

Approved by Vote on September 12, 2019

**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, August 8, 2019 at 5:35 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

Sheila Battles (2021) Member
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, Member (2020)

ABSENT

Bob Bloom (2022), Member

Veronica Buckley, Director

3. Review/Approve Minutes and All Monthly Reports

Motion by Protano, Battles seconded, to approve previous meeting's minutes.

- Minutes from the July 11, 2019 Council on Aging
- One abstention. Passed unanimously by those voting.

Motion by Pape, Cosgrove seconded, to approve Final FY 2019 Treasurer's Report.

- Passed unanimously.

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

- Passed unanimously.

Motion by Pape, Castagna seconded, to approve Volunteer Coordinator's Report.

- Passed unanimously.

Motion by Pape, Cosgrove seconded, to approve Director's Report & Outreach Report

- Passed unanimously.

4. Building Committee Update

- a) Maureen Cranson reported that the Building Committee approved the request for additional outlets, a kitchen pull-down cord and an outside light for the flagpole. Since that approval, the Senior Center has eliminated the kitchen pull-down cord request in exchange for a gas shut-off.
- b) The site plan by Jamie Rowe is being worked on. The Building Committee has not been able to find anyone to put together a bid package for the garage (a Butler shed). Total estimated cost for excavation, foundation, paving and garage/shed is about \$100,000. Regarding the Senior Center's request for additional parking, the Building Committee requests more data on when the existing parking lot is full. For now, the Building Committee has decided to table the additional parking spaces request.
- c) Sterling Municipal Light Department is providing an electric car to the Senior Center. Friends of Sterling Seniors will cover the cost of the charger. The car will be used for Meals on Wheels deliveries and for additional trips that the vans cannot accommodate. Veronica Buckley is waiting for the car arrival to have a celebration event.
- d) Feedback was provided to the committee that the Senior Center space, used for a wedding, was wonderful.
- e) Veronica provided an update on the HVAC, which is now all set, except for building humidity levels. The speed of the air over the cooling coils is too fast. More testing will be performed.

5. Public Session – none

6. Committee Reports

- a) **Art Selection Committee** – Dick Maki reported that the next Artist's Reception on September 5, will be for

Vicky Smith, photographer.

- b) **Evening Dinner Committee** – Deb MacLennan reported that the car show is next week. Publicity for the event in the Telegram and Gazette and Landmark will bring a high level of attendance. Upcoming dinners: September 18 – chicken barbecue; October 23 – meatloaf dinner. No dinners in November or December.
- c) **Marketing/Communications Committee** – Liz reported that feedback from SLCT is being used to improve the posters and their readability. New article ideas are needed for the end of August Meetinghouse News submission. The September article will be about the Volunteer Fair.
- d) **Program Committee** – Nancy reported that the Music Program has been scheduled through January. Other events being planned include: AppleFest fall lunch and apple bake-off on September 25. Joanne DeNardo will be the speaker and there will be a “special guest”; Sholan Farm tour on October 8 is in planning phase; Volunteer Fair November 18 from 6-8 pm to include Road to Recovery (American Cancer Society), Sterling Village, Sterling Schools, WHEAT, and possibly Alzheimer’s Association. The Central Mass Disaster Canine Response Team will also be at the event.

7. **Director's Update**

- a) Veronica reported that Age and Dementia Friendly (ADF) committee is meeting to define its mission and role. Patty Sullivan, MA Dementia Friendly program manager, will attend the July meeting and provide guidance on how to get ADF into the Sterling master plan.
- b) The Massachusetts Council on Aging (MCOA) annual conference is in October. Veronica will send a link to COA board to determine who would like to attend.
- c) CY2019 Senior Center Goals – Veronica provided a report on progress-to-date.

8. **Unfinished Business**

- a) Strategic plan discussion – reviewed the Values and Beliefs and SWOT documents prior to determining areas of focus for the Senior Center over the next 3-5 years. Focus areas included becoming the conduit for volunteer opportunities for seniors and the community; strengthen and expand outreach and seeking out programs and technologies that encourage participation at the Senior Center for those with disabilities.
- b) Outreach performance measures – Veronica reported that the Outreach Coordinator used to be the person who covered the Senior Center when the Director was out. We now have the Operations Coordinator to help on that. What is primarily being done in Outreach now is MASS health benefits (not just SHINE’s job); documentation in MySeniorCenter leading to better liaison with protective services; documenting disability issues for seniors over 80; coordination with the Veteran’s programs. Veronica is working on removing all non-outreach tasks. Still focused on home visits to seniors over 80.

