



LEXINGTON COMMUNITY CENTER

CITIZEN'S ACADEMY

Human Services Department
Recreation & Community Programs Department
October 29, 2020

ORGANIZATIONAL STRUCTURE

Community Center

Recreation & Community Programs
Led by Director of Recreation & Community Programs

Community Center

Recreation

Pine Meadows Golf

Administration

Human Services
Led by Director of Human Services

Senior Services

Transportation

Veteran's Services

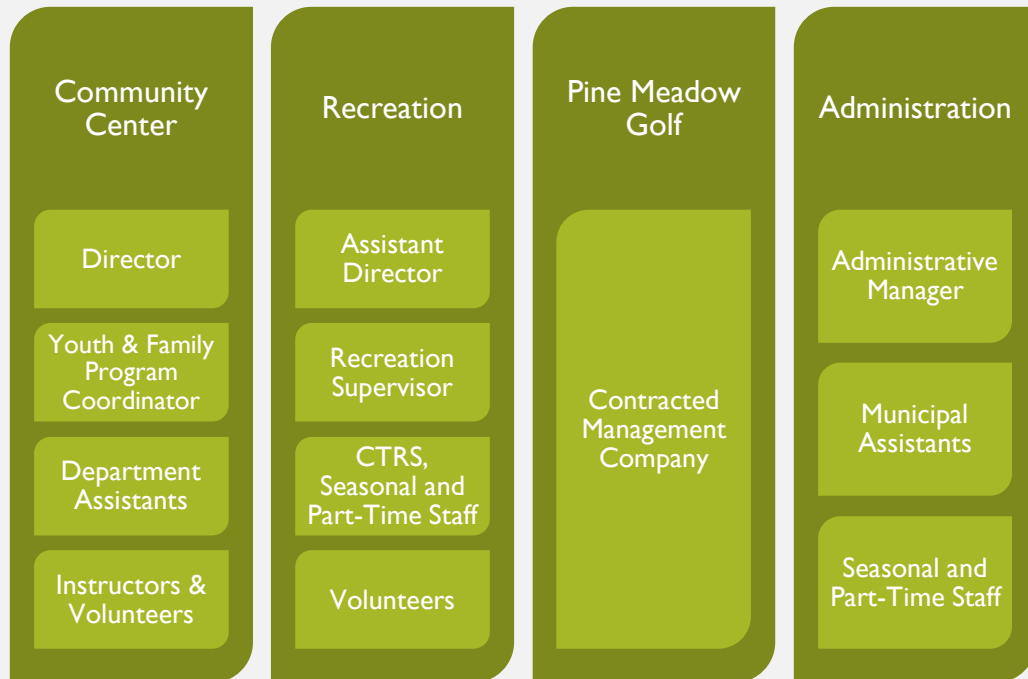
Youth & Family Services

Administration/Outreach

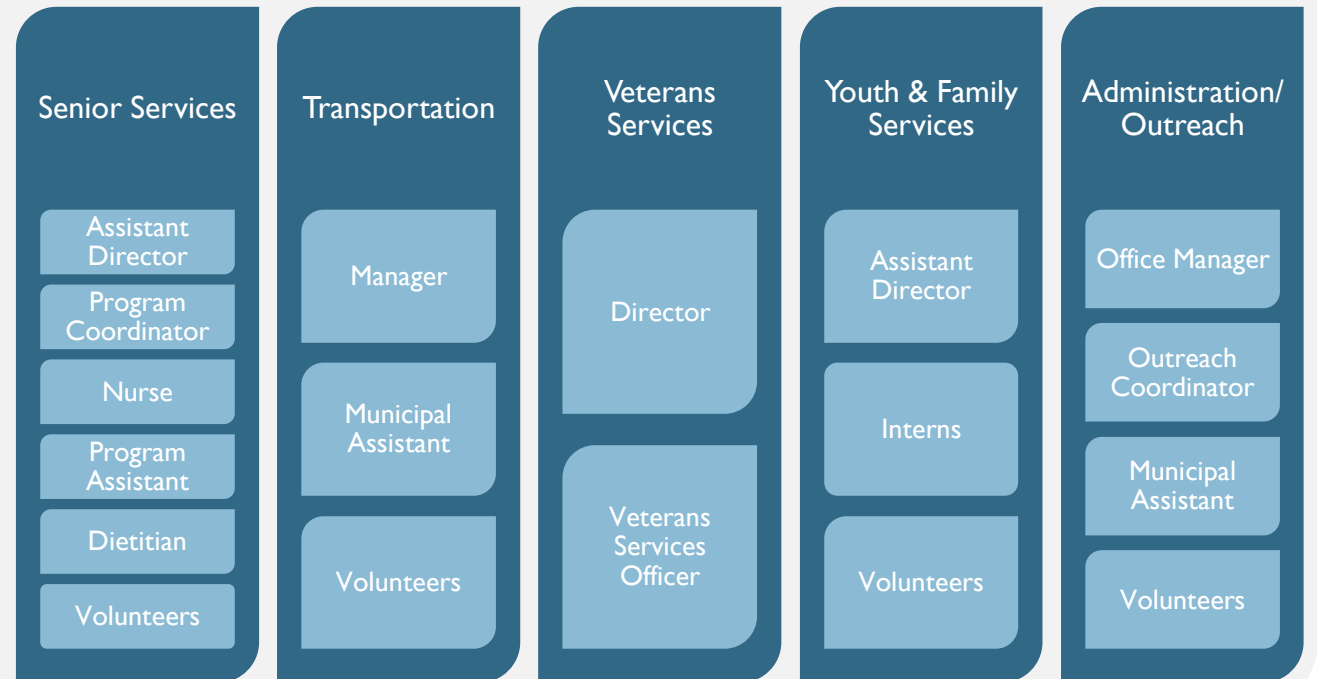
OUR TEAM & OUR VALUES

- * Trustworthy
- * Teamwork
- * Accountability
- * Open-minded
- * Respectful

Recreation & Community Programs



Human Services



LOCAL, REGIONAL, STATE COLLABORATIONS



COMMITTEES & BOARDS WE STAFF, LIAISON & REPORT TO:

- Select Board
- School Committee
- Recreation Committee
- Human Services Committee
- Council on Aging
- Human Rights Committee
- Transportation Advisory Committee
- Transportation Safety Group
- Mental Health Task Force
- Community Preservation Committee
- Commission on Disability
- Capital Expenditures Committee
- Bicycle Advisory Committee
- Town Celebrations Committee
 - MLK Day of Service Planning Subcommittee
- Fund for Lexington Board
- Youth Commission

COMMUNITY FUN FACTS – DID YOU KNOW?

- How many visitors we have at the pool? At the CC? Rounds of golf?
 - 500+ per day/ 300+ per day / 31K rounds
- How many social workers do we have on Human Services staff?
 - 4
- # of seniors Human Services served in some way in the last year?
 - ~5000 (there are ~8300 seniors in town)
- # of e-birthday cards sent since COVID closure
 - 1,786
- # of participants in Human Services virtual programs March – June 2020?
 - 527 participants in 23 programs!
- How many participants Recreation & CP served?
 - Over 103K through 900 programs & services, including 351 participants in 27 virtual programs
- How many volunteer hours were provided to senior services last year?
 - Over 7000 hours by senior volunteers or volunteers serving seniors, which equals ~\$84K at min. wage (2000 less hours than usual year)
- # of rides taken with LexConnect in FY 20?
 - 1,492 (400 less than a usual year)
- # of survey responses for the recent Community Needs Assessment
 - 1,176 (404 Statistically Valid, 772 online)

