**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, November 14, 2019 at 5:38 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 | ABSENT |
   |---|---|
   | Sheila Battles (2021) Member | Joe LaGrassa, (2021) Member |
   | Kevin Beaupre, (2022) Chair | |
   | Bob Bloom (2022) Member | |
   | Nancy Castagna (2020) Member | |
   | David Cosgrove, (2022) Treasurer | |
   | Deb MacLennan, (2021) Member | |
   | Liz Pape, (2020) Secretary | |
   | Sue Protano, (2020) Member | |
   | | |
   | Veronica Buckley, Director | |

3. **Review/Approve Minutes and Treasurer's Report**
   Motion by Bloom, Cosgrove seconded, to approve previous meeting's minutes of October 10, 2019 as amended.
   - Abstain: Pape, Protano. Passed unanimously.

   Motion by Pape, Battles seconded, to approve Treasurer's Report.
   - Passed unanimously.

4. **Building Committee Update**
   a) Maureen Cranson provided the Building Committee updates.

5. **Public Session**
   a) James Strang asked that the COA Board and Building Committee consider installing barriers in front of the handicapped parking spaces in front of the building to prevent a car accidently crashing into the building.
   b) Maureen Cranson gave the FOSS (Friends of Sterling Seniors) update. December 14 is the Cookies and Crafts Fair, from 9-3.

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 Bloom, Cosgrove seconded, to approve Director's Report.
   - Passed unanimously.

7. **New Business**
   a) Holiday Party-Board assignments for day of event were made.
   b) Strategic Plan update- Board members asked to provide feedback on draft Strategic Plan prior to next board meeting.

8. **Next Meeting** – The next monthly COA Board meeting will be Thursday, December 12, 2019 at 5:30 pm at the Sterling Senior Center.

9. **Adjournment**

Motion by Cosgrove, Bloom seconded, to adjourn at 7:29 pm
- Passed unanimously

Respectfully submitted,

Liz Pape
Secretary
Attachments –

# Council on Aging Treasurer's Report FY2020

**CoA Board Meeting, November 14, 2019**
**Reporting for Month ended October 31,2019**

**FY19 July 1, 2019-June 30, 2020**

| Account # | Description | Appropriated | Expended | Balance | *Percent of Appropriated* |
|---|---|---|---|---|---|
| 01541-51200 | CoA Wages ** | $187,464.12 | $60,154.86 | $127,309.26 | *32.09%* |
| 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 | $3,467.72 | $12,582.28 | *21.61%* |
| 01540-57000 | Sr Center Operations | $21,755.00 | $7,469.55 *a | $14,285.45 | *34.33%* |

**Other Accounts**

| Account # | Description | FY20 starting balance | Revenues *****-48400 | Expenses *****-57000 | Current Balance | |
|---|---|---|---|---|---|---|
| 24000- | Revolving funds | $16,320.18 | $12,910.55 | $13,089.15 | $16,141.58 | *b |
| 25003- | CoA Donation/ | $15,363.88 | $1,659.00 | $243.71 | $16,779.17 | *c |
| 26011- | Formula Grant | $0.00 | $0.00 | $4,846.79 | ($4,846.79) | *** |

| Account # | Description | FY20 starting balance | Revenues *****-48000 | Expenses *****-57001 | Current Balance |
|---|---|---|---|---|---|
| 24000- | Sr. Center Usage | $5,288.97 | $2,090.00 | $0.00 | $7,378.97 |

*      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: | 98.91% |
| *c | COA Donation/ Current Balance as a percent of beginning balance: | 109.21% |

| | |
|---:|---|
| $29,116.92 | Total non-Salary Expenses as recorded by Town as of month end. |
| $0.00 | Total Non-Salary Current Month Expense's paid by Town in next month. |
| $2,680.00 | Total Revenues submitted but not recorded by Town until next Month. |

| | |
|---|---:|
| Accum.  Percentage expected through October: | 33.33% |

David Cosgrove, Treasurer

## Event Statistics from 10/1/19 – 10/31/19

Total event sign ins     Unduplicated   458
                            Guests        127
                            Duplicated    2693

## Event Statistics from 10/1/18 – 10/31/18

Total event sign ins     Unduplicated   451
                            Guests          96
                            Duplicated    2303

## VAN REPORT Oct 2019
Van 1    43 Riders       356 trips        1806 miles
Van 2    16 Riders       109 trips         976 miles

## KITCHEN REPORT Oct 2019
# congregate lunch       658 or 31 per day
# Pancake Breakfast   77

## COMMITTEE UPDATES
Art committee – small but lovely reception for current artists, Cathy and Julie Fox. Jan Feb artist will be Liz Chirico, vacationland photography exhibit. Reception on Jan 2nd.

## BUILDING / INCIDENT REPORT
11/5 plumbing issue. Will be resolved by routinely scheduling Drain Away to snake lines.
DMH scheduled on Nov 22nd to do misc electrical work – outlets, kitchen, flagpole.

