

Voted on October 12, 2017

**COUNCIL ON AGING
P.O. BOX 243, 36 Muddy Pond Road
Sterling, MA 01564**

The Council on Aging Board meeting was called to order at the Senior Center on Thursday, September 14, 2017 at 5:30 p.m.

1. Open Meeting

2. Roll Call

PRESENT

ABSENT

Kevin Beaupre, Co-chair
Bob Bloom, Treasurer
Nancy Castagna, Member
Sue Doucette, Secretary
Barbara Foster, Member
Debbie MacLennan, Member
Charlie Madden, Member
Liz Pape, Chair
Angie Richard, Associate

Veronica Buckley, Director

Maureen Cranson, Building Committee

In light of Mary Higgins recent passing, Liz requested the Board have a moment of silence.

- 3. Review/Approve Minutes and All Monthly Reports** – Charlie made a motion to approve the August 10, 2017 Minutes as presented; Barbara seconded; all in favor.
- 4. Public Session** – No public session.
- 5. Building Committee** – Maureen Cranson briefly discussed the generator and the need to meet with the Building Committee to see how to pay for the generator which will be located at the Senior Center; and also the additional costs of the HVAC system.
- 6. Committee Reports** - The Evening Dinners and the Program Committees gave brief discussions on what was determined and discussed at the various committee meetings. For more detail and review, copies of the Arts, Marketing/Communications and Program Committee minutes will be placed at the reception desk.
- 7. Director's Update** – Veronica and Nickole will be attending the annual MCOA annual conference in Danvers, MA. If you are interested, please see her for information. She also discussed the lunch plans and lessons learned from the Pepperell Senior Center. By January 2018, she would like to have full in-house preparation of meals. The cost to participants would remain as a \$3 donation.
- 8. Unfinished Business** - Barbara discussed that we were basically all set with baking, re-wrapping of baked goods, transporting needed items to Town Hall, and coverage for the sale of coffee and baked goods at the September 16th Town-wide Yard Sale. Thanksgiving dinner is at noon. The Lowe Family will cook a full turkey dinner free of charge on Thanksgiving for seniors who are alone on Thanksgiving. Please sign up for this dinner. As in the past, Nickole and the Kneeland and Boardman families will be helping.

The LPI profit sharing numbers will be a future topic.

- 9. New Business – CoA FY18 goals discussion and vote** – Liz discussed the CoA FY18 goals. After discussion, Bob made a motion to approve the Sterling Council on Aging FY18 Goals as presented; Charlie seconded; all in favor.

10. Upcoming Events – Among other upcoming vents, Veronica discussed the Classic Car Show on September 21st.

11. Next Meeting - The next Board Meeting will be held on Thursday, October 12, 2017 **at 5:30 p.m.**

12. Adjournment – A motion to adjourn the meeting was made by Barbara at 7:33 p.m.; seconded by Bob; all in favor.

Respectfully submitted,

Sue Doucette
Secretary

Attachments – 6

Council on Aging Treasurer's Report
CoA Board Meeting September 14, 2017

FY18 July 1, 2017- September 7, 2017

Account #	Description	Appropriated	Expended	Balance	<i>Budgeted Monthly Expense</i>
01541-51200	CoA Wages	\$ 133,800.00	\$ 22,701.67	\$ 111,098.33	<i>Not calculated (NC)</i>
01541-53000	CoA Home Care	\$ 400.00	\$ 0.00	\$ 400.00	
01541-53001	CoA Title VII Nutrition & WHEAT	\$ 4,300.00	\$ 58.95	\$ 4,241.05	
01541-57000	CoA Expense	\$16,050.00	\$ 2,446.20	\$ 13,603.80	<i>NC</i>
01540-57000	Sr Ctr Operations	\$15,935.00	\$ 3,065.67	\$ 12,869.33	<i>NC</i>
01540-51200	Facilities Maintenance Technician	\$15,065.00		\$ 15,065.00	

