

## ASSOCIATION FOR THE RELIEF OF AGED WOMEN Board Meeting | March 9, 2023 | 9:30 am

174 Union Street, 4W | New Bedford | Zoom option

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

February Minutes; March FLO Newsletter & BA Report; February activity sheet; February financials; March Beneficiary Recommendations; Committees: Finance, Governance, Grants, Legacy

- Call to Order: Vice President Diane Laflamme
- Roll Call: Clerk Gale Beaton
- Moment of Silence
  - ♥ Lucinda Snow
- Reflective Moment: Diane Laflamme
  - President's Report: Diane LaFlamme see packet
  - ✓ Recommendation to approve February 2023 Board meeting minutes, as distributed VOTE
  - √ Recommendation to approve February 2023 Exec session minutes, as distributed VOTE
  - → Strategic Plan update

- → STD Annual Meeting 4/27/23 at 3 pm
- Executive Director's Update: Clare Healy Foley see packet
  - → FLO Newsletter & BA report

 $\rightarrow$  ACP

→ Questions: activity sheet

→ IFT Virtual Conference

→ Comm Engagement: events

→ Beneficiary highlight: Rae Sousa

- → CPG: Extensions
- Finance Review: Treasurer Mary Ellis see packet
  - ✓ Recommendation to approve February 2023 financials, as distributed VOTE
  - Committee meeting update 2/21/23
- Committee Reports
  - → Visiting: see packet for upcoming birthdays
    - March Visiting reports 3 minutes each
      - \* Roseanne O'Connell
    - Reporting in April: Debbie Brooke

- → 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 3/7/23
- → Grants: Chair Rosemary Saber see packet
  - Committee meeting update 2/10/23 & 2/22/23
  - ✓ Recommendation to accept decisions of grants committee, as distributed VOTE
- → Legacy: Chair Diane Laflamme see packet
  - Committee meeting update 2/15/23
- → Personnel: Chair Angela Natho
  - Employee Appreciation Day 3/3/23
- Other business to be brought before the Board
- Executive Session
  - ✓ Recommendation by the Finance Committee to accept the FY24 budget, as distributed VOTE.

#### **ANNOUNCEMENTS/MEETINGS:**

Monday, March 6<sup>th</sup> | Strategic Planning Committee | 174 Union/Zoom | 9:30 am

Tuesday, March 7<sup>th</sup> | Governance Committee | 174 Union/Zoom | 9:30 am

Wednesday, March 8<sup>th</sup> | International Women's Day | Unitarian Church | 5:30 – 8:30 pm

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

Thursday, March 9<sup>th</sup> | Herstory showcase | New Bedford Fishing Heritage Center | 6 – 7 pm

Wednesday, March 15<sup>th</sup> | Legacy Committee | 174 Union/Zoom | 9:30 am

Friday, March 17<sup>th</sup> | Personnel Committee | 174 Union/Zoom | 9:30 am

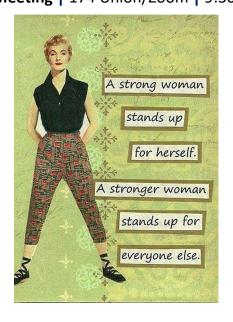
Tuesday, March 21<sup>st</sup> | Finance Committee | 174 Union/Zoom | 9:30 am

Wednesday, March 22<sup>nd</sup> | Beneficiary Luncheon & NBSO Concert | Wamsutta Club | 12:15 - 2:30 pm

Thursday, March 30<sup>th</sup> | Strategic Planning Mini-Retreat | Wamsutta | 9:30 am – 1:30 pm

Wednesday, April 5<sup>th</sup> | Beneficiary Committee | 174 Union/Zoom | 9:30 am

Thursday, April 13<sup>th</sup> | Board Meeting | 174 Union/Zoom | 9:30 am



## Association for the Relief of Aged Women Minutes of the Regular Monthly Meeting, February 9, 2023

Vice President Diane Laflamme called the meeting to order at 9:31 AM.

<u>Members in Attendance:</u> Beaton, Brooke, deSa (via Zoom), Ellis, Laflamme, Macomber, Mayall (via Zoom), McKnight, O'Connell, Saber.

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

Members excused: Beaulieu, Natho, Stankiewicz.

<u>Moment of Silence</u>: All present had a moment of silence for the women who we lost since our last meeting:

- 1. Sharon O'Malley
  - a. Part of ARAW family for 14 years
  - b. Integral part of ARAW both as a colleague & beneficiary advocate as well as a friend to all
  - Stoic and calm exterior with a bottomless amount of sensitivity & compassion
  - d. Board members hearing wonderful things about her from beneficiaries
- 2. Kathleen Jennings (71) New Bedford
  - a. Tragic but successful story
  - b. Became part of ARAW family through Women's Community Access Program (WCAP)
  - c. Very private, independent
  - d. Resistant to help finally accepted ARAW help
  - e. House sold landlord negotiated an extra year
  - f. Awarded Sandy Fogg award last year (held in trust)
  - g. Friends with ARAW beneficiary Beverly Fields who reached out to ARAW when unable to get in touch with Kathleen
  - h. ARAW reached out to landlord found she had died in her apartment on December 1st

## Reflective Moment: Mary Ellis shared a quote by A.A. Milne:

"In the quiet hours when we are alone and there is nobody to tell us what fine fellows we are, we come sometimes upon a moment in which we wonder not how much money we are earning nor how famous we have become but what good we are doing."

## **Report of President:** Vice President Diane Laflamme reported:

- 1. The minutes of the January 12, 2023 board meeting were approved with change to wording of "Inactive at time of death". <u>SO VOTED</u>
- 2. The minutes of the January 12, 2023 executive session were approved as distributed. SO VOTED

- 3. Strategic Plan update (Clare)
  - a. Debbie stepped down from committee for personal reasons
  - b. Reminder of process will send out in email to board
    - Full board met in September for retreat to determine key goals & priorities for next 3 years
    - ii. SP Committee formed to drill down through focused discussion based on what came out of retreat: Beneficiaries, Visiting, Grants, Governance/Infrastructure, Finance/Fundraising
    - iii. The DRAFT goals & objectives are then brought back to full board at March 30<sup>th</sup> retreat to discuss, revise & finalize to best of our ability
    - iv. Based on outcome of 3/30 retreat, the SP committee will rework the DRAFT goals & objectives & create a complementary timeline & budget
    - v. FINAL Strategic Plan brought to Annual Meeting April 27<sup>th</sup> for approval by full board
  - c. Met on January 23<sup>rd</sup> draft Visiting/Friendship goals & objectives
  - d. Meeting today review Visiting/Friendship, begin Grants discussion
- 4. Debbie shared Jane's appointments of Committee Chairs: Pam for Beneficiary, Mary for Finance, Gale for Governance, Rosemary for Grants, Diane for Legacy, Angela for Personnel, Debbie for Visiting
- 5. Institute for Trustees Virtual Conference
  - a. Vetted by Amy Cahners (Consultant)
  - b. Cost of \$500 for any/all board members and staff to attend
  - c. Can pick and choose sessions
  - d. Taking place March through May all virtually

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

- 1. FLO Newsletter
  - a. Luncheon w/Salsa lesson: registration going well most want to dance!
  - b. Looking to integrate community partners into more luncheons
  - c. Reached out the New Bedford Police Department for info on scams
  - d. SNAP pandemic benefits ending March 2<sup>nd</sup>
- 2. BA Reports: good modifications to information given re: Challenges, Gratitude, Etc.
- 3. Activity Sheet: no questions
- 4. Community Engagement
  - a. Clare and Diane presented at Mattapoisett Woman's Club 1/19/23
    - i. Great response afterwards attendees who also were present at Whaling Museum presentation shared they learned more about ARAW at this presentation
  - b. Clare spoke with consultant from Community Action Program (CAP)
    - i. Working with New Bedford Light
    - ii. Underserved communities: how to reach, barriers, interests

- iii. Some ARAW Community Partners not on their radar (LGBTQ+ Network)
- iv. Opportunity for New Bedford Light to be an all-encompassing convener: ARAW has a seat at the table
- c. International Women's Day celebration March 8th
  - i. ARAW will have table at event
  - ii. Photo from ARAW 150th celebration included
- 5. CPG updates
  - a. One on one meetings conducted for FY24 applications
  - b. FY24 applications to be reviewed at Grants Committee Meeting 2/10
- 6. Sharon O'Malley
  - a. Thank you to board members for showing support & honoring Sharon as an advocate, person and friend
  - b. Received over \$1,000 in donations in her memory would like to direct to FLO program will notify family
- 7. Beneficiary Highlight: Budgeting
  - a. Seeing need for "financial literacy" program reached out to YWCA: not reflected in FY24 application

### **Report of Finance Committee:** Chair Mary Ellis reported:

- 1. Meeting with Bank of America and Investment Advisory Committee
  - a. Sarah Clark did a fantastic job easier to understand material
  - b. Optimistic still expect a recession but not catastrophic
  - c. Committee felt a sense of confidence in what is being done
- 2. Motion made to approve January 2023 financials, with change from wording of December to January. <u>SO VOTED</u>
  - a. Bump in admin due to Blackbaud annual renewal cost
- 3. Mary & Cathy working with Clare for draft budget Finance Committee to review at February 21<sup>st</sup> meeting will be voted on at March 9<sup>th</sup> Board meeting
- 4. Portfolio started FY at \$21 million, dropped to \$17 million, up to \$19 million

## **Report of Visiting Committee:**

- 1. Visiting reports: Diane Laflamme
  - a. Janice Tuite
    - i. Couple of falls last year brief time in rehab
    - ii. Rocky relationship with daughter who moved back to area
      - Daughter came to Janice's home for Thanksgiving
      - 2. Daughter committed suicide later that night struggled with mental health issues
      - 3. Grandson now here for arrangements getting to know him
    - iii. Avid reader
    - iv. Attended FLO luncheon had wonderful time
  - b. Ethel Souza

- i. Positive & energetic age is just a number
- ii. Recent oral surgery, doctors have suggested knee replacement
- iii. Goes out dancing with friends
  - 1. Went out Friday despite weather "We're not dancing outside."
- 2. Next month Roseanne O'Connell

#### Report of Beneficiary Committee: Chair Pam McKnight reported:

- 1. A motion was made to accept recommendations from the Beneficiary Committee as distributed. SO VOTED
  - a. 16 requests (6 new), 9 updates
- 2. New Beneficiary Highlight
  - a. Patricia Duarte (67 y/o)
    - i. ARAW support was tough decision
    - ii. Newly retired adapting to loss of income
    - iii. Credit card debt receiving daily harassing calls
    - iv. -\$38 month end balance
    - v. Very honest about situation (reformed gambler)
    - vi. Being proactive
    - vii. Decision to pay larger of credit cards & see how she does

#### Report of Governance Committee: Chair Debbie Brooke reported:

- Motion to accept Grants Committee description changes, as distributed. <u>SO VOTED</u>
  - a. Eliminate beneficiary chair requirement
- Motion to accept Board Member job description changes, as distributed. <u>SO</u> VOTED
  - a. Serving on Beneficiary committee will fulfill board members' committee requirement able to serve on other committees if desired
- 3. Recognition made of all the hard work Debbie has done for the committee
- 4. Constitution and Bylaws still with lawyer (delayed with other litigation)
  - a. Bylaws approved will distribute for handbook next month
  - b. Constitution approved by board but not yet filed

## **Report of Grants Committee**: Chair Rosemary Saber reported:

- 1. Meeting tomorrow 2/10 will review FY24 applications & 3<sup>rd</sup> quarter reports
  - a. New Bedford Police Department and New Bedford Symphony did not reapply (Symphony in flux due to Zeiterion closing for renovations)

## **Report of Legacy Committee:** Chair Diane Laflamme reported:

- 1. Next committee meeting February 15
  - a. Continuing to go through boxes
  - b. Conducting interviews (discussion of how best to share)

## c. Looking at future of committee

## **Report of Personnel Committee:** To be discussed in executive session

### **Other Business**:

- 1. ARAW Valentines to be mailed tomorrow if not already
- 2. Governance meeting moved to March 7<sup>th</sup>

The meeting was adjourned at 10:46 am.

Executive session to follow.

Recorded by, Jenny Costa, Office Administrator Approved by, Gale Beaton, Clerk



## **March 2023**

## **GOING WITH THE FLO**

Friendship Lunches & Outings (FLO)
Newsletter





Win a Scratch Ticket

May the luck of the leprechauns be with you.

IT'S FREE TO ENTER!

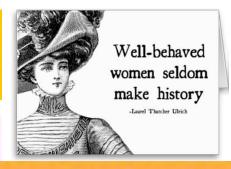
Call ARAW | (508) 717-0400

**CLOCKS** 



MARCH IS
WOMEN'S
HISTORY MONTH





"The best protection a woman can have...is courage."

- Elizabeth Cady Stanton

**ALARMS** 





Join a Brass Quintet from



## Wednesday, March 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 from a set menu with ARAW friends!

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

TRANSPORTATION AVAILABLE | HANDICAP ACCESSIBLE | DIETARY RESTRICTIONS ACCOMMODATED





Affordable Connectivity Program Helping Households Connect

## You're eligible if...

#### Medicaid



Medicaid/ Medi-Cal



Federal Housing
Program/Section 8





Supplemental Security Income (SSI)



Women, Infants, and Children Program (WIC)



SNAP



Tribal TANE



To learn more, call (877) 384-2575 or visit fcc.gov/acp

## Need a little help?

Call your
Beneficiary
Advocate or
Outreach Worker!



## MARCH 8TH, 2023 International WORKENIC DAY

View and contribute to a timeline of local women's herstory spanning the last 50 years, listen to featured poets, singers, activists, and speakers, and learn about organizations serving local women!



5:30 pm to 8:30 pm

Program begins at 6:30 pm

## **First Unitarian Church**

New Bedford Corner of County & Union





You're Invited!

## OPEN REHEARSALS

FREE ON FRIDAYS:

MARCH 24 | APRIL 7 | MAY 29

3:00 PM

ZEITERION PERFORMING ARTS CENTER 684 PURCHASE STREET, NEW BEDFORD

- Visit www.nbsymphony.org for program information
- Rehearsals are 3 5:30 pm
- Arrive and leave as you please
- FREE! General admission
- No tickets or RSVP required

Please note that these are working rehearsals and pieces may not be played in their entirety. The rehearsal break usually occurs sometime between 4 and 4:30 pm. Please save your applause for the end of pieces and/or rehearsal as to not interfere with the rehearsal process, and please enter and leave the hall quietly if the rehearsal is underway.

Thank you!



