

Voted on May 9, 2019

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, April 11, 2019 at 5:32 p.m. and Sue Protano 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, (2019) Vice Chair
Bob Bloom (2020), Treasurer (Left 5:45)
David Cosgrove, (2022) Member
Joe LaGrassa, (2021) Member
Liz Pape (2020), Chair
Sue Protano, Secretary (2020)

ABSENT

Sheila Battles, (2021) Member
Nancy Castagna, (2020) Member
Deb MacLennan, (2021) Member

Veronica Buckley, Director
Dick Maki, Building Committee

3. Review/Approve Minutes and All Monthly Reports

Motion by Beaupre, LaGrassa seconded, to approve previous meeting's minutes

- Minutes from the March 14, 2019 Council on Aging
- Passed by majority, David Cosgrove abstained

Motion by Protano, seconded Beaupre to approve Treasurer's Report.

- Passed unanimously.

Motion by Beaupre, seconded Protano to approve Volunteer Coordinator's Report.

- Passed unanimously.

Motion by Beaupre, LaGrassa seconded, to approve Director's Report & Outreach Report

- Passed unanimously.

4. Building Committee Update

Dick Maki reported that Sean Hamilton from the Light Dept. is in contact weekly with the company in regard to the regulator that is on back-order. When received it will be installed. Bob Bloom & Veronica Buckley met with Vendor on the HVAC system. System was worked on and seems to be working better. Changes to the motors upstairs and the vents have been changed to different zoning. Balancing out the heat/ac will be within 60% efficiency.

Updates of garage & storage building by Kevin Beaupre, stated the location for a 26'x10'x 35' deep building has been marked out. James Rowe, Town Engineer will create the site plan. The trail from the school parking lot down to the senior center parking lot will also be paved as part of the building project to provide adequate space for the building and to provide more parking.

5. Public Session

No report

6. Committee Reports

- **Arts Committee** – Dick Maki reported that the Artists' Reception will be May 2, 2019, 6-8pm. Students from the Houghton & Chocksett schools to display their artwork. The school String Ensemble will perform for this event. There are many upcoming events in the planning stages. More information to follow.
- **Evening Dinner Committee** – Deb MacLennan was absent. No report
- **Marketing Committee** – No report (meet quarterly)
- **Program Committee** – Nancy Castagna absent. No report.

7. Director's Update

Veronica informed the Board of the upcoming events.

April 23rd - 6:30 pm Sundae School & Alzheimer's Association "Know the 10 signs"

May 5th 4-6:30 pm Taste of Sterling

May 8th - 1-3pm Mother's Day Tea

May 20th Sholan Residents-Benefits Program

May 23rd 6-8 pm BBQ

June 9th Volunteers Appreciation Dinner "Clam Bake"

Veronica announced that a new Operations Coordinator has been hired, her name is Claire Anderson-Fenton. She will start April 29, 2019.

A part-time van driver has been hired to substitute during regular van drivers' absence, and for evening rides. Veronica went over the stats on people coming to the Senior Center. We have 2200 over 60 years old in town.

Caregivers Connect with the Clinton Senior Center is doing well. Our Going Steady Program with Marty French has been a huge success. Leftover funds from the grant received for the "Y" program has been appropriated for this new program.

Tiles on the floor have popped up. Glover Floor Covering is working on replacement.

We are in need of a new touch screen on sign-up computer at the front desk. Replacement is approximately \$1800.

- Motion by Beaupre, seconded by Cosgrove to approve distribution of \$200.00 from the Gift Account to help defray the cost of the \$5 charge for the Picnic Dinner April 24, 2019.

8. Unfinished Business

Veronica addressed the strategic planning process to develop the center's 5 year goal. Veronica will work with the board this summer on developing a longer-range set of goals (3-5 year plan) for the senior center, including the expansion of the FOSS and building needs list.

9. New Business

May CoA board meeting date of May 9, 2019 to remain the same.

The Building Needs list was discussed as presented and it was decided to insert the need for more parking and weather proofing of all doors.