Other Accounts

Account #	Description	FY18 starting balance	Revenues *****-48400	Expenses *****-57000	Current Balance
24000-	Revolving funds	\$12,572.85	\$0.00	\$ 1238.01	\$ 11,334.01
25003-	CoA Donation/ Gift Account	\$ 12,232.57	\$ 0.00	\$ 0.00	\$ 12,232.57
26011-	Formula One Grant	\$ 0.00	\$0.00	\$ 3,496.24	\$ (3,496.24)

Account #	Description	FY18 starting balance	Revenues *****-48000	Expenses *****-57001	Current Balance
24000-	Sr. Center Usage	\$ 1599.19	\$ 0.00	\$ 250	\$ 1,349.19

**Respectfully Submitted,
Bob Bloom, Treasurer**

Council on Aging Treasurer's Report
CoA Board Meeting September 14, 2017

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**Respectfully Submitted,
Bob Bloom, Treasurer**

Report to the Sterling Council on Aging
Senior Center Volunteer Coordinator
For the period August 1-31, 2017
September 14, 2017

- Volunteer Hours: 782
 - Admin/computer: 25
 - Committee Work: 43
 - Meal Site: 288
 - Meals on Wheels: 26
 - Office Coverage: 119
 - Pancake breakfast: 29

- My volunteer hours for August: 38 hours

Respectfully submitted,
Liz R. Pape

COA Board Meeting September 14, 2017

Director's Report for August 2017

My Senior Center Report 8/1/17 – 8/31/17

Category	Duplicated	Unduplicated	60 and Over Guests
Community Education	49	44	0
Congregate Meals	266	48	0
Fitness/Exercise	396	116	13
Food	105	48	0
Health Screening	17	15	0
Information Sharing	63	41	0
Recreation	57	28	0
Social Event	446	95	0
Total Event Signins	1399	273	13

Comparative stats from 8/1/16 – 8/31/16

Category	Duplicated	Unduplicated	60 and Over Guests
Community Education	5	5	0
Congregate Meals	206	34	0
Fitness/Exercise	357	103	0
Food	72	46	0
Health Screening	3	3	0
Information Sharing	114	29	0
Recreation	3	1	0
Social Event	415	80	0
Total Event Signins	1175	205	0

VAN REPORT August 2017

Van 1	25 Riders	211 trips	1554 miles
Van 2	18 Riders	125 trips	747 miles

KITCHEN REPORT August 2017

MOC Meals Served 202 or 13.5 per day
Home Cooked or other 134 or 22.3 per day
Pancake Breakfast 84

For Discussion / Director's Update:

Annual Conference
Lunch program

OUTREACH STATISTICS August 2017

CoA Board Meeting – September 14, 2017

Services provided between 08/01/2017 and 08/31/2017

Interaction	Duplicated	Unduplicated
Email	4	4
Home Consultation	45	25
mail/letter/card	2	2
Office Consultation	29	19
Phone Consultation	71	43
Totals	151	63

OUTREACH STATISTICS August 2017

Services provided between 08/01/2017 and 08/31/2017

Category	Duplicated	Unduplicated
Application Assistance	8	5
Assessment/Well check	30	21
Case Management/Advocacy	12	8
DME Medical equipment/loan	8	8
Family Support	9	7
Friendly visiting	8	4
General Information/Referral	28	23
Inter-generational program	2	2
Isolation Intervention	17	5
Nutritional support	29	17
Totals	151	63

Sterling Council on Aging
FY18 Goals

Our mission is to maintain the health and well being of the Sterling seniors and to assist them with preserving their independence.

GOAL: Maintain the health and well-being of the Sterling seniors and assist them with preserving their independence.

1. Improve the Council on Aging's operational support of the Sterling Senior Center annual goals by creating and maintaining COA committees, including Arts, Evening Dinner, Marketing/Communications, and Program, whose function is to work with the SSC Director to accomplish SSC goals.

GOAL: Assure Sterling Senior Center is operating within budget, is properly allocating expenses into its accounts, and has adequate financial policies and procedures in place.

1. Provide monthly Treasurer's Report to Council on Aging Board and perform monthly warrant reviews against Town Accountant report
2. Work with SSC Director to review SSC costs (especially newsletter) to identify potential cost cuts

GOAL: Assure adequate policies and procedures are in place and aligned with industry standards for the Council on Aging Board and the Sterling Senior Center.

