

Needham Council on Aging Board Meeting

September 12, 2019

Center at the Heights, 500 Hillside Ave., Needham, MA 02494

Present: Colleen Schaller, Penny Grossman, Dan Goldberg, Sandra Prinn, Sue Mullaney, Helen Gregory, Ed Cosgrove, Gary Crossen, Mary Elizabeth Weadock, Carol deLemos and Lianne Relich,

COA: Ms. Latanya Steele, Director, Ms. Kristen Lindley, Social Worker; Mr. Stephan Grably, Transportation, Ms. Aicha Kelley, Program Coordinator

5:05 Meeting Called to Order by Board Chair Ms. Colleen Schaller. Ms. Prinn made a motion to amend the June minutes to read Ms. Prinn, Ms. Relich seconded. Mr. Goldberg made a motion to approve the amended minutes; Ms. Grossman seconded. The amended June minutes were unanimously approved.

Ms. Kristin Lindley, Social Services Report

Ms. Lindley mentioned they have new evening groups including Wednesday, the word of wisdom group. The range of topics continues to expand. CCIT (Community Crisis Intervention Team) meetings with Public Health are proceeding smoothly. The new intergenerational program partnering with Youth will start in October once a month on Mondays. Ms. Lindley noted the numbers continue to increase. Ms. Steele noted that Ms. Moss had a boy named "Ryan Jacob".

Ms. Delomos asked about the "Safety at Home" program. Ms. Lindley has done 16 assessments, Ms. Moss and Ms. Cusack have completed at least 10. Ms. Lindley noted that Interest petered out after water bills informational flyers ceased. Ms. Schaller suggested that Ms. Lindley check with getting the reminders inserted in 2020. Ms. Lindley will check with the public health coordinator.

Mr. Cosgrove asked what are the most common hazards seen during the assessments; Ms. Lindley noted the removal of throw rugs and the next issue a lack of grab bars.

Ms. Aicha Kelley, Program Coordinator

Ms. Kelley mentioned the Compass was mailed earlier this week. There was a glitch at the post office which she is following up on as some residents received it a week late. She noted the first visit to Encore casino in Everett occurred and there is a wait list for the next three trips. She also noted that the feedback on the first trip was that everyone liked seeing it since it was brand new but they did not need to return. The intergenerational program will consist of either a TED talk or mini documentary to start the conversation followed by a nice dinner, and then participants can choose between pool and card games. Ms. Kelley noted there were 40 new registrants this week. She noted that today every room had an activity. Both art and history classes have been well attended.

Ms. Prinn asked for a Board email reminder before future open houses.

Ms. Steele noted that both SHINE coordinators are at training. Plan finder is not working well according to Mr. Goldberg and there are many Medicare changes this year. Both SHINE counselors have developed a training video for the State. There will be more informational meetings later in the fall.

Mr. Stephan Grably, Transportation Report

Mr. Grably presented his detailed report. Mr. Grably noted that rides as usual decreased in July. He noted there is new signage out front noting street is reserved for the Senior Center parking; it may not be enforceable but it will be a deterrent. The new van was received but there were some technical issues that are being corrected this month.

Ms. Schaller mentioned that the policy (of which the fees are a part) need to be decided and then the Board can vote.

A discussion ensued among Board members of how to factor in expenses (45-75 miles per day per van), and the maintenance costs (402 and 404 will for example both need tires). There was also a discussion of the fixed schedule and Mr. Grably provided a detailed overview of the fixed schedule departures from the COA. He noted there is a need for advertising at the front desk, within the COA and in the Compass.

A discussion ensued on the pilot test of the circular route on Wednesdays. The route is from the COA, to Trader Joe's, library, Rosemary Pool only during the summer months, Needham Community Council, Supercuts/Dunkin Donuts strip mall, the banks, Town Hall/CVS and Needham Bank/Roche Brothers returning with a stop at Volantes. It was noted this is a 55 minute route with a 3 minute stop at each place. Each client will then wait for 55 minutes for the next van. The route frequency and stops can be revisited at a later date when data is available.

A discussion then ensued discussing fee advertisement. A program can include the fee within the payment. Ticket booklets could be printed and used for multiple trips with each ticket versus \$1.00 but then the cost of printing tickets versus punch card option would need to be determined. The fee discussion then revolved around the rides to and from the Center versus Ms. Kelley's trips versus the circle rides. Ms. Grossman recommended a charge based on van operational costs and expenses.

