

Agenda for Communication Subcommittee of the
 AdHoc Senior Steering Implementation Committee
 Basement conference room
 August 30,2018
 2:00pm-3:30pm

	ACTION		WHO	NOTES
1	Attendance		Kathleen	
2	Ice Breaker		Kathleen	
3	Survey Communication Results Overview-Basics attached		Kathleen	
4	Resource Manual-Project plan		Marilyn	
5	2-1-1- Maine Preliminary communication See sort for 8/22 attached		Kathleen Marilyn	
6	Brainstorming-additional communication projects that might be helpful- process will be to go around the table giving every person a chance to speak until all members say pass or 10 minutes is up.			
7	Time Line			
8	Comments from public			
10	Round Robin-committee			
11	Set Agenda for next meeting			

Next Meeting: Friday, September 27th 2-3:30PM CITY HALL Lower Conference RoomRoom

Background Info for Action item 3

Comments from survey-

Focus group observation: Access to/knowledge of resources. It was identified that resources may be presented in many ways that are not user friendly to seniors. —

Additional input from question 21(If you would like to socialize more, what prevents you?) age 65-84:

☐ Need a good (reliable, detailed, and inclusive) source of information on neighborhood (by district?) events, activities and clubs.

☐ Not aware of upcoming events-monthly senior newsletter would be nice

☐ Not well advertised

☐ Better coordinated information.

☐

Additional input from question 25 (anything else you would like us to know) no age breakdown:

☐ Need a local newsletter that seniors sign up to receive services, events;

☐ It would be helpful if you could mail us the schedule of things taking place at the community centers, a printed schedule would be good;

☐ Would like to have printed information via USPS on what is available at community Rec center. Know I can find out more via internet but don't always check that in timely manner.

Miss some community events because I didn't know about them until after the fact;

☐ Would like a phone number for adds not just computer websites;

☐ Let people know if there is a community bulletin board posting events, classes, gatherings, and how or where to access it, and keep it updated. Thank you.

Survey report -Appendix D-First tier survey priorities

Socialization –Desire to Socialize is Not Being Met • They find out about options too late • Unable to attend due to mobility or health issues • They have no one to go with Focus group summary: Social isolation was felt to be a problem. It was seen as interactive with health and transportation, information availability and financial resources.

Survey report-Appendix D-Second tier survey priorities

***COMMUNICATION: Survey data identified preferences related to gaining information: Communication will be discussed further as a deliverable (see appendix F). Education on online communication also a need. Need for a resource directory in a communication form accessible to seniors.**

Background Info for Action item 3 cont.

Survey report Appendix F

COMMUNICATION STRATEGY TO SENIOR CITIZENS OF THE CITY OF SOUTH PORTLAND

The Senior Citizen’s survey conducted in the fall of 2017 indicated that the Seniors of South Portland overwhelmingly receive information through newspapers. This is particularly the case for individuals age 85 and older. The second source was television followed by word of mouth. Respondents, in commenting about why they don’t socialize do not attend community events or don’t know where to look for information on services they need help on and remarked they were not aware (of a particular service or activity), items were not adequately advertised or did not know where to find the information. With this in mind, the following chart outlines the strategy that the Advisory Committee believes to be the most effective methods for reaching our seniors.

What	Who	Where	How	Frequency
Newspapers	Sentry	Throughout City of South Portland	Publish monthly “Senior’s Corner” in paper. Improve publication and distribution of senior events and general information of interest to seniors Advertise as able	Monthly On going On going
Television	SPCTV	Cable TV station	Offer to have local senior specific interviews aired	quarterly
Word of Mouth	Recreation Center, Social Services, local businesses	Throughout City of South Portland	Place kiosks and brochures in strategic locations throughout the city.	On going
Internet	City of South Portland Social Services web page	The Web	Encourage providers and churches to sign up for City newsletter Place Resource Directory on city Home Page Establish Facebook page for seniors	On going
Other	2-1-1	Throughout city of South Portland	Coordinate with 211 to fulfill role of information and referrals	On going

Action Item 4

Project Plan: Prepare a Comprehensive Resource Manual

NEED:

Comments about communication from World Health Organization. Global Age-friendly Cities: A Guide. 2007: “Transportation and communication and information particularly interact with the other areas: without transportation or adequate means of obtaining information to allow people to meet and connect, other urban facilities and services that could support active ageing are simply inaccessible”. Page 10.

