

**Voted on March 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, February 8, 2018 at 5:38 p.m.

**1. Open Meeting**

**2. Roll Call**

**PRESENT**

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

Veronica Buckley, Director

**ABSENT**

Angie Richard, Associate

**3. Public Session** – No public session was held.

**4. Review/Approve Minutes and All Monthly Reports** – Bob made a motion to approve the January 11, 2018 Minutes as modified; Barbara seconded; all present in favor, (Nancy abstained). **MONTH END JANUARY REPORTS - Treasurer's Report:** Barbara made a motion to approve the Treasurer's Report, Sue Protano seconded; all in favor. **Volunteer Coordinator's Report** – Charlie made a motion to approve the Volunteer Coordinator's Report; Bob seconded; all in favor. **Director's Report** – Sue Doucette made a motion to accept the Director's Report; Barbara seconded; all in favor.

**5. Director's Update – (a) Upcoming Events** - Bob briefly discussed the Dull Men's Club. The Arm Chair Travel to Mt. Kilimanjaro went well and was discussed by Veronica; as well as the March 12<sup>th</sup> Meet and Greet for Senator Dean Tran. Check your March newsletter for upcoming events. **(b) CY2018 Goals & Measures** – The goals were discussed and a vote taken. Charlie made a motion to accept Veronica's **CY2018 Goals & Measures**; Sue Doucette seconded; all in favor. **(c & d) FY2019 Budget Review & Vote** – After Veronica's discussion of the FY2019 budget, Bob made a motion to accept the FY2019 Budget, in the amount of \$205,268.00 as presented; Barbara seconded; all in favor.

**6. Unfinished Business – (a) Holiday Party Feedback** – Liz reminded folks that when working in the kitchen, hair must be covered and gloves must be worn. **(b) Senior Center Logo** – Diane Pedersen, of Sterling, donated her time to create a draft copy of a Sterling Senior Center Logo and tagline. This draft logo and tagline was passed around for review and comment. Board agreed to vote on the logo and tagline at the March COA Board meeting.

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

**8. Adjournment** – A motion to adjourn the meeting was made by Kevin at 7:18 p.m.; seconded by Sue Protano; all in favor.

Respectfully submitted,  
Sue Doucette  
Secretary

Attachments – 6

Council on Aging Treasurer's Report  
CoA Board Meeting, February 8, 2018

**FY18 July 1, 2017- January 30, 2018**

Account #	Description	Appropriated	Expended	Balance	<i>Budgeted Monthly Expense</i>
01541-51200	CoA Wages	\$ 133,800	\$ 70253.09	\$ 63,546.91	<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	\$ 190.62	\$ 4,109.38	
01541-57000	CoA Expense	\$16,050.00	\$ 6,167.50	\$ 9,882.50	<i>NC</i>
01540-57000	Sr Ctr Operations	\$15,935.00	\$ 8,524.87	\$ 7,410.13	<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	\$14,422.30	\$ 12,494.02	\$ 19,896.82
25003-	CoA Donation/ Gift Account	\$ 11,937.57	\$ 1,997.00	\$ 271.98	\$ 13,662.59
26011-	Formula Grant	\$ 0.00	\$0.00	\$ 9,978.94	\$ (9,978.94)

Account #	Description	FY18 starting balance	Revenues *****-48000	Expenses *****-57001	Current Balance
24000-	Sr. Center Usage	\$ 1599.19	\$ 1,165.00	\$ 0.00	\$ 2,764.19

**Respectfully Submitted,  
Bob Bloom, Treasurer**

Report to the Sterling Council on Aging  
Senior Center Volunteer Coordinator  
For the period January 1-31, 2018  
February 8, 2018

- Volunteer Hours: 689.51
  - Admin/computer: 37.08
  - Committee Work: 36.5
  - Meal Site: 209.50
  - Meals on Wheels: 62
  - Office Coverage: 188.58
  - Pancake breakfast: 32.6

