p> <p><b>MEB: -\$63</b></p>	<p>WCOA Andrea Lemos  (508) 636-1026</p>	<p>"My medical bothers me the most because my health is going down. Right now I'm between doctors &amp; the hospital. The doctors still cannot find what is wrong with me because it is affecting my whole body. I have internal bleeding and they cannot find the cause. This has caused me to go for bloodwork every week. I also worry about the cost of the prescriptions for some of them are very expensive."</p>	<p>Multiple health issues – many doctors appts</p> <p>Negative MEB – daughters help, "I always manage"</p> <p>Prescription costs vary month to month</p>	<p><b>Annually:</b></p> <ul style="list-style-type: none"> <li>Prescription reimbursement \$1,400 (based off last year's amount)</li> </ul> <p><b>Monthly:</b></p> <ul style="list-style-type: none"> <li>EPERS \$51.95</li> </ul> <p>Monthly total: \$168.62</p>	<p><b>Annually:</b></p> <ul style="list-style-type: none"> <li>Prescription reimbursement \$1,400*</li> </ul> <p><b>Monthly:</b></p> <ul style="list-style-type: none"> <li>EPERS \$51.95</li> </ul> <p>Monthly total: \$168.62</p> <p><i>*If new medications increase her expenses, please let us know. We will also keep track from our end and reach out if approaching \$1,400</i></p>

## ARAW BENEFICIARY UPDATE SUMMARY

SEPTEMBER 2022 | VER 9/2/22

Beneficiary	Outreach	Biggest Concern	Notes	Current Support	Decisions
<p><b>BENE# 19-20/01</b></p> <p><b>Auger, Susanne</b> 79 y/o; 4/22/1943 <b>Income: \$1,353   H</b></p> <p><b>ARAW support \$7,703:</b> <b>Reoccurring:</b> Health ins \$136 '19 <b>Gifts:</b> Dental \$285 '20, Glasses \$220 '20, Oil tank (Sandy Fogg) \$1,500 '21, Holiday \$150 '19-21</p> <p><b>MEB: TBD</b></p>	<p>BA Ana Paz  (508) 717-0400</p>		<p>Receiving large inheritance from uncle</p>	<p>Over assets – place inactive</p>	<p>Over assets – place inactive</p>
<p><b>BENE# 20-21/01</b></p> <p><b>Croffut, Veronica</b> 80 y/o; 1/24/1942 <b>Income: \$1,347   sub</b></p> <p><b>ARAW support \$150: Gifts:</b> Holiday \$150 '20</p> <p><b>MEB: \$58 (from 2021)</b></p>	<p>BA Pat Midurski  (508) 717-0400</p>		<p>Unsure if staying community or moving to SNF</p> <p>Does not wish to update financials at this time</p>	<p>No needs – place inactive</p>	<p>No needs – place inactive</p>

## ARAW BENEFICIARY UPDATE SUMMARY

SEPTEMBER 2022 | VER 9/2/22

Beneficiary	Outreach	Biggest Concern	Notes	Current Support	Decisions
<p><b>BENE# 22/19G</b></p> <p><b>LaFrance, Louise</b> 74 y/o; 2/28/1948 <i>Income: \$957   sub</i></p> <p><b>ARAW support \$4,550: Gifts:</b> Hearing aids \$4,400 '21, Holiday \$150 '21</p> <p><b>MEB: TBD</b></p>	<p style="text-align: center;">BA Ana Paz</p> <p style="text-align: center;">(508) 717-0400</p>		<p>MassHealth FEW pending</p> <p>Receiving husband's pension</p> <p>Does not wish to participate in FLO due to breathing issues</p>	<p style="text-align: center;">No needs – place inactive</p>	<p style="text-align: center;">No needs – place inactive</p>
<p><b>BENE# FLO-20E</b></p> <p><b>Bourgeois, Lucille</b> 83 y/o; 1/29/1939 <i>Income: \$1,112   sub</i></p> <p><b>ARAW support: FLO only</b></p> <p><b>MEB: Unknown</b></p>	<p style="text-align: center;">FLO</p> <p style="text-align: center;">(508) 717-0400</p>		<p>Received note with survey</p> <p>Moving into assisted living</p> <p>*8/25 update – moving to Whaler's Cove – possible future request</p>	<p style="text-align: center;">No needs – place inactive</p>	<p style="text-align: center;">No needs – place inactive</p>

