

Voted on June 13, 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, May 9, 2019 at 5:34 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

Sheila Battles (2021) Member
Kevin Beaupre, (2019) Vice Chair
Bob Bloom (2020), Treasurer
Nancy Castagna (2020) Member
David Cosgrove, (2022) Member
Joe LaGrassa, (2021) Member
Deb MacLennan, (2021) Member
Sue Protano, Secretary (2020)

ABSENT

Liz Pape, (2020) Chair

Veronica Buckley, Director
Dick Maki, Building Committee

3. Review/Approve Minutes and All Monthly Reports

Motion by Cosgrove, seconded Beaupre, to approve previous meeting's minutes with correction.

- Minutes from the April 11, 2019 Council on Aging
- Passed by majority, Battles, Castagna & MacLennan abstained

Motion by Cosgrove, Castagna seconded to approve Treasurer's Report.

- Passed unanimously.

Motion by Bloom, LaGrassa seconded, to approve Volunteer Coordinator's Report.

- Passed unanimously.

Motion by Cosgrove, Battles 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~~ on back-order. When received it will be installed.

Dick thanked everyone for their help and support for making the Taste of Sterling a huge success!

5. Public Session

No report

6. Committee Reports

- **Arts Committee** – Veronica Buckley reported that the Artists' Reception as held May 2, 2019, 6-8pm. Students from the Houghton & Chocksett schools displayed their artwork. The school String Ensemble performed for this event. Many parents, grandparents, aunts and uncles and friends attended. This event was enjoyed by all.
- **Evening Dinner Committee** – Deb MacLennan reported that a Chicken BBQ will be held May 23, 2019, on June 20, 2019 there will be a BBQ celebration for Father's Day. July no dinner. August 15, 2019 there will be a Car Show, Pam Dell and Rob Protano are Co-Chairs. Rain date will be August 22, 2019
- **Marketing Committee** – No report (meet quarterly)
- **Program Committee** – Nancy Castagna reported a new program being started "Music Trivia Bingo", once a month. Rona Davis to help with the start up of this program. History Club starting June 7th, weekly on Fridays. Pat Fox will be leading an 8-week discussion of "The Soul of America".

7. Director's Update

Veronica informed the Board of the upcoming events.

Domenica Tatasciore, Arden Sonneberg, James Luchione and Veronica Buckley will meet May 15, 2019 at 1:00pm to discuss further expanding the Age & Dementia Program.

The Volunteer's Appreciation Dinner to be held Sunday June 9, 2019 – 4:00pm

Kathy Carlin and Megan Chase delivering Breakfast to the teachers for Teacher's Appreciation Week.

- Motion by Cosgrove, seconded by MacLennan to approve distribution of \$200.00 from the Gift Account to help defray the cost of entertainment for the Father's Day BBQ, June 20, 2019.

Veronica touched on the Annual Town Meeting. Operations budget for a 30% increase was passed.

Wage account passed increase for Jim Ash, Custodian to 19 hours. Also increases for the Kitchen Manager and Outreach Coordinator.

Intergenerational pickle ball with Chocksett students was held on May 1st. Fun time for all.

8. Unfinished Business

9. New Business

Veronica Buckley discussed and voted on the Art Selection Committee Charter & Evening Dinner Committee Charter

Motion by Bloom, seconded by LaGrassa to approved Art Section Committee Charter Charter as amended

- Passed unanimously

Motion by Bloom, seconded by LaGrassa to approve Evening Dinner Committee Charter as amended

- Passed unanimously

10. Future Topics

11. Next Meeting – The next monthly Board Meeting will be held on **Thursday, June 13, 2019 at 5:30 p.m.**

12. Adjournment

Motion by Bloom, Cosgrove seconded, to adjourn at 7:36 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: May 9, 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 April 11, 2019; Treasurer's, Volunteer Coordinator's & Director's Reports
4. Building Committee Update
5. Public Session
6. Committee Reports
 - a. Art Selection Committee
 - b. Evening Dinner Committee
 - c. Marketing/Communications Committee
 - d. Program Committee
7. Director's Update
 - a. Gift account expenditure request and vote
 - b. Annual town meeting update
8. Unfinished Business
9. New Business
 - a. Evening Dinner Committee Charter – review and vote
 - b. Art Selection Committee Charter – review and vote
 - c. Strategic plan discussion of mission, vision and core values and beliefs
10. Future Topics
11. Next Meeting: Thursday June 13, 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 , May 9, 2019

