

Community Services Transition

UNITING COMMUNITY SERVICES ADMIN STAFF AT BEECH ST. OFFICES

OVERVIEW OF TRANSITION PROGRESS

- In mid-2024, introduced the concept of a Community Services Department
- After extensive discussion and planning, the department was officially established in Fall 2024
- As of Spring 2025, the department is gaining momentum and realizing the anticipated benefits:
 - Increased senior programming
 - Improved operational efficiency
 - Enhanced community services
 - Shared resources
- **IN PROGRESS:** Agree on a concept for uniting the department administrative staff

FEEDBACK FROM COA BOARD

When asked about the Recreation move, the COA Board expressed the following concerns:

- A **separate front desk** for Recreation to avoid overlapping client interactions.
- A **dedicated entrance** to reduce congestion in the lobby.
- Preserving the **senior-friendly atmosphere** of the Beech Street Center.
- Minimizing **disruptions to daily operations**.
- Exploring opportunities to **extend center hours** to support the increased senior activity.

CONCEPT: *SERVICE WINDOW SANDWICH*

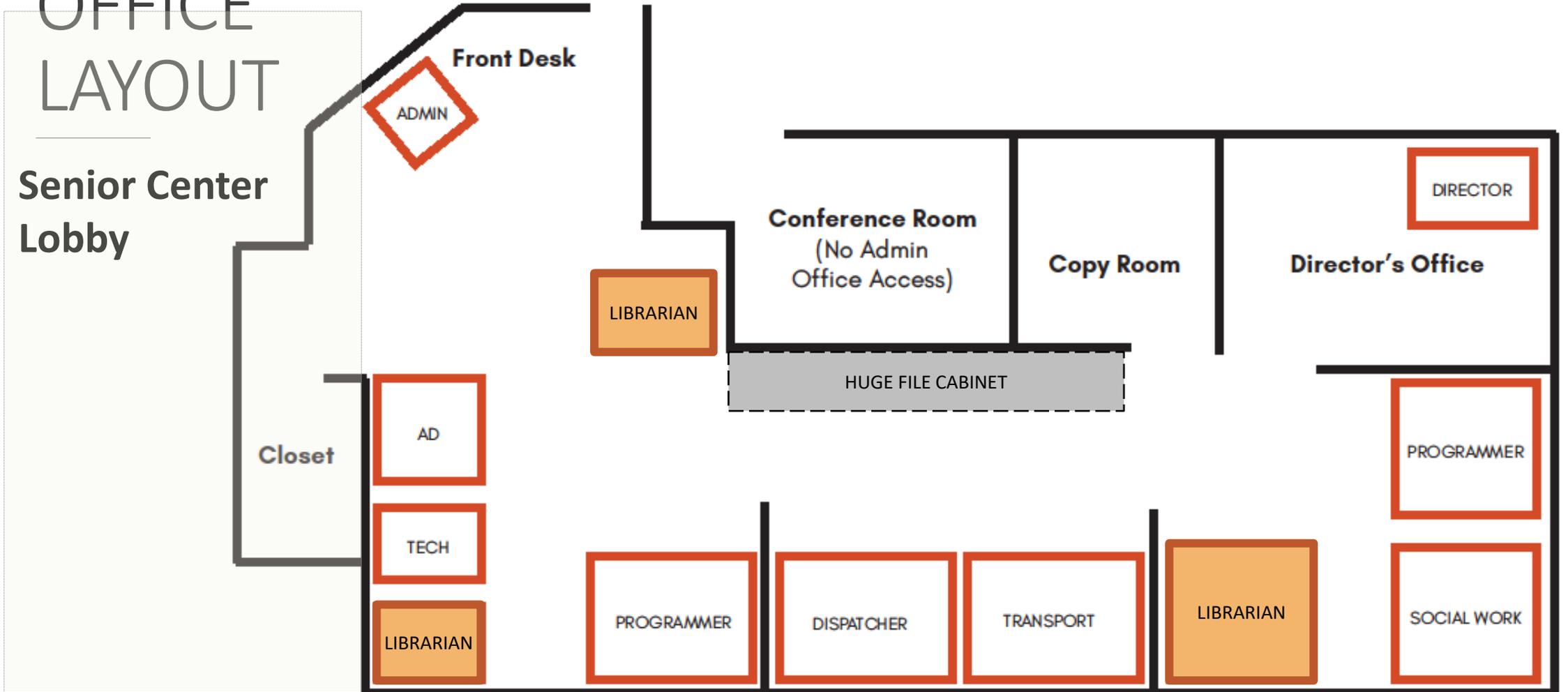
- Minimizes any disruption to public areas of the Senior Center
- Unites the administrative staff within the non-public office space
- Relocates 3 recreation administrative staff, with room to grow
- Opens a separate public-facing service window for recreation

