

Minutes of COA Board Meeting – March 13, 2019

Board Members Present: Pat Gold, Carol Airasian, Bertha Anderson, Dorothy-Jean Brown, Esther Keaney, Janet McCullough and Arlene Smith

Staff Members Present: Anne-Marie Gagnon, Director, Deborah Dunn, Program Coordinator and Rae Grassia, Principal Account Clerk

Excused Absences: Burt Greenberg and Mary Keenan

Pat Gold called the meeting to order at 4:06 PM

Approval of Previous Meeting Minutes

The Board members reviewed the minutes of the February 13, 2019 meeting. Pat Gold made a motion to approve and Dorothy-Jean Brown seconded; Passed.

Review of Financial Statements

Anne-Marie Gagnon reviewed the financial statements (see attached). Accounts are on target. A smart phone and tablet were purchased for Marina Kirsanova, our Case Worker. Anne-Marie attended a recent MCOA regional meeting at the Milford COA. Pat Gold asked about Marshall Home Fund which is on target as well for transportation expenses.

Discussion of Senior Center Policies

Anne-Marie reviewed a draft of policies (see attached). We have a "Standards of Independence and Code of Conduct" Policy and now we should consider putting policies in place regarding room use parameters, clean up of areas, and times that events will begin and end due to the increased number of visitors we have to the Senior Center. We are happy that our seniors feel that the Senior Center is like a second home but visitors need to be respectful about cleaning up and using the space. Anne-Marie would like the Board to review the draft and help with the language. Pat Gold agreed with the proposal for additional policies. The Board chose to vote on the "Room Use Policy". Dorothy-Jean Brown made a motion to accept for a 3 month trial period starting April 1, 2019 and to amend as needed. Arlene Smith seconded; policy passed.

The "Food Policy" was also discussed. Many groups enjoy food on breaks, mostly consisting of cookies or baked goods. Some groups do not clean up after using the space. Janet commented that the groups should be respectful of the space and it is not the Senior Center's staff responsibility for clean-up. The storage and use of personal mugs, personal flatware and personal glassware is not sanitary. Dorothy-Jean commented that the cabinets in the kitchen should be storage for Senior Center use only and that we just don't have additional space. Pat Gold agreed to accept the policy as is. Dorothy-Jean Brown made a motion to accept with no changes. Bertha Anderson and Esther Keaney seconded; policy passed.

Grants Update

Anne-Marie recently submitted a proposal to Project Bread for \$5,000. In the past, the Project Bread Grant has been used to purchase gift cards for items that the Food Pantry does not provide. The proposal is for the gift cards again. Two proposals were also recently submitted to the Marshall Home Fund for 1) Emergency Assistance and 2) Supplemental Transportation.

Review of Spring Programs

Debbie provided the Board with a line-up of events for March, April & May which will include Flowers with Ernie; a cookie swap which will be advertised within the Center as it is the first time and will be a small group; our annual baked potato event with accordion music by Police Chief Lawn; the return of Page to Stage; a lecture about changes in vision by Mr. McGillivray from Carroll Center for the Blind; and a study on Maintaining your Independence with Dr. Valerie Ramdin from Northeastern University.

New Business

Anne-Marie presented for our Case Worker, Marina Kirsanova, reporting that Marina is working on an Armenian cultural event with the ESOL group. Anne-Marie also presented Marina's monthly report on the total of clients served (see attached). The report also includes the number of fuel assistance applications, food stamps, Marshall Home Fund applications, Safelink and Mass Health applications.

Anne-Marie presented Margie Wayne's report on statistics (see attached) making note of daily attendance, bus ridership, visitors within town vs. out of town, and attendance at events and classes. Anne-Marie asked the Board if there are any other statistics they would like to see. Janet McCullough noted that clients should be checking in for ALL events upon arrival.

The interior painting of the Senior Center is underway giving the space a light & bright update. We are also working on cleaning up the library space and will have a book sale to sort out some older books, some will also be donated.

