COMMUNITY SERVICES DEPARTMENT
DIRECTOR'S REPORT
JULY, 2025

SUBMITTED TO: Jill Goldsmith, Town Manager
SUBMITTED BY: Leah LaCross, Director of Community Services

FROM THE DIRECTOR OF COMMUNITY SERVICES:

As we closed out the month of July, I want to take a moment to recognize the continued dedication and performance of the entire Community Services Team during what has been a very busy time of year. July brought several competing priorities across both divisions, including the planning for the Center for Active Livings' (CFAL) temporary transition to the Community Center, maintaining safe staffing levels across Town beaches, providing an enriching summer program for our youth, program planning and transportation for our older adults, and gearing up for the budget process. Collaboration across teams has been instrumental in driving momentum and delivering thoughtful planning under tight timelines.

Much of my time in July was spent working with the CFAL staff to plan the logistics of moving and storage; and meeting with architectural staff, designers and the Towns' Project Management team to perfect the final design of the CFAL renovation at the current site on Stony Hill Road. Both divisions have worked tirelessly to ensure that nothing has been left for chance and that our residents will have minimal disruptions to their routines.

I, along with our summer intern, Keira Loporchio, have been working to bring the new Chatham Municipal Academy to life! A social media campaign was launched to introduce the new program and I'm happy to report that all slots were filled within 48 hours. Department and Division Heads are busy working on their curriculum, and the Academy begins September 3rd with a kick-off by our Town Manager.

On a lighter note, it was a pleasure to lead the Employee Engagement and Appreciation Committee, as they put on the Third Annual Employee Appreciation Barbecue and Night at the Chatham Anglers, at the Chatham Elementary School field. There was great food, great people, music, plenty of lawn games, and several generously donated door prizes, and the feedback has been very positive. The first pitch was thrown by our Recreation and Beaches Building Supervisor, Kaeden Quinn, and all of the members of Team Chatham were recognized at the game.

Adult Behavioral Health Clinician:

In the month of **July,** I worked 18 days.

Of the **18** , days, I had **77 interactions** with **24 Chatham residents, for a total of 25.667 hours**.

Of the 77 interactions:

39 were **Behavioral Health Clinician** contacts, which included in-person contact between a CFAL client and myself. It could be at CFAL, Chatham Police Department (CPD), or at their home.

6 were **phone outreach calls,** which include calls I made to check in on residents, calls with family members, calls with collateral providers, and calls with medical providers.

6 were **client consultations**, which means I spoke with other providers within and outside of our Town agencies, on behalf of the client.

3 were **CPD Referrals**, which included calls that police officers responded to, where the officer feels it necessary for the behavioral health clinician to assess the identified client for possible mental health/substance abuse services or referrals.

1 was a **CPD phone outreach call**, which occurs when a request has been made that I "check in" on a community member who accessed CPD.

1 was a **home visit**, which are made for those unable to make their way to CFAL or CPD due to physical restraints or transportation issues.

1 was a **CFAL office visit**, which occurred when the resident either had a scheduled appointment with me or agreed to come to CFAL to discuss how I could assist them.

7 were **CFAL incoming client calls**, which include the number of calls I received from Chatham residents asking for assistance.

1 was a **phone contact,** which occurred when a Chatham resident called in looking to meet with the clinician to discuss ideas that fall in the realm of behavioral health.

1 was a **CFAL referral**, which occurs when someone from CFAL requested that I contact a CFAL member

2 were **CPD f/u contacts**, which means that I either followed up in person or on the phone to a client that the police department felt needed contact with the clinician

2 were **incoming CFAL client calls**, which means a CFAL member calls the office, requesting services from the clinician.

2 were **community referrals**, which happen when an individual in our community calls in to request behavioral health follow up for a resident.

3 were **CPD referral follow ups**, which entails a phone call or home visit to an individual who had previously engaged with CPD.

2 were **incoming CPD clinician calls**, which occur when an officer requests my services for a member of the CFAL.

Community Connections:

This month, I spent **4.83** hours participating in a variety of meetings, outside organization presentations, an interview with the Cape Cod Chronicle, and our monthly CHEWG meeting.