## Upcoming events:

| | | |
|---|---|---|
| Nov 19 | 12:30 pm | **Trinity Big Band** |
| Nov 21 | 3:30 pm | **Arm Chair** Coming to America |
| Dec 6 | 12:30 pm | **All-Access PT** Movement as Medicine |
| Dec 8 | 1:00-3:00 pm | **COA Christmas Party** |
| Dec 12 | 12:30 pm | **Ukulele Holiday Concert** |
| Dec 13 | 1:00 pm | **Make & Take:** Garden Club Workshop |
| Dec 14 | 9 am—3 pm | **FOSS Cookie & Craft Fair** |
| Dec 16 | 12:30 pm | **A Date with Music:** Parkinson's Chorus |

## Additional Items for Discussion
Thoughts for Valentine's and St Patty's Day – how to best manage events considering the number of participants.

# OUTREACH STATISTICS OCTOBER 2019

## Services provided between 10/01/2019 and 10/31/2019

| Category | Duplicated | Unduplicated |
|---|---|---|
| Application Assistance | 11 | 5 |
| Assessment/Well check | 20 | 18 |
| Case Management/Advocacy | 28 | 16 |
| Client finding/Outreach | 5 | 5 |
| Crisis Intervention/Support | 1 | 1 |
| DME Medical equipment/loan | 7 | 6 |
| Family Support | 9 | 9 |
| Friendly visiting | 1 | 1 |
| General Information/Referral | 16 | 15 |
| Inter-generational program | 7 | 7 |
| Isolation Intervention | 2 | 2 |
| Nutritional support | 24 | 20 |
| Referral from Community | 2 | 2 |
| **Totals** | **133** | **82** |

## Services provided between 10/01/2019 and 10/31/2019

| Interaction | Duplicated | Unduplicated |
|---|---|---|
| email | 7 | 7 |
| Home Consultation | 30 | 24 |
| Office Consultation | 24 | 19 |
| Phone Consultation | 72 | 51 |
| **Totals** | **133** | **82** |

This month 12 seniors NEW to the Senior Center (seen in the past 6 months) were contacted. 3 were over 80. Since August 2018, I have completed 131 home visits for the over 80 outreach program.

## Volunteer Report for October 2019
## Submitted by Clare Felton

| Volunteer Service | Hours | Dupe Vols | Unduplicated Vols |
|---|---|---|---|
| admin - computer | 39.25 | 16 | 5 |
| Baking | 4.50 | 1 | 1 |
| Board work | 27.42 | 11 | 7 |
| Book Club | 8.50 | 2 | 1 |
| Bread Run | 17.00 | 12 | 3 |
| Cards | 8.00 | 2 | 2 |
| Clothes | 1.00 | 1 | 1 |
| Committee work | 3.00 | 3 | 3 |
| Computers | 20.00 | 5 | 1 |
| Decorating room | 2.00 | 1 | 1 |
| Entertainment | 4.00 | 2 | 1 |
| Friendly Visitor | 9.00 | 6 | 2 |
| Grants | 2.00 | 1 | 1 |
| Instructor | 27.00 | 16 | 6 |
| maintenance | 3.00 | 1 | 1 |
| Meal Site | 348.08 | 147 | 31 |
| Meetings | 7.00 | 3 | 3 |
| Miscellaneous | 4.17 | 3 | 1 |
| MOW | 132.58 | 56 | 9 |
| Office coverage | 314.00 | 51 | 13 |
| Pancake Breakfast | 18.92 | 8 | 7 |
| Room set up | 10.38 | 18 | 3 |
| Special Dinners | 13.58 | 6 | 6 |
| **Totals** | **1024.38** | **372** | **73** |

Numbers show an approximate 20% increase in the number of volunteers and total hours over the same period in 2018.

Notable increase in board member check-ins    (2018 = 17.5-8-4)

Significant increase in the number of hours spent delivering Meals on Wheels (2018 = 109-51-8)

Strategic Plan
Sterling Senior Center
2020-2025

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

**Goal 1: Be service-focused.** Provide the services needed to meet our mission.
Objective A: Provide adequate outreach services that meet the needs of all seniors and report on performance.
> Action Item: Expand outreach services provided by continued development of underperforming programs, such as Friendly Visitor, caregiver support and Handyman and offering new services as needed.
> Action Item: Track outreach activities by developing outreach performance data that meaningfully describes outreach activities and services. Provide data  monthly to COA board.
Objective B: Review existing transportation resources for seniors in Sterling to determine adequacy of system, and identify opportunities to expand services.
> Action Item:   Increase utilization of Mart vans by scheduling group trips at set times: grocery shopping, rides to and from SSC.
> Action Item:  Increase utilization of electric car for individual appointments (with priority to medical appts) by establishing a volunteer driving program
Objective C: Develop and share resources that support the senior community.
> Action Item: Create and provide resources for seniors, family members and the community to support healthy aging.
> Action Item: Create and provide resources for seniors, family members, caregivers and the community to support those with chronic conditions (Parkinson's Network, Caregivers Connect, MSNME).