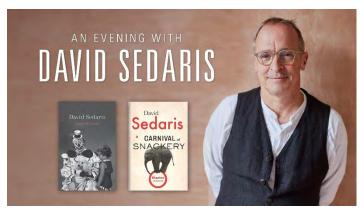
We have some **FREE** tickets available to a performance at the Zeiterion. However, they are limited...

## CALL (508) 717-0400 IF INTERESTED!

Up to two tickets per person, while supplies last...

Let us know ASAP, as these will be first come, first served.

Here is a list of upcoming shows:



## Saturday 4/1 at 7:30PM | An Evening with David Sedaris

Listen to bestselling author, and NPR contributor, David Sedaris share excerpts from his new book Happy Go Lucky as well as never before shared writings. Stay for a Q+A and book signing!

## Wednesday 4/12 at 7:30PM | On your Feet! The Story of Emilio & Gloria Estefan

Watch the inspiring true story of 7-time Grammy Award winner and Presidential Medal of freedom recipient Gloria Estefan come to life in this Broadway musical about the world's most famous Cuban-American duo. This musical will include hit songs "Rhythm is Gonna Get You," "Conga," "Get on your Feet," "Don't Want to Lose You Now," "1, 2, 3," and "Coming Out of the Dark."





## Friday 4/14 at 8PM | Ruben Studdard & Clay Aiken

Listen to Ruben & Clay perform the songs that made them American Idol favorites on the  $2^{nd}$  season of this iconic American TV show.

\*Transportation available



We have some **FREE** tickets available to a performance at the Zeiterion. However, they are limited...

## CALL (508) 717-0400 IF INTERESTED!

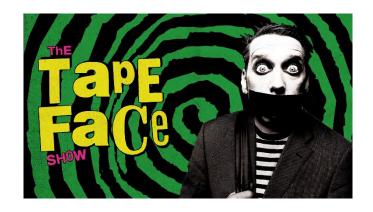
Up to two tickets per person, while supplies last...

Let us know ASAP, as these will be first come, first served.

Here is a list of upcoming shows:

#### Saturday 4/15 at 8PM | Tape Face

The master of mime and comedy who became a viral sensation on America's got Talent will make you laugh out loud without ever uttering a word! As his name suggests, Tape Face performs with duct tape covering his mouth.



## Sunday 4/16 at 2PM | Movies Through the Decades: Indiana Jones and the Raiders of the Lost Ark

Celebrate the Z's 100<sup>th</sup> birthday by watching Steven Spielberg's 80s classic on the big screen. Watch on the edge of your seat as Harrison Ford dodges booby traps, fights Nazis, and stares down snakes to get to the Ark of the Covenant.



## Thursday 4/20 at 7:30PM | Stage Door Live! Nina Ott Group (with a Salsa Class pre-show!)

Listen to jazz pianist Nina Ott, Caribbean and South American drummer Bertram Lehmann, saxophonist Edmar Colon, and bassist Chris Lopes perform live. You will be seated on onstage with the performers! Come early for a Salsa class at 6PM to dance to the sounds you'll be listening to.

## FREE PROGRAMS AT NEW BEDFORD FISHING HERITAGE CENTER MARCH 2023



**AHA! Night: Herstory** 

**Thurs.,** 3/9 • 6-7 PM • Center (38 Bethel Street, New Bedford) • FREE Hear about our intergenerational oral history project "Herstory," in which high school and college-aged women are collecting the stories of older women with ties to the fishing community. Light refreshments will be provided.

Dock-u-mentaries: Haenyo, Wisdom of the Sea

Fri., 3/17 • 7 PM • National Park Theater (33 William Street, New Bedford)

FREE, limited seats - tickets at: <a href="https://bit.ly/march2023docks-FHC">https://bit.ly/march2023docks-FHC</a>

Learn about the Haenyos, Korean women who dive for shellfish off the coast of Jeju island. This centuries-old tradition enables women to support their families without affecting the ecosystem. However, the





tradition is at risk of disappearing.

Mid Day Mug Up: Jim Parmentier & Maine's First Ship

Wed., 3/22 ● 12-1 PM ● FREE ● Online Event, Zoom Link:

https://us02web.zoom.us/j/81870661591

Jim Parmentier from Maine's First Ship presents a lecture on the history of the 1607 pinnace Virginia, the first English ocean-going ship built in the Americas. He will also discuss the successful restoration of the boat to a sea-worthy status! Lecture to take place on Zoom (use link above).

Newsetter 3 February 16, 2023

## COASTAL NEIGHBOR'S NEWS

**CNN Serves Dartmouth & Westport Residents ONLY** 

#### Remember to Ask

Coastal Neighbors offers help when you need it. Recently, folks have requested assistance assembling a tv stand, checking the hot water and spreading ice melt on the driveway. Call Andy to arrange for a service!

508-556-4004 508-264-9064

## **Transportation**

One of the most popular services
Coastal Neighbors offers is transportation.
Our volunteers pick you up at your house, take you to the appointment (or where ever you want to go), help you to the location and pick you up when you are ready.



## **OSCAR NIGHT at Davoll's**

When: March 12, 2023

Time: 7:00 p.m. to 11:00 p.m.

Where: Davoll's General Store in Russells Mills Village, 1228 Russells Mills Road, Dartmouth

We have a local celebrity!!! Jenny Slate, one of the owners of the general store, is up for an OSCAR for her short film, "Marcel the Shell". Come cheer her on and have fun watching! There is a full cash bar. Please carpool.

Please RSVP to Andy 508-556-4004 or 508-264-9064



## Are we having fun?

Do you enjoy Coastal Neighbors Network?

Tell a friend! We would love to have more members and reach out to more people. Do you know someone who could use our services?

Feel free to reach out to Andy if you know someone who could benefit from Coastal Neighbors Network. He will have coffee with the person and explain the group. There is no pressure.

AND the easiest way to introduce someone to the Network is to invite them to a social event. Feel free to invite! We are open and welcoming.



## DAFFODIL DAZE!!!

We are picking, bunching, talking, eating, laughing and having a good time putting together bouquets for residents of a nursing facility. You can take a bouquet home too!!

When: April 16, 2023 at 2:00pm

Where: Silverbrook Farm

592 Chase Road, Dartmouth

RSVP: Andy 508-556-4004, 508-264-9064

Transportation is available.

# Aging Well

Inviting all older LGBTQ+ folks (ages 55+) to join The South Coast LGBTQ+ Network this winter for a series of fun and free activities. Let's get together, meet new people, learn new things, and have some fun! For more information, email maureen@sclgbtqnetwork.org.

Marion Supper Club	February 8 (Wed.) 5:00-7:00 p.m.	Marion Council on Aging 465 Mill Street, Marion, MA 02738
Bingo Night	February 16 (Thurs.) 5:00-7:00 p.m.	First Parish Church 76 Church Green, Taunton, MA 02780
Bingo Brunch	February 18 (Sat.) 10:00 a.m Noon	Harbor Hotel 222 Union Street, New Bedford, MA 02740
Les Ballets Trockadero de Monte Carlo	February 19 (Sun.) 3:00 p.m.	The Zeiterion 684 Purchase Street, New Bedford, MA 02740
Bowling Night	February 26 (Sun.) 6:00-8:00 p.m.	Wonder Bowl 66 Hathaway Road, New Bedford, MA 02740
Tech Tutorial	February 28 (Tues.) 6:00-7:30 p.m.	Groundwork 1213 Purchase Street, New Bedford, MA 02740
Art Night	March 2 (Thurs.) 5:00-7:00 p.m.	First Parish Church 76 Church Green, Taunton, MA 02780
Intergenerational Bingo	March 7 (Tues.) 6:00-7:30 p.m.	Harbor Hotel 222 Union Street, New Bedford, MA 02740
Marion Supper Club	March 8 (Wed.) 5:00-7:00 p.m.	Marion Council on Aging 465 Mill Street, Marion, MA 02738
Art Night with Catherine Carter	March 14 (Tues.) 6:00-7:30 p.m.	Groundwork 1213 Purchase Street, New Bedford, MA 02740
Art Night/Faux Stained Glass	March 21 (Tues.) 6:00-7:30 p.m.	Groundwork 1213 Purchase Street, New Bedford, MA 02740
Making Art/Paint & Plant	March 24 (Fri.) 1:00-2:30 p.m.	Hazelwood Senior Center 553 Brock Avenue, New Bedford, MA 02744
Bowling Night	March 26 (Sun.) 6:00-8:00 p.m.	Wonder Bowl 66 Hathaway Road, New Bedford, MA 02740
Chair Yoga	March 28 (Tues.) 6:00-7:30 p.m.	Groundwork 1213 Purchase Street, New Bedford, MA 02740













JOIN US FOR A FREE PRIVATE SCREENING OF

## ARUN FOR MORE

A Transgender Day of Visibility Event
March 31, 2023 @ 6:30 p.m.
UMass Dartmouth College of Visual & Performing Arts Building 153

Frankie Gonzales-Wolfe never imagined she'd make history. Unfolding amidst an onslaught of anti-trans legal attacks, *A Run for More* immerses viewers in Frankie's journey as she finds her voice, questions her relationship to community, and tries to become the first openly transgender elected official in Texas.

Register here: bit.ly/A-Run-for-More For more information, email eileen@sclgbtqnetwork.org



#### **ARAW February 2023 Activity Sheet**

Date	Beneficiary	Staff	Туре	Notes
2/1/2023	Santos, Laura	PMIDURSKI	Phone Call	Re: approval: "Oh the first good news. TY so much." New nodule in left lung: to undergo additional testing
2/1/2023	Walker, Bonnie	PMIDURSKI	Phone Call	Re: approvals: "TY so much!!" Has not heard from SCCLS: EM sent to Raquel
2/1/2023	Polek, Andrea	PMIDURSKI	Phone Call	VM left re: EDDF approval for Nova rollator: Informed check will be available @ office for p/u
2/1/2023	Castello, Janice	APAZ	Phone Call	Re: Board decision. ACP application to be mailed. "Thank you for all your help."
2/1/2023	Vieira, Germaine	APAZ	Phone Call	Re: Board decision. AP will contact Germaine April/May for Germaine to sign up as new. "I thank you."
2/1/2023	Ingham, Linda	PMIDURSKI	Phone Call	VM left for sister re: approval: Req CB re: status of hearing aid appeal
2/1/2023	Francis, Eileen	PMIDURSKI	Phone Call	Re: approval to cont w/FLO: "Please give my best to everyone. TY for supporting me."
2/1/2023	Openshaw, Pauline	PMIDURSKI	Phone Call	From former spouse: Internet has been d/cd from Comcast: \$155.93/month: Informed to cont paying
2/1/2023	Payan, Freda	PMIDURSKI	Email	From RSC inquiring about recliner for FP: Will need to obtain estimate & submit to ARAW for request process
2/2/2023	Larrabee, Regina	PMIDURSKI	Phone Call	Re: 30 day eviction notice: Ref to SCCLS: Krystal notified by PGM: HV sched 2/10: Sect8/NBHA apps submitted
2/2/2023	Lamontagne, June	JCOSTA	Phone Call	To register for luncheon, sorry to hear about Sharon "Too young. Need to enjoy every minute."
2/2/2023	Costa, Barbara	APAZ	Phone Call	Re: cab vouchers. Needs 2 vouchers from Market Basket to home. Jenny notified.
2/2/2023	Medeiros, Margaret	PMIDURSKI	Phone Call	To reg for luncheon: Worried about finances: HV sched for 2/9 to review situation
2/2/2023	Monteith, Judith	PMIDURSKI	Phone Call	To express condolences re: SOM: "She was a wonderful kindhearted person. Such a loss."
2/2/2023	Dean, Amy	PMIDURSKI	Phone Call	Req no future calls from BM due to back injury & not feeling well. "TY ARAW for all you do"
2/2/2023	Benoit, Susan	JCOSTA	Phone Call	To reg for luncheon & salsa, inq re: SNAP med info sheet, EM to PM for f/u
2/2/2023	Polek, Andrea	PMIDURSKI	Phone Call	OV to obtain check for Dart Medical for Rollator: "TY so much. We might attend more activities now!"
2/2/2023	DeMendonca, Theresa	PMIDURSKI	Phone Call	Home from 2 wk rehab stay s/p fall at home sustaining head & back injuries: "Will call after read newsletter."
2/2/2023	Lawrence, Gail	JCOSTA	Phone Call	To register for luncheon, will try salsa
2/2/2023	Bramwell, Nancy	JCOSTA	Phone Call	Inq re: BCBS, adv would need new request, EM to PM for f/u
2/2/2023	Walker, Bonnie	PMIDURSKI	Phone Call	To report she recvd TC fr Krystal @ SCCLS: BW is obtaining req info for SCCLS: "TY for connecting me w/SCLS"
2/2/2023	Chaput, Vanessa	PMIDURSKI	Phone Call	To reg for Luncheon: Car heater not working: Informed ESTIMATE must be submitted b4 work completed
2/2/2023	Morin, Jacqueline	PMIDURSKI	Phone Call	Re: ACP: Completed & mailed in Jan 23: will call ACP to check status
2/2/2023	Sharples, Mary	PMIDURSKI	Phone Call	Re: ACP: Unsure if Verizon FIOS: Will complete ACP application: Application mailed: To call FCOA re: CB tax
2/2/2023	Simard, Agnes	APAZ	In Home Visit	Annual HV completed. Continued support requested.
2/2/2023	Pare, Rita	PMIDURSKI	Phone Call	To dgt re: CES & FCGP: Consent rcvd: Ref sent to CES: Not using briefs: EM to WA to d/c briefs
2/2/2023	Lewis, Barbara	APAZ		Re: 5% lidocaine RX cost \$99.68. box 30. HV schedule 2/7
2/2/2023	Pasqualucci, Joan	PMIDURSKI	Phone Call	NEW referral from ACOA: VM left req CB
2/3/2023	Baker, Doris	APAZ	In Home Visit	x2 completed. No ARAW need. Qualifies for FLO but not interested. Provided community resources.
2/3/2023	Pacheco, Lillian	APAZ	Phone Call	Re: ARAW Christmas gift. Phone not in service. ED aware. Will be placed in inactive status. In NH.
2/3/2023	Camara, Laura	APAZ	Phone Call	Re: Tickets to Matt Fraser at the Z. Needs vouchers for transportation.
2/3/2023	Quirini, Sandy	APAZ	Phone Call	Re: luncheon attendance & Z Ireland tickets.
2/3/2023	Harrington, Diane	APAZ	Phone Call	LVM re: requesting call back. Inquiring about ARAW Christmas gift.
2/3/2023	Brightman, Pauline	APAZ	Phone Call	Re: Matt Fraser at the Z. Needs voucher if only 1 ticket awarded.
2/3/2023	Tuite, Janice	APAZ	Phone Call	Re: EPERS unit upgrade to GPS. AP to call Janice next week and schedule new request visit.
2/3/2023	Simard, Agnes	APAZ		Re: condolences about Sharon O'Malley "My condolences. Sharon was a good person like you all are."
2/3/2023	Simpkin, Carol	APAZ	Phone Call	Re: Matt Frasier tickets.
2/3/2023	Duarte, Bernice	JCOSTA	Phone Call	Has been in & out of the hospital, home now, condolences for Sharon "She was a lovely women"
2/3/2023	Souza, Ethel	APAZ	Phone Call	Re: Pink Floyd tickets.