- Motion by Cosgrove, seconded by LaGrassa to approve the Building Needs list as presented and to approve the insertions to the list.

Veronica touched on updates of the MART Vans shuttle from Leominster, Sterling to Worcester and return. We have not had any takers for this program.

10. Future Topics

11. **Next Meeting** – The next monthly Board Meeting will be held on **Thursday, May 9, 2019 at 5:30 p.m.**

12. Adjournment

Motion by Beaupre, Cosgrove seconded, to adjourn at 7:39 pm.

- Passed unanimously

Respectfully submitted,

Sue Protano
Secretary

Attachments –

For more details and review, copies of the Arts, Marketing/Communications and Program Committee minutes are available at the reception desk along with the Director's and Outreach Reports.

MEETING DATE: April 11, 2019

TIME: 5:30 -7:30pm

If applicable, please fill in Executive Session START TIME: _____ END TIME: _____ Re-open to Public? If yes ☐ state approximate time: _____

Subject of Executive Session: _____

Sterling Council on Aging

NAME of BOARD/COMMITTEE

TOWN CLERK OFFICE USE ONLY

Sterling Senior Center Meeting Rm. 36 Muddy Pond Rd, Sterling, MA

LOCATION

ROOM

Name: Liz Pape, Chair, Council on Aging

DESIGNATED AUTHORITY OF BOARD/COMMITTEE CALLING THE MEETING

AGENDA

1. Open Meeting
2. Roll Call
3. Review/Approve Meeting Minutes of March 14, 2019; Treasurer's, Volunteer Coordinator's & Director's Reports
4. Building Committee Update
5. Public Session
6. Committee Reports
 - a. Arts Committee
 - b. Evening Dinner Committee
 - c. Marketing/Communications Committee
 - d. Program Committee
7. Director's Update
 - a. Gift account expenditure request and vote
8. Unfinished Business
9. New Business
 - a. May COA board meeting date and vote
 - b. Building needs list and vote
 - c. Update on garage and storage area building
 - d. Update on Worcester MART vans
 - e. Strategic planning: the SSC 5-year goals processd
10. Future Topics
11. Next Meeting: Thursday May 9, 2019, 5:30-7:30 pm
12. Adjournment

All meetings are open to the public

Council on Aging Treasurer's Report FY19

CoA Board Meeting , April 11, 2019

FY19 July 1, 2018 – April 5, 2019

Account #	Description	Appropriated	Expended	Balance	Percent of Appropriated
01541-51200	CoA Wages	\$ 153,330.95	\$ 109,029.67	\$ 44,301.28	71.11%
01541-53000	CoA Home Care	\$ 400.00	\$ 0.0	\$ 400	0%
01541-53001	CoA Title VII Nutrition & WHEAT	\$ 4,300.00	\$ 3,150.53	\$1,149.47	73.27%
01541-57000	CoA Expense	\$16,050.00	\$8,585.43	\$ 7,464.57	53.49%
01540-57000	Sr Center Operations	\$15,935.00	\$ 14,420	\$ 1,515.00	90.49.%
01540-51300	Sr. Cntr Ops Co-ordinator	\$16,665.00	\$8,556.00	\$8,109.00	51.34%

Other Accounts

Account #	Description	FY19 starting balance	Revenues *****-48400	Expenses *****-57000	Current Balance
24000-	Revolving funds	\$18,699.08	\$26,292.74 *	\$27,256.71	\$17,735.11**
25003-	CoA Donation/	\$13,822.82	\$2,475.00*	\$357.62	\$15,940.20
26011-	Formula Grant	\$0.0	\$19,332.00	\$13,431.25	\$5,900.75

Account #	Description	FY19 starting balance	Revenues *****-48000	Expenses *****-57001	Current Balance
24000-	Sr. Center Usage	\$ 4,495.28	\$2,500.00 *	\$235.28	\$ 6,670.00

* Does not reflect to date value.