1. Review and revise Council on Aging and Sterling Senior Center policies and procedures

GOAL: Assure COA Board and Sterling Senior Center are effectively meeting their annual goals.

1. Develop measures of effectiveness and satisfaction for both the COA Board and the Sterling Senior Center and review annually to guide new goals development.

Sterling, MA Board Of Selectmen
FY 18 Goals and Objectives

Goal #1 – Improve Communication between and within Town Government and Public.

- Re-institute town banner in at least one location, preferably two locations.
- Establish a current town employee as the press liaison responsible for distributing press releases on important town actions/activities.
- Assure Town activities and town entities are 1.) aware and 2.) have access to town variable message boards and other communication tools.
- Improve internal communication
- Improve communications between Departments, Boards, and Commissions
 - Schedule Boards and Committees to meet with BoS
 - Upgrade and enhance Town's web site.
 - Monitor and support WIFI implementation in local schools

Goal #2 – Establish a proactive economic development/construction/businesses procedure for entities looking to move or develop in Sterling.

- Initially, assign a current town employee or volunteer as an “ambassador” to help guide prospective developers/builders/businesses and improve ‘customer service’.
- Research and determine best “on-line” streamlined and expedited permitting process, then present at next ATM for funding.
- Establish a committee to review pertinent Bylaws and Zoning regulations and recommend changes which would assist in establishing a “friendly” economic development atmosphere for Sterling.
- Assist EDC with their goals and update of Master Plan.
- Budget for and hire a Town Planner
- Investigate infrastructure improvements, including sewer, parking, and property upgrade on Main Street.
- Establish strategy and policies for mobile food vendors. Update bylaws accordingly.
- Work with EDC, downtown merchants, and town departments for “Beautification of Downtown.”

Goal #3 –Sterling (town wide) property usage policy and enhancements

- The BoS controls all town property and should establish a clear, uniform and concise policy for the use of any town property.
 - Update and implement property usage policy.
- Establish definitive ownership of Town Common, to include finding or filing a proper deed, or MOU with the Church. This task should be assigned to the TA, and the TA should utilize any town employees which may aid him with this objective.
 - Notify, via letter, all persons/entities which may be affected by the usage policy to invite input/comment during the development stage of the policy.
- Determine and then implement Butterick basement usage plan.
- Complete 1835 Building roof project
- Complete Library HVAC project
- Obtain design and bid documents for Butterick HVAC replacement / upgrade.

Goal #4 –Establish a path to assure Sterling has reliable water source(s) for the future.

- Meet with Water Department to discuss any current plans.
- Involve the DCR/MWRA, explore Wachusett Reservoir usage.
 - Involve our state representatives to encourage MassDEP to re-assess Sterling's water withdrawal limits to reflect current (and future) development in Sterling.
- Identify a dependable future water source for the Town.

Goal #5 – Establish a Town Charter Research Committee

- Seek qualified volunteers to research the feasibility of establishing a charter for the town. The TA should be the Chair of this committee.
 - If feasible, the committee should establish a plan and timeline for the Charter to be completed, (including Home Rule Petition.) If not feasible document in a report as to why it is not feasible at this time.
 - Have the Committee report, to the BoS, two months prior to the next ATM, their findings, (and timeline if applicable.)

- Review Government Study report and work on selected organizational improvements.

Goal #6 – Establish long range financial plan.

- Adopt and implement management letter recommendations and other appropriate financial controls
- Utilize State and local resources and work with Fin Com, Capital Investment Com, Treasurer Collector and Account to develop best practice financial guidelines and fund usage policies
- Address topics that improve the Town's credit rating.
- Work with School Administrations for long term budget sustainability

Goal #7 - Address Human Resource needs

- Update personnel bylaws
- Upgrade overall compensation plan, steps, grids, and review process
- Fill Treasure Collector position
- Consider need and funding for Town Planner and HR Administrative support

Develop additional funding sources for:

- Master Plan
- ADA upgrades for 1835 Building
- Sewer Feasibility Study
- Economic Development planning