

APPROVED: Feb. 11, 2021

**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 electronically by online Zoom meeting on Thursday, January 14, 2021 at 5:30 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 (2023) Member
Meg Chase (2022) Member
David Cosgrove, (2022) Treasurer
Joe LaGrassa, (2021) Member
Liz Pape (2023) Secretary
Sue Protano, (2023) Member

ABSENT

Deb MacLennan (2021) Member

Veronica Buckley, Director

3. Review/Approve Minutes and Treasurer's Report

December 10, 2020 meeting minutes approved as filed.

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

- Passed unanimously.

Veronica noted that all CARES ACT funds have been expended, and any COVID-related expenses going forward will be charged to COA expenses.

4. Building Committee Update

The garage floor has been poured.

5. Public Session – none

6. Vote to approve Meg Chase as board member

Motion by Cosgrove, LaGrassa seconded, to accept Meg Chase as the 9th member of the Sterling Council on Aging Board of Directors.

- Passed unanimously

7. Director's Report

Incident and Building Maintenance Report:

- The Rawlins Valves have been installed. Awaiting the Completion Report.
- One of the vans was scraped on the stop sign at the bottom of the driveway. A report was filed with MART.

- Kitchen staffing: On Dec 26, Veronica was notified that the spouse of a kitchen worker tested positive for Covid. Under the contact-of-a-contact protocol that Veronica has in place, all kitchen workers were asked to quarantine for 14 days. On Dec 27, a special cleaning was done of the building by RyClean.

The Board of Health was informed of the situation. Subsequently, the kitchen worker also tested positive for Covid. It is anticipated that all kitchen workers will return next week. The board discussed the process for communications to the board of any out-of-ordinary situations. It was decided that Veronica should send an email to all board members with the necessary update, and if unable to do so, will inform the Chair of the Board who will then send the communications to all board members.

- Volunteer Report: There is an error in the report and Veronica will send a corrected version.
- Past Events: Veronica thanked Deb MacLennan for her work on the New Year's Eve grab-n-go.
- Upcoming Events: The Jan 20 grab-n-go has been rescheduled to Jan 27. There are currently 175 sign-ups for the event.
- Remote Bingo is going off without a hitch.
- The Going Steady class is re-starting remotely in February.
- Veronica is coordinating with the Board of Health to identify how the Senior Center can assist in the vaccination process. The Senior Center is best equipped to do outreach to seniors, assist with registration, and provide transportation.

Goals discussion/highlights:

- As part of its handyman resources directory, the Senior Center recruited 6 "snow angels" to assist seniors with snow removal.
- The delivery of meals to Sholan residents has resulted in Senior Center staff having a better relationship with the residents.
- The efficiency of the van transportation system has increased with the appointment of a dedicated van dispatcher.
- With the development of remote delivery of programs and activities during the pandemic, there has been an increase in services and ease-of-delivery to seniors with disabilities.
- CY2021 goals will be focused on dealing with Covid.

Motion by Pape, Battles seconded, to approve Director's Report with the corrected Volunteer Report.

- Passed unanimously.

8. Future Topics - none

9. Next Meeting – The next monthly COA Board meeting is scheduled for Thursday, February 11, 2021 at 5:30 pm by remote.

10. Adjournment

Motion by Cosgrove, Castagna seconded, to adjourn at 7:17 pm

- Passed unanimously.

Respectfully submitted,

Liz Pape
Secretary
Attachments –

Council on Aging Treasurer's Report FY2021

CoA Board Meeting, January 14, 2021

Reporting for Month ended December 31, 2020

FY21 July 1, 2020-June 30, 2021

Account #	Description	Appropriated	Expended	Balance	Percent of Appropriated
01541-51200	CoA Wages **	\$204,969.00	\$99,760.67	\$105,208.33	48.67%
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	\$6,034.47	\$10,015.53	37.60%
01540-57000	Sr Center Operations	\$19,112.00	\$9,405.18	\$9,706.82	49.21%
27002-57000	COVID Related Expenditures	\$0.00	\$0.00 *d	\$0.00	#DIV/0!
26031-57000	COVID Related Expenditures	\$0.00	\$6,199.05 *e	(\$6,199.05)	#DIV/0!