Survey comments:

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Project Plan: Prepare a Comprehensive Resource Manual cont.

Customers for resource manual: SP Senior residents and caregivers.

Using the World Health Organizations eight domains of livability checklists (https://www.who.int/ageing/publications/Global_age_friendly_cities_Guide_English.pdf), research and document relevant resources available for S P seniors. Resources are verified. Committee makes decision on how to communicate the information. Domain resource Information and publicity proposal submitted to implementation steering committee for final approval.

Domain: Outdoor Spaces and Buildings

Status: Ready for initial review and edit

Reviewer: ask Director Kevin Adams or representative

Publication recommendations

2-1-1 installation plan

Domain: Transportation

Status: No work done. Need a volunteer to research and complete

Reviewer:?

Publication recommendations

2-1-1 installation plan

Domain: Housing

Status: In process

Reviewer: Assistant Manager Reny or representative

Publication recommendations

2-1-1 installation plan

Domain: Social Participation

Status: No work done. Minimum information will explain senior programs at SP rec center under the checklist format

Reviewer: ask Director Kevin Adams or representative

Publication recommendations

2-1-1 installation plan

Project Plan: Prepare a Comprehensive Resource Manual cont.

Domain: Respect and Social Inclusion

Status: No work done. Need conversation on how this checklist will be handled. Then a volunteer to complete

Reviewer: ??

Publication recommendations

2-1-1 installation plan

Domain: Civic participation and employment

Status: Ready for initial review and edit

Reviewer: ??

Publication recommendations

2-1-1 installation plan

Domain: Communication and information

Status: no work done

Reviewer: ??

Publication recommendations

2-1-1 installation plan

Domain Community support and health services

Status: In Progress. Checklist for this domain is the extremely nebulous. Will need help from social workers, nurses and other professionals who work with seniors to what subcategories are needed as resources for SP seniors and caregivers

Reviewer: ??

Publication recommendations

2-1-1 installation plan

Age-Friendly Community and Health Services-completed-need review and verification:

Offer of Services

Resources-General

N-1-1 PHONE codes

State of Maine Aging and Disability Services

MaineHealth Learning Resource Center
Southern Maine Area on Aging (SMAA)
Legal Services for the Elderly

Resources-Home care services

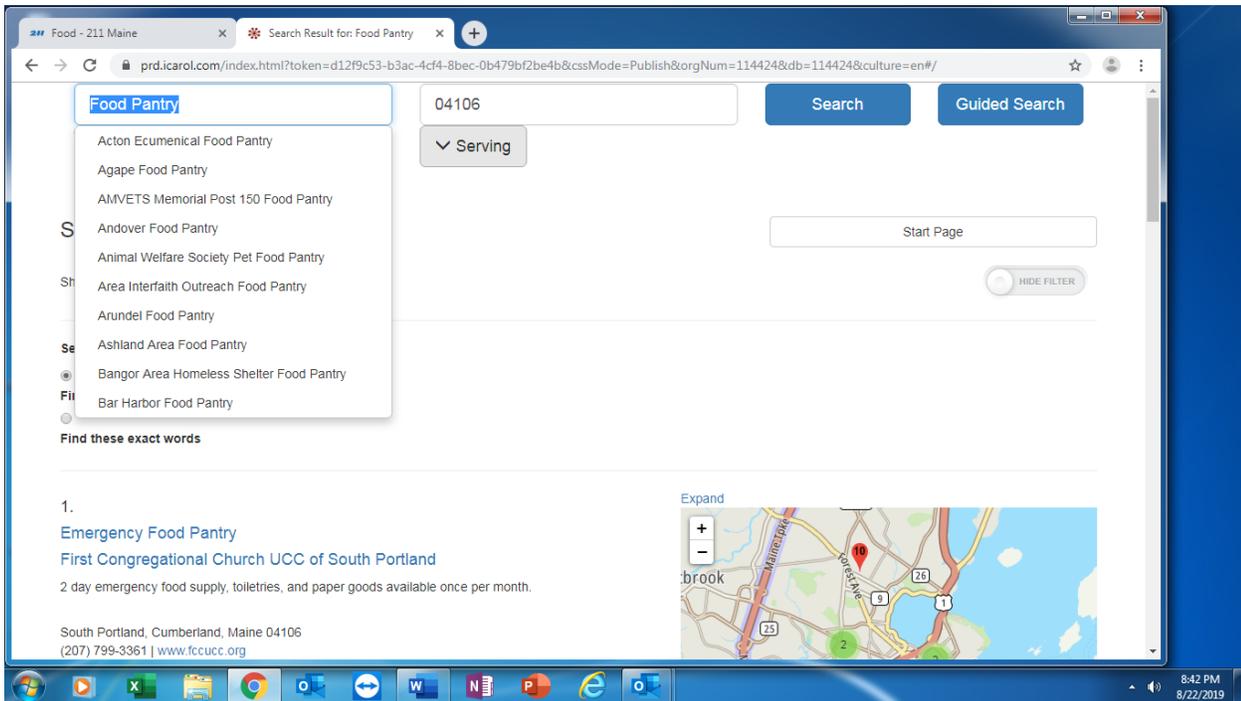
Senior Companion Program
LifeStages Companionship and Personal Care Services
Maxim Healthcare Services
Catholic Charities Maine

