

Approved Mar 12, 2020

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

The Sterling Council on Aging Board meeting was called to order at the Sterling Senior Center on Thursday, January 9, 2020 at 5:31 pm and Liz Pape recorded the minutes. A quorum of directors was present, and the meeting, having been duly convened, was ready to proceed with business.

1. Open Meeting

2. Roll Call

PRESENT

Kevin Beaupre, (2022) Chair
Nancy Castagna (2020) Member
David Cosgrove, (2022) Treasurer
Joe LaGrassa, (2021) Member
Deb MacLennan, (2021) Member
Liz Pape, (2020) Secretary
Sue Protano, (2020) Member

ABSENT

Sheila Battles (2021) Member

Veronica Buckley, Director

3. Review/Approve Minutes and Treasurer's Report

Motion by Cosgrove, Protano seconded, to approve previous meeting's minutes of December 12, 2019.

- Passed unanimously.

Motion by Pape, LaGrassa seconded, to approve Treasurer's Report.

- Passed unanimously.

4. Building Committee Update - none

5. Public Session

FOSS thanks the COA for their help at the Cookie and Craft Fair.

6. Director's Report

- a) Veronica Buckley gave the Director's Report which includes the Outreach and Volunteer Coordinator's Reports and all committee reports.

Motion by Pape, MacLennan seconded, to approve Director's Report.

- Passed unanimously.

7. Unfinished Business - none

8. New Business

a) Emergency/Safety Policy

Motion by Cosgrove, Castagna seconded, to modify the User Agreement Senior Center Checklist to include AED and 911 information as written.

- Passed unanimously.

b) Budget FY2021

Motion by Cosgrove, LaGrassa seconded, to accept draft FY 2021 budget as presented with separation of sealant/line striping and interior painting into separate line items and with final COA wage figures to be reconciled with Town Accountant figures.

- Passed unanimously.

c) Meal Site Coordinator position description

Motion by Cosgrove, Protano seconded, to accept Meal Site Coordinator position description as written.

- Passed unanimously.

d) Director's Achievements to Goals CY 2019

Motion by Pape, LaGrassa seconded, to accept Director's Achievements to Goals CY 2019.

- Passed unanimously.

e) Director's Goals for CY2020 – distributed to COA board for discussion at February meeting.

- 9. Next Meeting** – The next monthly COA Board meeting will be Thursday, February 13, 2020 at 5:30 pm at the Sterling Senior Center.

10. Adjournment

Motion by Cosgrove, LaGrassa seconded, to adjourn at 7:50 pm

- Passed unanimously

Respectfully submitted,

Liz Pape
Secretary
Attachments –

Council on Aging Treasurer's Report FY2020

CoA Board Meeting, January 9, 2020

Reporting for Month ended December 31,2019

FY19 July 1, 2019-June 30, 2020

Account #	Description	Appropriated	Expended	Balance	Percent of Appropriated
01541-51200	CoA Wages **	\$187,464.12	\$88,154.12	\$99,310.00	47.02%
01541-53000	CoA Home Care	\$400.00	\$0.00	\$400.00	0.00%
01541-53001	CoA Title VII Nutrition & WHEAT	\$4,300.00	\$0.00	\$4,300.00	0.00%
01541-57000	CoA Expense	\$16,050.00	\$5,648.85	\$10,401.15	35.20%
01540-57000	Sr Center Operations	\$21,755.00	\$10,256.61 *a	\$11,498.39	47.15%

Other Accounts

Account #	Description	FY20 starting balance	Revenues ***** 48400	Expenses ***** 57000	Current Balance
24000-	Revolving funds	\$16,320.18	\$20,190.35	\$21,148.19	\$15,362.34 *b
25003-	CoA Donation/	\$15,363.88	\$2,484.00	\$243.71	\$17,604.17 *c
26011-	Formula Grant	\$0.00	\$0.00	\$8,226.31	(\$8,226.31) ***

Account #	Description	FY20 starting balance	Revenues ***** 48000	Expenses ***** 57001	Current Balance
24000-	Sr. Center Usage	\$5,288.97	\$2,510.00	\$91.78	\$7,707.19

* Does not reflect to date value

** Appropriated amount for COA Wages represents base requested amount. To be adjusted by Merit and Longevity program when finalized.

*** Formula revenue not yet received

*a Net of Town Account 01540-57003 Contra-Expense \$1,250.00.