Other Accounts

Account #	Description	FY21 starting balance	Revenues *****-48400	Expenses *****-57000	Current Balance
24000-	Revolving funds	\$16,092.17	\$17,353.02	\$14,412.12	\$19,033.07 *b
25003-	CoA Donation/	\$19,789.17	\$1,317.00	\$736.88	\$20,369.29 *c
26011-	Formula Grant	\$0.00	\$0.00	\$4,603.36	(\$4,603.36) ***

Account #	Description	FY21 starting balance	Revenues *****-48000	Expenses *****-57001	Current Balance
24000-	Sr. Center Usage	\$8,712.19	\$0.00	\$0.00	\$8,712.19

** Appropriated amount for COA Wages represents base requested amount per 2021 Town Warrant.

*** Formula revenue not yet received.

*b Revolving. Fund Current Balance as a percent of beginning balance: 118.28%

*c COA Donation. Fund Current Balance as a percent of beginning balance: 102.93%

*d COVID-19 expenses due for reimbursement from FEMA.

*e COVID-19 expenses due for reimbursement from CAREs Program.

\$35,143.51 Total non-Salary Expenses as recorded by Town as of month end.

\$48.50 Total Non-Salary Current Month Expense's paid by Town in next month.

\$991.65 Total Revenues submitted but not recorded by Town until next Month.

Accum. Percentage expected through December: 50.00%

**COA Board Meeting Jan 14, 2020
Director's Report for Dec 2020**

Event Statistics from 12/01/2020 to 12/31/2020

Category	Duplicated	Unduplicated	Guests
Congregate Meals	819	136	29
Fitness/Exercise	43	17	0
Health Screening	10	9	0
Information Sharing	2	2	0
Social Event	13	13	1
Support Services	353	246	19
Total Event Signins	1240	312	49

Note: Documenting non-meal grab n go's and check in "conversations" (not check in calls) performed by volunteers as support services.

VAN REPORT DEC 2020

Van 1 19 Riders 91 trips Van 2 10 Riders 61 trips

UPDATES

Kitchen staffing update

Vol and outreach reports

Report on past events: 112 for Dec 23rd grab n go lunch, 110 for Dec 31st New Year's Eve apps

Upcoming Events:

Jan 15th bagel grab n go (82)

Jan 20th pot roast grab n go (126)

Bingo resumed remotely Jan

Going Steady Balance Class resuming remotely Feb

Coordination with COVID 19 vaccination plans

Achievement to Goals set for 2020

Jan 14, 2021

NEW INITIATIVES

Goal 1: Be service-focused.

Compile a directory of handyman & trade resources: Directory has been compiled for use by outreach. This winter we added "snow angels!"

Provide one outreach program at Sholan: Two dinners provided to Sholan. Newsletters hand delivered to Sholan by SSC staff during pandemic.

Offer home visits to all over 80 population over 18 month period: While home visits have not been conducted during pandemic, over 80 population has been contacted regularly by outreach coordinator.

Formalize scheduling and dispatch system for COA vans: Dispatcher works 8 – 11 am daily and takes all transportation requests. Increased hours and wages covered by MART.

Develop and maintain a pool of volunteer drivers: Tabled

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

Goal 2: Be community-focused.

With the program/marketing committee, consider alternatives to annual fair to promote volunteerism and to encourage understanding of other non-profits' missions: Tabled

Participate in Town-Wide Clean up: Tabled

Goal 3: Be inclusive.

With program/marketing committee, identify and market suitable existing programming to those with disabilities and monitor participation as able: Drive through programming and remote programming began out of necessity. Both need to stay as options to increase participation for those with disabilities when we transition back to in-person programming. Examples include drive through flu clinic, take & makes, grab n go's.

