

MEMORANDUM



TO: JEFF MUCK, PRCS DIRECTOR
FROM: KIT KIESER, OAS MANAGER
SUBJECT: SIX MONTH SUMMARY
DATE: JANUARY 4, 2024

Mayor and Council –

Please see an update from Ms. Kieser on her efforts with the City for the last six (6) months.

- Victor

Since June of 2023, I have held the Manager of Older Adult Services (OAS) position. Below are some of the OAS activities held in the past six months.

- PRCS Commission, Older Adult Needs Committee, Older Adult Advisory Board: Attended nine Older Adults Needs Committee meetings. Acting as a staff liaison, some items of note include recruiting participants for the older adult focus group and supporting Mayor Pro Tem Casey in assembling the OAN Committee's October 9 report to City Council.
- OAS reports were presented to PRCS Commission each month starting in June 2023.
- Accompanied 50 older adults on the mParks Grand Experience trip to Mackinac Island.
- Led three Older Adult Advisory Board meetings, reporting on programs, services, and OAN Committee activities.
- Transportation: Senior Transportation provided well over 7,000 rides between July 1 and December 31, which totals over 14,000 rides in 2023. There has been a net increase of three part-time drivers, supporting a more stable schedule and a slight increase in ride volume. Bi-weekly check-ins with the scheduling coordinator and a daily shift report for the dispatch team have been implemented to streamline communication and increase data collection.
- Assisted Community Relations with a video (released in early December) detailing how residents can make use of the SMART Bus fixed-route service and reminding residents that Novi Senior Transportation continues to be available.
- Per the OAN's recommendation, OAS elevated a part-time programmer position to a full-time Recreation Supervisor.
- Marketing and Communications: Worked with the Community Relations team to make changes to the Enhance and 55+ and Better sections of Engage magazine. Increased font size, color coding, and a consistent location in the magazine are all intended to make the sections more accessible.

- Special events, social programs, fitness: Over the past six months, OAS has presented 10 special events, including the Thanksgiving and Holiday Luncheons and our annual Veterans Celebration, which brought over 200 people—community members, volunteers, elected officials, performers, and sponsors— together to honor and celebrate our veterans.
- OAS continues to run popular games, crafts, book club, and travel program. Long-standing fitness classes continue to be well-attended.
- Monthly program meetings with Meadowbrook Commons staff were implemented to discuss and plan programs and services. Starting in January 2024, OAS staff plan to meet monthly with Novi Library program staff to develop additional opportunities for seniors.

Programs and Services	June	July	August	September	October	November
Special events	69	0	0	60	80	242
Social programs	978	825	904	947	977	582*
Health/Ed	101	61	48	107	115	77
Support services	4,118	4,749	5,178	4,471	4,469	157**
Transportation	1,115	1,106	1,357	1,182	1,310	1,160
Fitness	294	160	331	346	286	182
Totals	6,675	6,901	7,818	7,113	7,237	2,400

*Participation numbers are lower due to cancellations for the November election, special events, and holidays

**Incomplete numbers, reporting not complete

Volunteer Participation	June	July	August	September	October	November
Number of Volunteers	40	44	43	47	46	42
Volunteer hours	293	244	283	304	308	238

In the coming six months, I will take a closer look at OAS program offerings, operational practices, expansion opportunities, and where we need to evolve to better serve an ever-changing demographic of residents.