*b Revolving. Fund Current Balance as a percent of beginning balance: 94.13%

*c COA Donation/ Current Balance as a percent of beginning balance: 114.58%

\$44,206.76 Total non-Salary Expenses as recorded by Town as of month end.

\$1,408.69 Total Non-Salary Current Month Expense's paid by Town in next month.

\$3,245.65 Total Revenues submitted but not recorded by Town until next Month.

Accum. Percentage expected through December: 50.00%

David Cosgrove, Treasurer

**COA Board Meeting Jan 9, 2020
Director's Report for Dec 2019**

Event Statistics from 12/1/19 – 12/31/19

Total event sign ins Unduplicated 362
Guests 79
Duplicated 1659

Event Statistics from 12/1/18 – 12/31/18

Total event sign ins Unduplicated 354
Guests 100
Duplicated 1657

VAN REPORT Dec 2019

Van 1 39 Riders 245 trips 1571 miles
Van 2 25 Riders 81 trips 595 miles

KITCHEN REPORT Dec 2019

congregate lunch 407 or 25.4 per day
Pancake Breakfast 63

COMMITTEE UPDATES

Evening Dinner Committee report on Jan - March

BUILDING / INCIDENT REPORT

DMH is now scheduled for Jan 5th for misc electrical work – outlets, kitchen, flagpole.

Upcoming events:

Jan 9	11:30 am	Slim Wronski's Birthday Celebration
Jan 10	12:30 pm	Movement as Medicine —All-Access PT (SLCT broadcast)
Jan 13	8:30 am	Peer Leaders Tech Help
Jan 15	6:00 pm	Evening Comfort Dinner
Jan 16	3:30 pm	Armchair Travel: Jordan

DECEMBER 2019 OUTREACH STATISTICS

Services provided between 12/01/2019 and 12/31/2019

Interaction	Duplicated	Unduplicated
email	38	38
Home Consultation	36	32
mail/letter/card	2	2
Office Consultation	41	31
Phone Consultation	78	46
Totals	195	117

Out of 297 names on the original over 80 list, I have about 32 households left to complete. Almost ½ of those households, I have either been to the home or called the home and have been unable to make contact. It is unclear if they have moved, work, attend adult daycare or have passed away. I have had a number of long time Sterling residents review the seniors left on the list and were not able to give any information.

In January, I will start the new over 80 list. I will start with the new over 80s as well as continue to track down the people on the past list that were not found.

This month 23 seniors NEW to the Senior Center (in the past 6 months) were contacted. 7 were over 80.

DECEMBER 2019 OUTREACH STATISTICS

Services provided between 12/01/2019 and 12/31/2019

Application Assistance	4	3
Assessment/Well check	26	19
Case Management/Advocacy	39	18
Client finding/Outreach	3	3
Crisis Intervention/Support	1	1
DME Medical equipment/loan	9	8
Family Support	10	7
Friendly visiting	9	8
General Information/Referral	9	9
Health Benefit Counseling	3	3
Healthcare service	1	1
Inter-generational program	47	40
Isolation Intervention	1	1
Nutritional support	33	28
Totals	195	117

Volunteer Report for Dec 2019 **December 2019**

Volunteers between 12/01/2019 and 12/31/2019

Volunteer Service Type	Hours	Duplicated	Unduplicated
admin - computer	25.72	12	4
Baking	6	2	2
Board work	35.67	13	8
Bread Run	8	5	2
Cards	4	1	1
Committee work	7.83	3	3
Entertainment	1.05	1	1
Friendly Visitor	5	3	3
Instructor	9.08	4	3
Meal Site	276.62	113	33
Meetings	3	3	2
Miscellaneous	10.58	6	3
MOW	98.08	44	9
Office coverage	167.55	36	11
Pancake Breakfast	29.5	10	8
Room set up	12.58	4	4
Special luncheons	0.08	1	1
Totals	700.34	261	67

Total numbers of volunteers and hours are stable when comparing to the same month in 2018, however there is still improvement needed for volunteers registering their hours in MySeniorCenter.

