

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



## 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
<b>Totals</b>	<b>195</b>	<b>117</b>

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**

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

**Volunteer Report for Dec 2019**  
**December 2019**

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

<b>Volunteer Service Type</b>	<b>Hours</b>	<b>Duplicated</b>	<b>Unduplicated</b>
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
<b>Totals</b>	<b>700.34</b>	<b>261</b>	<b>67</b>

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**

<b>Account Number</b>	<b>Account Description</b>	<b>2018 Budget</b>	<b>2019 Budget</b>	<b>2020 Budget</b>	<b>FY21 Dept Request</b>	<b>FY21 \$ Change</b>	<b>FY21 % Change</b>
	<b>Council on Aging</b>						
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%
	<b>Department Total</b>	<b>185,550.00</b>	<b>206,680.95</b>	<b>229,969.12</b>	<b>257,392.74</b>	<b>27,423.62</b>	<b>11.92%</b>

<b>Job Title:</b> Meal Site Coordinator (COA)	<b>Hours Per Week:</b> 19	<b>FLSA Status:</b> Non-exempt
<b>Reports to:</b> COA Director	<b>Department:</b> Council on Aging	<b>Grade:</b> II
<b>Created Date:</b> Dec 30, 2019	<b>Revised Date:</b>	<b>Approved Date:</b>
<b>Created by:</b> Veronica Buckley	<b>Revised by:</b>	<b>Approved by:</b> 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 20<sup>th</sup> 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 cochairs, 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 22<sup>nd</sup> 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.