# ARAW BENEFICIARY UPDATE SUMMARY

SEPTEMBER 2022 | VER 9/2/22

Beneficiary	Outreach	Biggest Concern	Notes	Current Support	Decisions
<p><b>BENE# 21-22/10</b></p> <p><b>DeBrosse, Sezaltina</b> 74 y/o; 3/19/1948 <b>Income: \$861 sub</b></p> <p><b>ARAW support \$450: Gifts:</b> Moving costs \$300 '20, Holiday \$150 '20 A/R Due: 8/5/2023</p> <p><b>MEB: -\$84</b></p>	<p>BA Ana Paz  (508) 717-0400</p>	<p>She is very worried about her electric bill. She hasn't been able to pay it for a few months now &amp; doesn't know what to do &amp; is afraid they will shut off her power. "I literally have \$1.75 cents to my name."</p>	<p>Concerned about electric bill – advised to call Eversource to discuss hardship</p> <p>Will be completing app for Demand Response</p> <p><b>AP to f/u – MEB, vouchers</b></p>	<p><b>Monthly:</b></p> <ul style="list-style-type: none"> <li>▪ Taxi voucher to Stop &amp; Shop, up to \$30</li> <li>▪ SRTA Demand Response, 1 book \$25</li> </ul> <p>Monthly total: \$55</p>	<p>On hold – MEB, vouchers</p>
<p><b>BENE# 12-13/18</b></p> <p><b>Ventor, Rosalie</b> 84 y/o; 7/29/1938 <b>Income: \$1,360 H</b></p> <p><b>ARAW support \$30,072:</b> <b>Reoccurring:</b> BCBS \$678.06 '12 <b>Gifts:</b> Dental \$2,800 '14, Hearing aids \$3,600 '19, Holiday \$100-150 '13-21 A/R Due: 8/10/2023</p> <p><b>MEB: \$430</b></p>	<p>BA Ana Paz  (508) 717-0400</p>	<p>"I don't have any financial needs just now. ARAW support of insurance premium gives me relief."</p>	<p>Increased anxiety, depression, loneliness, forgetfulness</p> <p>Son helps w/;\$M; niece w/meds</p> <p>Mourning loss of dog; fixated on bills</p>	<p><b>Quarterly:</b></p> <ul style="list-style-type: none"> <li>▪ BCBS \$678.06</li> </ul> <p>Monthly total: \$226.02</p>	<p>On hold – MEB, accuracy of expenses</p>

## GOVERNANCE COMMITTEE MEETING MINUTES – August 30, 2022

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

Also Present: Macomber, O’Connell, Stankiewicz, Healy Foley

Our Constitution/Articles of Organization and Bylaws have had what we hope is a final read through and edit by the Governance subcommittee. They have gone back to our attorney for final approval. We have followed her directions and moved a few articles from the Constitution to the Bylaws in order to allow us more flexibility in future updates. However, because we altered our Constitution, we must refile it with the State. Prior to filing, we will present the updated package to the Board for discussion and approval.

We spent a little time thinking about the how's and whys and proper format for developing a board education “program” under the annual theme of Leading Together that Jane has proposed. We agreed that there are endless possibilities and questioned whether some onus for education lies with our various committees. We agreed to wait until after the Retreat as some light may be shed on this issue at that time.

We reviewed and tightened up our guidelines for new member election, orientation, and mentorship in order to achieve better consistency and thoroughness of process. Onboarding needs a bit more work. When the guidelines are finalized they will be available to all members and will hopefully clarify this process a bit more for all of us.

Finally, we briefly discussed the idea of creating board member bios. Much more discussion to follow.

Respectfully submitted,  
Debbie Brooke, Chair