**Goal 2: Be community-focused**. Provide programs and activities that reach out to members of the Sterling community of all ages.
Objective A: Encourage volunteerism.
> Action Item: Have an annual Volunteer Fair at the SSC to showcase volunteer opportunities for seniors and the whole community.
> Action Item: Manage SSC as a volunteer-driven organization; maintain sufficient number and hours of volunteers to meet SSC program goals.
Objective B: Create and support multigenerational programs.
> Action Item: Each year, provide at least two school-year intergenerational programs in conjunction with the Sterling schools and at least one  intergenerational activity at the SSC.
Objective C:  Participate in Community Programming to support the community and to market the SSC image.
> Action Item: Participate in at least three community programs each year.  (Sterling Fair,   Halloween, Teacher Appreciation, Tree Lighting)

**Goal 3: Be inclusive.** Structure programs and activities at the Sterling Senior Center to assure that all are welcome and all can participate.
Objective A: Foster programs and technologies that encourage participation for those with disabilities.
> Action Item: Identify  "inclusive"programs and technologies that encourage participation for those with disabilities and determine suitability for use at the Senior Center.
> Action Item:  Incorporate new "inclusive"program/technology into general operations of the SSC as appropriate.
Objective B: Collaborate with Age and Dementia Friendly Sterling to ensure that the Town of Sterling creates a

social and physical environment that supports all ages and abilities.

        Action Item: Plan for staff and volunteer participation in dementia friendly education programs.

        Action Item: Promote age friendly principles in the SSC, for example name tags, signage.

Objective C: Maintain a healthy mix of age demographics in SSC programs and activities.

        Action Item: Annually review Sterling and regional age demographics against senior center age demographics and make adjustments in programming to achieve healthy mix.

**Goal 4: Be informative.** Increase the awareness of the range of services provided by SSC in the Sterling community.

Objective A: Communicate what we do.

        Action Item: Determine how to best utilize a variety of means of communication to inform the public as to services offered at SSC.

        Action Item:  Provide a monthly newsletter that is informative, communicates clearly and is delivered in a timely manner.

**Goal 5: Be collaborative.** Form partnerships with local and regional organizations to increase our and their reach/effectiveness.

Objective A: Collaborate with organizations that can provide space for additional SSC programming

        Action Item: Endorse the Recreation Department's request for a recreation building

        Action Item: Identify other venues for exercise programming while continuing to support the use of the First Church for indoor pickleball.

Objective B: Support the programmatic needs of town departments and local organizations.

        Action Item: Provide venues at the SSC for town departments and local organizations to provide programs of interest.

        Action Item:  Identify opportunities for collaboration with town departments and local organizations for programming of interest to the senior community.

Objective C: Collaborate with local and regional agencies / organizations to provide cultural, educational and health and safety programs.

        Action Item: Participate in at least one program or activity in collaboration with another local or regional agency.

**Goal 6: Be affordable.** Provide a variety of programs and services that are affordable to a wide range of seniors.

Objective A: Provide free health/nutrition programs for most vulnerable seniors.

        Action Item: Provide daily lunches that meet senior nutritional guidelines.

        Action Item: Provide balance and walking exercise programs annually.

        Action Item: Provide blood pressure and wellness clinics monthly.

        Action Item: Provide flu clinic annually.

Objective B: Provide free benefits programs for seniors

        Action Item: Provide health care insurance counseling

Objective C: Keep fee based programming affordable for those on limited incomes.

        Action Item: To extent possible, limit weekly instructional programs to $5 per class.  Utilize assistance from FOSS as needed to control costs.

        Action Item: Offer alternatives to fee-based programming that are free

**Goal 7: Be sustainable:** Ensure the prudent management of the Sterling Senior Center by Senior Center staff and the Council on Aging board.

Objective A: Fiscal oversight.

Action Item: Director annually creates senior center budget and presents to COA for approval.

Action Item: Director works with COA Treasurer to create monthly Treasurer Reports that align with Town of Sterling reports.

Action Item: Monitor costs associated with non-Sterling seniors and modify policies and fees as needed for newsletter, other services.

Objective B: Personnel management.

Action Item: Provide and document annual performance reviews of SSC staff.

Objective C: Volunteer management.

Action Item: Director will continue to encourage volunteerism.

Action Item: Monitor and assess volunteer needs; maintain current CORI checks.

Objective D: Policies and procedures.

Action Item: Maintain and update SSC policies and procedures.

Action Item: Train all staff and volunteers on SSC policies and procedures.

Action Item: Enforce policies and procedures.

Objective E: Planning.

Action Item: Set annual goals and provide feedback on achievement to goals.

Objective F: Building maintenance and safety

Action Item: Maintain the SSC building and grounds in accordance with the SSC Building Maintenance Plan and Building Maintenance Checklist (Attachment 4) in the Sterling Senior Center Policies and Guidelines document.

Action Item:  Monitor the SSC building and grounds for compliance with safety guidelines and practices.