Every month I attend the monthly Community Crisis Intervention Team (CCIT) Meeting in Dennis and Orleans, but there was only one scheduled for Dennis this month. Although most cases discussed are outside of Chatham, there is always the possibility that someone's name comes up, who I may have interacted with in the past. Nevertheless, these meetings have provided the opportunity for me to become familiar with how my colleagues manage certain cases, what resources are available outside of Chatham, and how procedures are managed that I may not have known about. Also, becoming familiar with professionals who are that meeting has been a great resource for me when I may need to reach out to them for help.

This month I was asked to be interviewed by Alan Pollock from the Cape Cod Chronicle, which was a delight. The purpose of the interview was to introduce myself and discuss the need for behavioral support for our elders. Not only did the interview result in some interest from community members calling me for assistance, but now Chatham residents can put my face with my name and role.

I even had people from different towns call me for assistance, and I have been able to redirect them to the right individuals or organizations. I am so glad he did the interview so that our community has a better understanding of my presence in Chatham, as well as what I can help them with.

I was invited to the Council on Aging Board of Director's meeting this month, where I was able to present my numbers from the month of June, answer their questions about my job, and talk about my day-to-day tasks.

I attended a CFAL lunch and learn, where I was able to hear and meet colleagues from the Cape who provide amazing services to our community members. Those that were present were representatives from St. Vincent De Paul, Homeless Prevention Council, The Food Pantry, to name a few.

The monthly CHEWG meeting continues to be a very important piece of my job. The sharing of cases and concerns for certain individuals makes us more informed when out on the street and also has a better outcome for the community members.

I continue to collaborate with my colleague from Sandwich, who is a behavioral health clinician that is employed by her town. Because each clinician on the Cape has their own distinct town

with their own distinct needs, each clinician handles their duties in a very specific way that aligns with the town's needs. My colleague in Sandwich and I have very parallel duties, so it is always very comforting to consult on cases and procedures.

July Reflection:

What a difference a Year Makes!

If you asked me a year ago if I felt like I was reaching the town's community members in a meaningful way, I would have told you that Chatham was a quiet town that may not need a full-time clinician.

That is certainly *not the case today.*

This summer has been incredibly busy with police calls, crisis calls, wandering calls, families in crisis, substance abuse calls, hoarding calls, grieving families, etc.

I can say with pride that our first responders and I have really established an amazing work rapport. We work very well together, know our boundaries, know the right questions to ask, we support one another, and there is great trust. All these qualities mean that when there is a police co-response call, we execute it thoughtfully and with kindness to provide the best outcome for our community members. I always feel safe with the officers, and I suspect they trust that I do all I can to make their jobs easier as well.

As for the growth in the other areas of my job, my work with the older adult population has exploded. My CFAL colleagues are doing an amazing job with referring these individuals to me and helping to prevent larger problems down the road.

The community of elders are feeling at ease calling to ask for my services and are keeping me busy. The idea of asking for help seems to not feel as taboo for many elders, and it is reflected by the number of individuals I am making contact with.

I am most proud of the fact that I currently have 5 MALES on my caseload that I see regularly. For non-clinicians, this is a big accomplishment because men very rarely will ask for assistance with behavioral health issues. In this case, not only are my male clients asking for help, but they keep coming back to meet with me.

Several of these males have had interactions with the police in the past, so by meeting with them, the hope is I am able to keep them stable and away from the legal system.

Each day is never the same. Some days I know exactly how to proceed, and many days I rely on the help of my colleagues to get me through a case. Either way, I am confident that our Town needs a full time clinician and I look forward to reaching more people in need.

COA DIVISION:

Outreach:

Outreach had a total of 238 interactions, with 114 separate individuals for the month of July.

Outreach had 4 individual referrals from Chatham Police, Fire and EMS services, leading 8 consultations. These were all new referrals, with follow-up services. We also had 2 new multi-agency consultations to coordinate care and services for members returning home.

Outreach made 16 home visits for 15 separate individuals. We had 4 safety checks on members. There were also 22 continued follow-up consultations on 15 individuals, from previous months.

Outreach had 122 phone interactions, serving 68 individuals. We had 80 in-person office consultations at CFAL for 69 members. Wellbeing, access to services, accounted for a large portion of calls. Increasing family visits looking to assist family members also accounted for a good amount. We referred 30 individuals to 9 different community partners for support this month.