9. **New Business** - none

10. **Future Topics** - none

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

12. **Adjournment**

Motion by Pape, Cosgrove seconded, to adjourn at 7:45 pm

- Passed unanimously

Respectfully submitted,

Liz Pape
Secretary
Attachments –

Council on Aging Treasurer's Final Report FY19

CoA Board Meeting , August 8, 2019

FY19 July 1, 2018 – July 11, 2019

| Account # | Description | Appropriated | Expended | Balance | <i>Percent of Appropriated</i> |
|------------------|---------------------------------|---------------------|-----------------|----------------|---------------------------------------|
| 01541-51200 | CoA Wages | \$ 153,330.95 | \$ 147,615.94 | \$ 5,715.01 | 96.27% |
| 01541-53000 | CoA Home Care | \$ 400.00 | \$ 400.0 | \$ 0 | 100% |
| 01541-53001 | CoA Title VII Nutrition & WHEAT | \$ 4,300.00 | \$ 4,295.53 | \$4.47 | 99.90% |
| 01541-57000 | CoA Expense | \$16,050.00 | \$16,046.53 | \$ 3.47 | 99.98% |
| 01540-57000 | Sr Center Operations | \$21,308.00 | \$ 21,204.48 | \$103.52 | 99.51% |
| 01540-51300 | Sr. Cntr Ops Co-ordinator | \$11,292.00 | \$11,292.00 | \$0.0 | 100% |

Other Accounts

| Account # | Description | FY19 starting balance | Revenues *****-48400 | Expenses *****-57000 | Current Balance |
|------------------|--------------------|------------------------------|-----------------------------|-----------------------------|------------------------|
| 24000- | Revolving funds | \$16,052.99 | \$35,613.56 * | \$35,346.37 | \$16,320.18** |
| 25003- | CoA Donation/ | \$13,822.82 | \$3,125.00 | \$1,583.94 | \$15,363.88 |
| 26011- | Formula Grant | \$0.0 | \$19,332.00 | \$19,332.00 | \$0.0*** |

| Account # | Description | FY19 starting balance | Revenues *****-48000 | Expenses *****-57001 | Current Balance |
|------------------|--------------------|------------------------------|-----------------------------|-----------------------------|------------------------|
| 24000- | Sr. Center Usage | \$ 2,646.09 | \$3,485.00 * | \$842.12 | \$ 5,288.97 |

* Does not reflect to date value.

** 1.66% above starting balance

*** 100 % of Formula revenue expended

Bob Bloom, COA Treasurer

Council on Aging Treasurer's Report FY2020

CoA Board Meeting, August 8, 2019
Reporting for Month ended July 31, 2019

FY20 July 1, 2019-June 30, 2020

| Account # | Description | Appropriated | Expended | Balance | Percent of Appropriated |
|-------------|---------------------------------|--------------|-------------|--------------|-------------------------|
| 01541-51200 | CoA Wages ** | \$182,805.22 | \$10,322.56 | \$172,482.66 | 5.65% |
| 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 | \$1,385.37 | \$14,664.63 | 8.63% |
| 01540-57000 | Sr Center Operations | \$21,755.00 | \$3,966.67 | \$17,788.33 | 18.23% |

Other Accounts

| Account # | Description | FY20 starting balance | Revenues *****-48400 | Expenses *****-57000 | Current Balance |
|-----------|-----------------|-----------------------|----------------------|----------------------|-----------------|
| 24000- | Revolving funds | \$16,320.18 | \$1,736.00 * | \$3,927.42 | \$14,128.76 |
| 25003- | CoA Donation/ | \$15,363.88 | \$550.00 | \$0.00 | \$15,913.88 |
| 26011- | Formula Grant | \$0.00 | \$0.00 | \$653.61 | (\$653.61) *** |

| Account # | Description | FY20 starting balance | Revenues *****-48000 | Expenses *****-57001 | Current Balance |
|-----------|------------------|-----------------------|----------------------|----------------------|-----------------|
| 24000- | Sr. Center Usage | \$5,288.97 | \$750.00 * | \$0.00 | \$6,038.97 |

* 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

Accum. Percentage expected through July:

8.33%

David Cosgrove, Treasurer

July 2019 Volunteer Report

| Volunteer ServiceType | Hours |
|-----------------------|---------------|
| admin - computer | 19.0 |
| Board work | 26.83 |
| Bread Run | 20.50 |
| Committee work | 7.00 |
| Entertainment | 7.00 |
| Friendly Visitor | 8.50 |
| Grants | 10.00 |
| Instructor | 13.33 |
| maintenance | 7.50 |
| Meal Site | 339.30 |
| Meetings | 6.75 |
| MOW | 124.17 |
| Newsletter | 3.00 |
| Office coverage | 223.33 |
| Pancake Breakfast | 41.00 |
| Room set up | 10.42 |
| Total: | 867.68 |

A significant increase in volunteer hours over July 2018 (686). In particular, there are four extra volunteers in the kitchen ("Meal Site") with all kitchen volunteers covering an additional 95 hours in July 2019. Also a 33% increase in Meals on Wheels volunteers and hours over July 2018.

Summer is traditionally a slower period for volunteer engagement, due to vacations. However, "substitute" volunteers have been generous with their time and commitment in covering "regulars" shifts.