Resources-Health and Social Services

FOOD-Eating Out
Food-Eating at Home

DOMESTIC VIOLENCE

MEDICAL-General Medicine



Search By Keyword



1.

Emergency Food Pantry

First Congregational Church UCC of South Portland

2 day emergency food supply, toiletries, and paper goods available once per month.

South Portland, Cumberland, Maine 04106
(207) 799-3361 | www.fccucc.org

2.

Food Cupboard

South Portland Church of the Nazarene

Food pantry.

South Portland, Cumberland, Maine 04106
(207) 767-2127 | <http://spcnazarene.com/life-essentials/help-hope>

3.

Free Bread

South Portland Church of the Nazarene

Bread.

South Portland, Cumberland, Maine 04106
(207) 767-2127 | <http://spcnazarene.com/life-essentials/help-hope>

4.

South Portland General Assistance

City of South Portland

8/22/2019

Temporary assistance with fuel, utilities, food, housing, non-elective medical necessities, and basic services essential to maintain a household.

South Portland, Cumberland, Maine 04106
(207) 799-5511 | www.southportland.org/departments/general-assistance/

5.

[The South Portland Food Cupboard](#)

All volunteer food pantry offers 1 week's worth of food to each family member once per month; delivery available to homebound seniors.

South Portland, Cumberland, Maine 04106
(207) 874-0379 | www.southportlandfoodcupboard.org

6.

[Michael Klahr Jewish Family Services Food Pantry and Diaper Bank](#)

[The Jewish Community Alliance of Southern Maine](#)

Non-perishable food items, limited non-food essential items include toiletries and cleaning products; diapers and wipes may be available; limit 2 bags...

Portland, Cumberland, Maine 04102
(207) 772-1959 | www.mainejewish.org

7.

[Sagamore Food Pantry](#)

Fresh fruits and vegetables, bread, pastries.

Portland, Cumberland, Maine 04102
(207) 347-6125

8.

[Emergency Food Pantry](#)

[The Salvation Army Portland Citadel Corps and Community Services](#)

3 meals for 3 people.

Portland, Cumberland, Maine 04101
(207) 774-4172 | <https://nne.salvationarmy.org/portland-me>

9.

[Teen Center](#)

[Preble Street](#)

Low barrier drop in center and street outreach provides meals, emergency food boxes, clothing, crisis intervention; case management and information an...

Portland, Cumberland, Maine 04101
(207) 874-1197 | www.preblestreet.org/what-we-do/teen-services/teen-center

10.

[Wayside Food Programs Food Rescue](#)

[Wayside Food Programs](#)

Collect and distribute food from area grocers, wholesalers, restaurants, and truckers to be distributed to food pantries, soup kitchens, and social se...

8/22/2019

Portland, Cumberland, Maine 04103

(207) 712-4929 | www.waysidemaine.org

1.

[Williston-Immanuel United Church Food Pantry](#)

[Williston-Immanuel United Church](#)

Food pantry.

Portland, Cumberland, Maine 04101

(207) 775-2301 | http://williston-immanuel-united.org/outreach_mission.html

2.

[Project FEED](#)

Emergency food pantry supplies food, toiletries, and household cleaning products; supplies for up to 7 days per individual in the household.

Portland, Cumberland, Maine 04103

(207) 761-3920 | www.ProjectFEED.org

3.

[White Memorial Seventh Day Adventist Church Food Pantry](#)

[White Memorial Seventh Day Adventist Church](#)

Food pantry offers fresh fruit, vegetables, and dry goods.