2/6/2023	Mello, Janet	PMIDURSKI	Phone Call	To resched HV as not feeling well: JM will CB later in week when feeling better
2/6/2023	Parquette, Mary Jane	APAZ	Phone Call	Re: ACP app. AP to mail today. Cell number not working use landline. Registered for Salsa lucheon/Pink Floyd
2/6/2023	Cambra, Joan	APAZ	Phone Call	Re: reason for taxi vouchers. Requesting Walmart Fairhaven location too.
2/6/2023	Almeida, Lorene	APAZ	Phone Call	Re: ACP application. AP to mail today. "Anything to help ARAW, I will do! After all they do for me. God Bless"
2/6/2023	Harrison, Delphina	PMIDURSKI	Phone Call	Re: Holiday check: Reports she "never recvd." EM to JC to stop payment & reissue
2/6/2023	Reagan, Carole	PMIDURSKI	Phone Call	Re: req to assist w/auto repair: Dgt utilizing car: To obtain estimate: HV sched for 2/15
2/6/2023	Simard, Agnes	APAZ	Phone Call	LVM re: Request call back regarding EPERS and Standard Times request.
2/6/2023	Simard, Agnes	APAZ	Phone Call	Re: Salsa & Luncheon signup. Will drive. Sister Rosemary going.
2/6/2023	Monteith, Judith	PMIDURSKI	Phone Call	Re: ACP issues: JM will pursue: Req no further communication w/penpal
2/6/2023	Verissimo, Dalia	PMIDURSKI	Email	To BB @ PIADH re: DV Holiday check: Cancel Dec check & reissue: EM to JC
2/6/2023	Horne, Donna	PMIDURSKI	Phone Call	To sign up for Wamsutta Luncheon: Will participate in Salsa dancing
2/6/2023	Harrington, Diane	APAZ	Phone Call	RC: re: check. "Thank you very much for the check. I was excited when I came across it looking for a gifts card."
2/6/2023	Benoit, Susan	PMIDURSKI	Phone Call	For f/u re: SNAP: to meet with ACOA outreach coordinator to submit to DTA: OOP Med. expense form mailed
2/6/2023	Polek, Andrea	PMIDURSKI	Phone Call	To "Thank ARAW for rollator. I walked all around Kohls. My doctor will be so proud. I plan to walk more."
2/6/2023	Delaney, Kathleen	PMIDURSKI	Phone Call	VM left req CB re: Holiday check
2/6/2023	Levesque, Beatrice	PMIDURSKI	Phone Call	Re: decrease in SNAP to \$30/month: DTA SNAP OOP medical expense form mailed
2/6/2023	Furness, Betty	PMIDURSKI	Phone Call	Re: loss of heat over w/e: Req CB from Ana: EM to AP for f/u. RC will resch next week. Is doing better.
2/6/2023	Hennessy, Cheryl	PMIDURSKI	Phone Call	Re: Holiday check: "I didn't receive a check." EMM to JC to cancel Dec & reissue
2/6/2023	Bishop, Sarah	PMIDURSKI	Phone Call	VM left req CB re: Holiday Check
2/6/2023	Van Bibber, Gloria	APAZ	Phone Call	Re: F/U from board approval. Doing well. Check received & given to dentist. Appt schd. April 2023.
2/6/2023	Bramwell, Nancy	PMIDURSKI	Phone Call	Req assist w/ BCBS premium: HV sched for 2/16
2/6/2023	Letourneau, Diane	PMIDURSKI	Phone Call	To sign up for Wamsutta Luncheon: "I cannot dance b/of my walker but I will enjoy the music. TY"
2/6/2023	Lopes, Doreen	PMIDURSKI	Phone Call	Re: Z show Matt Fraser: Either date & she will invite someone who drives: "Thanks for all you do!"
2/6/2023	Azevedo, Carmen	APAZ	Phone Call	Re: F/U w/ CESI CM. Helped with SNAP & PACE. AP will call & sch f/u visit w/ Carmen next week
2/6/2023	Burke, Shauneen	PMIDURSKI	Phone Call	To "Thank ARAW for vouchers."
2/6/2023	Tavares, Marilyn	PMIDURSKI	Phone Call	Fom CES CM: Permanent resident at Hathaway Manor: TC fr Dgt: "TY to ARAW for the cards, gifts & support."
2/6/2023	Victoria, Maria	APAZ	Phone Call	LVM re: Initial HV reschedule. Was not home for scheduled 2pm visit. Will call back 2/7
2/6/2023	Christensen, Carol	PMIDURSKI	Phone Call	NEW referral: CES CM suggested CC call ARAW to discuss needs: HV sched for 2/8
2/6/2023	Ingham, Nancy	PMIDURSKI	Phone Call	Re Holiday check: To check apt but doesn't believe she recvd: To CB ARAW
2/6/2023	Ingham, Nancy	APAZ	Phone Call	RC re: ARAW check. Could not find. EM to Admin CC PGM for re-issue.
2/6/2023	Marshall, Edith	APAZ	Phone Call	Re: ACP application. Will mail. Daughter forgot & will definitely complete & mail ASAP.
	Woods, Janice	PMIDURSKI	Phone Call	Re: Holiday check: Reports she never recvd check or newsletters: Dgt to check Tues: Notecard mailed
2/6/2023	Lewis, Barbara	APAZ	Phone Call	Re: 5% Lidocaine patch cost from Westport Apothecary. HV scheduled 2/7
2/6/2023	Warrington, Nancy	APAZ	Phone Call	VM re: CESI CMP application. Daughter to complete. No return call needed. DNQ d/t Reverse Mortgage loan.
2/6/2023	Pasqualucci, Joan	PMIDURSKI	Phone Call	To confirm Tues HV: JP reports she is ill & needs to cancel appt: Will Call ARAW when better.
· ·	Baptista, Doris	APAZ	Phone Call	Re: ACP app. Phone just rang. No voicemail. Will try back later or tomorrow.
2/7/2023	Christensen, Carol	JCOSTA	Phone Call	Looking for PM, EM to PM for f/u
2/7/2023	Lewis, Barbara	APAZ	In Home Visit	New Request HV complete. Request 5% Lidocaine RC \$100/mth. LVM w/ CESI SCO CM regarding insurance info.
2/7/2023	Lopes, Doreen	APAZ	In Home Visit	Annual HV complete. No need. Request to participate in FLO
2/7/2023	Chaput, Vanessa	PMIDURSKI	Phone Call	To discuss process to req assist w/auto repair: Opting to pay for heater repair herself as <\$200
2/7/2023	Edwards, Diane	APAZ	Phone Call	VM re: ARAW assistance reporting. Requesting a call back. AP to call today.
2/7/2023	Jenkins, Karen	JCOSTA	Phone Call	To register for Z shows, attending NBAM classes

2/7/2023	Benoit, Susan	PMIDURSKI	Phone Call	Re: moving bureau to first floor: Will obtain estimate: CB stating Tavares will move for \$50 & she will pay
	Delaney, Kathleen			VM re: ARAW check. Cannot find check. Please void and re-issue. EMM to admin & PGM
<u> </u>	Cory, Frances			Re: penpal attending Z show: FC had Circuit breaker tax credit app completed @ FCOA
	Belanger, Elizabeth	PMIDURSKI		Re: annual update: Has not been feeling well: Req CB next week
	Prata, Adelia	APAZ	Phone Call	LVM re: Re-schedule Annual HV. Requesting call back.
	DeSouza, Joanne	APAZ		Re: Salsa & Luncheon attendance. Needs transportation. Uses cane. Aware of wait list status.
	Openshaw, Pauline	PMIDURSKI	Phone Call	VM left for former spouse re: Comcast
	Arruda, Judith	APAZ		Re: Comcast remote change w/ potential fee. ED approved fee. Gerry to call back with fee amount.
2/8/2023	Bishop, Sarah	CFOLEY	Phone Call	Reissue of holiday check /t lack of transp; PM to call reissue car/transportation issues.
2/8/2023	Spearin, Gail	CFOLEY	Phone Call	To confirm if rent was paid for February & to confirm cable was to continue
2/8/2023	Woods, Janice	CFOLEY	Phone Call	Rec'ed recent note but not holiday card; will reissue; JW to call by end of next week if note rec'ed
2/9/2023	Alves, Judith	APAZ	Phone Call	New Referral. Requesting recliner. Spoke with CESI CM. Will look into little Necessities funding.
2/9/2023	Silva, Candida	APAZ	In Home Visit	Does not qualify. Son is able to help financially. No further need.
2/9/2023	Shea, Joan	PMIDURSKI	Phone Call	Re: furnace inspection: "I can handle cost myself. I am not in any trouble. TY." EM to AP
2/9/2023	Medeiros, Margaret	PMIDURSKI	In Home Visit	For update: Req assist w/ auto insurance:Several apps/CHAMPS to housing
2/9/2023	Baptista, Doris	APAZ	In Home Visit	To drop off ACP application. Application completed and mailed.
2/9/2023	Pare, Rita	PMIDURSKI	Phone Call	From CES: POC 2d/wk SDC, PERS & laundry
2/9/2023	Letourneau, Diane	PMIDURSKI	Phone Call	Re: req for financial assit w/Comcast: HV sched for 2/14
2/9/2023	Bishop, Sarah	PMIDURSKI	Phone Call	VM left following up to her CB re: holiday check and alternate trans
2/9/2023	Christy, Maria	APAZ	Phone Call	RC: She found her PERS unit. She is all set.
2/9/2023	Simpkin, Carol	PMIDURSKI	Phone Call	To reg for Wamsutta luncheon
2/9/2023	Almeida, Lorene	PMIDURSKI	Phone Call	Confirming she mailed completed ACP form: "Thanks to all at ARAW: Blessings to all my friends at ARAW."
2/9/2023	Moore, Carolyn	PMIDURSKI	Phone Call	VM left returning her call to sched update visit
2/9/2023	Silva, Mary Theresa	APAZ	Phone Call	Re: "Thank you for the Valentine's Day card."
2/9/2023	Costa, Barbara	PMIDURSKI	Phone Call	To Confirm receipt of BB vouchers: TY: States she mailed card for SOM family
2/9/2023	Adesso, Dolores	PMIDURSKI	Email	From CNHC MSW: DA health declining: Aware of SOM passing: Notecard & newsletter mailed to DA
2/10/2023	Medeiros, Margaret	PMIDURSKI	Office Visit	OV to sign up for Z show and to pick up original auto insurance premium form: "TY for everything."
2/10/2023	Estrella, Louise	PMIDURSKI	Phone Call	To confirm HV: States she has appt for cat check up: Resched to Thurs 2/17
2/10/2023	Bizarro, Lucille	PMIDURSKI	Phone Call	From Dgt Carrie re: changing to Comcast: Req CB from AP: EM to AP
2/10/2023	Fragata, Maria	APAZ	Phone Call	Re: Board approval for dental visit. And Board appreciated her calling in advance. "Thank you so very much!"
2/10/2023	Correia, Julia	APAZ	Phone Call	Re: Board approval of Stockings. Currently in NH. Will let us know when she goes home and is in need.
2/10/2023	Perry, Susan	PMIDURSKI	Phone Call	To resched Annual update: "I am feeling better after surgery."
2/10/2023	Lyons, Carol	PMIDURSKI	Phone Call	To notify of Award: "OMG!! I am crying. This is the BEST. Maybe I won't have to eat grey tuna now! TY"
2/10/2023	Bishop, Sarah	PMIDURSKI	Phone Call	Re: auto repair and trans: Has been sick w/URI sx: ?Covid?: Will call garage Monday to confirm car is safe
2/10/2023	Lajoie, Elizabeth	PMIDURSKI	Phone Call	To dgt and EL to confirm annual update 2/13: Dgt may not be present but available for PC as needed
2/10/2023	Lammers, Edith	PMIDURSKI	Phone Call	Re: SHINE @ GNBHC: Info provided: "This Part C plan is worthless. I need to change! TY for suggesting."
2/10/2023	Mello, Janet	PMIDURSKI	Phone Call	To resched annual HV: 2/16 @ 10am
2/10/2023	Spearin, Gail	PMIDURSKI	Phone Call	Re: Award for Comcast x 12 months: "That is great news. TY ARAW."
2/10/2023	Monteiro, Linda	APAZ	Phone Call	Re: Board approval. Board approved. She is thankful. But going through a lot of health conditions.
2/10/2023	Canasta, Linda	PMIDURSKI	Phone Call	Notified of Award: "I am so grateful for the wiggle room. TY ARAW Board!" To obtain current balance document
2/10/2023	Holden, Barbara	PMIDURSKI	Phone Call	From BH re: prescription coverage: Believes she does not have: Dgt Polly to investigate & CB Monday
2/10/2023	Duarte, Patricia	PMIDURSKI	Phone Call	Re: Award: "I can't believe this. THE best birthday present ever. TY so much."

