

Approved May 14, 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, February 13, 2020 at 5:31 pm 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, (2022) Chair
David Cosgrove, (2022) Treasurer
Joe LaGrassa, (2021) Member
Sue Protano, (2020) Member

ABSENT

Nancy Castagna (2020) Member
Deb MacLennan (2021) Member
Liz Pape (2020) Secretary

Veronica Buckley, Director

3. Review/Approve Minutes and Treasurer's Report

January 9, 2020 meeting's minutes tabled until March due to no quorum.

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

- Passed unanimously.

4. Building Committee Update –

Maureen Cranson advised garage not successful so far. Builders complain too big, too small, etc. Site Plan hopefully will be received by Monday, February 17, 2020. Architect Mr. Rowe to get some names of builders for contacting to offer bids on construction. Garage to be 40x40 and include an add on for additional storage.

Concerns of the septic back-up. Drain-away ran a tape down the drain. The drainpipe is distressed. Pipe has to be cut and jack-hammered and a new 4" pipe installed to fix the problem permanently. The cost is approximately \$7500. The electrical unit hanging in the kitchen is too large and will be replaced. DMH Electrical installed the unit but Di-Rock Electrical Contractors will replace it.

Taste of Sterling will be held March 22, 2020 at the Sterling CC sponsored by FOSS from 4-6:30 pm. Ticket are \$15 pp and are available from March 1st at Leominster Credit Union and the Sterling Senior Center.

5. Public Session

Jim Strang, a Sterling resident visited our board meeting back a few months ago with concerns for bollards to be installed in front of the senior center to avoid accidents to patrons and the building. Maureen Cranson advised that the DPW has some bollards stored in their facility. She is working to have them installed at the senior center

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. Dick Maki, Art Committee suggested having students from Chocksett Middle School attend our Artist's Reception. Committee will contact History teachers of the 7-8th graders. Will also discuss with Principals and art teachers also. March Artist's Reception subject is the Revolutionary War.

Motion by Cosgrove, LaGrassa seconded, to approve Director's Report.

- Passed unanimously.

Motion by Beaupre, Cosgrove seconded, to attach 2019 Outreach Statistics to meeting minutes.

- Passed unanimously.

7. Unfinished Business –

- a. Director's Goal for CY2020 was discussed & some changes were made. Revised version to be provided at next board meeting.

Motion by Cosgrove, seconded by LaGrassa to approve with corrections.

- Passed unanimously

8. New Business- None

- 9. Next Meeting** – The next monthly COA Board meeting will be Thursday, March 12, 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

Outreach Services provided between 01/01/2019 and 12/31/2019

Filters:

Age: >=0

Site(s): All

Category	Duplicated	Unduplicated
Application Assistance	110	40
Assessment/Well check	269	151
Case Management/Advocacy	295	130
Client finding/Outreach	93	93
Crisis Intervention/Support	4	4
DME Medical equipment/loan	87	65
Family Support	54	37
Friendly visiting	51	20
General Information/Referral	181	147
Health Benefit Counseling	17	12
Healthcare service	2	2
Inter-generational program	176	80
Isolation Intervention	21	4
Nutritional support	257	68
Referral from Community	8	7
Totals	1625	465

Respectfully submitted,

Sue Protano
Member

Council on Aging Treasurer's Report FY2020

CoA Board Meeting, February 13, 2020

Reporting for Month ended January 31,2020

FY19 July 1, 2019-June 30, 2020

Account #	Description	Appropriated	Expended	Balance	Percent of Appropriated
01541-51200	CoA Wages **	\$187,464.12	\$109,780.68	\$77,683.44	58.56%
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	\$5,872.83	\$10,177.17	36.59%
01540-57000	Sr Center Operations	\$21,755.00	\$12,115.70 *a	\$9,639.30	55.69%

Other Accounts

Account #	Description	FY20 starting balance	Revenues *****_ 48400	Expenses *****_ 57000	Current Balance
24000-	Revolving funds	\$16,320.18	\$22,534.35	\$23,040.75	\$15,813.78 *b
25003-	CoA Donation/	\$15,363.88	\$2,509.00	\$243.71	\$17,629.17 *c
26011-	Formula Grant	\$0.00	\$19,332.00	\$10,780.56	\$8,551.44 ***

Account #	Description	FY20 starting balance	Revenues *****_ 48000	Expenses *****_ 57001	Current Balance
24000-	Sr. Center Usage	\$5,288.97	\$2,605.00	\$91.78	\$7,802.19

* 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: 96.90%

*c COA Donation/ Current Balance as a percent of beginning balance: 114.74%

\$52,145.33 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.

\$0.00 Total Revenues submitted but not recorded by Town until next Month.

Accum. Percentage expected through January: 58.33%

David Cosgrove, Treasurer

COA Board Meeting Feb 13, 2020

Director's Report for Jan 2020

Event Statistics from 1/1/20 – 1/31/20

Total event sign ins Unduplicated 447
Guests 155
Duplicated 2457

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

Total event sign ins Unduplicated 390
Guests 194
Duplicated 1980

VAN REPORT Jan 2020

Van 1 36 Riders 346 trips 1795 miles
Van 2 22 Riders 116 trips 930 miles

KITCHEN REPORT Jan 2020

congregate lunch 634 or 32 per day (compare to Jan 2019 @ 534 or 27 per day)
Pancake Breakfast 61

COMMITTEE UPDATES

Program committee and marketing committee have merged; Nancy has resigned as prog comm chair; refocusing committee to evaluation / marketing.

