

MEMORANDUM



TO: VICTOR CARDENAS, CITY MANAGER
CC: JEFF MUCK, PRCS DIRECTOR
FROM: KIT KIESER, OAS MANAGER
SUBJECT: 2024 OLDER ADULT SERVICES OFFICE UPDATES
DATE: OCTOBER 23, 2024

Mayor and Council –
Please see the summary below of some minor improvements we are making to the OAS space here in the Civic Center. These improvements will come out of the PRCS fund.
- Victor

In FY22-23, \$34,330 from the facilities maintenance budget was allocated to update the carpet, paint, and ceiling tiles for the Older Adult Services (OAS) office as part of standard facility improvements across the Civic Center. However, the project was postponed due to the formation of the Older Adult Needs (OAN) Committee, which concluded in July 2024.

The OAS office, a public-facing space used daily by residents, volunteers, and staff, will receive updates with a lower projected cost of \$25,936 from the PRCS budget. This update is necessary to address workspace inefficiencies, safety concerns, and outdated aesthetics that affect our ability to effectively serve Novi's growing older adult population.

Scope of Updates

- New Paint and Carpet: Refreshing the space to bring it in line with the updated standards of other Civic Center offices.
- Enclosing the Durable Medical Equipment (DME) Loan Closet: Relocating the loan closet from the outdoor storage pod to improve accessibility and safety.
- Upgrading Workstations and Storage Areas: Enhancing workspaces for standard office functions (e.g., printing) and providing a storage area to support volunteers as they prepare and stage programs.
- Creating an Updated Workspace for the Older Adult Recreation Supervisor: Installing new furniture for Recreation Supervisor Madison Lachance, with existing furniture being used for other offices.

We anticipate completing the update by Q3 of FY24-25.

Why update?

Public-Facing Nature of the Office:

The OAS office is a key public-facing space, making it essential for the environment to be welcoming and professional. Currently, worn carpet and outdated paint do not meet the standards of other city offices. The planned updates will bring the OAS office up to the same modern standard as Civic Center spaces like the Community Development office.

Inefficient Workspace and Inadequate Storage:

The current office setup includes outdated furniture and a cramped layout, reducing staff and volunteer efficiency. Recreation Supervisor Madison Lachance works in a cubicle that

lacks the necessary space for meetings and virtual calls, hindering her ability to serve residents effectively. In addition, the DME Loan Closet, which served 1,705 people in FY23-24, is stored in an outdoor pod, forcing staff to make multiple trips daily. This disrupts workflow and poses safety risks. The update will improve workspace functionality and bring the loan closet indoors, enhancing both safety and operational efficiency.

Growing Population and Increased Demand:

Adults aged 55 and older now make up 27% of Novi's population (18,024 people, according to the 2020 census). As demand for services continues to rise, the OAS office must be equipped to accommodate the growing needs of staff, volunteers, and residents. The update is critical for ensuring the office can efficiently support this expanding demographic.

Why now?

The update is overdue, having been postponed to accommodate recommendations from the OAN Committee, which concluded in July 2024. Around the same time, the DME Loan Closet was displaced when the office was repurposed as a Novi satellite office for People's Express, forcing the loan closet into an outdoor storage pod next to the Civic Center's loading dock.

With winter rapidly approaching, safety concerns for staff—particularly Social Services Coordinator Sandy Fisher—are increasing as she makes multiple daily trips outdoors to retrieve medical equipment. This temporary outdoor storage solution is no longer viable and continuing its use through winter poses risks. The update is critical to ensuring staff safety and improving working conditions before the worst winter weather.

Additionally, Older Adult Recreation Supervisor Madison Lachance is working in a very small cubicle that is not conducive to effectively executing the essential functions of her role or fostering a sense of place and ownership that supports the excellent customer service Novi is known for. As someone in a public-facing position, she frequently meets with residents, sponsors, volunteers, and colleagues. Her workspace not only lacks the necessary conditions for virtual meetings, phone calls, and focused work but also hinders her ability to fully engage with residents and community stakeholders—critical aspects of her job.

This update is essential for addressing workspace inefficiencies, safety concerns, and outdated conditions in the OAS office. By completing these improvements, we can better serve Novi's older adult population, ensuring that the office is functional, safe, and welcoming for staff, volunteers, and residents. We aim to complete the update by Q3 of FY24-25, making it important to move forward promptly.