2/10/2023	Zych, Joanne	PMIDURSKI	Phone Call	VM left re: Award: Req CB to explain details and coordinate w/car repair shop
2/10/2023	Warrington, Nancy	APAZ	Phone Call	RC Dtr completed all required application for community assistance. "Thank you so much for all your help!"
2/10/2023	Larrabee, Regina	PMIDURSKI	In Home Visit	For new request: Eviction: SCCLS atty call during HV: RL to obtain estimate from Tavares Movers
	Thibodeau, Diane	PMIDURSKI	Phone Call	Re: Award: "OMG. TY so much!!" Reminded future request to provide estimate b4 work completed: F/U 4 m
	Perry, Susan	PMIDURSKI	In Home Visit	To complete annual update: Recent surgeries (Finger and inter-stim): "So grateful for ARAW."
2/13/2023	Moore, Carolyn	PMIDURSKI	In Home Visit	Annual update & review completed: Maybe traveling w/niece to visit sister in FL this month: CES involved
2/13/2023	Lajoie, Elizabeth	PMIDURSKI	In Home Visit	To complete annual update: TC to dgt re: ?MSP, ? Part D plan,
2/13/2023	Lewis, Barbara	APAZ	Phone Call	Re: documentation of Psych visit payment. Barbara will get in 2 weeks.
2/13/2023	Furness, Betty	APAZ	Phone Call	Re: cancel HV and reschedule for 2/21/23.
2/13/2023	Belanger, Elizabeth	PMIDURSKI	Phone Call	To report inpatient @ St. Annes: Note card mailed: Will call when home to resched annual update
2/13/2023	Brightman, Pauline	PMIDURSKI	Phone Call	To PB & dgt Gail re: Z tix for Matt Fraser: "I am so happy. TY." Will need to know date of show
2/13/2023	Blais, Linda	PMIDURSKI	Note to File	In patient @ Hathaway Manor: Note card mailed
2/14/2023	Zych, Joanne	PMIDURSKI	Office Visit	To "THANK ARAW for financial help. I cannot believe this. Are you real?" tax exempt info to Toyota
2/14/2023	Openshaw, Pauline	APAZ	Phone Call	"Thank you for thinking of me. I enjoyed the card"
2/14/2023	Openshaw, Pauline	PMIDURSKI	Phone Call	VM left for former spouse re: Comcast balance
2/14/2023	Cory, Frances	PMIDURSKI	Phone Call	To request trans for 3/15 Z show: EM to JC for BB vouchers to be mailed
2/14/2023	Kirklewski, Beatrice	APAZ	Phone Call	LVM requesting a return call, CB JC explained empty envelope, "TY for thinking of this old lady"
2/14/2023	Letourneau, Diane	PMIDURSKI	Phone Call	For NEW request: "I need help with my Comcast. I don't do much else. TY."
2/14/2023	Cruz, Cheryl	PMIDURSKI	Phone Call	NEW referral inquiry fr. "sister's friend Patricia": "Will call ARAW when she returns to town. "ARAW flyer mailed
2/14/2023	Rivera, Juanita	APAZ	Phone Call	To schedule initial HV. Phone rang to VM. Will call back tomorrow.
2/14/2023	Best, Jacqueline	APAZ	Phone Call	LVM. Requesting a return call regarding ACP application.
2/14/2023	Victoria, Maria	APAZ	In Home Visit	Initial HV completed. No need d/t health. AP will follow up in 1 month.
2/15/2023	Alves, Judith	PMIDURSKI	Phone Call	From CM CW for AP: EMM to AP for f/u
2/15/2023	Pasqualucci, Joan	PMIDURSKI	Phone Call	Re: referral: Has been sick x 14 days: Unknown cause: JP will call ARAW when feeling better.
2/15/2023	Bishop, Sarah	PMIDURSKI	Phone Call	Re: auto repair: SB pd in full w/personal check: Req BB voucher for trans to garage to p/u auto: HV TBS
2/15/2023	Holden, Barbara	PMIDURSKI	Phone Call	To dgt: BH @ SLH 2/13>pain, disorientation: Unknown dx: Dgt to connect with SLH SHINE: Card mailed to BH
2/15/2023	Lajoie, Elizabeth	PMIDURSKI	Phone Call	To dgt: Dgt to research Ins, Part D, and ? MSP? "TY for all you do for my Mom. Her life has improved."
2/15/2023	Moore, Carolyn	PMIDURSKI	Phone Call	To THANK ARAW for Valentine card: "TY. It is the only Valentine I received. TY for remembering me!"
2/15/2023	Chor, Patricia	PMIDURSKI	Phone Call	Re: cab voucher. Req assistance with personal products X 1 month: Ref to CES Small Necessities Fund
2/15/2023	DosSantos, Cathrina	APAZ	Phone Call	LVM. Requested a call back.
2/15/2023	Zych, Joanne	PMIDURSKI	Email	Re: auto repair: Sched for 2/21&22: JZ will p/u check for Toyota 2/22
2/16/2023	Vieira, Germaine	APAZ	Phone Call	LVM requesting a call back regarding install date on insurance PERS unit. And call for ARAW unity pickup.
2/16/2023	Simard, Agnes	APAZ	Phone Call	LVM requesting call back regarding PERS unit pickup.
2/16/2023	Alves, Judith	APAZ	In Home Visit	New referral visit completed. Requesting recliner expense support. CES will provide \$250.00
2/16/2023	Bramwell, Nancy	PMIDURSKI	In Home Visit	For annual update: Req assist w/BCBS: "My rent increased, SNAP decreased and I cannot meet ends."
2/16/2023	Mello, Janet	PMIDURSKI	In Home Visit	For Annual update: Concerned re: potential sale of mobile home park: "IDK where I would go."
2/16/2023	Charbonneau, Leila	APAZ	In Home Visit	New request visit completed. Requesting car insurance support of \$1,178.
2/16/2023	Estrella, Louise	PMIDURSKI	In Home Visit	For annual update: Outpatient PT for back pain: Car needs repairs: to submit estimate
2/16/2023	Best, Jacqueline	PMIDURSKI	Phone Call	Re: ACP: req CB from AP: EM to AP for follow up
2/16/2023	Woods, Janice	PMIDURSKI	Phone Call	To inform ARAW that holiday check was recvd: "TY so much. I have a few bills I can pay. TY"
2/16/2023	Bissonnette, Alice	JCOSTA	Phone Call	Called wrong # but "TY for Valentine's card!"
2/16/2023	Travers, Joyce	PMIDURSKI	Phone Call	NEW Req: Ref by ARAW beneficiary: HV sched for 2/21: Homeowner w/increased costs

2/17/2023	Prata, Adelia	APAZ	In Home Visit	Annual HV completed. ACP application completed and mailed.
	Christensen, Carol	<b>.</b>		For NEW request: Assist w/Comcast: ACP application provided
	Sousa, Isabel		Phone Call	For annual FLO ROE: Update submitted: "My cancer is gone but my doc has to watch me closely."
	Curado, Alzira		Phone Call	From neighbor Tina reg resched of annual update d/t work conflict: resched to 3/15 @ 2:30pm
	Fisher, Laura		Phone Call	Annual HV completed. ACP application mailed.
2/17/2023			Phone Call	For annual FLO ROE: Update submitted: "Enjoying NBAM, luncheons & Z shows. TY."
	Vieira, Germaine		Phone Call	LVM Be Safer at Home. Regarding return on A1 PERS unit.
	Chytrus, Leslie	APAZ	Phone Call	Re: update on SRTA vouchers.
	Roderiques, Bernadette		Phone Call	Re: ACP status: Will call: Continues w/OT/PT for hands: "Improving but still has a way to go."
	Fisher, Laura	APAZ	Phone Call	LVM requesting a call back regarding wait time to get into Cross Roads in Dartmouth.
	Canasta, Linda	PMIDURSKI	Email	To LC & dgt: Dgt to call ACP re: app status: "Thank you all so much for your help."
	Zych, Joanne		Email	Re: car repair: Toyota is waiting for delivery of part: Repair on HOLD: JZ will inform ARAW of new date
	Payan, Freda	PMIDURSKI	Email	Re: NEW request for recliner: RSC assisting FP w/order as FP sick from chemo RX
	Beaubian, Joan	PMIDURSKI	Phone Call	Re: ACP status: States eh submitted app online "last summer": Will call ACP re : Status of app
	Silveira, Marie Lorraine		Phone Call	Re: assistance with electric, gas, and cable. Referred to Eversource file hardship and mail ACP application.
2/21/2023	Furness, Betty	APAZ	Phone Call	Reschedule HV for 2/22. Isn't feeling well.
2/21/2023	Morin, Jacqueline	PMIDURSKI	Phone Call	Re: ACP: JM will call ACP to check status: "I like living on the first floor. Much easier for me. TY"
2/21/2023	Baker, Doris	APAZ	Phone Call	LVM to call ARAW if she needs any further direction with circuit breaker credit.
2/21/2023	DosSantos, Cathrina	APAZ	In Home Visit	3 month f/u visit completed. Does not require ARAW support with incontinence products going fwd.
2/21/2023	Best, Jacqueline	APAZ	Phone Call	LVM x2. Requesting a call back about ACP.
2/21/2023	Travers, Joyce	PMIDURSKI	Phone Call	To cancel sched HV for today: "I have COPD and today is not a good day for me. I will call back to resched."
2/22/2023	McNamara, Theresa	PMIDURSKI	Phone Call	VM left for dgt re: trans for luncheon: ??Safety on Demand Response??
2/22/2023	Sharples, Mary	PMIDURSKI	Phone Call	Re: ACP app: MS never mailed as she is d/c internet: "My computer broke. I don't use internet."
2/22/2023	Walker, Bonnie	PMIDURSKI	Phone Call	Re: ACP: will call re: status of app: Pleased w/assistance from SCCLS
2/22/2023	Letourneau, Diane	PMIDURSKI	Phone Call	W/update re: move to Hathaway Manor: Awaiting PCP approval: Tour of facility complete: "I love it there."
2/22/2023	Almeida, Mildred	PMIDURSKI	Phone Call	Re: ACP: Utilizing ACP on her BlindShell phone service: "TY for all your help w/long distance."
2/23/2023	Estrella, Louise	PMIDURSKI	Phone Call	Re: estimate for car: LE hospitalized x 3 days w/cardiac issues: Will obtain estimate when feeling better
2/23/2023	Ponte, Karyn	PMIDURSKI	Phone Call	Re: ACP app: Completed new app online: approved!!
2/23/2023	Pryor, Joan	PMIDURSKI	Phone Call	Req "help w/move to TX& auto Ins:": EM to CES GSSC
2/23/2023	McNamara, Theresa	PMIDURSKI	Phone Call	From Dgt: SIL will provide trans for TMN to attend luncheon: "She is so excited to attend!"
2/24/2023	Fox, Susan	PMIDURSKI	Phone Call	New referral fr. BES PS: Evicted: Living in Motel: CES & BES involved: No identifiable \$need: Nds1st fl. apt
	Duarte, Patricia	PMIDURSKI	Phone Call	VM & TC inq about Z tix: Asking about Isabel Cardoso getting Z tix: "Where do I pick up?" To call CNN Andy
2/24/2023	Quirini, Sandy	PMIDURSKI	Phone Call	To inform of changes in luncheon: Opted to cancel and not attend: SQ will cancel Dem Response ride
2/24/2023	Benoit, Susan	PMIDURSKI	Phone Call	To cancel luncheon attendance: "Not feeling well. Going to doctor. Sorry."
2/24/2023	Letourneau, Diane	PMIDURSKI	Phone Call	Re: LTC placement: Screening w/GSSC&RN: DL notified PCP of desire to relocate: Unknown date of move
2/24/2023	Roderiques, Bernadette	PMIDURSKI	Phone Call	Re: follow up w/ACP: Approved for discount: # provided B60217-94805
2/24/2023	Okpara, Priscilia	PMIDURSKI	Phone Call	Unable to leave VMM: TC to son Chido who informed PO of time change for YWV pick up
2/27/2023	Livesley, Virginia	PMIDURSKI	Phone Call	Re: fall last week: To ER>F/u w/neurosurgeon to assess screws from surgery s/p fx neck 2019
	Charbonneau, Leila	APAZ	Phone Call	Re: ACP re-enrollment. Leila is going to comcast to re-enroll.
2/27/2023	Debrosse, Sezaltina	APAZ	Phone Call	Re cable bill and ACP. Tina will call to get monthly bills to ARAW and apply for ACP
2/27/2023	Souza, Ethel	PMIDURSKI	Phone Call	To cancel attendance @ Z for Pink Floyd: Will return tix to Z: "TY for the luncheon. All was wonderful."
2/27/2023	Tavares, Maria	PMIDURSKI	Phone Call	To sched annual update: 3/7: "Doing well and grateful for ARAW. Thank you!!"

2/27/2023	Petrin, Joan	PMIDURSKI	Phone Call	To "THANK ARAW 4 a wonderful luncheon.": Req to withdraw from Pink Floyd tix: removed from list
2/27/2023	Benoit, Susan	PMIDURSKI	Phone Call	Re: unblocking phone for BM calls: Informed NOT to call BM: Dental abscess>on Antibx>extraction??
2/27/2023	Smith, Debra	APAZ	Phone Call	LVM re: ACP application for ATT
2/27/2023	Monteiro, Linda	APAZ	Phone Call	Re: Going thru many medical appointment regarding heart issues.
2/27/2023	Alves, Judith	APAZ	Phone Call	Re: updated finances. Updated application and submitted for EDDF approval of recliner. \$199.99
2/27/2023	Nickerson, Elizabeth	APAZ	In Home Visit	Referred to NBCOA for circuit breaker credit. Has appointment 3/9. Will follow-up after
2/27/2023	Letourneau, Diane	PMIDURSKI	In Home Visit	To bring back Comcast bill: Unsure about move to NH for LTC: to consult w/medical team & supports
2/28/2023	Pina, Teresa	APAZ	Phone Call	Re: New referral. Requesting ARAW support for dining room set and cable bill.
2/28/2023	Alves, Luisa	APAZ	Phone Call	Re: New referral. Request ARAW support for new bed and mattress. HV 3/9/23
2/28/2023	Lewis, Barbara	APAZ	Phone Call	Re: Board approval. Informed pending next week. Will call with decision.
2/28/2023	Pryor, Joan	PMIDURSKI	Phone Call	To sched update for NEW request: Rcvd 2023 auto policy: HV sched for 3/7 @ 1pm
2/28/2023	Todd, Kristine	PMIDURSKI	Phone Call	Re: status of move: Apt blding sold: "I can stay but IDK 4 how long. declined 2 apt: TC w/CWNBCOA:EM lgbtq
2/28/2023	Gibau, Maria	APAZ	Phone Call	LVM re: Ensure insurance coverage update. Requested a call back.
2/28/2023	Waite, Cynthia	PMIDURSKI	Phone Call	For annual update: "TY for my chair & the Christmas gift. The chair is a lifesaver d/t my very swollen legs."
2/28/2023	Collins, Donna	APAZ	Phone Call	Re: car repair support not approved. Scheduled annual HV 3/6
2/28/2023	Openshaw, Pauline	PMIDURSKI	Phone Call	From former spouse re: Comcast invoice: Sent to admin
2/28/2023	Somers, Linda	PMIDURSKI	Phone Call	VM left re: need to sched annual update & review
2/28/2023	Livesley, Virginia	PMIDURSKI	Phone Call	Re: transportation to MD appts: FCOA to provide trans 3/7 9:30am to 208 Mill Rd Fhvn per Phyliss



**REFERRALS Received:** 7

Sources of referrals: ACOA, ARAW beneficiaries x 2, BES PS, CES, Cape Verdean Center, DCOA

**Requests submitted:** 7 (BCBS, Comcast, Car Ins. X 2, Moving costs, Transportation)

**Updates submitted:** 5 Flo updates submitted: 2

Referrals made to: ACP x 3, CESI, PACE, SCCLS x 2, SHINE

Pending: 9 Ineligible: 1 Withdrawn: 1 (duplicate) Inactive: 0

**Challenges:** The ACP application process has proven to be a bit more challenging than originally thought. Ana & I have been aggressively educating beneficiaries about the ACP program, providing applications, gently encouraging completion of the form, and providing an ASE to mail completed forms. Only this week did I learn that only TWO people whose invoices are paid by the ARAW have been successful in receiving the discount. The ACP application that we have utilized is a generic form downloaded from the FCC. The form replicates the online questionnaire available on both the FCC and Xfinity sites. However, that is where the similarity ends! From exploration, the online application is personalized with an identifying number which is not the case with the paper form. I contacted beneficiaries who have submitted the ACP application and asked if they would check on the status of their application. Phone calls to the ACP Support Center begin with the customary computerized message announcing high call volume and subsequent long wait times. "Please use our automated system. Enter your application number." And of course, this number is nonexistent on the FCC paper application! The beneficiaries want to receive the discount however (1) waiting online for extended time discourages them (2) they lack the application number to access the automated system, and (3) a few don't feel the need due to "ARAW paying the bill."