Portland, Cumberland, Maine 04103

(207) 797-4414 | portland22.adventistchurchconnect.org/article/21/the-ministries-of-our-church/community-service

4.

[As You Like It Dining](#)

[Southern Maine Agency on Aging](#)

Meal voucher program that provides nutritious meals at dining sites throughout Southern Maine.

Scarborough, Cumberland, Maine 04074

(207) 396-6500 | www.smaaa.org

5.

[Vietnam Veterans of America Chapter 1044](#)

[Vietnam Veterans of American Chapter 1044](#)

R & R drop in center provides a place to relax, watch television, read a book, play card game, and sit and chat; veterans service officer available on...

Biddeford, York, Maine 04005

(207) 494-9287 | www.vva1044maine.org

6.

[North Pownal United Methodist Church Food Pantry](#)

[North Pownal United Methodist Church](#)

Non-perishable and perishable food items; limited to 1 visit per week.

Pownal, Cumberland, Maine 04069
(207) 407-3081
8/22/2019

7.

[Good Shepherd Food Bank](#)

Serve approved food pantries, meal sites, and shelters with food and non-food items.

Auburn, Androscoggin, Maine 04210
www.gsfb.org

8.

[Hope Haven Food Pantry](#)

[Hope Haven Gospel Mission](#)

Food pantry offers breads, desserts, and occasional canned vegetables.

Lewiston, Androscoggin, Maine 04240
(207) 783-6086 | www.hopehavengospelmission.org/about-us

9.

[Help Yourself Shelf](#)

[St. Philip's Episcopal Church](#)

Food pantry, personal care items, household paper goods include paper towels and toilet paper.

Wiscasset, Lincoln, Maine 04578
(207) 882-7184 | www.saintphilips.episcopalmaine.org

10.

[Belfast Soup Kitchen Food Distribution](#)

[Belfast Soup Kitchen](#)

Fruit, vegetables, baked goods; limited to 1 bag per family per day with additional food sometimes available after 11:00 am.

Belfast, Waldo, Maine 04915
(207) 338-3105

1.

[Farm Fresh Rewards](#)

Statewide nutrition incentive program offers SNAP/EBT shoppers bonus dollars for local fruits and vegetables, stretching limited food benefits further...

Belfast, Waldo, Maine 04915
(207) 338-6575 | www.farmfreshrewards.org

2.

[Tree of Life Food Pantry](#)

[Tree of Life](#)

Food pantry provides emergency and supplemental food, bread, eggs, frozen meats, fresh vegetables; personal care items, light bulbs, diapers, and pet ...

Blue Hill, Hancock, Maine 04614
(207) 374-2900 | www.treeoflifepantry.org/food-pantry

3.

8/22/2019

Marketstand Food Pantry

[Homeworkers Organized for More Employment](#)

Food pantry provides food boxes 1 time a month; produce and bread when available.

Orland, Hancock, Maine 04472
(207) 469-7961 | www.homecoop.net

4.

Bangor Area Homeless Shelter Food Pantry

[Bangor Area Homeless Shelter](#)

Food pantry.

Bangor, Penobscot, Maine 04401
(207) 947-0092

5.

Agape Food Pantry

Food pantry; cleaning supplies, paper products, and personal care items provided when available.

Island Falls, Aroostook, Maine 04747
(207) 463-2449

6.

Maine Harvest Bucks

Statewide nutrition incentive program allows SNAP/EBT shoppers to receive bonus local fruits and vegetables stretching limited benefits further at par...

(207) 370-1524 | www.maineharvestbucks.org

7.

Mobile Food Pantries

[Wayside Food Programs](#)

Individuals receive a pre-packed bag of non-perishables as well as fresh produce, meat, and bread as available.

(207) 775-4939 | <http://waysidemaine.org/mobile-food-pantries>

Action Item 7..timeline

2019	August	
	Sept	
	OCT	
	Nov	
	Dec	
2020	Jan	By January 2020, begin implementing recommendations related to communication of resources, housing maintenance, and transportation;
	Feb	
	Mar	
	Apr	
	May	
	June	
	July	
	August	
	Sept	
	October	
	Nov	
	Dec	
2021	Jan	
	Feb	
	March	
	April	
	May	
	June	
	July	
	Aug	Communication Committee final report submitted
	Sept	Writing final report
	Oct	
	Nov	
	Dec	
2022	Jan	
	Feb	REPORT to CITY COUNCIL