

Voted as modified on February 8, 2018

**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, January 11, 2018 at 5:34 p.m.

1. Open Meeting

2. Roll Call

PRESENT

Kevin Beaupre, Vice Chair
Bob Bloom, Treasurer
Sue Doucette, Secretary
Barbara Foster, Member arrived @ 5:48 p.m.
Debbie MacLennan, Member
Charlie Madden, Member
Liz Pape, Chair
Sue Protano, Member
Angie Richard, Associate

Veronica Buckley, Director
Maureen Cranson, Building Committee
Dick Maki, Building Committee

ABSENT

Nancy Castagna, Member

The CoA wishes to acknowledge Sue Protano's first time at the table.

3. Review/Approve Minutes and All Monthly Reports – Kevin made a motion to approve the December 7th Minutes as amended; Bob seconded; all present in favor (Charlie abstained). **MONTH END DECEMBER REPORTS - Treasurer's Report:** After slight discussion, Liz accepted the Treasurer's Report as correct; Kevin made a motion to accept the Treasurer's Report, Charlie seconded; all in favor. **Volunteer Coordinator's Report** – Sue Doucette made a motion to approve the Volunteer Coordinator's Report; Charlie seconded; all in favor. **Director's Report** – Charlie made a motion to accept the Director's Report; Barbara seconded; all in favor.

4. Building Committee – Maureen said that the generator will not be put into the ground until the spring. Bob indicated that the HVAC system is working. Programming/temperature still has to be adjusted whether the building is open or closed, and the time of day should be considered. It was recommended that we look into hiring a company to fix the scheduling change. Dick Maki stated that we should be getting the generator soon; and that they will try to get the base and the generator into the ground; but it all depends on the weather.

5. Public Session – No one spoke at the public session.

6. Committee Reports – **Arts Committee** - Dick said that the Artists Reception for the Silk Road Art Guild was postponed, and will be held on February 6th from 6:00 p.m. to 8:00 p.m. **Evening Dinner Committee** - Deb reported that the menu for January 24th Evening Dinner is meatloaf. February 28th – beef stew, apple crisp, and Spring Fling in May. Looking for sponsors for the Spring Fling in May – Kevin will look into it. Cost will be \$5.00 per ticket. **Marketing Committee** – The December meeting was held on December 18th. Lex Thomas, member of the Marketing Committee, resigned due to time commitments. **Program Committee** – Matt Sexton, member of the Program Committee, met with Veronica. He is currently training dogs for home visits to housebound seniors. For more detail and review, copies of the Arts, Marketing/Communications and Program Committee minutes will be placed at the reception desk.

7. Director's Update – Upcoming Events – Veronica briefed us on the upcoming February events. Home cooked meals will be prepared daily and will begin on January 16, 2018. The \$3.00 donation is voluntary and confidential.

Kevin made a motion to table the CY2018 Goals and Measures (7b), the FY2019 Budget Review and Vote (7d) to **February**; which would also include Review of Finance Committee Budget Presentation (7c), the Holiday Party

Feedback (8a), and the Review of Job Descriptions (9a); Charlie seconded; all in favor.

8. Next Meeting - The next Board Meeting will be held on Thursday, February 8, 2018 at 5:30 p.m.

9. Adjournment – A motion to adjourn the meeting was made by Bob at 7:51 p.m.; seconded by Sue Protano; all in favor.

Respectfully submitted,

Sue Doucette
Secretary

Attachments – 8

Council on Aging Treasurer's Report (rev)
CoA Board Meeting, January 11, 2018
(As of December 29, 2017)