**Education:** I am more educated about the ACP process after this informal learning curve. The most effective & successful method for obtaining ACP is via utilization of the online application. (FCC or Xfinity) One beneficiary was blessed to have a Comcast employee assist her in the store with signing up for the ACP however another was told to go online! This method however showcases the disparity between those who have been educated in technology and those who remain under educated. Internet can be used for a variety of reasons: email, smart phone, telehealth, connection with family & friends, social media, shopping, bill paying, streaming. Most women utilize the internet for one or two features such as playing games, bill paying or shopping from Amazon. A few are computer savvy and utilize all listed functions. An opportunity/need for tech education r/t accessing email is noted. Tech programs exist however barriers include: (1) hesitancy to participate, (2) lack of transportation, (3) lack of knowledge about availability of programs.



## February 2023: Beneficiary Advocate

Ana Paz

**REFERRALS RECEIVED: 5** 

**REFERRAL SOURCES**: Community person, New Bedford Housing Authority, Fishing Heritage Center, Coastline

Elderly x2

**UPDATES SUBMITTED: 7** 

**REQUESTS SUBMITTED: 3** 

REFERRALS MADE TO: NBCOA (3), Walt's Mobile Closet

PENDING: 7 INELIGIBLES: 0 WITHDRAWN: 2 INACTIVE: 0

<u>TEACHING MOMENTS</u>: Several of my beneficiaries are finding it hard to manage their budget on their already limited income. Some have made poor decision-making that placed them in more financial hardship. Some do not qualify for most assistance. And some hesitant to follow through with community resources. Not having the right knowledge of how-to best budget on a month-by-month basis, not qualify for any of known resources, or hesitant to apply for assistance remains challenging. I am working hard with my beneficiaries to empower and support them to reach financial stability, while still respecting their autonomy.

**GRATITUDE**: Always grateful for my job, the beneficiaries, and the enormous support from colleagues. It has been a little over seven months and I have learned so much, and I look forward to learning and grow to best fulfill ARAW mission and vision.

3:08 PM 03/06/23 Accrual Basis

## ASSOCIATION FOR THE RELIEF OF AGED WOMEN Transaction Detail By Account

February 2023

	Date	Name	Account	Amount
Feb 23				
	02/13/2023	WESTPORT APOTHECARY	POLEK, ANDREA - ROLLATOR	-160.63
	02/21/2023	BOB'S DISCOUNT	PAYAN, FREDA - RECLINER	608.99
	02/28/2023	REGAL HOUSE OUTLET	ALVES, JUDITH - RECLINER	199.99
Feb 23				648.35

Name	Birth Date	Age	Board Member
Ribeiro, Renay	3/15/1949	74	Diane Laflamme
Brightman, Pauline	3/16/1942	81	Office
Marshall, Edith	3/16/1930	93	Office
Beaubian, Joan	3/18/1942	81	Office
Galipeau, Beverly	3/18/1937	86	Pam McKnight
Debrosse, Sezaltina	3/19/1948	75	Office
Chaput, Vanessa	3/20/1957	66	Angela Natho
Dillon, Sherry	3/20/1955	68	Rosemary Saber
Zych, Joanne	3/21/1950	73	Office
Best, Jacqueline	3/22/1938	85	Office
Pereira, Maria	3/22/1947	76	Office
Pare, Rita	3/23/1929	94	Office
Delaney, Kathleen	3/24/1949	74	Office
Fletcher, Sally	3/26/1945	78	Debbie Brooke
Lamontagne, June	3/29/1948	75	Gale Beaton
Shea, Joan	3/29/1933	90	Rosemary Saber
Lada, Rosalie	3/31/1920	103	Office
Lourenco, Alice	4/2/1943	80	Office
Edwards, Diane	4/5/1948	75	Office
Sikorski, Barbara	4/10/1940	83	Office
Guy, Nancy	4/11/1937	86	Rosemary Saber
Belanger, Elizabeth	4/12/1944	79	Office
Francis, Eileen	4/12/1939	84	Leah Macomber
Charbonneau, Leila	4/13/1944	79	Pam McKnight
Rose, Patricia	4/13/1939	84	Leah Macomber
Thibodeau, Diane	4/14/1951	72	Office
Miranda, Leah	4/15/1947	76	Office

## Finance Committee Minutes February 21, 2023

Present: C Mayall, R O'Connell, C Foley, MCE. Apologies: D Laflamme, P McKnight, A Natho, J Stankiewicz

#### **FY 24 Draft Budget**

In order to present a new FY 24 budget at the March board meeting for final approval, the latest draft, as prepared by Clare, was reviewed for content and layout. Minor modifications were made after in-depth conversation discussing changes from the current year budget. It was decided to capture the key changes/clarifications as a supplemental document for the board's review and understanding. Both will be included in the meeting packet for members' preparation for questions and a vote to approve.

#### FY 23 Qualified Distributions and Estimated Excise Tax

Cathy, Clare and Mary met with Michelle Driscoll (B&L accountant) last week to continue our education on the calculations for determining qualified distributions and the resulting implications for federal excise tax. We had a 'refresher' at this meeting and decided the complexity of the process is not something that needs to be mastered by Finance Committee members. A general understanding of the rationale is helpful using the previously distributed reference material.

#### **Other Business**

As FY 23 comes to a close, an analysis of projected spending for the remaining weeks will require a cash infusion of approximately \$76K (over the March transfer) to cover payroll and excise tax payments as well as provide a cushion for yet-unknown expenses. Clare will contact BofA to make that transfer.

Additionally, review of spending patterns during FY 23 (including the above-mentioned year-end infusion) with anticipated inflation in FY 24 indicates that a monthly transfer of \$76K (up from \$70K) would benefit our operational flexibility and help avoid reactionary requests for additional funds throughout the year. This increase aligns with our budget projections and will provide BofA with a consistent plan for cash on hand. Clare will work with BofA on this as well.

While it was unfortunate that some members and guests were unavailable for the meeting, it is felt that the FY24 Draft Budget has received a great deal of attention and thought in its preparation for the board.

Next Meeting: Tuesday, March 21, 2023 at 9:30 AM

Mary Ellis, Treasurer February 22, 2023 rev1

			Februai	y 2023   ARAW	Financial Report	
	FY23 Budget	YTD Budget	YTD Actual	FEB Budgeted	FEB Actual	NOTES
Direct Support*	\$500,000	\$461,000.00	\$409,641.28	\$39,000.00	\$30,391.21	
Grants	\$225,000	\$225,000.00	\$182,510.00	\$0.00	\$0.00	
Administration	\$30,000	\$27,500.00	\$36,870.08	\$2,500.00	\$2,619.84	Insurance payment \$1,627 Liability & Commercial Package
Moving Costs	\$0	\$0.00	\$4,391.13	\$0.00	\$0.00	complete (unbudgeted expenses)
Professional Dev	\$0	\$0.00	\$570.00	\$0.00	\$500.00	
Accounting	\$25,000	\$22,916.67	\$22,883.75	\$2,083.33	\$0.00	Late Dec bill +\$1,650; No Jan of Feb bill
Staffing Costs	\$388,309	\$343,504.10	\$283,704.54	\$29,869.92	\$24,157.60	
Rent	\$16,000	\$14,666.67	\$22,305.00	\$1,333.34	\$2,175.00	unbudgeted: rent increase due to move
Utilities	\$6,000	\$5,500.00	\$5,247.56	\$500.00	\$415.54	Phone & alarm only
BOA Fees	\$90,000	\$82,500.00	\$73,451.19	\$7,500.00	\$6,865.84	
Federal Taxes	\$30,000	\$10,497.00	\$11,844.00	\$0.00	\$0.00	
Outreach/Comm Engage	\$2,000	\$1,833.33	\$1,754.97	\$166.67	\$374.66	photo album; bday cards
Legal/Professional Fees	\$5,000	\$4,583.33	\$3,700.00	\$416.67	\$0.00	
FLO Program	\$12,000	\$11,292.00	\$14,376.36	\$708.00	\$554.08	Trans \$5; Late Food +\$549.81 Jan; no Feb WC or YWV bill Dec, Jan, Feb
Retreat/Start Plan	\$0	\$0.00	\$17,974.57	\$0.00	\$237.43	Working lunch for committee after board meeting
TOTAL	\$1,329,309	\$1,210,793.10	\$1,091,224.43	\$84,077.93	\$68,291.20	UNDER YTD BUDGET -\$119,568.67

			Februar	y 2023   Direct	Support Elements
Reoccuring	FEB \$\$	February	NOTES	YTD \$\$	YTD Notes
Health Insurance	\$5,518.61	2Q vs 10Q last month		\$88,932.33	
Social Day	\$0.00	no Jan bills yet		\$12,260.00	Late Dec Bills Sampson, Camara, Lopes, Carreiro +\$1,160 Jan
Personal Care	\$1,575.50			\$16,520.29	
Nutrition	\$156.63	1 d/c; 1 non-order		\$9,397.86	
Cable/Phone/Internet	\$10,864.58	2 not yet rec'ed		\$102,505.96	Late bills Best, Debrosse, Lopes +\$473.93 Jan .
EPERS	\$1,454.45	1 d/c; 1 late		\$17,045.60	Late bill St. Ours +\$29.95 Jan
Rent	\$688.00	1 d/c; poss pending ref	und	\$9,152.00	
Transportation	\$564.29			\$7,038.31	
Gift Cards	\$230.00			\$1,760.00	
Other reoccuring	\$406.99	1 electric bills not yet r	ec'ed	\$7,957.46	Shea laundry +\$17.25 Dec & +\$39.10 Jan; Costello Elec +\$46.21
Monthly TOTAL	\$21,459.05		YTD TOTAL	\$272,569.81	

Gifts	FEB \$\$	February NOTE	S	YTD \$\$	YTD Notes
Holiday Gifts	\$0.00			\$27,300.00	
Social Day	\$0.00			\$0.00	
Social Worker	\$0.00	Nothing rec'ed yet		\$2,300.00	Late Bill Adesso
Dental	\$197.10			\$11,605.10	
Hearing Aids	\$0.00			\$20,446.47	
Glasses	\$0.00			\$303.00	
Car Bills	\$3,869.71			\$27,179.95	
Sandra Fogg	\$0.00			\$0.00	
Home Payments	\$1,650.68	Banville (RE); Searpin (rent)		\$11,487.66	
Health Bills	\$0.00	, , , , , , , , , , , , , , , , , , , ,		\$5,066.76	
Credit Card	\$909.14			\$4,443.16	
Furniture	\$809.99	Monteiro (Table/chairs)		\$11,458.94	
Appliances	\$0.00			\$749.00	New category added for F
EDDF	\$648.35	see summary		\$10,041.08	
Other gifts	\$847.19	Tibodeau (heat system)		\$4,690.35	
Monthly TOTAL	\$8,932.16	Y	TD TOTAL	\$137,071.47	

Accrued Income

Income

Ending Value + Accrued



PRIVATE BANK

## **Account Summary**

Feb. 01, 2023 through Feb. 28, 2023

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

6,879.07

\$19,110,489.50

### Market Value \$19,103,610.43

Account Activity			Realized Cain		-			
Account Activity			Realized Gain/	Loss Summary		Income Summary		
Description	Current Period	YTD Since 04/01/22	Description	Current Period	Fiscal YTD	Description	Current Period	YTD since 04/01/22
Beginning Market Value	\$19,650,021.06	\$21,441,696.62	Short-term	\$14,893.57	\$14,893.57	Dividends - Taxable	\$16,435.09	\$418.727.37
Income	17,684.48	434,300.96	Long-term	131,488.67	131,488.67	Interest - Taxable	1,249.39	15.573.59
Deposits	714.56	2,720,423.44	Net Total	\$146,382.24	\$146,382.24	Total Income	\$17.684.48	\$434,300.96
Disbursements	-70,714.56	-3,538,245.70					7	4 10 1,000.00
Bank Fees	-6,865.84	-73,451.19						
Change in Market Value	-487,229.27	-1,881,113.70						
Ending Market Value	\$19,103,610.43	\$19,103,610.43						
Change in Account Value	-546,410.63	-2,338,086.19						

	AND CONTRACT OF CO						
Description	Markat Value	T 0 .	Unrealized	Accrued	Estimated	Current	
Description	Market Value	Tax Cost	Gain/Loss	Income	Annual Income	Yield	
Cash/Currency	\$373,943.30	\$373,943.30	\$0.00	\$1,159.02	\$14,728.09	3.93%	Other 2.0% Hedge Funds 13.0%
quities	13,121,695.63	9,568,121.62	3,553,574.01	4,827.47	220,065,45	1.67	
ixed Income	3,115,921.76	3,107,830.46	8,091.30	618.49	87,721.83	2.81	
ledge Funds	2,474,512.91	2,576,024.78	-101,511.87	\$274.09	59,214.18	2.39	Fixed Income 16.3%
angible Assets	17,536.83	21,479.79	-3,942.96	0.00	413.08	2.35	
otal Assets	\$19,103,610.43	\$15,647,399.95	\$3,456,210.48	\$6,879.07	\$382,142.63	2.00%	Equities 68.7%
otal	\$19,103,610.43	\$15,647,399.95	\$3,456,210.48	\$6,879.07	\$382,142.63		Equities 06.17/6

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.