FY19 July 1, 2018 – May 6, 2019

Account #	Description	Appropriated	Expended	Balance	Percent of Appropriated
01541-51200	CoA Wages	\$ 153,330.95	\$ 120,659.98	\$ 32,670.97	78.69%
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	\$8,808.85	\$ 7,241.15	54.88%
01540-57000	Sr Center Operations	\$15,935.00	\$ 15,934.73	\$.27	99.99%
01540-51300	Sr. Cntr Ops Co-ordinator	\$16,665.00	\$8,556.00	\$5,373.00	51.34%

Other Accounts

Account #	Description	FY19 starting balance	Revenues *****-48400	Expenses *****-57000	Current Balance
24000-	Revolving funds	\$16,052.99	\$28,240.43 *	\$29,133.30	\$15,160.12**
25003-	CoA Donation/	\$13,822.82	\$2,475.00*	\$357.62	\$15,940.20
26011-	Formula Grant	\$0.0	\$19,332.00	\$15,923.04	\$ 3,408.96***

Account #	Description	FY19 starting balance	Revenues *****-48000	Expenses *****-57001	Current Balance
24000-	Sr. Center Usage	\$ 4,495.28	\$2,640.00 *	\$779.84	\$ 6,355.44

* Does not reflect to date value.

** 5.56% below starting balance

*** 75.56 % of Formula revenue expended

Bob Bloom, COA Treasurer

Sterling Senior Center Art Selection Committee Charter

Art Selection Committee Role

The purpose of the Art Selection Committee (the "Committee") is to assist the Sterling Council on Aging Board of Directors (the "Board") and the Sterling Senior Center to enhance the visual appeal of the Senior Center, its main focus is to solicit and review artistic works, to arrange art displays throughout the Senior Center and plan and staff an Artist's Reception as part of the opening of the artist's display, and to provide educational opportunities for the public

Accountability

- The Art Selection Committee is a standing committee established annually by the Board.
- The Art Selection Committee reports to the Board and works closely with the Sterling Senior Center Director.
- The Committee Chair is to be determined by the Board annually.
- The Committee will report on its actions and activities at the next regular meeting of the Board.

Composition and Term of Service

- The Committee shall have a minimum of three members, one of whom shall be the Sterling Senior Center Director, and a maximum of six members, a majority of whom shall be citizens of Sterling, and appointed in recognition of their interest in augmenting visual arts in the community and/or their demonstrated artistic talents.
- The terms of service will be two years, with opportunities for serving additional terms. Terms of service shall be staggered to ensure continuity of Committee work.

Responsibilities

- Work with the Sterling Senior Center Director and Board to create a calendar of art displays.
- Widely publicize the availability of artistic display space at the Senior Center to local art organizations and the general public.
- The Committee shall establish a list of potential artists and view representative samples of their work. A goal of the Committee will be to provide a variety of visual media throughout the year.
- Artists will be asked to agree with the Guidelines for Public Art Display established by the Art Selection Committee prior to display.
- Artists shall also agree to hold the Town of Sterling and all employees and members or representatives of the Council on Aging harmless should any work on display be damaged or stolen.

Committee Member Expectations

- Attend and participate in regular Art Selection Committee meetings. Committee will meet at least 4-6 times each year. A quorum is required to conduct business.
- Prepare adequately for meetings in order to make informed decisions.

Time Commitment: 2-6 hours per month.

Additional topics for discussion

Age and Dementia Friendly Sterling progress

Teacher Appreciation Breakfast

Upcoming events:

May 20	2:00 pm	Understanding Senior Benefits (At Sholan Terrace)
May 23	6-8 pm	Evening Dinner-BBQ
June 6	9:30 am	Peer Leaders - year end
June 6	10:15 am	Pen Pal Meet & Greet
June 7	1 pm	History Club
June 9	4:30 pm	Volunteer Appreciation Dinner
June 13	11:30	Sheriff's Luncheon

OUTREACH STATISTICS- APRIL 2019

Services provided between 04/01/2019 and 04/30/2019

Category	Duplicated	Unduplicated
Application Assistance	10	9
Assessment/Well check	15	14
Case Management/Advocacy	17	12
Client finding/Outreach	13	13
Crisis Intervention/Support	1	1
DME Medical equipment/loan	8	8
Family Support	1	1
General Information/Referral	8	8
Inter-generational program	16	16
Isolation Intervention	1	1
Nutritional support	9	9
Totals	99	74

OUTREACH STATISTICS- APRIL 2019

Services provided between 04/01/2019 and 04/30/2019

Interaction	Duplicated	Unduplicated
email	1	1
Home Consultation	26	24
Office Consultation	27	22
Phone Consultation	45	36
Totals	99	74

This month 25 seniors NEW to the Senior Center
(in the past 6 months) were contacted.

9 were over 80.

Since August 2018, I have completed 92 home visits to deliver light bulbs from the light dept, lights from the senior center and gathered information regarding firestop installation.