Healthy Meals in Motion served 37 families this month. With 5 new accounts this month.

This month 55 Durable Medical Equipment (DME) items were lent to 35 individuals. The inventory has been low on rollators and wheelchairs, our biggest requests. We did have 5 new donations of multiple DME items. Outreach sorted through our stock in preparation for the move. Donating surplus walkers to local organizations to better serve the community.

On July 17 the Chatham LGBTQ+ Older Adult group were finally able to meet for an evening activity. We took a Canal Cruise, Yacht Rock, where we hosted 30 members of the community. The ride consisted of 70's & 80's Music, and 4 raffled captain's hats. The goal had been to increase Cape wide connection. Members from Falmouth to Eastham attended. Some chose to make a day of it, and started out at 10:00 am and stopped for lunch along the way. We collected feedback through anonymous form, and it was overwhelmingly positive. We will not meet until our last event in September.

This month we launched our Bi-Monthly Outreach Lunch & Learn. We hosted a few of the community partners who serve our members talk about their organizations. This was a full house in the dining room and very well received. The Speakers were thrilled to be able to meet those they work so closely with. There were great questions and feedback was positive.

Transportation:

July often brings hot and unpredictable weather, along with an increase in family visits for many of our participants, which can temporarily reduce the need for transportation services. Despite this, we provided *40 more* round-trip rides compared to the previous month.

Transportation services provided in July included:

Orleans Supportive Day Program

- 4 participants
- 32 round trips

Ryders Cove Respite Program

- 4 participants
- 21 round trips

Medical Appointments

- 48 round trips

Grocery Access

- 5 pantry deliveries
- 27 resident trips to Stop & Shop (Thursdays)
- 19 deliveries from The Chatham Village Market

Pharmacy Support

- 11 prescription deliveries

Council on Aging (COA) Program Participation

A total of 16 participants received transportation to a variety of COA programs, including:

- COA Cinema
- Bingo
- Busy Fingers
- Book Club
- Chair Yoga
- Fourth of July Picnic
- Lunch and Learn
- SHINE

- Sailing

Additional Transportation Services Provided

Thanks to a slightly slower month, we were able to accommodate more personal transportation requests, including trips to:

- ACE Hardware
- Banking
- Beach
- Chatham Village Market
- Farmers Market
- Library
- Personal errands

While we strive to accommodate these requests whenever possible, medical appointments remain our top priority. In the event of a scheduling conflict, personal trips may be rescheduled to ensure timely access to essential medical care.

Program Highlights & Updates

In July, we saw an increase of 40 round-trip rides compared to the previous month. This uptick is likely due to July being a longer month, as well as participants returning and making plans to stay through the winter—many of whom will require ongoing transportation support.

Our Thursday *Stop & Shop* trip has grown significantly, starting the month with just 3 participants and ending with 8. If this upward trend continues, we may need to consider adding a second vehicle to accommodate demand. Participants have expressed that this service supports their independence by allowing them to do their own shopping with the assistance of our transportation team.

Chatham Village Market deliveries also increased, with 19 deliveries completed in July. This is a service we continue to promote. Participants place and pay for their grocery orders by calling the market on Sundays and Wednesdays, with our drivers picking up and delivering the orders the following day. Our drivers coordinate to ensure these deliveries fit within breaks in their schedules. Once participants begin using this service, they often become regular users.

Please note: this same delivery process is also available for prescription pick-ups from CVS in Chatham/Harwich and *Stop & Shop* on the same days. All prescriptions are paid for ahead of time by the resident.

Looking Ahead

As of July 22, 2025, we welcomed a new driver, Huntley Harrison, to our team. Tuesdays and Thursdays continue to be high-demand days due to recurring scheduled rides, and Huntley will provide much-needed support. Once fully certified in CPR, and First Aid, he will complete three full training days before joining the regular schedule. We are excited to have him on board!

Programming:

Summary:
This monthly report outlines the activities and achievements of the Chatham Council on Aging Program Coordinator for the month of July in the year 2025.

Program Highlights:

Entertainment/Socialization:

Lunch with Chatham A's
15 participants

We were thrilled to welcome members of the Chatham Anglers baseball team to the CFAL for a special lunch with participants. This lively intergenerational event brought smiles, stories and lots of laughter as players and participants connected over food, sports, and Chatham.