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6,879.07

\$19,110,489.50

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Beneficiary	Biggest Concern	Notes	Specific Request	Questions/Concerns
BENE# 22-23/16  Camara, Mary 79 y/o; 10/14/1943 Income: \$1,610 H  ARAW support \$4,166: Reoccurring: Social Day \$420-540 '22, BCBS \$229.51 '22 Gift: Holiday \$150 '22  MEB: -\$262  WCOA: Andrea	"I worry about paying for my insulin and paying my bills."	Social day has proven to relieve depression & reassures supportive daughters  Attending 2 days (ARAW) wants to add add'l day  SNAP? Heat?	Weekly:  Increase to 3 days of Social day with transportation \$180  Monthly:  Continuation of BCBS \$229.51	Weekly:  Increase to 3 days of Social day with transportation \$180  Monthly:  Continuation of BCBS \$229.51
BENE# 21/03G Openshaw, Pauline 76 y/o; 6/10/1946 Income: \$1,335   sub ARAW support \$1,673: Gift: Cable/phone \$173 '23, Rent \$1,349 '20, Holiday \$150 '20 MEB: -\$136 ARAW: Pat	"My former husband & his wife take care of my bills. They used to pay for my TV & phone but now they say cannot afford to as they have increased medical bills. My TV is important to me & other than talking with my sister on the phone, it's the one entertainment I have. I love my sports. I hope the ARAW can help me with my TV & my phone."	EDDF outstanding Comcast balance \$173.66  Long process to get information from payee rep  Service has been d/c'ed several times  CES & WCALF involved	Monthly: ■ Cable/phone \$155.93	Monthly:  Cable/phone \$155.93  ARAW will take over monthly payments when the outstanding balance and fees are paid

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Beneficiary	Biggest Concern	Notes	Specific Request	Questions/Concerns
BENE# 20-21/02 Cambra, Joan 86 y/o; 8/18/1936 Income: \$1,105   sub  ARAW support \$2,801: Reoccurring: Trans \$25-35 '20-22 Gift: Mattress \$789 '22, Holiday \$150 '20 & 22 MEB: \$157  ARAW: Ana	"I am in constant pain. And I do not sleep much at night because of my over active bladder. The bed I got with the help of ARAW was too soft & I went through 2 beds until I found this one I have now. It was \$200 more but it helps me rest & I am able to get in & out of bed." Joan is very thankful for the bed & thanks ARAW for helping her. She is now in need of a new recliner.	Recliner 4 years old; lift isn't working; arms all worn down & hurt her arms when gets up  Vouchers used for shopping  Vet bill debt to sister	Monthly:  Continuation of taxi vouchers, 2 round trips, \$25-35  Gift:  Estimate Recliner \$611.99 from Regal House	Monthly:  Continuation of taxi vouchers, 2 round trips, \$25-35  Gift:  Estimate Recliner \$611.99 from Regal House
BENE# FLO-20E Levesque, Beatrice 78 y/o; 1/9/1945 Income: \$1,677   sub ARAW support: FLO only MEB: \$60 ARAW: Pat	"Now that Covid is not as prevalent, I am eager to resume going out. I do not drive & I have to rely on friends, neighbors & family to take me places. I tried to get Demand Response however I am too healthy & do not meet the criteria. My health insurance does not cover transportation like some do. In the past, the NBCOA provided van rides to the grocery stores. I utilized that service faithfully. Unfortunately, for whatever reason, the NBCOA has discontinued the service. I believe they have a shortage of drivers & are focusing on medical appointments & the day program transportation."	SHINE consult strongly recommended – currently resistant  Transportation to be utilized for grocery and social outings (v. important to her)  Anxious	Exception: Income guidelines (over \$27)  Monthly: Taxi vouchers, 1 round trip, \$48	Exception: Income guidelines (over \$27)  Monthly: Taxi vouchers, 1 round trip, \$48

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Beneficiary	Biggest Concern	Notes	Specific Request	Questions/Concerns
BENE# 21-22/17 Lopes, Carole 83 y/o; 12/19/1939 Income: \$1,798   H  ARAW support \$6,150: Reoccurring: Social Day \$420-540 '21 Gift: Holiday \$150 '22 MEB: \$272 WCOA: Andrea	"I worry about getting out & socializing because I don't do that enough especially in the wintertime. That is why I like going to the Council on Aging. Just every day living but luckily I have my health. Doing what you are doing is most helpful."	Will start paying for electric this month and pays for yard care in summer  Enjoying her 2 days of social day	Weekly:  Increase to 3 days of Social day with transportation \$180	Weekly: ■ Increase to 3 days of Social day with transportation \$180
BENE# FLO-23E-V  Medeiros, Margaret 69 y/o; 11/4/1953 Income: \$2,114 H  ARAW support \$2,106: Gifts: Car loan \$296.94 '21, SW \$525 '21, Electric \$193.41 '21, Gas \$356.96 '21, CC \$584.59 '21, Holiday \$150 '21  MEB: -\$11  ARAW: Pat	"The World has gotten out of hand & prices are just plain ridiculous! I am doing my best with the income I have but it is challenging. My daughters are my Angels & help me so much thank God. I don't know how I would manage otherwise. I have submitted applications to low-income housing in Fairhaven, Dartmouth & I just submitted an application to housing in Westport. I met a wonderful new friend at the Wamsutta luncheon, (Gert L) & she got me an application. But they are all saying the same thing: It will be years before I get an apartment."	Mortgage of \$79K; babysits for \$ & car repairs; seeking new housing  Has made friend through FLO  Car enables her to be independent  Will complete CB form for 2023  By mid-April her income will increase by \$400 and she will no longer have a - MEB	Gift:  Invoice 2023-2024 Car insurance \$1,026	Gift:  Invoice 2023-2024 Car insurance \$1,026

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Beneficiary	Biggest Concern	Notes	Specific Request	Questions/Concerns
BENE# 16-17/22  Tuite, Janice 83 y/o; 4/18/1939 Income: \$1,391 H		V. lonely; recent loss (suicide) of daughter – grandson "unreliable"	Quarterly:  Continuation of BCBS \$687.21	Quarterly:  Continuation of BCBS \$687.21
ARAW support \$23,233: Reoccurring: BCBS \$687.21 '17, Pers care \$40.17 '20, Demand Response \$25 '19 Gift: SW \$400 '16-17, Funeral \$3,440 '14, Holiday \$150 '17-22 Discontinued: Nutrition \$80-160 '15-17 MEB: \$147  ARAW: Ana	"The death of my daughter & the loss of my son and husband weighs heavy on me. My grandson is all I have left but he is too busy traveling. I have no one but I have God & ARAW. My daughter's suicide is really hard for me. Jesus gave us life. We aren't supposed to take it away.	Taking advantage of FLO activities  Relies on ARAW from transportation, coverage for health issues  Fall during walks – rollator - EPERS suggested & accepted	Monthly:  ■ Continuation of incontinence briefs \$40.17 from WA  ■ Continuation of Demand Response \$25  ■ Continuation of taxi vouchers, one round trip, up to \$50  ■ EPERS \$51.95	<ul> <li>Continuation of incontinence briefs \$40.17 from WA</li> <li>Continuation of Demand Response \$25</li> <li>Continuation of taxi vouchers, one round trip, up to \$50</li> <li>EPERS \$51.95 (immediate)</li> </ul>
BENE# FLO-23N Lewis, Barbara 79 y/o; 11/29/1943 Income: \$1,689   sub ARAW support: FLO only MEB: \$109 ARAW: Ana	"My left leg pain is so bad that I want to cut my leg off most days." Losing her Psychiatrist is also a worry of Barbara's. She is recently estranged from her adopted son Eric. When she fell this past November, both Bruce & Eric spoke. Eric called Barbara "mom", which Bruce was not at all happy about. Per Barbara, Bruce refuses to let Barbara speak with Eric.	FLO only originally referred by Referred by Westport Apoth  OON Psych serves as PCP — significant OOP expense  Patches SWH denied but needed for pain relief  Fall risk — d/t dog falls occur during walks outside — GPS not covered by SWH	Exception: Income guidelines (over \$39)  Monthly: Lidocaine patches (box of 30) \$100 from WA EPERS \$51.95	Exception:  ■ Income guidelines  Gift:  ■ Up to \$100 for telehealth visits for 6 months (to be paid to provider)  Monthly:  ■ EPERS \$51.95  It is our understanding that you will be decreasing your telehealth visits over. While you are transitioning (6 months), we will pay for 1 visit/month.

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Beneficiary	Biggest Concern	Notes	Specific Request	Questions/Concerns
BENE# FLO-20E-V Letourneau, Diane 80 y/o; 7/12/1943 Income: \$1,144   sub ARAW support: FLO only MEB: \$13 ARAW: Pat	"I am using my credit card more than I care to. I needed a mattress last year so I bought a new one & now I have a monthly payment. My back feels so much better but my wallet is hurting now!! I decreased my Comcast services but it is still expensive. I am spending more time home so my magazines & TV provide my entertainment. The telephone & my internet are my connection to my friends. I would be appreciative if the ARAW could help me."	Olympia Tower  Longtime FLO & WCAP part – FFLO update ID'ed financial need  Mental health issues – positive thinkers club  Looking at housing options – more care needed SNF Hathaway Manor  Decrease Comcast bill but struggling – increased cc use	Monthly: ■ Cable/phone/internet \$175	Gift: Pay off Synchrony card approx. \$960 Monthly: Cable/phone/internet \$175 We hope that by paying off one of your credit cards it will help to alleviate some stress associated with your upcoming move.
BENE# 23/10G  Bramwell, Nancy 80 y/o; 10/2/1942 Income: \$1,744   R  ARAW support \$1,809: Reoccurring: BCBS \$1,359 (6 mos) '22, SW \$300 '22, Holiday \$150 '22  MEB: -\$830  ARAW: Pat	"I am trying to get a job but no one will hire me because I am too old. Plus I have these tremors. I am using my credit cards all the time to pay bills & to get items I need. I don't want to move as I love my apartment but she went up on the rent. She said she never would but I applied for PACE & I received the check last year instead of my landlord. Heat is included in the rent so I guess the rent increase is justified but stillIt's just not fairI need help w/ my bills."	Request made b/c bene asked it to be made  SW suggestions not followed through on  Unsustainable living situation	Monthly: ■ BCBS Medex Bronze \$229.51	■ BCBS Medex Bronze \$229.51 6 months only The committee continues to be concerned for the sustainability of your living situation. They were disappointed that you did not take action on any of the strategies offered by the social worker. However, they recognize the importance of health insurance and will extend funding for 6 more months only. Should your situation change, we will happily consider a new request.

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Beneficiary	Biggest Concern	Notes	Specific Request	Questions/Concerns
BENE# 14-15/06  Charbonneau, Leila 78 y/o; 4/13/1944 Income: \$1,063   H  ARAW support \$31,161: Reoccurring: Cable/int \$19.99 '22 Gifts: Glasses \$269 '18, TV \$379.99 '18, CNHC \$125 '17, Appliance \$661.19 '16, Plumber \$175 '22 & \$954 '15, CC \$401 '15, Dental \$600 '14, Car repair \$345 '20, \$270 '19, \$572 '18 & \$650 '14, RE Tax \$600-800 '14- 17, HOI \$400-1,060 '14-21, Car Ins \$300-920 '15-22, Holiday \$100-150 '16-22 Disc: Stipend \$100 '19  MEB: \$165  ARAW: Ana	"I manage with all the support of ARAW. I don't know what I would do without you. When my toilet was clogged recently, I called ARAW & they got someone here so fast. I have much appreciation for everything. I really hope ARAW can help me again with my car insurance."	Applying for emergency repair program (home) thru CNB  Car needed to visit and provide transportation for ailing and isolated friend in PVD	Gift:  Policy Car insurance \$1,178 from Travelers	Gift:  Policy Car insurance \$1,178 from Travelers
Mello, Janet 77 y/o; 9/11/1945 Income: \$2,428   H ARAW support \$3,170: Gifts: Car insurance \$494 '22 & \$589 '21, Glasses \$250 '20, Car repair \$301 '20, Pest control \$216 '19, Plumber \$688 '19, Holiday \$150 '19-22 MEB: \$158  ARAW: Pat	"The owner of the property is looking to sell the park. I don't know where I will go if someone buys the land & wants the mobile homes off the property. I cannot move this trailer. It would fall into pieces! At this time, I refuse to worry. I am giving it over to God & letting everything fall into place as it is supposed to. Some things we cannot control. I know I make more than the limit for ARAW but I am trying to eliminate My credit card debt. If they could help me with my car insurance, I would be appreciative. Thank you."	Increase income due to addition of husband's SS – benefits therefore decrease  Upcoming dental expenses  High credit card usage – plan to pay off in 2 years  V independent and car is a big part of that	Exception: Income guidelines (over \$128)  Gift: Policy Car insurance \$438.50 from Arbella	Exception: Income guidelines (over \$128)  Gift: Policy Car insurance \$438.50 from Arbella

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Beneficiary	Biggest Concern	Notes	Specific Request	Questions/Concerns
New BENE#  Larrabee, Regina 71 y/o; 12/14/1951 Income: \$972   sub  ARAW support: New  MEB: \$55  ARAW: Pat	"I have lived in this apartment for the past 37 years. Now my landlord wants the first floor for his parents. I have been a great tenant paying my rent on time, no loud company, clean apartment. Yes, I have Section 8 but he knew that for years. I need help & I don't know where to turn. Can you help me?"	Recent widow (2020)  Referral from St Anne's cancer & GSSC  Must move but limited to 1st floor – diff with shortage  SCCLS referral – following SCCLS instructions  Proactively downsizing in anticipation	Gift:  Estimate Moving costs \$530 from Tavares Movers	Gift: Estimate Moving costs \$530 from Tavares Movers
New BENE# Christensen, Carol 71 y/o; 11/7/1951 Income: \$991 sub ARAW support: New MEB: \$79 ARAW: Pat	"I am trying to make my monthly income stretch as much as I can. But it is getting more difficult with the rising prices I will apply for the ACP. I just spoke with Comcast to decrease my package to save money. They didn't even tell me about the ACP! Imagine that! I missed a month payment as my 20 year old cat needed to go to the vet. Any assistance that the ARAW can provide will be appreciated. Thank you."	McGann Terrace/ Refer: CES/GSSC  Unexpected payment – missed Comcast  TV, internet (emails) for entertainment and communication  ACP submitted  Supports 92 y/o mother	Monthly: ■ Cable/phone/internet \$150.48	Monthly: ■ Cable/phone/internet \$150.48