COA Board Meeting Aug 8, 2019

Director's Report for July 2019

Event Statistics from 7/1/19 – 7/31/19

Total event sign ins Unduplicated 374
Guests 66
Duplicated 2166

Event Statistics from 7/1/18 – 7/31/18

Total event sign ins Unduplicated 347
Guests 96
Duplicated 1719

VAN REPORT July 2019

Van 1 33 Riders 327 trips 1773 miles
Van 2 14 Riders 113 trips 766 miles

KITCHEN REPORT July 2019

congregate lunch 605 or 29 per day
Pancake Breakfast 69

Additional topics for discussion

Age and Dementia Friendly Sterling progress
CY 2019 progress to goals

Upcoming events:

| | | |
|--------|---------------|--|
| Aug 8 | 2:45 pm | Tower Hill trip |
| Aug 12 | 1:00 pm | Cannabis — Senior Health |
| Aug 15 | 5:30-7:30 pm | Classic Car Show (rain date August 22) |
| Aug 19 | 10:00 am | Stepping Stone Workshop |
| Aug 20 | 11:00-1:00 pm | Bring your Grandkid/Special Youngster day |
| Aug 20 | 3:30 pm | A Date with Music—Karaoke with Melissa & son |
| Aug 22 | 10:15 am | Diabetes Prevention Information Session |
| Aug 30 | 12:00 pm | Friday Afternoon at the EcoTarium |

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.
Plan is to provide list of available services / resources in area. In process.

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

Informational program 1 on May 20 with 4 participants.

Informational program 2 will occur with open enrollment.

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

SSC now employs a "substitute" van driver with evening availability. We have been providing transportation for Saturday / evening programs with usage between 3 and 8 participants. 500 extra van hours programmed into FY 2020 budget. Will evaluate for FY 2021.

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

We have completed 2 of 3 programs of general interest for this year: Know the 10 Signs and Healthy Living for your Brain and Body. The 3rd program, Safety and Memory Challenges, is scheduled for Tuesday Oct 22nd at 6:30 pm

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

ADF Sterling is developing an action plan that includes incorporating ADF action items into the Master Plan. In preparation for our September 22nd ADF presentation to the Master Plan, ADF Sterling is meeting with Patty Sullivan, DF Massachusetts Program Coordinator, on Tuesday August 27. In 2017 Patty Sullivan worked to incorporate age friendly concepts into the Arlington VA master plan.

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 has been provided with a list of funding needs that have been met by FOSS in the past. This will be discussed at upcoming FOSS meeting.

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 is the final step in this process.

Garage with storage and paved roadway with handrail is in process for completion prior to winter.

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.

SSC continues to offer new programming in 2019 – *ALFA, *Caregivers Connect, *MSNME, Going Steady Falls Prevention, History Club, Date with Music.

Programs marked by * indicate 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 is newsletter, which has not missed a beat under new op coord, Clare.

Posters and SLCT remains consistent. We could further develop FB and town web site.

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

New volunteer coordinator, Clare Felton, has taken over volunteer reports and she will be assuming major responsibility for next lunch and learns.

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.

Five partners actively visiting. Three seniors waiting for FVs! Ad in newsletter requesting FVs.

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

117 home visits completed; 71 home visits remaining which represents 62% completion.

OUTREACH STATISTICS JULY 2019

Services provided between 07/01/2019 and 07/31/2019

| Interaction | Duplicated | Unduplicated |
|---------------------|------------|--------------|
| email | 3 | 3 |
| Home Consultation | 41 | 33 |
| mail/letter/card | 2 | 2 |
| Office Consultation | 43 | 35 |
| Phone Consultation | 54 | 40 |
| Totals | 143 | 90 |

In July, 34 seniors NEW to the Senior Center (in the past 6 months) were contacted. 16 were over 80.

Update on home visits to senior households over 80

From August 2018 – present

117 home visits completed; 71 home visits remaining

Visits can last between 20 minutes to 1 hour and consist of need assessment, information gathering (for documentation in MSC emergency contact, disabilities), distribution of lights, discussion of firestop installation, and discussion of senior center activities and services.

407 Total Home Visits from Aug 1, 2018 – Aug 1, 2019

- 117 home visits for “over 80 outreach program”
- 290 home visits to seniors needing HV services

OUTREACH STATISTICS JULY 2019

| | Duplicated | Unduplicated |
|------------------------|------------|--------------|
| Application Assistance | 15 | 9 |
| Assessment/Well check | 26 | 19 |

| | | |
|-------------------------------------|------------|-----------|
| Case Management/Advocacy | 12 | 8 |
| Client finding/Outreach | 12 | 12 |
| DME Medical equipment/loan | 8 | 7 |
| Family Support | 14 | 10 |
| Friendly visiting | 5 | 5 |
| General Information/Referral | 14 | 13 |
| Health Benefit Counseling | 1 | 1 |
| Inter-generational program | 2 | 2 |
| Isolation Intervention | 3 | 2 |
| Nutritional support | 29 | 24 |
| Referral from Community | 2 | 2 |
| Totals | 143 | 90 |