** 5.15% below starting balance

Bob Bloom, COA Treasurer

Report to the Sterling Council on Aging
Senior Center Volunteer Coordinator
For the period March 1-31, 2019
April 11, 2019 COA Board Meeting

- Volunteer Hours: 976
 - Admin/computer: 38.58
 - Board work: 46.50
 - Committee Work: 13.5
 - Meal Site: 386.75
 - Meals on Wheels: 116
 - Office Coverage: 202.83
 - Pancake breakfast: 27
 - Special Dinners: 22.67
 - Special luncheons: 13.5

Respectfully submitted,

Liz R. Pape

OUTREACH STATISTICS MARCH 2019

Services provided between 03/01/2019 and 03/31/2019

Interaction	Duplicated	Unduplicated
email	1	1
Home Consultation	23	20
Office Consultation	19	16
Phone Consultation	57	41
Totals	100	65

This month 24 seniors NEW to the Senior Center (in the past 6 months) were contacted. 14 of them were over 80 years old.

OUTREACH STATISTICS MARCH 2019

Services provided between 03/01/2019 and 03/31/2019

Category	Duplicated	Unduplicated
Application Assistance	7	5
Assessment/Well check	27	19
Case Management/Advocacy	17	14

Client finding/Outreach	5	5
DME Medical equipment/loan	2	2
General Information/Referral	12	12
Health Benefit Counseling	2	2
Inter-generational program	11	10
Isolation Intervention	1	1
Nutritional support	16	8
Totals	100	65

COA Board Meeting April 11, 2019

Director's Report for March 2019

Event Statistics from 3/1/19 – 3/31/19

Total event sign ins	Unduplicated	401
Guests		73
Duplicated		2103

Event Statistics from 3/1/18 – 3/31/18

Total event sign ins	Unduplicated	331
Guests		85
Duplicated		1566

Stats of note

2016 629 people served (events, services, vols)
60 – 69 years = 221 or 35%
70 – 79 years = 237 or 38%
80 years plus = 147 or 23%

2018 1047 people served (events, mows, services, vols)
60 – 69 years = 335 or 32%
70 – 79 years = 438 or 42%
80 years plus = 237 or 23%

VAN REPORT March 2019

Van 1	30 Riders	224 trips	1294 miles
Van 2	23 Riders	117 trips	836 miles

KITCHEN REPORT March 2019

congregate lunch 527 or 26 per day
Pancake Breakfast 74

Additional topics for discussion

Hiring process for new op coordinator
Updates on Caregivers Connect, Going Steady
Tiles in multi-purpose room; Touchscreen at Reception

Upcoming events:

Apr 23 6:30 pm **Sundae School – 10 Signs of Alzheimer’s**
May 2 6-8 pm **Artist’s Reception**
May 5 4-6 pm **Taste of Sterling** (Sterling Senior Center)
May 8 1-3 pm **Mother’s Day Tea**
May 20 2:00 pm **Understanding Senior Benefits** (At Sholan Terrace)
May 23 6-8 pm **Evening Dinner-BBQ**

Goal II - Independence: Supporting mobility and access to transportation for Carlisle seniors & mobility-challenged persons

Objective A: The COA will strive to optimize transportation needs for scheduled service during business hours.

In support of Objective A, the Director and staff will perform the following operational activities:

1. Monitor transportation services for trends with respect to defined regular service, out-of scope service (hours/days), and ADA-compliant vehicle needs.
1. Monitor usage of all COA vehicles with respect to optimizing utilization.
2. Monitor drivers and their training requirements.
3. Prepare a report of transportation activities and review with the Board.

Actions

#	Description	Responsible	Due
1	Analyze data and recommend modifications as needed to Board	COA Staff, Transportation Coordinator	Data reported monthly; analysis at least annually, starting in FY '18

Objective B: In 2016, COA initiated a transport pilot program for mobility-challenged persons and senior residents in town. This is run by an independent transportation company using a vehicle owned by the COA. The program provides additional transportation options.