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Beneficiary	Biggest Concern	Notes	Specific Request	Questions/Concerns
Fisher, Laura 75 y/o; 7/30/1947 Income: \$2,147   R  ARAW support \$7,294: Reoccurring: BCBS \$232 '22, OTC \$83 '21 Gifts: Medicare Part B \$725.60 '22, Glasses \$463 '21, Bed \$1,578 '20, Holiday \$150 '21-22  MEB: -\$114  ARAW: Ana	"Monthly bills really cause me a lot of stress. My electric is so high and I don't know why. I do have a CPAP machine that I use quite often. I pay what I can and know they cannot shut off my electric or gas."	#1 on list for subsidized housing (electric will be barrier) All of SSI is taken – left owing for Part B Children pay cc bills OOP Pd off car but purchased (\$292/mnth) but purchased car service plan (\$194/mnth) looking into this	Monthly:  BCBS \$232.17  OTC Products \$74 from Westport Apothecary  Gift:  Invoice Medicare Part B Premium \$548.40	Monthly:  BCBS \$232.17  OTC Products \$74 from Westport Apothecary  Gift:  Invoice Medicare Part B Premium \$548.40
BENE#23/02 EDDF  Payan, Freda 68 y/o; 11/17/1954 Income: \$1,099   sub  ARAW support: Bed \$749 '23  MEB: \$141  ARAW: Pat	"I've resumed my cancer treatments & I wish I could say I was mentally prepared having experienced this once before. However, the meds seem to be stronger & therefore I have more of the side effects. I will be having a portacath inserted in my chest as my veins are destroyed from all the poking & prodding. I see my orthopedic dr this week to learn the next steps in my recovery from the leg fracture. I can't put weight on my leg still & I must wear this brace which does not allow me to bend my knee. My recliner finally gave out & now I put my leg on a stool when I sit down in the living room. Thankfully, I can sit on my bed to elevate & extend my leg. But I do like to spend time in my living room."	Tripp Towers Referral from RSC at Tripp Spanish 1st language (Cuban) Cancer & fractured femur from fall ARAW purchased bed Recliner safety issue — broken, using chair to elevate leg	<b>Gift:</b> ■ Recliner \$608.99	<b>Gift:</b> ■ Recliner \$608.99

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Beneficiary	Biggest Concern	Notes	Specific Request	Questions/Concerns
Estrella, Louise 75 y/o; 1/29/1948 Income: \$1,343   sub  ARAW support \$5,546: Gifts: Bed \$879 '22, Dental \$2,000 '20 & \$484 '19, Glasses \$138 '20, Bankruptcy \$400 '19, Car repair \$687 '19 & \$507 '18, Holiday \$150 '20-22  MEB: \$49  ARAW: Pat	"I asked my son to come with me to Swansea to see a new pain specialist. I cannot drive that far any more especially on the highway. He basically told me that I was on my own as he has to workI mean I don't want to get angry at him but come on. So I cannot rely on him for transportation. Thank goodness I have my car for my appointments. Now I have PT twice weekly! My car is older & it needs a few repairs."	Presidential Terrace Pending documentation  Now in 1 <sup>st</sup> floor apt — chronic back pain  Supportive group of friend in complex; Daughter disabled; son "too busy"  Car allows her to get to appts, recreation & social  Upcoming dental	<b>Gift:</b> ■ Car repair	Unable to obtain estimate – on hold until April
New BENE# Rosiak, Nancy Jean 70 y/o; 1/15/1953 Income: \$1,300 H ARAW support: New MEB: -\$897 WCOA: Andrea	"Bills. I can answer that fast. Honest to God I look to see when each one has to be paid. Then when I no sooner seem to be okay something comes up, such as dental & tires for the car. Tires for my car would be the most helpful or the crown on my tooth."	MMP suggested; circuit breaker Oil in arrears therefore high payment Family home reluctant to leave for sentimental reason – never lived anywhere else Looking for a job	Gift: ■ Policy Homeowners insurance \$4,848 from Travelers	Not approved. The Committee feels that you have other options and resources available including equity in your home, circuit breaker, etc. There is also a concern for the sustainability of your living situation.

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Beneficiary	Biggest Concern	Notes	Specific Request	Questions/Concerns
BENE# 22/27G  George, Claudia 76 y/o; 12/3/1946 Income: \$1,093   H  ARAW support \$3,118: Gifts: Hearing aids \$2,700 '21, CC \$418 '22, Holiday \$150 '22  MEB: -\$260  WCOA: Susan	Claudia's biggest concern is her health and being able to stay in her house. What would be most helpful would be "to have the cable bill paid monthly so I can budget to put aside the money for my real estate taxes." Claudia spends most of her time at home and cherishes her surroundings.	See email to Susan  Previously with Ann (DCOA) RE Taxes requested '22 and w/d to pursue abatement; SW also offered and declined	Gift: ■ Gift of \$400 to attorney for drafting of will (no doc)	Not approved. The writing of wills is something that has come up in the past and, to date, has not been something the ARAW has chosen to fund. In addition, the committee feels there are other options for a service such as this including DCOA, Justice Bridge, UMASS Law, online, payment plan

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Beneficiary	Biggest Concern	Notes	Current Support	Questions/Concerns
BENE# 15-16/02  Simard, Agnes 82 y/o; 2/16/1941 Income: \$1,496   sub  ARAW support \$36,847: Reoccurring: BCBS \$687.21 '15, EPERS \$51.95 '15, Newspaper \$185 '21 Gifts: Hearing aid \$4,400 '22 & \$3,000 '15, Auto Repair \$103 '20, \$905.40 '19 & \$360.61 '18, CC \$500 '14, Dental \$3,154 '14, Holiday \$100-150 '15-22  MEB: \$262  ARAW: Ana	Currently, Agnes is concerned most about her health. She was sick with COVID in December & never really fully recovered & just recently had food poisoning. While she is starting to feel better she is so grateful for ARAW continued support of BCBS premium. "I have been so sick since December. I am feeling back to myself now, & it makes me so fortunate to have ARAWs support with my BCBS."	Bayberry  V. happy with hearing aides  Providing transportation to brother - exhausting  Enjoys newspaper as not too much to watch on TV  d/c EPERS (not using – has cell)	Bi-annually:  Newspaper \$185  Quarterly: BCBS \$687.21  Monthly total: \$259.90	Bi-annually:  Newspaper \$185  Quarterly: BCBS \$687.21
BENE# 14-15/18  Gassar, Vera  87 y/o; 8/14/1935 Income: \$977   sub  ARAW support \$26,114: Reoccurring: Cable/internet \$206.57 '17, Acupuncture \$160 '15 Gifts: Auto repair \$631 '16, Funeral \$3,045 '18, Holiday \$100-150 '15- 22  MEB: \$305  WCOA: Andrea	"My daughter's loneliness worries me. My nephew worries me due to a major medical condition. Everything else is just great & ARAW is wonderful. Whatever you do I feel as though I cannot ask for more."	Westport Village Apts  Native Russian speaker; v. close to daughter; v. talented artist  In addition to art cable/internet (skype) form of entertainment  Acupuncture relieves back pain  Anxious about not having money on hand	Monthly:  Cable/internet \$206.57  Acupuncture \$160  Monthly total: \$366.57	Monthly: ■ Cable/internet \$206.57 ■ Acupuncture \$160

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Beneficiary	Biggest Concern	Notes	Current Support	Questions/Concerns
BENE# 22/10EDDF  Lopes, Doreen 75 y/o; 8/12/1947 Income: \$1,203 sub  ARAW support \$639: Gifts: Mattress \$489 '22, Holiday \$150 '22  MEB: \$169  ARAW: Ana	"What worries me the most is my health. Since I was diagnosed with NASH, I am taking things day-by-dayI just called in to sign up for tickets to the Z. I would like to stay with ARAW under FLO, especially with all my medical appointments & health issues, it will be nice to get out & distract myself."	Melville Towers  Long term WCAP/Flo participant  No longer has car – SRTA & friend  MOW, EPERS (fall risk) referral  FLO keeps mind active – Z tix	Remain for FLO & BM calls	Remain for FLO & BM calls
BENE# 21-22/33 Vieira, Kathy 81 y/o; 7/3/1941 Income: \$1,678   R  ARAW support \$5,304: Reoccurring: EPERS \$44.95 '22 Gifts: Hearing aids \$4,400 '22, Holiday \$150 '22  MEB: \$9  ARAW: Ana	"I don't worry much. I give all my concerns to God & he has always provided." Kathy did often thank ARAW for the support of her hearing aids & medical alert "ARAW is amazing with all they do for women. And what they do for me." She was referred to ARAW by staff member at Southcoast ENT when she needed hearing aids.	Gulf Hill Estates (mkt rent)  Has not applied to SNAP  Cancer Foundation support  EPERS provides peace of mind; hearing aides makes her feel safe	Monthly: ■ EPERS \$44.95 from Medical Guardian  Monthly total: \$44.95	Monthly: ■ EPERS \$44.95 from Medical Guardian

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Beneficiary	Biggest Concern	Notes	Current Support	Questions/Concerns
BENE# 23/04G  Perry, Susan 69 y/o; 11/29/1953 Income: \$1,759   sub  ARAW support \$1,372: Gifts: Moving costs \$280 '22, Chair \$434 '20, MM \$50 '20, Medical equipment \$105'19, Holiday \$150 '20-22  MEB: \$130  ARAW: Pat	"I am so blessed even though I have had numerous health issues these past few years. Beginning with the fall & the fractured ankle, my life has been a whirlwind. On a positive note, I am doing betterBeing able to get out of my apt & socialize with other women is so gratifying. I once was a very social person as a flight attendant. But now the majority of my socialization is with medical professionals. Believe me, I am happy that they take care of me but it is nice to focus on other aspects of life other than medical issues."	Presidential Terrace  MS – limited in outings but stays positive; enthusiastically participates in FLO  Relocated to 1st fl apt	Exception:  Income guidelines (over \$109)  Remain for FLO & BM calls	Exception: Income guidelines (over \$109)
Moore, Carolyn 80 y/o; 4/25/1942 Income: \$1,610 H  ARAW support \$29,893: Reoccurring: BCBS \$229.51 '15 Gifts: Cab \$302 '21, SW \$1,350 '21, Ambulance \$140 '20, CC \$760 '15, Roof \$685 '15, Dental \$1,197 '11, \$1000 '10, \$1,015 '09 & \$3,150 '08, Medical bills \$840 '15, Holiday \$100-150 '15-22  MEB: -\$197  ARAW: Pat	"Some folks, including my own daughters, say that I am crazy. But anyone with all my problems would be out of their mind as wellI will forever be grateful to the ARAW for all you have done for me. Knowing that I have the best health insurance with all my health problems lifts huge weight off these shoulders. That is why I have the ARAW in my will. YOU helped me when my own family did not."	Reluctant to sell but property on market  CES and possible BES back involved  Insurance essential for Boston doctors  Trip to Florida – possible move?	Monthly: ■ BCBS \$229.51  Monthly total: \$229.51	Monthly: ■ BCBS \$229.51

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Beneficiary	Biggest Concern	Notes	Current Support	Questions/Concerns
BENE# 21-22/37 Lajoie, Elizabeth 83 y/o; 1/10/1940 Income: \$1,000 R  ARAW support \$925: Reoccurring: Phone/internet \$95 '22 Gifts: Holiday \$150 '22  MEB: \$117  ARAW: Pat	"I am so grateful to the ARAW for helping me. I was over my head last year then along came the ARAW. You provided connections to so many agencies that I never knew existed. Now I can breathe! I was able to give Christmas presents to my family this year for the first time since my husband died. He didn't leave me in good shape financially but thankfully my kids help me out. I am very blessed and ARAW is indeed one of my blessings."	Widowed 5 yrs; supportive family  ARAW intro'ed to various resources – now SNAP & PACE; poss MSP, FEW  Most of time spent at home due to resp & mobility issues  Future flower girl (3)  Internet key to connection	Monthly: ■ Phone/internet \$95  Monthly total: \$95	Monthly: ■ Phone/internet \$95
BENE# 96-97/09  Pine, Hilda 87 y/o; 5/8/1935 Income: \$1,030 sub  ARAW support \$111,580: Reoccurring: Cable \$146 '20, Gifts: CC \$193 '19, Car repair \$910 '19, Car ins \$511 '19, Dental \$2,925 '14, Holiday \$100-150 '06-22 Discontinued: BCBS \$559 '06- 17, Stipend \$250-300 '06-19, EPERS \$51.95 '16-21, Nutrition \$490.80 '17  MEB: \$391  ARAW: Ana	Left knee pain is her main concern. She is not sure when she will have a knee replacement. She is eager for the surgery because she is in so much pain & can't do much.	No longer has car d/t knee pain  Glucerna and transportation now covered by insurance  v. lonely; BM calls – "only person who calls me"  Cat & cable are my everything	Monthly: ■ Cable \$146  Monthly total: \$146	Monthly: ■ Cable \$146

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Beneficiary	Biggest Concern	Notes	Current Support	Questions/Concerns
BENE# 18-19/20 Prata, Adelia 83 y/o; 10/19/1939 Income: \$1,063   sub  ARAW support \$9,480: Reoccurring: Cable/phone/internet \$211 '19, Holiday \$150 '19-22  MEB: \$288  ARAW: Ana	"I have a bad heart. Not being able to buy my organic vitamins worries me. ARAW is so generous in helping me with my cable bill so I can buy my organic medication that has kept me alive for 5 years now." Adelia feels very strongly that her herbs, vitamins, and minerals and only eating organic is what has improved her health. She has heart issues and was really sick. Once she began her research and added these supplements her health has significantly improved.	Sol-E-Mar  Relies on internet for communication and access to her supplements and organic groceries	Monthly:  Cable/phone/internet \$211  Monthly total: \$211	Monthly: ■ Cable/phone/internet \$211
O'Connor, Shirley 86 y/o; 8/12/1936 Income: \$1,341   sub  ARAW support \$13,362: Reoccurring: Cable/phone \$155 '19, EPERS \$51.95 '20 Gifts: Hearing aids \$5,000 '21, Medical bill \$814 '18, Holiday \$150 '20-22  MEB: \$260  WCOA: Andrea	"Worries that I am alone and if something happens to me no one will know. Also, being a burden to my children. Biggest assist would be the cable and medical alert unit."	Westport Village Apts  Some dementia; supportive family  EPERS comfort b/c lives alone  Enjoys traveling and luncheons  Sisters watch shows together	Monthly:  Cable/phone \$155  EPERS \$51.95  Monthly total: \$206.95	Monthly: ■ Cable/phone \$155 ■ EPERS \$51.95