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

With program/marketing committees, monitor new and existing programming against age demographics, identify areas of needed change and seek to implement: Tabled

Goal 4: Be informative.

Work with program/marketing committee 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: Utilized one page flyer in place of newsletter to provide print information quickly. Utilized facebook page as major marketing tool. Working on short video segments on town web page.

Goal 5: Be collaborative.

Goal 6: Be affordable.

Goal 7: Be sustainable.

SUSTAINING ACTIVITIES:

***Indicates not completed during CY 2020**

Goal 1: Be service-focused.

Goal 2: Be community-focused.

Manage SSC as a volunteer-driven organization; maintain sufficient number and hours of volunteers to meet SSC program goals.

*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.

*Participate in at least three community programs each year. (Sterling Fair, Halloween, Teacher Appreciation, Tree Lighting)

Goal 3: Be inclusive.

Goal 4: Be informative.

Goal 5: Be collaborative.

*Endorse the Recreation Department's request for a recreation building

Goal 6: Be affordable.

Provide daily lunches that meet senior nutritional guidelines.

Provide balance and walking exercise programs annually.

*Provide blood pressure and wellness clinics monthly.

Provide flu clinic annually.

Provide health care insurance counseling

To extent possible, limit weekly instructional programs to \$5 per class. Utilize assistance from FOSS as needed to control costs.

Goal 7: Be sustainable:

Director annually creates senior center budget and presents to COA for approval.

Director works with COA Treasurer to create monthly Treasurer Reports that align with Town of Sterling reports.

Monitor costs associated with non-Sterling seniors and modify policies and fees as needed for newsletter, other services.

Provide and document annual performance reviews of SSC staff.
Director will continue to encourage volunteerism.
Train all staff and volunteers on SSC policies and procedures.
Enforce policies and procedures.
Set annual goals and provide feedback on achievement to goals.
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.
Monitor the SSC building and grounds for compliance with safety guidelines and
practices.

GOALS FOR CY 2021

To provide assistance in the form of outreach, education, technology, transportation and
more as needed to our Sterling Senior population in obtaining the COVID 19
vaccine.

To monitor and interpret the threat of COVID 19 to our senior population and provide
programming and services in a manner that is consistent with our mission to
promote the health and wellbeing of our Sterling seniors and our strategic plan.

OUTREACH STATISTICS DECEMBER 2020

Services provided between 12/01/2020 and 12/31/2020

Category	Duplicated	Unduplicated
Assessment/Well check	48	39
Case Management/Advocacy	37	27
DME Medical equipment/loan	11	9
Family Support	2	2
General Information/Referral	7	7
Health Benefit Counseling	1	1
Isolation Intervention	3	3
Nutritional support	51	38
Referral from Community	1	1
Totals	161	99

Of these 99 UNDUPLICATED contacts slightly more than ½ (51) were with seniors over the age of 80.

We gave out 20 Holiday hams to seniors which were donated from the Rotary Club and about 10 gift cards to help with the holidays.

OUTREACH STATISTICS DECEMBER 2020

Services provided between 12/01/2020 and 12/31/2020

Interaction	Duplicated	Unduplicated
email	3	3
Home Consultation	51	35
mail/letter/card	3	3
Office Consultation	19	19
Phone Consultation	85	63
Totals	161	99

Volunteers December 2020

Volunteer Service Type	Hours	Duplicated	Unique
admin - computer	30	7	3
Board work	18.5	12	8
Book Club	2	1	1
Bread Run	14	7	2
Cards	3.5	1	1
maintenance	1	1	1
Meal Site	147.08	49	8
Meal Site Delivery	68	36	11
Miscellaneous	8	1	1
MOW	34	22	4
Muffin Monday Delivery	8	4	3
Newsletter	3	3	3
Office coverage	97.75	23	8
Special luncheons	2	1	1
Totals	436.83	168	43