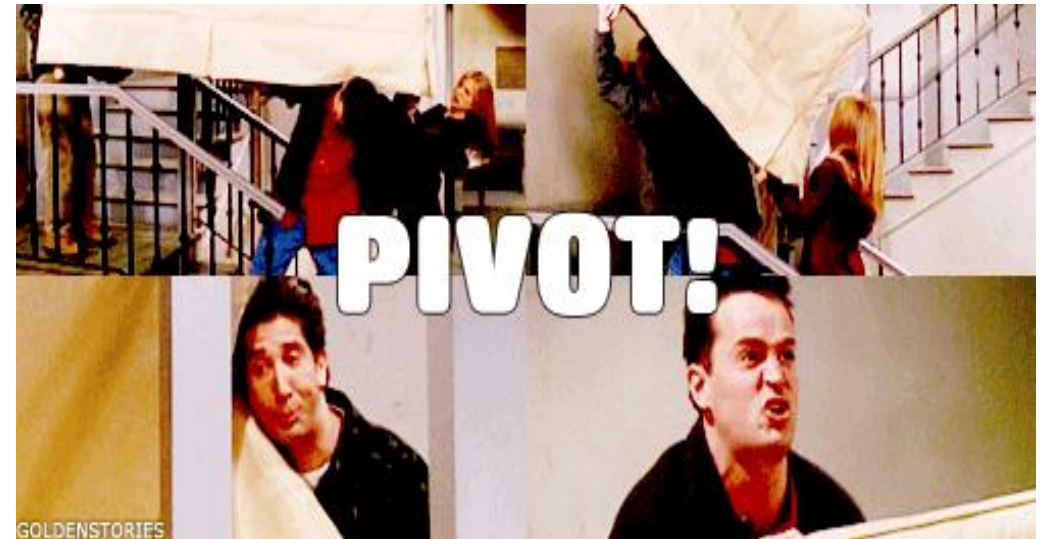
COMMUNITY FUN FACTS – DID YOU KNOW?

- Do you think the following reflects online sales or in-person sales for Recreation program transactions?
This makes up 32% of all transactions for a total of 89% of the revenue collected (approx. \$937K)
 - Online
- # of visits with Veterans in the last year?
 - ~240 (and about 900 phone calls! Primarily related to Chapter 115 and disability claims)
- # of rides taken on Lexpress in FY 20?
 - 43,020 rides (21,000 less than a usual year)
- Is Recreation self-supporting?
 - Yes!

- How many volunteer hours supported Rec programs?
 - Over 5,200 hours of service support to programs and services through all Rec divisions by 311 volunteers (\$68K at minimum wage)
- # under 60 Human Services served in some way in the last year?
 - ~1300 (~200 less than a typical year)