Sailing Lessons with Pleasant Bay Community Boating
6 per session, 18 participant's total

In partnership with Pleasant Bay Community Boating, participants had the opportunity to take part in hands-on sailing lessons this month. With guidance from skilled instructors, attendees learned the basics of sailing while enjoying time on the water in a safe, supportive environment. The program offered not only physical activity and skill-building, but also a wonderful sense of adventure and connection to nature.

Education/Information:

Smartphone Skills
12 participants

Over the past nine weeks, participants have engaged in a comprehensive Smartphone skills course designed to unlock the full potential of their mobile devices. From managing contacts

and using accessibility tools to exploring “the cloud” and talking about digital safety, the course empowered participants to use technology more confidently and effectively in their daily lives.

This program was designed for a small group, and by the end of the session the waitlist was double digits. Once CFAL operations have settled into the Community Center, this program will be re-offered to the community due to high demand.

Health/Wellness:

Balance & Fall Prevention
16 participants

Led by a licensed physical therapist, this program focused on exercises and strategies to reduce fall risk and improve stability. The program was well received and sparked such strong interest that we’re excited to announce a Balance & Strength fitness class that will be offered weekly beginning in September.

Ryder’s Cove Respite Program:

I am pleased to share this month’s highlights and key developments from Ryder’s Cove Adult Supportive Day Program. July brought renewed energy to our center, as we welcomed two new participants, one a seasonal resident joining us through early October, and the other a year-round Chatham local. Both women have already enriched our Ryders Respite program with their presence and dynamic personalities.

Program Overview

Our programming continues to evolve in ways that reflect the creativity, interests, and wellness goals of our members. Art therapy remains a particularly popular offering. This month, we created a collaborative collage, with each participant contributing imagery and elements that represent their personal histories and passions. The result was not only visually beautiful but deeply meaningful.

We also introduced new forms of physical engagement, including a playful "newspaper foot challenge" and an adapted seated basketball game. These activities sparked laughter, friendly competition, and a sense of accomplishment among participants.

In July, we supported six older adults living with memory-related conditions. With the addition of our two new members, we see enhanced social engagement and peer connection—an essential component of our mission.

Key Program Features

Communication Books

Our communication books continue to be a vital connection between our staff and caregivers. In addition to regular updates on therapy participation, we include brief mood summaries and memorable participant quotes. These small touches provide caregivers with a more intimate window into their loved ones' daily experiences.

Health & Fitness

Engagement in physical activities remains strong. We've observed measurable improvements in stamina and confidence, with participants voluntarily increasing their weights and repetitions. This progress is a testament to their dedication and the encouraging environment fostered by our staff.

Therapeutic Programming

- **Music Therapy**: As mentioned in previous sessions the introduction of percussion instruments, has resulted in increased participation and spontaneous moments of joy and rhythm.
- **Pet Therapy**: We now host two certified therapy dogs, Brewster and Fiona, who visit 2x monthly. Their visits continue to prompt affectionate interactions, spark conversation, and create a calming atmosphere.

Staffing and Professional Development

We are proud to remain fully staffed with a dedicated and skilled team committed to excellence in care. Our ongoing focus on professional development was recently highlighted by a training session on *Effectively Responding to Dementia-Related Behaviors*, equipping our staff with enhanced tools and strategies to support individuals living with dementia and cognitive decline.

Looking Ahead

Despite a brief dip in overall attendance due to a participant family emergency, our average attendance rate for July remained steady at approximately **83%.**

Three new applications were distributed to interested families the previous month and we were pleased to host two individuals for successful trial visits; both have since joined the program on a twice-weekly basis, strengthening our community further.

As we move through the heart of summer, our focus remains on creating a space where adults can feel safe, supported, and inspired—through meaningful engagement, compassionate care, and shared connection.

Council on Aging Board of Directors:

The Council on Aging Board of Directors met on Monday, July 21st. They welcomed Diane Nash, LICSW, Clinician to the meeting to report out on her first year of working for the Town. The temporary transition to the CFAL staff to the Community Center and how Directors could assist with the move.

The Human Services Committee:

The Human Services Committee did not meet in the month of July. They will resume meeting in August, 2025.