OUTSIDE

Approximate
area of admin
office space
on the 1st
floor

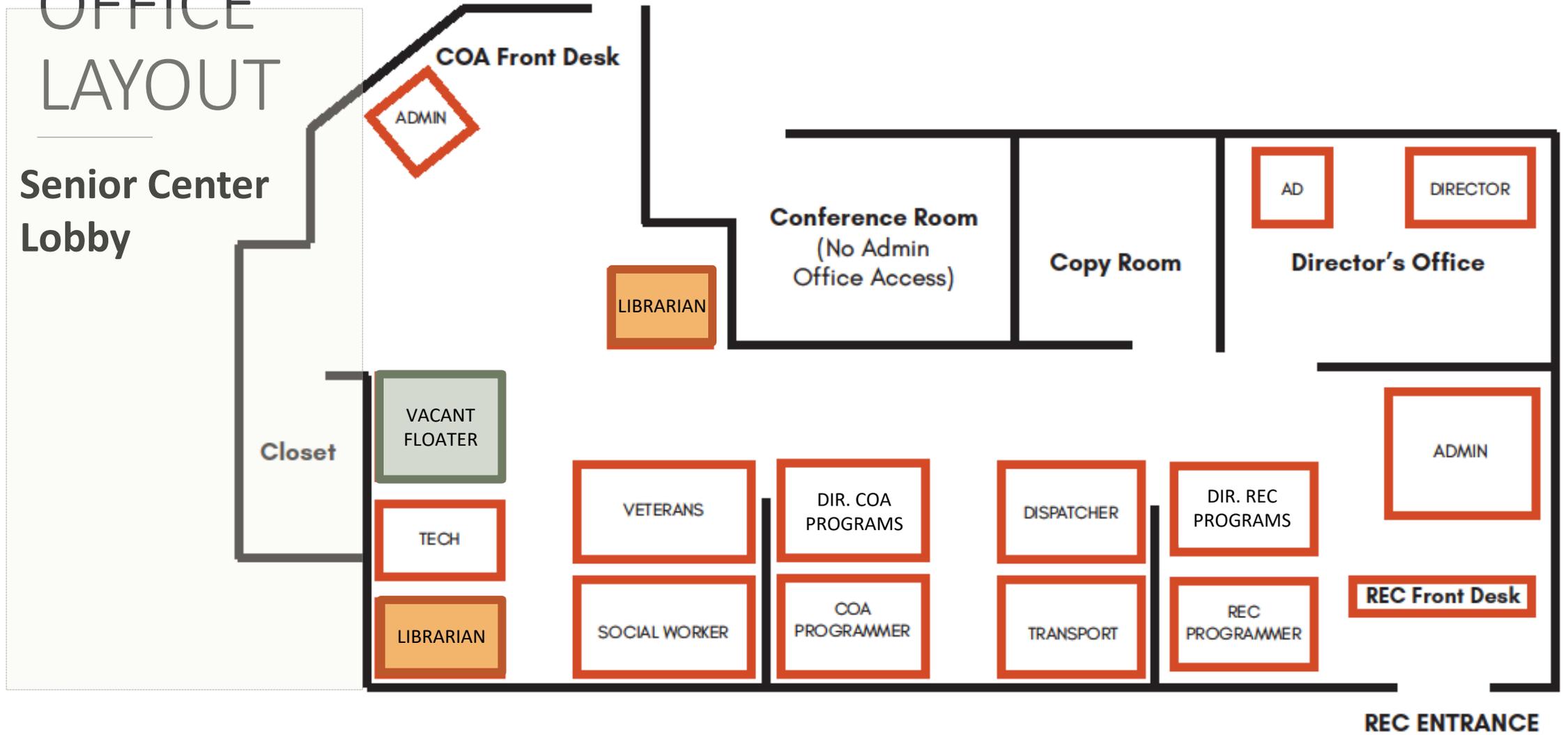


CURRENT OFFICE LAYOUT



INSIDE OFFICE LAYOUT

Senior Center Lobby



CONCEPT BENEFITS

Better Serve Everyone

- Add Saturday hours at the Senior Center
- Support evening hours even after library moves out
- Cross coverage during busy times at either desk
- Support efficiency of shared work and processes
- Free up staff time due to less back and forth -- cohesion

Advantageous Timing

- Can fund in FY25 without using any COA budget
- Take advantage of good construction weather
- Aligns with Facilities, Library and other Departments

Improve Layout & Service Delivery

- Interior impact contained to office spaces
- Keeps public areas Senior-focused
- Seniors can access Rec services at COA window

Beneficial Location

- Close to evening programming space

THE BIGGER PICTURE

- Aligns with Town goals
 - Serve all residents efficiently
 - Through cross-department collaboration and
 - Doing more with about the same.
- Support all staff with effective and collaborative working spaces
- Find long term savings by supporting the Retirement Board's relocation to Town Hall.
- Supports keeping the Beech Street Center focused on senior services and programming.

FUTURE SCHEDULE

- **April 7th and 8th** - Propose transition plan to Rec and COA Boards
- **April:** Community Meeting to review plan
- **May:** Shift staff for construction period, begin packing up office areas and moving equipment
- **June:** Door Construction takes place.
- **July:** Door construction complete. IT sets up Beech Street Center for REC/COA/VET
- **Goal: Move staff into office space by around the end of July**
- **October – November:** Library moves out
- **December – January:** Begin Senior Center facilities improvements

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QUESTIONS?