FY18 July 1, 2017- September 7, 2017

Account #	Description	Appropriated	Expended	Balance	<i>Budgeted Monthly Expense</i>
01541-51200	CoA Wages	\$ 133,800	\$ 59,760.75	\$ 74,030.25	<i>Not calculated (NC)</i>
01541-53000	CoA Home Care	\$ 400.00	\$ 0.00	\$ 400.00	
01541-53001	CoA Title VII Nutrition & WHEAT	\$ 4,300.00	\$ 180.34	\$ 4,119.66	
01541-57000	CoA Expense	\$16,050.00	\$ 5,877.26	\$ 10,172.74	<i>NC</i>
01540-57000	Sr Ctr Operations	\$15,935.00	\$ 7,209.74	\$ 8,725.26	<i>NC</i>
01540-51200	Facilities Maintenance Technician	\$15,065.00	6,494.22	\$ 8,570.78	

Other Accounts

Account #	Description	FY18 starting balance	Revenues *****-48400	Expenses *****-57000	Current Balance
24000-	Revolving funds	\$17,968.54	\$11,586.30	\$ 9,524.88	\$ 20,029.96
25003-	CoA Donation/ Gift Account	\$ 11,937.57	\$ 1,747.00	\$ 271.98	\$ 13,412.59
26011-	Formula Grant	\$ 0.00	\$0.00	\$ 10,885.00	\$ (10,885.00)

Account #	Description	FY18 starting balance	Revenues *****-48000	Expenses *****-57001	Current Balance
24000-	Sr. Center Usage	\$ 1599.19	\$ 1,065.00	\$ 0.00	\$ 2,664.19

**Respectfully Submitted,
Bob Bloom, Treasurer**

Report to the Sterling Council on Aging
Senior Center Volunteer Coordinator
For the period December 1-30, 2017
January 11, 2018

- Volunteer Hours: 653.27
 - Admin/computer: 5.5
 - Committee Work: 4
 - Meal Site: 170.25
 - Meals on Wheels: 64.50
 - Office Coverage: 116.5
 - Pancake breakfast: 41.5
 - *Miscellaneous: 132.67*

- My volunteer hours for December: 19 hours

Respectfully submitted,
Liz R. Pape

COA Board Meeting January 11, 2018

Director's Report for December 2017

Event Statistics from 12/01/2017 to 12/31/2017

Category	Duplicated	Unduplicated	60 + Guests	Under 60 Guests
Community				
Education	9	9	0	0
Congregate Meals	356	63	20	0
Cultural Event	16	16	0	0
Fitness/Exercise	331	114	19	0
Food	64	29	0	0
Health Screening	11	10	2	0
Information Sharing	22	15	0	0
Recreation	68	41	0	0
Social Event	421	142	31	0
Total Event Signins	1298	265	72	0

Comparative Statistics

Event Statistics from 12/01/2016 to 12/31/2016

Category	Duplicated	Unduplicated	60 + guests	Under 60 Guests
Community				
Education	15	11	0	0
Congregate Meals	214	37	84	0
Fitness/Exercise	325	99	15	0
Food	60	36	3	0
Health Screening	9	9	2	0
Information Sharing	100	27	0	0
Recreation	24	19	19	0
Social Event	415	106	65	0
Total Event Signins	1162	209	188	0

VAN REPORT December 2017

Van 1 35 Riders	194 trips	1659 miles
Van 2 28 Riders	128 trips	698 miles

KITCHEN REPORT December 2017

MOC Meals Served 121 or 12 per day
Home Cooked or other 153 or 19 per day
Pancake Breakfast 62

For Discussion / Director's Update:

Upcoming events

Goals

Budget

OUTREACH STATISTICS- DECEMBER 2017

COA MEETING – January 11, 2018

Services provided between 12/01/2017 and 12/31/2017

Interaction	Duplicated	Unduplicated
Email	8	7
Home Consultation	36	28
Office Consultation	31	23
Phone Consultation	75	56
Totals	150	82

OUTREACH STATISTICS- DECEMBER 2017

Services provided between 12/01/2017 and 12/31/2017

Category	Duplicated	Unduplicated
Application Assistance	19	10
Assessment/Well check	20	17
Case Management/Advocacy	19	14
DME Medical equipment/loan	13	12
Family Support	7	5
Friendly visiting	4	3
General Information/Referral	13	11
Inter-generational program	23	19
Isolation Intervention	5	3
Nutritional support	27	14
Totals	150	82

CY 2018 goals

Overall Theme for Year: Reach out to the Community

New Initiatives:

Congregate lunch program

Provide 5 home-cooked meals per week that meet the RDA standards for elder nutrition as set forth by MOC.