FY21 BUDGET WORKSHEET

Council on Aging

Account Number	Account Description	2018 Budget	2019 Budget	2020 Budget	FY21 Dept Request	FY21 \$ Change	FY21 % Change
	Council on Aging						
01540-51200	SENIOR CENTER FACILITIES MAINT TECH	15,065.00	0.00	0.00	0.00	0.00	
01540-51300	SENIOR CENTER OPERATIONS COORDINATOR	0.00	16,665.00	0.00	0.00	0.00	
01540-57000	SENIOR CENTER OPERATIONS	15,935.00	15,935.00	21,755.00	33,161.48	11,406.48	52.43%
01541-51200	COA WAGES	133,800.00	153,330.95	187,464.12	203,481.26	16,017.14	8.54%
01541-53000	COA HOME CARE	400.00	400.00	400.00	400.00	0.00	0.00%
01541-53001	COA TITLE VII NUTRITION AND WHEAT	4,300.00	4,300.00	4,300.00	4,300.00	0.00	0.00%
01541-57000	COA EXPENSE	16,050.00	16,050.00	16,050.00	16,050.00	0.00	0.00%
	Department Total	185,550.00	206,680.95	229,969.12	257,392.74	27,423.62	11.92%

Job Title: Meal Site Coordinator (COA)	Hours Per Week: 19	FLSA Status: Non-exempt
Reports to: COA Director	Department: Council on Aging	Grade: II
Created Date: Dec 30, 2019	Revised Date:	Approved Date:
Created by: Veronica Buckley	Revised by:	Approved by: Town Administrator

TOWN OF STERLING

Meal Site Coordinator (COA)

Statement of Duties

The Meal Site Coordinator (Coordinator) oversees the daily weekday operation of the Congregate Lunch Program at the Sterling Senior Center. As well, the Coordinator is responsible for special event luncheons.

The Coordinator is responsible for planning, organizing and managing day-to-day meal operations, including: preparing a monthly menu which meets elderly nutritional guidelines; submitting monthly menu to the COA Director; weekly ordering of supplies, food and pantry staples; preparing the daily meal; and supervising, training and evaluating the performance of 25+ kitchen volunteers.

Supervision

Works under the supervision of the COA Director.

Essential Duties and Responsibilities

- Timely and appropriate ordering of food and supplies from various vendors, eg MOC, Maines, Walmart, All Brand to meet budget goals.
- Checks food upon arrival for accurate delivery and complete meal preparation as the menu prescribes.
- Ensures clean-up of kitchen and equipment at the end of the meal period: dishes, pans and other kitchen equipment are properly cleaned, appliances are turned off and cleaned, cooled left-over food is stored in the refrigerator, the kitchen counters are wiped clean, spills wiped from kitchen floors, and trash put in outside bins.
- Practices safe operating procedures and observes all safety regulations and precautions as prescribed by ServSafe and federal and state health and sanitary guidelines, with a particular emphasis on properly monitoring food temperature.
- Maintains records and statistical information related to expenses, volunteer and participant attendance; prepares accurate and timely reports related to the same
- Prepares a monthly, nutritious menu to be approved by the COA Director
- Reports any meal site conflicts and problems to the COA Director

Job Environment

Work is performed in the kitchen of the Sterling Senior Center. The Coordinator has ongoing

contact with seniors participating in the Congregate Lunch Program.

This is a part-time, non-benefited position that works 19 hours per week, from approximately 9:00 a.m. until 1 p.m., Monday through Friday.

Recommended Minimum Qualifications, Education and Experience

- Previous experience in food service and/or elder services is required.
- Serv-safe certified; Allergen Awareness Training, First Aid / CPR Training.
- Excellent communication and organizational skills.
- Strong attendance standards.
- Must pass CORI check every two years.

Knowledge, Ability and Skills

- Possesses good communication skills, e.g., ability to instruct, to direct, to speak and to listen
- Possesses the ability to manage a diverse workforce of senior volunteers
- Possesses the computer skills necessary to accomplish online ordering, MSC documentation and email correspondence.
- Possesses the ability to establish and re-arrange priorities
- Must be able to carry light objects less than 20 pounds
- Must be able to concentrate on moderate details with some interruptions
- Must be able to work effectively in a changing environment

Physical and Mental Requirements

- Must be able to stand for moderate periods of time.
- Must be able to lift objects of moderate weight from ovens, stovetops or other equipment.

This job description does not constitute an employment agreement between employer and employee, and is subject to change by the employer, as the needs of the employer and requirements of the job change.

Achievement of CY 2019 Goals

Overall Theme for the Year: Promote Age-Friendly and Dementia-Friendly Practices

New Initiatives:

Handyman program - Create a program with policies / procedures, recruit and train volunteers, and begin to provide services.