Respectfully submitted,  
Liz R. Pape

## COA Board Meeting February 8, 2018

### Director's Report for January 2018

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

Category	Duplicated	Unduplicated	60 and Over Guests	Under 60 Guests
Community				
Education	29	27	1	0
Congregate Meals	296	54	36	0
Fitness/Exercise	408	145	24	0
Food	111	70	8	0
Health Screening	19	19	0	0
Information Sharing	48	25	0	0
Recreation	54	22	0	0
Social Event	459	120	4	0
<b>Total Event Signins</b>	1424	312	73	0

#### Comparative Event Statistics from 1/1/17 – 1/31/17

Category	Duplicated	Unduplicated	60 and Over Guests	Under 60 Guests
Community				
Education	60	50	15	0
Congregate Meals	249	47	68	0
Fitness/Exercise	367	108	35	0
Food	84	52	83	0
Health Screening	12	12	10	0
Information Sharing	86	37	0	0
Recreation	16	14	43	45
Social Event	353	86	19	0
<b>Total Event Signins</b>	1227	232	273	45

#### **VAN REPORT January 2018**

Van 1 31 Riders    164 trips    1523 miles  
Van 2 15 Riders    83 trips    625 miles

#### **KITCHEN REPORT January 2018**

# MOC Meals Served    53 or 13 per day  
# Home Cooked or other    159 or 16 per day  
# Pancake Breakfast    72

#### **For Discussion / Director's Update:**

Upcoming events; Goals; Budget

# **OUTREACH STATISTICS JANUARY 2018**

## **COA MEETING – February 8, 2018**

**Services provided between 01/01/2018 and 01/31/2018**

<b>Interaction</b>	<b>Duplicated</b>	<b>Unduplicated</b>
<b>email</b>	2	2
<b>Home Consultation</b>	39	28
<b>mail/letter/card</b>	5	4
<b>Office Consultation</b>	30	23
<b>Phone Consultation</b>	109	62
<b>Totals</b>	<b>185</b>	<b>90</b>

This month **18 seniors NEW to the senior center** (since July 1<sup>st</sup>, 2017) over the age of 80 were contacted and of those 18 seniors, 7 will continue services. The rest will be contacted for check in every 6 months.

# **OUTREACH STATISTICS JANUARY 2018**

Services provided between 01/01/2018 and 01/31/2018

<b>Category</b>	<b>Duplicated</b>	<b>Unduplicated</b>
<b>Application Assistance</b>	17	9
<b>Assessment/Well check</b>	38	27
<b>Case Management/Advocacy</b>	35	19
<b>Crisis Intervention/Support</b>	1	1
<b>DME Medical equipment/loan</b>	6	6
<b>Family Support</b>	18	10
<b>Friendly visiting</b>	3	3
<b>General Information/Referral</b>	22	20
<b>Healthcare service</b>	1	1
<b>Inter-generational program</b>	3	3
<b>Isolation Intervention</b>	8	3
<b>Nutritional support</b>	33	20
<b>Totals</b>	<b>185</b>	<b>90</b>

## **CY 2018 goals (revised for Feb 8, 2018 meeting)**

### **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 meeting on a regular basis, averaging one visit per week. Document friendly visitor hours through MSC.

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 seniors identified as "new-to-senior-center services" and "at risk." At-risk categories include over 80, lives alone, hearing impaired, vision impaired, mobility impaired, cognitively impaired, memory impaired and caregivers.

Provide one program / event / 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. Document contact / services and update assessment information (ie, disabilities, living arrangements, emergency contact) in My Senior Center.

Provide a community outreach program / event at Sholan Terrace with goal of identifying future needs.

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 center event and program participation.**

Explore options for decreasing costs of newsletter

Incorporate Meals on Wheels and transportation into My Senior Center

## COA Finance Notes FY 2019 Budget

**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.



Job Title: Senior Center Operations Coordinator

Reports to: Senior Center Director

Hours per week: 19

Responsibilities: This is a part-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