- # of residents helped by the Holiday Program through Human Services?
 - Over 200
- # of residents, staff, community professionals trained in Question, Persuade, Refer?
 - Over 200

COMMUNITY SUPPORT & OUTREACH: RESPONDING TO THE PANDEMIC

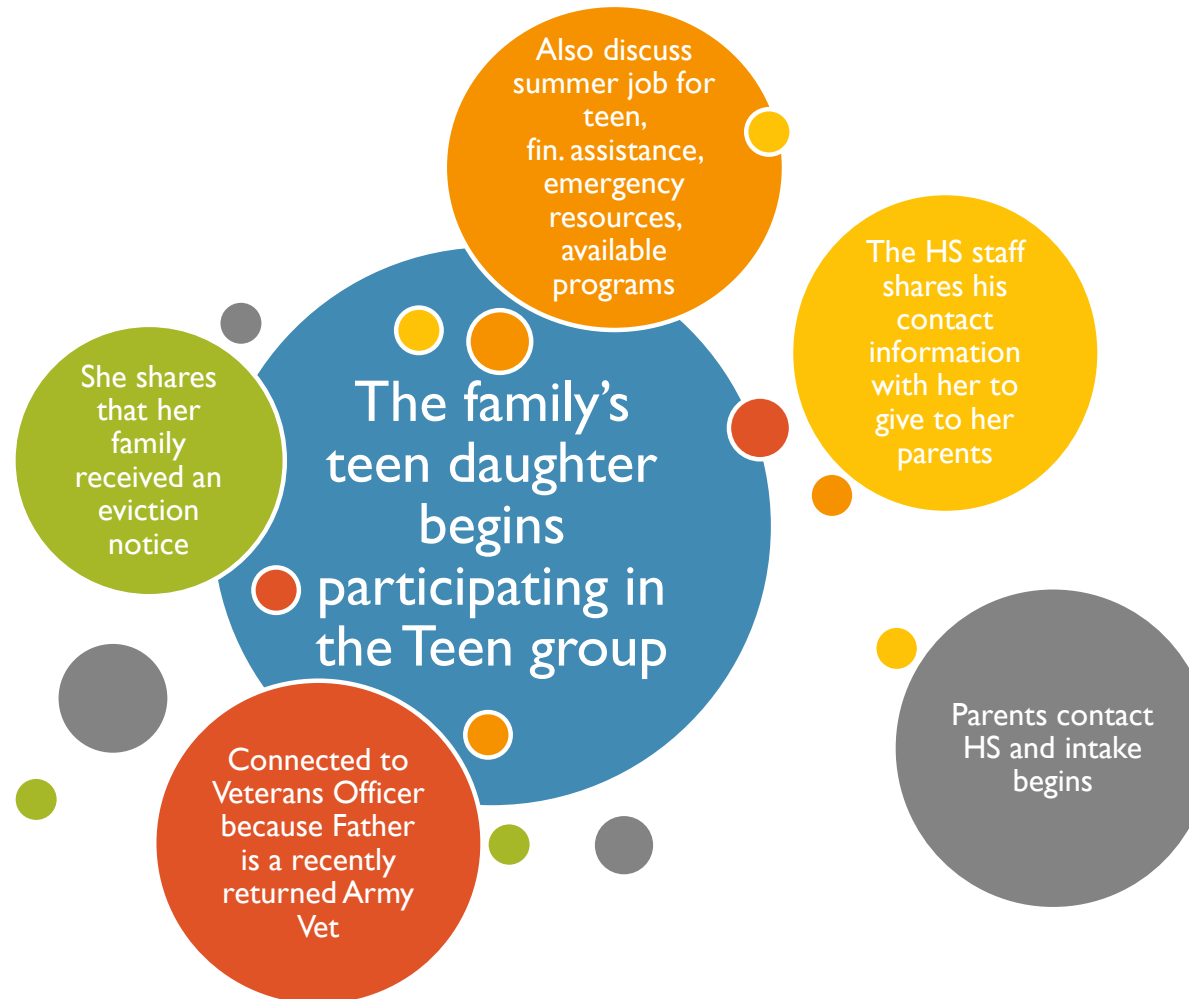
- Virtual programming
 - Fitness, youth, senior, caregiver, OWLL
- Transportation changes
 - Suspended bus service; shifted to individual taxi rides with safety protocols in place
- Curbside programming
 - Grab & Go lunch events, Curbside fitness equipment sales, Grab & Go pumpkin decorating kit, flu clinic
- Financial Assistance
 - Nearly \$100k of assistance provided to help ~70 individuals/families
- Resource list mailings
 - Connecting residents to essential needs: groceries, transportation, financial assistance, mental health, socialization through virtual programming
- PIVOT!