Increase to average of 30 seniors per day (not including staff and volunteers)

Volunteer Activities

Meet with each active volunteer individually to evaluate his or her current role at Senior Center and ascertain if role / responsibility / still meets volunteer's needs and the needs of the Senior Center.

Achieve a 20% increase in number of volunteers and volunteer hours documented in My Senior Center.

Aging in place / Community services

Grow the Friendly Visitor program to 15 pairs of seniors with volunteers

Design and implement a handyman program: Create program with policies / procedures, recruit and train volunteers, provide services to 15 "households."

Provide services / programs / outreach to 250 "new-to-senior-center" seniors who are identified as "at risk."

- Provide one program / support service for each of the following populations:

- Seniors with dementia or cognitive impairment

- Caregivers

- Seniors with hearing impairment

- Seniors facing end of life decisions

- Contact every senior over the age of 80 and document contact / services in My Senior Center

- Provide a community outreach program to Sholan Terrace

Begin to develop a long-term plan for Senior Center's community services by providing a forum for discussion of aging in place in Sterling: Coffee hour, focus group, committee? Topics to discuss - housing, access to grocery stores, pharmacy, transportation, other needs

Sustaining Activities:

Monitor diversification of programs, communication of programs, partnerships with other organizations to continue growth as outlined in CY 2017 goals. Achieve 15% increase in senior participation.

Explore options for decreasing costs of newsletter

Incorporate Meals on Wheels and transportation into My Senior Center

Finance Notes

Re COA wages: Per recommendation of TA, Maintenance Tech wages were moved from separate account to wages account. The Maintenance Tech was approved at the May 2017 Annual Town Meeting under a separate town article after the town budget had been voted, thereby requiring a separate account for FY18. Going forward, for FY19 and beyond this position is part of the Senior Center staffing and is part of the wages account.

For FY2019, the wages account includes the FY 2018 amount of 133,800 plus 2% increase and the FY2018 maintenance tech wages plus 2% increase, which equals 152,083 requested.

Also, note that listed within the COA wages are the van drivers wages totaling \$53,170. This amount is reimbursed to the town of Sterling through MART, Montachusett Area Regional Transportation.

Re COA expenses: We are requesting no increase in COA expenses. Our increased programs are remaining self-funded through fees and voluntary contributions.

Re new line item, COA Operations Coordinator: We are requesting an additional part time 19 hour-per-week non-benefited staff person to recruit, train and oversee the Senior Center's volunteers and to support the Senior Center's program activities. Job description attached.

Comparing a three month period from February 1 - May 1 of 2016 (prior to the move of the Senior Center to its new location) to a current three month period from September 11, 2017 - December 11, 2017 note the following

- 142% increase in **number of seniors** utilizing services / programs at the Center (from 217 to 526)
- 146% increase in the **number of services / programs** utilized by these seniors (2065 to 5076)
- 132% increase in the number of seniors at the Center at any given day (33 to 73)
- 100% increase in the number of volunteers (31 to 62)
- 114% increase in the number of volunteer service hours (1000.52 to 2143.28)

In terms of volunteer coordination, we are committed to being a volunteer driven Senior Center. It is through our volunteers that we have been able to achieve our growth to date; it will be through effective volunteer management that we will be able to sustain our level of services to our seniors as usage of senior center and the population of seniors continues to grow. Volunteers need to be asked, they need to be screened, offered appropriate roles, trained, evaluated and the cycle starts again. Effective long-term volunteers may want to change their roles, increase hours, decrease hours, increase responsibility, decrease responsibility. Effective volunteer management at the Senior Center requires a 5 day per week paid staff member.