2 members of previous mktg committee will continue to produce posters for SLCT.

Art committee – next art reception is March 10.

ADF – Working on DF training, optional registry with dispatch for those households with member with dementia, Peg's Pond trail.

Expectation continues that all board members assume either leadership role on board or role in committees. Any board member interest in compiling a resource directory and/or work with MVP?

BUILDING / INCIDENT REPORT

DMH completed electrical work. Drop down cord needs to be replaced with smaller and more esthetically pleasing cord.

Accident in the parking lot – documented and SPD called.

Drain Away performed camera / video of line leading to septic w BOH present on 2/7.

No need to snake drain. Dip in pipe is located in pool room near exit door marked with tape. Estimate from Drain Away for repair should be available prior to COA board meeting.

Upcoming events:

Feb 14	12:30 pm	Lunch & Learn
Feb 19	6:00 pm	Evening Valentines Dinner
Feb 21	12:30 pm	Movement as Medicine—All-Access PT - on SLCT in Mar
Mar 10	9:00 am	Dull Men’s Club—MassWildlife
Mar 10	6:00-8:00 pm	Art Reception
Mar 18	11:30 am	St Patrick’s Day Luncheon
Mar 19	12:30 pm	CMDART Presentation
Mar 25	8:15 am	Peer Leaders - Pickleball Tournament
Mar 25	6:00 pm	St Patrick’s Day Evening Dinner

OUTREACH STATISTICS JANUARY 2020

Services provided between 01/01/2020 and 01/31/2020

Interaction	Duplicated	Unduplicated
email	4	3
Home Consultation	28	26
mail/letter/card	2	2
Office Consultation	33	22
Phone Consultation	56	40
Totals	123	76

This month 29 seniors NEW to the Senior Center (in the past 6 months) were contacted. 13 were over 80.

OUTREACH STATISTICS JANUARY 2020

	Duplicated	Unduplicated
Application Assistance	9	4
Assessment/Well check	11	10
Case Management/Advocacy	39	25
Client finding/Outreach	6	6
Crisis Intervention/Support	1	1
DME Medical equipment/loan	9	8
Family Support	9	9
Friendly visiting	2	2
General Information/Referral	8	8
Health Benefit Counseling	7	4
Inter-generational program	3	3
Isolation Intervention	3	2
Nutritional support	13	12
Referral from Community	3	3
Totals	123	76

Volunteer Stats, January 2020 vs January 2019

Volunteer Service Type	2020			2019		
	Hours	Duplicated	Unique	Hours	Dupe	Unique
admin - computer	48.50	15	3	39.25		3
Baking	1.00	1	1			
Board work	41.50	12	6	32.50	12	6
Bread Run	10.00	7	2	12.00	8	2
Cards	4.50	2	2			
Committee work	21.75	11	9	9.30	7	6
Computers	16.00	4	1	12.00	3	1
Decorating the room	2.33	4	1			
Entertainment	8.00	3	2			
Friendly Visitor	9.00	7	3			
Grants	2.00	1	1			
Instructor	17.92	13	4	11.75	6	2
Maintenance				6.50	3	1
Meal Site	350.95	149	33	285.62	130	30
Meetings	6.67	4	4	7.50	5	4
Miscellaneous	5.25	11	1			
MOW	116.50	51	9	122.25	49	8
Newsletter				7.00	2	1
Office coverage	186.63	44	11	226.33	52	11
Pancake Breakfast	85.33	11	9	50.05	8	6
Room set up	3.00	2	2	8.07	12	2
Special Dinners	25.00	8	5	26.27	8	4
Special luncheons	3.00	1	1			
Totals	964.83	361	75	856.39	322	63

The volunteer numbers and volunteer hours remain stable when compared with this time in 2019, with the exceptions of marked decrease in kitchen and pancake breakfast hours. There is currently sufficient coverage in the kitchen, so this may be due to extra 'special' events in 2019. Bakers are still not being credited with their efforts and requests have been made to the baking coordinators to ensure these hours are logged. Similarly, Friendly Visitors are not being accounted for. This would generally be because these programs are off-site and not easily personally logged by the volunteer.

CY 2020 Goals

Goals are set within the Strategic Plan.

Goals 2020 (marked in red) indicate new initiatives.

Action items (marked in purple) indicate sustaining activities.

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.

Goal 2020: Compile a directory of handyman & trade resources.

Goal 2020: Provide one outreach program at Sholan.

Goal 2020: Offer home visits to all over 80 population over 18 month period.

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.

Goal 2020: Formalize scheduling and dispatch system for COA vans.

Action Item: Increase utilization of electric car for individual appointments (with priority to medical appts) by establishing a volunteer driving program

Goal 2020: Develop and maintain a pool of volunteer drivers.

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 2020: With ADF Sterling, provide dementia friendly training / education to community groups.

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.

Goal 2020: With the program committee, consider alternatives to annual fair to promote volunteerism and to encourage understanding of other non-profits' missions.

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.

Goal 2020: With program and marketing committees, identify and market suitable existing programming to those with disabilities and monitor participation as able.

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.

Goal 2020: With ADF Sterling, provide dementia friendly training / education to staff and volunteers

Action Item: Promote age friendly principles in the SSC, for example nametags, 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 2020: With program and marketing committees, monitor new and existing programming against age demographics, identify areas of needed change and seek to implement.

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.

Goal 2020: Work with program and marketing committees to identify and utilize one or more additional means of communication and / or develop an existing method of communication to a new platform for communication

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.