RECREATION AND BEACHES DIVISION

The Recreation & Beaches Division is committed to enhancing the quality of life for all Chatham Residents, by striving to provide the best recreational programming and park facilities possible.

Programming

Adults:

Summer Tuesday Night Pickleball- 65 participants

Summer Thursday Night Pickleball-65 participants

Chatham Pickleball Members- 380 Members

Summer Pickleball Lessons- 16 Participants

Summer Adult Basketball- 45 participants

Yoga with Jackie! (Hatha Mondays)- 30 participants

Yoga with Jackie! (Restorative Thursdays)- 33 participants

Yoga on the Beach- 13 Participants

Functional Strength Training (Fridays)-38 Participants

Functional Strength Training (Saturdays)-29 Participants

Youth

June Sumer of the Sword Karate-8 participants

June Summer of the Sword Tai Chi- 7 participants

Spring Youth Tennis- 20 participants

Beach Soccer- 30 Participants

Summer Recreation:

Early Care (7:30am-9:00am)

	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Week 7
Total Participants	33	33	32	29	30	30	

Morning Program (9:00am-12:00pm)

	Grades 1 & 2	Grades 3&4	Grades 5&6	Grades 7&8	Total
Week 1 (6/23-6/27)	44	55	76	40	215
Week 2 (6/30-7/4)	44	55	74	37	210
Week 3 (7/7-7/11)	45	53	73	37	208
Week 4 (7/14-7/18)	44	53	73	39	209
Week 5 (7/21-7/25)	45	53	73	37	208
Week 6 (7/28-7/1)	46	53	75	39	213
Week 7 (8/4-8/8)					

Afternoon Program (1:00pm-4:30pm) Grades 3-8

	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Week 7
Average Per Day	75	75	75	75	75	75	

Summer Rec Special Events Week 1: Gaming Truck, Lazertag, Chillers, Nova, Onsite Inflatables Friday

Summer Rec Special Events Week 2: Wicked Waves Water Park, Ryans Airpark and Bowling, Onsite Mini Golf, Orpheum Theatre, Ice Skating

Summer Rec Special Events Week 3: Water Wizz Water Park, Orpheum Theatre, Color Wars, Wicked Waves Water Park, Gaming Truck, Urban Air, Onsite Inflatables Friday

Summer Rec Special Events Week 4: Orpheum Theatre, Ryans Airpark and Bowling, Water Wizz Water Park, Chillers, Wicked Waves Water Park, Onsite Inflatable Friday

Summer Rec Special Events Week 5: Orpheum, Theatre, Nova Trampoline Park, Camp Olympics, Gaming Truck, Ryan's Airpark and Bowling, Onsite Inflatable Friday

Summer Rec Special Events Week 6: Orpheum Theatre, The Adventure Park at Heritage, Buttonwood Park Zoo, Camp Talent Show, Gaming Truck, Nova Trampoline Park, Onsite Inflatable Friday

Beaches

July Beach Gate Non-Resident Ticket Sales (July 1st-July 31st)

	Daily	Weekly	Seasonal	Total Revenue
Hardings	2,402	141	23	$62,640
Ridgevale	1,161	63	2	$28,295
Cockle Cove	179	23	2	$5,655
Total	3,742	227	27	$96,590

July Online Non-Resident Ticket Sales

	June	July	August	Total
Daily	57	172		
Weekly	93	29		
Seasonal	39	201		
Total Revenue	$14,940	$23,590		

Beach Raking:

With the presence of piping plovers on the beaches, the beach raking program is limited to 2 times per week. Due to MA state laws the tractor is required to have an escort for each raking. MA Audubon provides escorts for the tractor.

Community Center Use

Aerobics Room – 61 Reservations
Lite Fitness with Susan Hunter, Classic Hatha Yoga, Chatham Tai Chi, Circuit Class with Rachel, COA full body fitness, Vinyasa Yoga, Heisig Belly Dance Beginner, Restorative Yoga, Friday Night Samurai Bokken, Wuji Sword Tai Chi, COA chair Yoga, Functional Strength training.