In terms of program management, there is not only an increased number of programs to coordinate, there is also an increased usage of programs, particularly our meals program. We have one part time kitchen manager; we need kitchen program assistance in the form of ordering, inventory control, organization and volunteer coverage for our meals on wheels program, our five-day per week home cooked congregate lunch program, and our special event programming.

Our focus to date has been on the programs at the Senior Center, but that is only part of our mission. Our next step is to reach out to the community and to provide the type of social services that encourages healthy aging. We are talking about reaching out to those with Alzheimer's Disease or related dementias, caregivers, hearing impaired, vision impaired, socially isolated, and those who are just trying to meet the challenges of staying in their home as they age. Adding the operations coordinator to our COA team will enable the Senior Center to take the next step.



Town of Sterling Council on Aging

Job Title: Senior Center Facilities Supervisor
Reports to: Senior Center Director
Hours per week: Intermittent
Approved: 12/13/17

Department: COA
FLSA Status: Non-Exempt
Grade: 1

This position is responsible for supervising the Senior Center facility while it is being used by outside groups and organizations for events or meetings. Many of the events, which are typically three hours in duration, are over the weekend or in the evening. \$13.44 per hour.

Primary responsibilities of the Senior Center Facilities Supervisor:

- Open and close the building for the event/meeting and remain in the building during the event.
- Answer Senior Center phone and direct calls as appropriate during the event.
- Ensure that all terms and conditions of the event/meeting usage contract are being met, especially the User Guidelines and Senior Center Checklist.
- Assist with set-up and breakdown for the event/meeting.
- Handle minor building maintenance and clean-up jobs until regular staff are available.
- Be available to assist with any issues in or outside the building:
 - Ensure that there is a serv-safe certified person on site if food is prepared or served from the Senior Center kitchen
 - Stock or re-stock the bathrooms with supplies
 - Notify appropriate personnel, as needed, for any issues and/or safety concerns in bathroom, kitchen, common areas or parking lot.
- Physical Demands: Work effort principally involves sitting and walking to perform work tasks, with intermittent periods of stooping and standing. The employee is required to lift objects such as supplies, broom, tables and chairs.

Job Title: Senior Center Operations Coordinator

Reports to: Senior Center Director

Hours per week: 19

Responsibilities: This is a rt-time position, with responsibility for supporting the Senior Center Director in accomplishment of the center's annual goals through daily operational activities.

Department: COA

FLSA Status: Non-Exempt

Grade: 2 (14.84 – 18.55/hr)

The primary responsibilities of the Senior Center Operations Coordinator are to:

- Recruit, train and oversee the senior center's volunteers:
 - Ensure the adequate coverage of all center activities and functions
 - Maintain volunteer files and ensure completeness and accuracy of all files
 - Prepare monthly reports for COA Board on volunteer activities
- Support Senior Center program activities:
 - Recruit and train kitchen volunteers to ensure adequate coverage for meals on wheels program, congregate lunch program and special event programming
 - Work with in conjunction with kitchen site manager to maintaining a system for supplies ordering, inventory control, organization and cleanliness of refrigerator, freezer and pantry
 - Provide hands-on assistance in the kitchen as needed
 - Coordinate room usage, set-up and breakdown for special and/or weekly programs and events
 - Maintain MySeniorCenter data collection

Skills include:

- Strong interpersonal, written and verbal communication skills;
- Computer proficiency, especially Microsoft Excel and email;
- Ability to maintain high level of confidentiality, tact and professionalism in representing the Senior Center;
- Ability to work independently and prioritize work;
- Prior management experience or volunteer management experience a plus;
- Serv-safe certification required within 90 days of employment;
- Driver's license and reliable transportation required