In support of Objective B, the Director and staff will perform the following operational activities:

1. Meet with the Transportation Task force and the program provider to review the pilot program.
2. Assess the pilot program to determine if the needs of seniors and mobility-challenged persons are being met.

Actions

#	Description	Responsible	Due
1	Analyze results and feedback from pilot program to determine next steps	COA Staff, Transportation Task Force	FY '18

Objective C: COA will continue to explore transportation alternatives focused on better service to mobility-challenged and senior town residents.

In support of Objective C, the Director and staff will perform the following operational activities:

1. Search for alternate providers.

Actions

#	Description	Responsible	Due
1	Assess the degree of success of the area roll-out of the Cross Town Connect consortium and evaluate the potential benefits, financial impact, and tradeoffs for Carlisle to join and report to Town Administrator and Board of Selectmen	COA Staff, Transportation Committee	FY '19
2	Re-assess transportation alternatives	COA Staff, Transportation Committee	Annually starting in FY '18

Sterling Senior Center 5-year Goals Planning Process

aka Time to Write a Plan!

Why are we doing this?

"If you don't know where you are going, it doesn't matter which way you go." (Lewis Carroll, Alice in Wonderland)

"If you don't know where you are going, any plan will do." (Peter Drucker)

- Reconnecting with our mission, defining success together, and ensuring that we are all going in the same direction

Who is doing this?

- COA board
- Director, Sterling Senior Center, with staff input
- Community of Sterling seniors
- Community of senior center attendees

What are we doing?

- Defining our vision for the future, determining the strategy to get there, and assuring the organizational capacity to implement the plan
- Long-range planning (3-5 years), focused on setting long-range goals and objectives in alignment with our mission, vision and values, within the parameters of defined resources.

How do we do it?

1. Get on the same page:

- Articulate SSC/COA mission, vision and values and beliefs
 - Mission describes our work (Our mission is to maintain the health and well being of the Sterling seniors and to assist them with preserving their independence.)
 - Vision is a description of what success looks like if we achieve our mission. (Five years from now, the Sterling Senior Center will be...and will be providing...)
 - Values and beliefs: what do we value and how do we want to operate in support of our values?

2. Look around:

- Assess the current situation:
 - demographics of those we serve

Friends of Sterling Seniors (FOSS) Needs List

- Evening events – support existing evening events and create new evening events
 - FOSS-sponsored COA evening dinners
 - Additional dinners/events created and sponsored by FOSS during months in which there are no COA evening dinners, or in coordination with COA evening dinners
- New programs – provide financial support of new programs introduced in the Sterling Senior Center
 - Continue financial support of Senior Strong program
 - Continue financial support of themed lunches

NOTE: This list addresses shorter-term needs. This summer, the board and Veronica should work on developing a longer-range set of goals (3-5 year plan) for the senior center, including the expansion of the FOSS and building needs list.

Sterling Council on Aging
New Board Member Orientation

Table of Contents

Welcome Letter

MA General Law Chapter 40, section 8B

Open Meeting Law

MA Executive Office of Elder Affairs (EOEA) and MA Council on Aging:

- A Guide for Board Members, February 2015, MA EOEA
- Executive Summary, Council on Aging Boards
- Board Responsibilities, May 2002, MA Council on Aging

Sterling Council on Aging:

- General Bylaws, Sterling Council on Aging
- Sterling Council on Aging Policies and Procedures
- COA current year annual goals
- Sterling COA current-year budget as approved at Annual Town Meeting
- COA Board Roster
- COA Committee Charters

Sterling Senior Center:

- Sterling Senior Center Policies and Guidelines
- SSC current year annual goals
- SSC Staff Position Descriptions

Sterling Senior Center Building Needs

- HVAC system enhancements including air conditioning in kitchen
- Building for vans, with space for storage of durable medical equipment and storage containers
- Shade for patio area
- Landscaping
- Security cameras inside and outside building

NOTE: This list addresses shorter-term needs. This summer, the board and Veronica should work on developing a longer-range set of goals (3-5 year plan) for the senior center, including the expansion of the FOSS and building needs list.