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Beneficiary	Biggest Concern	Notes	Current Support	Questions/Concerns
Beneficiary BENE# 19-20/44 DosSantos, Cathrina 73 y/o; 12/9/949 Income: \$1,492 sub  ARAW support \$17,267: Reoccurring: BCBS \$678 '20 Gifts: Pers care \$95.96 '22- 23, Dental \$8,228 '20, Holiday \$150 '20-22	Per Comm request 3 month checkup, after Dec approval - Review again in 3 months due to upcoming changes	Notes  Now has approx \$300 end of month balance  "I do not want to ask ARAW for anything I can afford myself. They have been so supportive when I needed. I am nervous I might not qualify for support next year, but I am still so thankful."	Gift:  3 months of incontinence products \$80.45 per month from Westport Apothecary (due to donut hole)	She is aware that February will be the last month ARAW will provide incontinence products and she will begin purchasing them next month.
MEB: \$353  ARAW: Ana		BCBS to continue until 11/23 update		
BENE# 21-22/05  Furness, Betty 75 y/o; 3/1/1948 Income: \$2,092   R  ARAW support \$4,607.04: Reoccurring: Cable/phone/internet \$162 '21, Personal care \$80.34 '21, EPERS \$39.95 '22 Gifts: Glasses \$297.20 '22, Holiday \$150 '21-22  MEB: \$39  ARAW: Ana	"I have been so very blessed to have ARAW pay my cable, medical alert and my pull ups. I am not struggle with my bowel and bladder and use 4-5 pulls ups per day. And thank God for the support of my cable. Taking my cable is like taking my breathe from me. It is all I have to make me feel like I am normal. It's my social structure."	v. private & anxious person; difficulty expressing financial situation  does not always wear EPERS but is accessible  ACP completed  1 year left on debt consolidation and \$542/mnth on store cards then debt free	Monthly:  Cable/phone/internet \$162  Incontinence products \$80.34  EPERS \$39.95  Monthly total: \$282.29	Monthly:  Cable/phone/internet \$162  Incontinence products \$80.34  EPERS \$39.95

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Beneficiary	Biggest Concern	Notes	Current Support	Questions/Concerns
BENE# FLO-22E-V  Cole, Carol 69 y/o; 6/29/1953 Income:  sub  ARAW support \$154: Gifts: Cab \$100 '22, Walmart GC \$50'20  MEB:  ARAW: Pat	Carol limits herself to a few friends in her complex due to gossip. She enjoys attending luncheons to be with other women as well as attending Z events.		Remain for FLO & BM calls	Remain for FLO & BM calls
BENE# FLO-22E-V  Sousa, Isabel 76 y/o; 10/20/1946 Income:  sub  ARAW support \$569: Gifts: Rug \$234 '21 & \$185 '19, Holiday \$150 '21  MEB:  ARAW: Pat	Isabel has completed chemoRX. Requires close monitoring for recurrence. "I live everyday to the best of my ability. I have always enjoyed being social & I want to use my time on Earth wisely. Thank you."		Remain for FLO & BM calls	Remain for FLO & BM calls
BENE# 22/08EDDF  Coleman, Carol 72 y/o; 12/21/1950 Income: \$1,199 H  ARAW support \$350: Gifts: Sink \$200 '22, Holiday \$150 '22  MEB: \$143  ARAW: Ana		Supporting son and granddaughter	Place inactive	Place inactive

### Grants Committee Notes 2023-2024 February 28,2023

### A meeting of the Grants Committee was held on February 10, 2023.

Attendance: Diane Laflamme, Mary Ellis, Leah Macomber Clare Healy Foley, Rosemary Saber and Cathy Mayall and Pam McKnight on Zoom

General discussion took place around the applications that had been received on 2/1/2023. More detailed information was needed from Coastal Neighbors to explain what they plan for '23-'24 and the impact on ARAW beneficiaries. It was noted that details must include how the plans will track ARAW ladies.

- More detail was needed from DEAF, INC. if they were to be considered for funding.
- More information was requested of the YWCA Widows program and adherence to the grant expectations which was initially not provided.
- New Bedford Fishing Heritage submitted an extension request for 22-23 funds in recognition of where they stood timing wise and in anticipation of not being able to spend the award by March 31.
- It was decided that in the case of the Cape Verdean Association it was preferred that they return the balance of the 22-23 award if not used before March 31, 2023 and start the new year with the 23-24 award.
- The discussion with CVA however was leaning in the direction of the Association likely asking for an extension on the 22-23 grant award.
- Clare provided those that needed more explanation with detailed questions to which they were asked to respond.

#### A subsequent Grants Committee meeting was held on February 22,2023.

Attendance: Pam, Diane, Mary, Leah, Clare and Rosemary.
Jane was ill and unable to attend.

At this meeting the responses to the queries Clare had provided along with the initial applications were considered and discussed. The Committee felt there was an evolution in the understanding by the partners about what ARAW was looking for in the relationships.

We agreed that a two- or three-year relationship, the dictates that COVID imposed during that time and the changing climate about how ARAW operates was not long. We agreed it was going to be this year to decide if a partner would be able to meet our expectations going forward.

The YWCA agreed that they would take 23-24 off from requesting a grant and use this time to put an actual program together that would fulfill the RFP expectations. Clare had an in depth and fruitful conversation with Gail Fortes, ED, and will confer with the YW as to what would serve ARAW ladies. Discussion involved looking at the issue of financial literacy as well.

The New Bedford Police did not submit an application. That they became aware of ARAW and its resources serves as a residual value to the relationship that was in 22-23.

The New Bedford Symphony did not submit an application. The closure of the Zeiterion for over a year has affected the Symphony and their plans for 23-24. ARAW can always employ their services as needed.

After review, the recommendation of the Committee to the Board are as follows...

**SCCLS** requested 50,000.00 proposed 45,000.00

They provide legal assistance and intervention to our benificiaries when needed. Serves as a valuable resource to ARAW. This is one partner we will be looking at particularly to see how they develop other sources of funding going forward.

### Westport COA requested 38,750.00 proposed 38,750.00

This is a long standing relationship that has served ARAW ladies in the Westport area and beyond for many years.

### New Bedford Art Museum requested 49,997 proposed 20,000.00

Feedback from ARAW participants has been consistently positive.

#### New Bedford Fishing Heritage requested 23,254.00 proposed 20,000.00

The Art Museum and Fishing Heritage have made strides in fine tuning their approaches to serving ARAW ladies. We felt the investment was valuable.

### Southcoast LGBTQ requested 23,928.00 proposed 20,000.00

We're confident they are better understanding the expectations we have for their program. They are working with St. Peter's 'Bridge and developing a location in downtown New Bedfo'rd. These are two initiatives we considered positive.

#### Coastal Neighbors requested 17,500.00 proposed 20,000.00

The responses to the addendum was encouraging to the program going forward.

#### Cape Verdean Association requested 17,435.00 proposed 12,000.00

As with some of the other programs CVA got off to a very slow start, including staffing difficulties. We are hopeful that given another year a momentum will develop.

#### Zeiterion requested 8,489.00 proposed 8,489.00

The Committee is encouraged by the two staff, Emma York and Blair Taylor, assigned to this program. They are engaged, creative and enthusiastic about working with ARAW.

#### **DEAF, INC. requested 50,000.00 proposed 20,000.00**

This is a brand-new partnership but one we felt worse pursing considering the needs of hearing impaired ladies.

I started my list with the two largest awards which total close to half of our grants budget. Those are partners of one, long and successful standing and the other filling an important need.

Clare has prepared an excellent review of the 23-24 grants, amounts and summary of expectations which accompanies these notes.

It is the hope of the Grants Committee that this provides all Board members with the information to have confidence in the awards being made.

Rosemary Saber, Chair

#### ARAW Community Partner Grant 2023-2024 Committee Award Recommendations

Applicant	Program	Program Description	2023-2024 Request	Recommended Award	Notes
Cape Verdean Association in New Bedford	Outreach Social Gatherings for Elderly Cape Verdean Women Living in NB Housing	Continuation and expansion of <i>Nos E Ke Nos,</i> a weekly socialization program for elderly Cape Verdean women living in low income housing (Boa Vista & Bay Village), with the aim to increase the number of participants (including those who live in other locations) and connect participants to resources like ARAW.	\$17,435	\$12,000	provides connection to CV population; focus on allowing ARAW eligible women outside of Boa & BV to participate & generate more referrals to ARAW; late start to current grant cycle activities; submission of 2022-2023 grant funding extension request pending
Coastal Neighbors Network	Enhance Quality of Life and Promote Independence for Aging Women in Dartmouth & Westport	Continuation and further expansion membership scholarships for ARAW eligible women with a continued focus on recruitment, integration and increased use of services (home repair, transportation, etc.)	\$20,500	\$20,000	based on 1st review of application add'l info requested and was rec'ed and adequately addressed committee's need/questions; partnership: we connect them to a new population/they connect us to needed resources/services; building on lessons learned in year 1 including: more daytime events, mailing of event/services information, personalized outreach; consistent reminders
DEAF Inc.	Advocacy, Resources and Education for Older Adults: connecting Deaf and Hard of Hearing Older Women to financial assistance and social interaction	Funding will enable DEAF Inc to target the ARAW population and ARAW eligible women as part of their New Bedford operations and to meet the goals of their individual service plans - which includes, assessment, connection to health/safety resource, financial support, assistive technologies, transportation, social engagement opportunities - which address the unique issues and needs of deaf and late-deafened older adults.	\$50,000	\$20,000	based on 1st review of application add'l info requested and was rec'ed and adequately addressed committee's need/questions; partnership: we connect them to a new population/they serve as an expert in an area that we have no expertise; enables specific and target outreach opportunities; large percentage of our beneficiaries are HOH; evident grant experience; 1st year will be experimental - start slow
New Bedford Art Museum	Creative Care Program	Continuation of the Creative Care Program: eight 4 week art kit deliveries (fall to spring), two four 4-week classes (late spring to summer) w/related exhibition discussions, 6 specialty workshops (EOM) at elderly focused venues to help ID ARAW eligible women	\$49,997.40	\$20,000	increase \$ over last year; new leadership & grant staff; year 1 & 2 100% focus on ARAW; Year 3 looing to expand beyond ARAW and help to ID ARAW eligible beneficiaries; learned from each year
New Bedford Fishing Heritage Center	Herstory	Continuation and further development/evolution of year 1 Herstory program with activities to encourage life review, create friendships, validate life experiences through inter- generational oral history project and programming at the Center, fishing industry related communities, senior centers and low-income housing to attract eligible ARAW beneficiaries	\$23,254	\$20,000	enthusiastic, responsive and engaged partner in year 1; proposed activities for Year 2 will be supplemental to FLO; partnership serves to promote NBFHC (unknown to many) and to help target a vital community in GNB (fishing industry); Women's Fun funding pending
South Coastal Counties Legal Services	The Rachel Howland Advocate for Older Adults	Continued funding for a paralegal position for the Seniors Law Project to provide enhanced and increase support to older adults, including ARAW active and eligible women, through free direct representation and legal advice related to housing, income and benefits concerns	\$50,000	\$45,000	programmatic support; grant funded positions not guaranteed; provide ability to focus and expand program; focus on outreach and Cape Verdean community to connect those not already connected to resources like ARAW; year 3 will start to think about the future & how to gauge our ROI

#### ARAW Community Partner Grant 2023-2024 Committee Award Recommendations

Applicant	Program	Program Description	2023-2024 Request	Recommended Award	Notes
South Coast LGBTQ+	Aging Well	Continued funding of Aging Well program which creates a safe space for LGBTQ+ elder/ allies and connects them to resources, services, overall wellness and engagement through case management, advocacy, social opportunities, social work, friendly visiting and services	\$23,928	\$20,000	year 1 was slow to start and build momentum; year 2 to prove themselves; recognition of niche, targeted group; "silent generation"; education is also key component; increased outreach
Westport COA	Community Outreach Project	Continued funding of essential outreach & beneficiary advocate like services in Westport area to identify, connect with & submit applications for existing and potential ARW beneficiaries in Westport & Dartmouth	\$38,750	\$38,750	necessary as Westport is an outlier community; serve as experts for community resources in town aligned with FH instead of NB; aids in capacity; will hold accountable for growth; diversification of funding
Zeiterion Performing Arts Center	Mobile Creative Classroom	A program to offer specially curated tickets and transportation to Zeiterion performances, to bring performers and teaching artists into places where low income, elderly women live and congregate - including elderly housing, COAs, ARAW lunches - and to identify potential new ARAW beneficiaries utilizing outreach to Zeiterion community	\$8,489	\$8,489	encouraged by new staffing enthusiasm and willingness to learn; fully understand intentions of grant; aligned with org's priorities; adapting to Zeiterion's renovation in coming year; 2022-2023 extension approved
YWCA	Widowed Persons Program	General operating support	withdrawn	\$0	withdrawn after discussion with ED and program coordinator; application did not align with RFP - asked for general operating expenses; evident YWCA did not recognize evolution of ARAW; missed partnering oppt'ys offered; oppty to connect with YWCA and explore other oppt'ys that match current needs; financial literacy/budgeting program to be discussed as a non-grant funded offering
			Total	\$204,239	

Applicant	Approval?	Notes
Zeiterion	yes	request rec'ed; extension thru June
NBFHC	yes	request rec'ed; reallocation & ext thru May
CVANB		request pending

LEGACY MEETING MINUTES — FEBRUARY 15, 2023 ATTENDANCE: ROSEANNE O'CONNELL, DIANE LAFLAMME, CHAIR ABSENT/EXCUSED: JOANNE BEAULIEU, DEBBIE BROOKE

Roseanne and I reviewed the purpose and responsibilities of the legacy committee and our current goals. The legacy committee morphed from the outreach committee to the legacy committee with a new purpose in March 2021. Since that time the organization has changed and some of the identified tasks have become the responsibility of the administration. The Strategic Planning committee will be reviewing legacy in the near future and we felt the discussion was timely.

The principal purpose of the committee remains the same, "advance the Association's vision while preserving its mission and honoring its history". We have been continuing the work of the outreach committee to preserve important materials and to interview past members to obtain a first person view of the organization. As we discussed this, we recognized that important changes have taken place in this organization since its early history and these need to be recorded. We need to tell our current history,1.e., organizational change, moving archives to Whaling Museum, involvement in the broader community. We felt that we still had much work to do to gather and preserve this information.

The Strategic Planning committee is looking at the total organization, how we work and how we can change some of our ways of operating to lessen the time commitment of the board and to attract new members. However, this may not the time to morph the legacy committee into something else since we have not completed our work. Roseanne supports the idea of maintaining legacy as a separate committee at least for now. She feels that it is very important to have the commitment of the larger board to support the committee's engagement.

We missed Joanne and Debbie's input in this discussion. They have good insight and perspective on whole organization and could provide valuable input. The discussion will continue.

Respectfully submitted,

Diane Laflamme, Chair