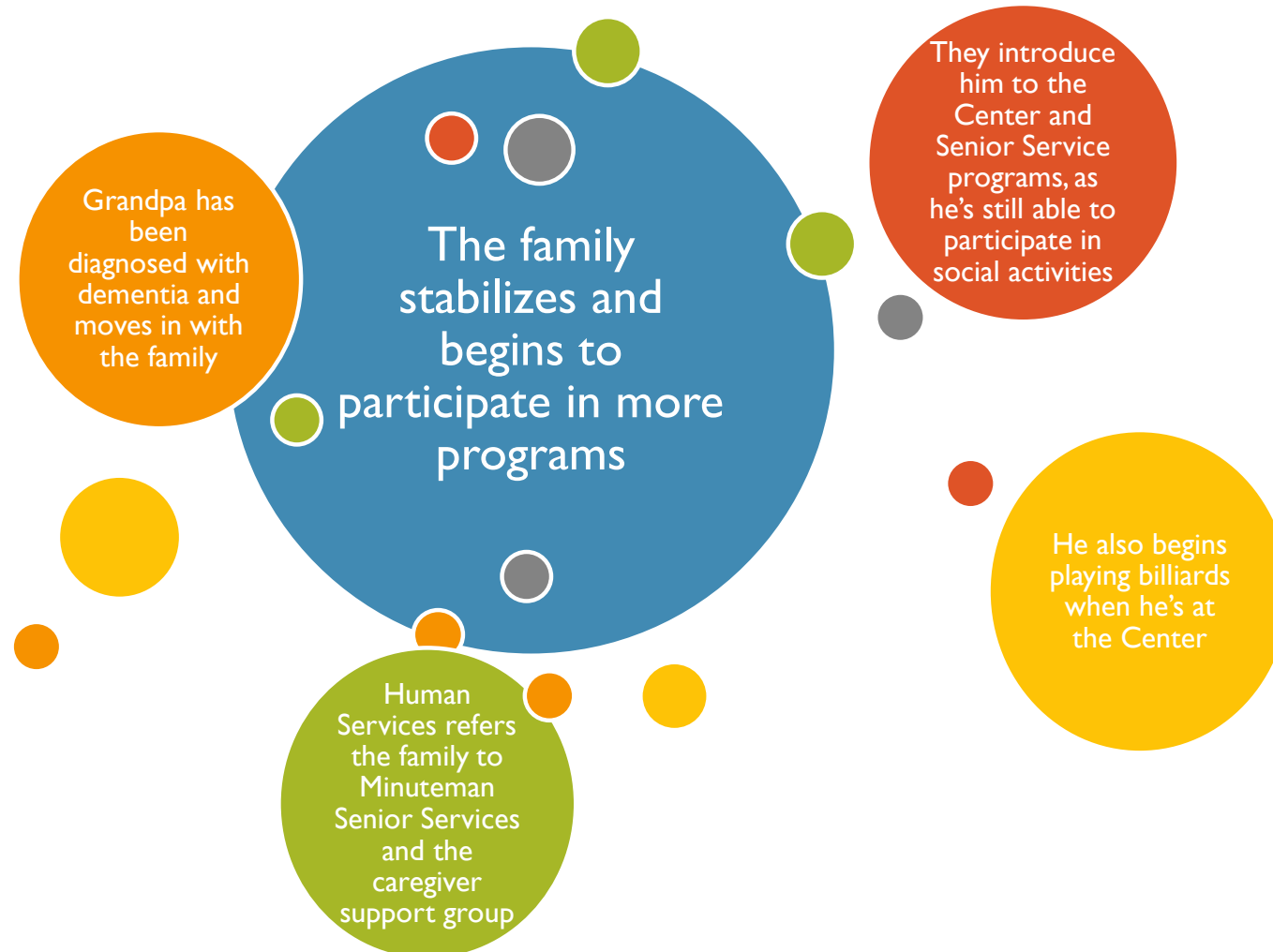
COMMUNITY CONNECTIONS



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COMMUNITY NEEDS: PRIORITIZING DIVERSITY, EQUITY, & INCLUSION

2019 Activities

- 11/2019: Human Rights Committee facilitated first annual “No Hate November” activities, which included a panel discussion on lived experiences related to discrimination and bias, as well as a family-friendly screening of the movie *Wonder*
- Community Center Staff Trainings:
 - Inclusion Awareness and Person First Language Training (led by Kate DeAngelis, CTRS)
 - Question, Persuade, Refer Training (led by Tony Serio)
 - Dementia Friends Training (led by Michelle Kelleher and Outreach Coordinator)
 - Divers-abilities Training focus on awareness, customer service, was to accommodate different needs (led by consultant Lisa Drennan)
 - Diversity Training (led by LexPride with focus on sexual orientation/intro to different ways to identify) Attendees included Leadership Staff (approx.. 12 seasonal staff)
 - Divers-abilities Training on adapting and modifying programs specific to aquatics. Attendees included Aquatics Staff (approx.. 40 staff)
 - Special Education Staff trained 7 inclusion aides on adaptation specific to camp, clinic and program design and specific registration.

COMMUNITY NEEDS: PRIORITIZING DIVERSITY, EQUITY, & INCLUSION

2020 Activities:

- The Town has engaged with All Aces consulting group to focus on Diversity, Equity, and Inclusion in culture, hiring, policies, community engagement, etc.
- Black and Latinx Youth Virtual Support Group – facilitated by Sharon Gunda in Human Services, ran July - August 2020
- Layers of Belonging, Stories of Intersectionality Events – collaboration with LexPride. One was for the public in early March 2020 and one was for Municipal Staff in late February 2020.
- Melissa Battite completed the 2020 NRPA Community Engagement Training (Oct – Dec). The three-part workshop addressed planning and implementing equitable community engagement strategies, focusing on issues related to power and privilege, and learning how systems have historically operated to get us where we are today and how we can do better.
- Inclusion Forums for Adults and Seniors (September 2020) and Youth, Teens & Young Adults (December 2020). Prior to the forum a presentation educating the audience about inclusion and Therapeutic Recreation was provided to participants. After the presentation the audience was prompted with questions relating to the services provided currently within Lexington and what the community would like to see in the future.

QUESTIONS

- Thank you for participating! Questions?
- Virtual Tour <https://www.youtube.com/watch?v=Im98HxoH4I8>