From: Veronica Buckley vbuckley@sterling-ma.gov
Subject: meeting May 9th
Date: May 6, 2019 at 4:57:38 PM
To: Robert Protano rob-sueprotano@comcast.net, Robert Bloom
rbloom@bbloom.net, SHEILA BATTLES mmbattles@comcast.net,
njcastagna@yahoo.com, daveytap56@aol.com,
lagrassa19@gmail.com, maclennan14@comcast.net
Cc: Kevin Beaupre beauprekev@gmail.com

Hi all Board members!

At this month's meeting we will start to formulate our five year plan. In a nutshell, we are trying to answer, "How can the Sterling Senior Center better serve our seniors in the next 3 – 5 years?"

I am asking each of you to spend some time over the next couple of days thinking about your core values and beliefs as they pertain to the Sterling Senior Center. Our values and beliefs show what we believe in. It is the backbone which can be referred to as context for what to do next, how to act, and so on. Think of it as a set of guidelines which demonstrate the "soul" of the Senior Center to whoever reads it.

As an example, for me – and I believe this is a value that is shared by most (if not all) of us – I believe that the Sterling Senior Center should strive to meet the needs of all seniors: young and old, frail and healthy, male and female, homebound or ambulatory.

Please jot down your thoughts and bring them with you to the meeting. We will all have a chance to share and discuss.

Thanks,
Veronica

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

- our strengths
- areas of improvement
- challenges we face
- competing factors to address
- Identify resources available (financial, personnel, building, infrastructure)
- Gather more data
 - Review existing survey data
 - Survey stakeholders and users
- Define the needs we will serve

3.Set priorities- what is most important for success?

- What are the strategic priorities to address the needs we have identified
- What are the results we wish to achieve (short and long-term goals and objectives) and when (timeline).
- What are the activities needed to achieve desired results

4.Write it down

- Mission
- Needs
- Goals
- Objectives (when and how many/how much?)
- Activities
- Evaluation process
- Resources needed

5. Implement the plan

- Align annual goals with the plan

6. Monitor and evaluate

- What's working/what's not working
- What do we need to change
- What different approaches should we consider

When do we do it?

- Starting now
- Goal is to define our goals, objectives and timelines by this fall, in time for SSC annual goals review and approval Jan 2020 and thereafter

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

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
Evening Dinner Committee Charter

Evening Dinner Committee Role

The Evening Dinner Committee (the "Committee") plans and executes evening dinners of the Sterling Senior Center, under the guidance and direction of the Sterling Council on Aging Board of Directors ("Board"), with the goal of supporting the Sterling Senior Center's goals and objectives.

Accountability

- The Evening Dinner Committee is a standing committee established annually by the Board.
- The Evening Dinner Committee reports to the Board and works closely with the Sterling Senior Center Director.
- The Committee Chair is to be determined by the Board annually and shall be a member of the Board.
- The Committee will report on its actions and activities at the next regular meeting of the Board

Composition and Term of Service

- The Committee shall have a minimum of three members, at least one of whom shall be Serv-Safe certified, and the majority of whom shall be residents of Sterling.
- The terms of service will be two years, with opportunities for serving additional terms. Terms of service shall be staggered to ensure continuity of Committee work.

Responsibilities

- Work with the Sterling Senior Center Director and Board to establish a calendar of evening dinners.
- Work with the Sterling Senior Center Director to obtain financial support for evening dinners.
- Organize volunteers, vendors and committee members to prepare and serve evening dinners.
- Set ticket cost and process for obtaining tickets.

Committee Member Expectations

- Attend and participate in regular Evening Dinner Committee meetings. Committee will meet at least 4-6 times each year. A quorum is required to conduct business.
- Volunteer at evening dinners.

Time Commitment: 2-6 hours per month.

SWOT Analysis

What: SWOT stands for Strengths, Weaknesses, Opportunities and Threats.

Why: Doing a SWOT analysis will help us determine our objectives and goals, and whether or not we have the resources in place to achieve them. How can we leverage our strengths and weaknesses to take advantage of the opportunities and threats that exist in our domain?

Some questions to ask:

Strengths – this is the good stuff within the senior center and is the stuff we can control

- What do we do that is successful?
- What physical and other assets do we have that contribute to that success?

Weaknesses – this is the stuff we need to work on. It detracts from our strengths

- What processes need improvement?
- Are there physical or other assets that we need?
- Are there gaps on the team?

Opportunities – this is the outside stuff that we can take advantage of to contribute to our success

- Is our market (population) growing?
- What trends can we take advantage of?
- Any changes in legislation/regulations that we can take advantage of?

Threats – outside stuff we can't control and that could harm us

- Do we have competition?
- Could pricing changes impact us?