The need for home repair and seasonal services was identified in the 2018 Age and Dementia Friendly Community Survey. However, the phone calls into the SSC most often are to request referrals to plumbers, electricians, and general maintenance as opposed to request that the service be performed by the SSC. We are in the process of assembling a directory of services, similar to the “old fashioned yellow pages.”

Provide community outreach program, “Understanding Public Benefits,” at Sholan. Two informational meetings with follow up application assistance.

Flyers advertising the May 20th outreach program were distributed to all 40 units. 4 individuals attended the session. Due to the low rate of participation, we decided to utilize a more individualized approach for Medicare open enrollment (Oct 15 – Dec 7), offering individualized Shine counseling. 5 Shine appointments to 3 residents were provided.

Provide transportation to SSC programming that falls outside of normal business hours.

SSC has been providing transportation to Saturday congregate lunch program and evening dinners on a regular basis. Current participation averages 12 riders to Saturday program; 6 riders to evening dinner.

Partner with Alzheimer’s Association and other organizations to provide 3 - 4 community dementia education programs throughout the year.

We offered 3 programs through the Alzheimer’s Association; Know the 10 Signs, Healthy Living for your Brain and Body, and Safety and Memory Challenges. We plan to continue to offer dementia education as part of our ADF Sterling Initiative.

Collaborate with Sterling Master Plan Committee to incorporate age-friendly and dementia-friendly action items into Master Plan.

ADF cochair, Kristen Dietel and the director met with Domenica Tatasciore, Town Planner, and Patty Page, Chair of the Master Plan Committee, to discuss how to incorporate ADF concepts into the master plan. On September 22nd we made a formal presentation to the members of the Master Plan where we outlined the basic ADF principles, explained how and why these principles should become part of the plan and finally, offered our assistance and the assistance of the ADF partner agencies in working with the master plan subgroups.

In alignment with COA’s goals for fiscal oversight and development of 3 – 5 year plan, strengthen the relationship with FOSS and the SSC Building Committee.

Request COA appoint liaison to FOSS

Nancy Castagna is the liaison. FOSS is continuing their generous support of the following programs (not inclusive) breakfast options, coffee, 50% support of 6 themed luncheons, senior strong, go steady balance class.

Work with SSC Building Committee to obtain financial and construction plans with timetable for completion for garage with storage, landscaping and any other projects within the committee’s scope and budget.

SSC Building Committee and SSC Director have been working together to finalize modifications with the HVAC system. Decreasing the humidity level in the building to 50% or less remains the final step in this process and will need to be addressed next summer.

Garage with storage and paved roadway is currently on hold until next spring. However, we have temporary pavement of road to connect to school parking lot.

SSC Building Committee is aware of requests from SSC director, specifically, landscaping, parking,

shade for patio.

Sustaining Activities:

Monitor diversification of programs, marketing of programs and partnership with other organizations to continue growth in program participation.

Program participation continues to grow:

2018 events unduplicated 881; duplicated 21,194

2019 events unduplicated 1029; duplicated 25,581

SSC continues to offer new programming in 2019 – *ALFA, *Caregivers Connect, *MSNME, Going Steady Falls Prevention, and History Club. (* indicates new partnership programs). SSC has also offered one time partnership programs; Cannibus 101 with library, intergenerational pickleball with school, Lunch and Learn with Fire and Police. Partnership opportunities not only increase participation, but also enhance knowledge of the work of the SSC to other organizations.

Major marketing continues to be the newsletter. Posters and SLCT remains consistent. We are developing more consistency with facebook.

Monitor volunteer activities to ensure adequate training, accuracy of reporting to MSC, and continued growth in the program.

New volunteer coordinator, Clare Felton, has been on board for 8 months and is assuming more responsibility for volunteers.

2018 volunteers 97; hours 8935

2019 volunteers 103; hours 10,437

Focus on the development of the friendly visitor program to 10 pairs of seniors with volunteers meeting on a regular basis, recognizing that older adults are not likely to self-identify.

10 partners finally!! However, as of today, one of the seniors is in hospital and one of the seniors is moving out of town. So, this program continues to evolve.

Provide home visit to population over 80 on a yearly basis.

228 home visits were completed. We have been unable to do home visits for 32 households. List has been reviewed by others for input, about half have had phone message left, card left in door, but have not responded to SSC.

Realistic to consider providing home visits to population 80 plus over an eighteen-month period going forward.