Arts & Crafts Room – 2 Reservations
Bi-Monthly Crafty Chicks

Club Room – 23 Reservations
Women's Club knitting, Fiber Arts Club, Behavioral Health Innovators Board, Bolus weekly card games, Friends of Chatham Waterways, Chatham Garden Club, Nickerson Corners Condo Assoc., Chatham Human Resources, Friends of Trees, Chatham Chamber of Commerce, Cannon Hill Condo Association, Chatham Democratic Committee, Men's weekly discussion group.

Conference Room – 21 Reservations
Chatham Parks & Recreation, Chatham Athletic Assoc., Chatham, Platform Tennis, Chatham Ecumenical Council for the Homeless, Chatham Golf Advisory Committee, Chatham Bikeways Committee, Friends of Chatham Pickleball, Art Journaling Group, Chatham Cemetery Committee, Beach gate attendant orientation, Lighthouse Beach monitor orientation, Chatham Bikeways Committee, UBS Keyser Group.

Gymnasium – 55 Reservations
Monday pickleball 11-1, Spring pick-up basketball, Tuesday & Thursday pickleball 8-10 & 10-12, weekly badminton, Tuesday night pickleball, Wednesday/Friday pickleball 8-10am & 10-12, Thursday night pickleball 5-7pm, open gym, spring floor hockey, summer rec early care 7:30-9am, summer rec program 9-12.

Large meeting Room – 14 reservations
Chatham Conservation Committee staff retreat, Broad Reach Hospice, BOCH Cert training, USCG Flotilla meeting, Chatham Climate Action network, US Coast Guard Safe Boating Course, Lifeguard orientation, Summer Rec Counselors orientation, Great Hill Estates Annual meeting, Ryders Cove Landing Assoc.

Serving Room – 9 Reservations
Friends of Chatham pickleball, Community Mahjong, Chatham Republican Town Committee, Chatham Chamber of Commerce, Chatham Shellfish Committee, Mahjong private group.

Fitness Room Access Scans

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Total
April	37	113	168	105	122	99	134	778
May	40	125	138	132	157	168	131	891
June	23	242	146	154	96	145	130	936
July	CLOSED	197	209	205	224	117	156	1,108

Active Fitness Room Memberships: Family Members- 545 Individual Members- 179

Parks & Recreation Commission

The Parks and Recreation monthly meeting was held on Monday July 14th. The meeting started with Use of the following Town Facility requests:

Lower Cape Outreach Annual Turkey Trot Bib Pick-up at Community Center- (approved)
Monomoy Community Services Taste of Chatham- Thereasa Malone (approved)
Pals for Life Kickball Tournament at Veterans Field- Amy Tagliafari (approved)

The Commission was presented with a parking plan for the pickleball courts at Stepping Stones Road. Large cones with rope between will section off the first full basketball courts to allow for use during all pickleball play. The commission unanimously approved the plan. Discussion also ensued about noise complaints from the neighborhood across from the parking lot and their complaints about the noise. A possible solution that was brought up was natural sound barriers, including arborvitae trees. The commission asked the more research to be done and to be brought back to the next meeting.

Steve West from Chatham Angler's Athletics Foundation presented their request to close Veteran's Field after Labor Day for field improvements. The Commission unanimously approved the request.

An update on Lighthouse beach staffing was given to the Commission. The Commission has asked that an "incidents" log be kept by the staff and presented at the next meeting.

An update on the CFAL renovation and relocation project was given by Leah LaCross to the Commission. They have requested more information about the trailer size be brought to the next meeting.

Golf Advisory Committee

The Golf Advisory Committee monthly meeting was held on Thursday July 12th.. The meeting began with an invasives plant update from Jason Laramee of Johnson Golf. He will be bringing a quote to the next meeting.

Discussion ensued about a request for a new or larger netting at a house abutting the golf course. Town staff and board chair had gone out and reviewed the site, stating it does look like additional netting would help curb the problem. Johnson Golf will be bringing a quote to the next meeting.

Johnson Golf stated they would be bringing rate increases in the fall to the selectboard for approval. The committee requested that a formal presentation be given to the committee first for endorsement.

The committee discussed a request by an abutter to remove a tree on their property line with the golf course. The committee had no issues with the request as long as the cost to remove the tree was paid for by the abutter.

Respectfully submitted,

Leah LaCross

Leah LaCross, MPA
Director of Community Services