A discussion ensued on fee structure based on what is not covered in the Town budget.

Ms. Mullaney noted that the Board needs to know the total cost annualized across the fleet of vans along with the total amount covered within the Town budget for the Council on Aging. The amount of free maintenance that the DPW provides can then be factored in. Once the Board has these figures then the actual costs can inform the fee structure. Ms. Mullaney also recommended a small fee to cover unexpected costs. The town budget does not cover evolving programming and Saturday hours. Mr. Cosgrove also noted that a good accountant should be able to determine the cost/ ride, subtract out the town budget provided for the vans and then that information will provide the correct cost per ride. Several Board members agreed there was no substitute for data.

A motion was made to approve transportation costs as part of a preplanned program trip to be determined by program director(s). Mr. Goldberg made the motion. Mr. Cosgrove seconded. Unanimous vote to approve a fee per program as determined by Program Director(s) for any and all future trips.

Mr. Cosgrove noted that a good cost accountant strengthens our argument to the Select Board on what budget is needed in the next budget cycle. Mr. Cosgrove will try to check to see if an accountant is

available within the town contacts on a volunteer basis. Ms. Schaller will ask if an estimate on van driver salary costs can be obtained as actual salary information is confidential.

A general consensus emerged at the end of the discussion that the town budget was intended to cover the costs of transportation to and from the Center. The growth of programming and the Saturday hours require additional funding from multiple sources.

Ms. Schaller recommended more thought and time to gather more data before a vote can be taken. Ms. Schaller tabled the discussion. The Board has been asked to email Ms. Schaller and Ms. Steele with remaining questions. Ms. Steele was asked to check on the cost data and who might be able to run the numbers in addition to Mr. Cosgrove's effort.

The Harvest Fair is October 6 12 to 4. Ms. Schaller has four high school student volunteers to help set up and take down the tent and canopy. Ms. Relich will assist with the table volunteer staffing and will work with the young men in in the assembly and breakdown of the tents.

The Friends Meeting was attended by Mr. McDonald, Director of Health and Human Services and Ms. Steele. It was suggested they do some fundraising and it take place in the spring of 2020 entitled "Spring Fling". Ms. Schaller noted that Board members can volunteer assistance only. The Friends also discussed a budget shortfall and a decline in numbers for their trips over a number of years. The enrichment fund was then discussed. The Friends feel that the enrichment fund is intended only for certain uses; the COA feels that it was generally intended to help in varied ways. The discussion was that \$2000.00 to \$2500.00 may be taken to supplement the COA programming mostly entertainment needs related to stipend payments for performers including musicians, actors etc. The Friends feel they need to go their major donors and approve the use of the money. Their Board is pursuing this approval.

The Planning Board is meeting September 17 at 7 pm to discuss the Accessory Dwelling Units (ADU's) in Powers Hall. Ms. Schaller asked other Board members to attend if they could make the time. Mr. McDonald will be there to represent the Division.

Accreditation Renewal

Lois Camberg will assist again with the accreditation process later in the year; it will be discussed at a future meeting.

Volunteer Policy

Ms. Steele noted that Ms. Moss will review the policy upon her return from maternity leave before the policy is reviewed by the Board at another meeting.

Director's Report—Ms. Steele

Ms. Steele noted that Ms. Moss is returning Monday. Ms. Steele has attended two grant writing workshops with other staff members in collaboration with other staff in the Health and Human Services division. Mr. Grably will be administering the LYFT program during the pilot phase. LYFT is a grant funded program and the pilot will be on Saturdays. Ms. Steele asked for a Board volunteer to ride the van to provide feedback.

A brief discussion occurred on opening the senior exercise room at 8:30 in the morning. The discussion will continue at a future meeting.

Ms. Schaller is working with Mr. Tom Keating on finding a new veteran Board member now that he has resigned. Ms. Schaller will ask the Veterans representative in Town Hall to find a Board member if Mr. Keating cannot locate someone during September.

A reminder that the remaining meeting dates for 2019-2020 are October 10, November 14, December 12, January 9, February 13, March 12, April 9, May 14, and June 11.

Mr. Cosgrove made a motion to adjourn at 6:45 pm. Ms. Grossman seconded the motion. The vote was unanimous. Board adjourned at 6:45 pm.

Minutes Respectfully Submitted,

Faith Crisley

Recording Secretary