Adjourn

Carol Airasian made a motion to adjourn and Bertha Anderson seconded. The meeting adjourned at 5:32 PM

Respectfully submitted,
Rae Grassia, Principal Account Clerk

[Link to Attachments & Financial Statements](#)

FINANCIAL STATEMENT - FEBRUARY FY'19
(Combined COA and Senior Center)

ITEM	AMT. APPROP	AMT. EXPENDED	BALANCE
Electricity	10,411.00	7,970.00	2,441.00
Gas	4,645.00	1,867.60	2,777.40
Building Maintenance	24,278.97	11,178.41	13,100.56
Medical Transportation	4,500.00	4,113.17	386.83
Program Services	29,800.00	17,910.00	11,890.00
Office Supplies	1,150.00	980.51	169.49
Program Supplies	2,550.00	2,059.61	490.39
Food & Related Supplies	3,000.00	1,430.65	1,569.35
In-State Travel	200.00	0.00	200.00
Emergency Assistance	6,312.09	4,332.42	1979.67
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TOTALS	86,847.06	51,842.37	35,004.69

C.O.A. Donations

Donations in February 2019

1816.00

Balance as of February 28, 2019

11,428.00

SENIOR CENTER REVOLVING FUND

Balance as of January 31, 2019	12,135.75
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Appropriated:

Lunch & Learn	20.00
Flowers with Ernie	225.00
Brunch & Learn Tickets	245.00

Sub-Total

12,625.75

Expended:

Verizon Equipment for Case Worker	429.61
Reimbursement~ AMG Stamps and Rummikube Game	125.08
Flowers with Ernie	300.00
MCOA Conference	30.00

Balance as of February 28, 2019

11,741.06

WATERTOWN FOOD PANTRY REVOLVING FUND

Balance as of January 31, 2018	68,612.57
Amount Donated	3,232.47
Amount Expended	1,600.84
Balance as of February 28, 2019	70,244.20

FOOD PANTRY GRANTS

PROJECT BREAD:

Balance as of January 31, 2019	0.00
Amount Appropriated	0.00
Amount Expended	0.00
Balance as of February 28, 2019	0.00

MARSHALL HOME FUND TAXI GRANT

Balance as of January 31, 2019	2,382.41
Amount Appropriated	0.00
Amount Expended	0.00
Balance as of February 28, 2019	2,382.41

MARSHALL HOME FUND EMERGENCY ASSISTANCE GRANT

Balance as of January 31, 2019	765.23
Amount Appropriated	0.00
Amount Expended	269.00
Balance as of February 28, 2019	496.23

DRAFT 1 for COA Board Discussion

COA/Senior Center Policy related to Room Use:

As the COA/Senior Center attracts more visitors, and staff adds more offerings to the schedule, we ask that each participant be mindful of a group's or program's posted start and end time so that we may accommodate everyone. As the Senior Center's popularity grows and participation increases there are times when the demand for activity space requires evaluations of how best to make all spaces as equitable as possible. The following points are designed to achieve balance and to standardize practices involving room space:

- The COA/Senior Center reserves the right, in consultation with affected parties, to change any room where an activity is booked, for other Center needs.
- Program participants are entitled to use the room only during the time period as agreed upon and publicized by COA staff in advance, and entry is only granted up to 15 minutes prior to the activity's publicized start time in the *Watertown Senior News* calendar, EVEN IF the room appears to be empty. For example, if the group activity starts at 1:00, please know that if you come at noon, you will not be able to get into the room until 15 minutes before the time stated on the calendar. We ask that you wait in the lounge until the stated time so the room can be prepared for the next activity. In addition, participants cannot linger in the room at the end or beyond allotted activity time.
- Participants must leave room in original condition and remove all food, plates, cups and utensils and/or program supplies.
- If a group is asked to leave a room, the group cannot decide which room to be used as reassignment. All assignments and reassignments will be made by COA/Senior Center staff.
- Groups that do not have a defined end date for participation should not assume to be able to use the assigned space indefinitely.
- If a formed group has a celebration or other change to its activity that involves an expanded use of space, the group must notify COA/Senior Center staff at least 2 weeks in advance.
- Any group wishing to make changes or additions to stated rooms or times must make the request of the COA/Senior Staff and must not assume that the request will be automatically granted. All requests will be evaluated on a case by case basis and in consideration of ALL users or potential users of the Senior Center.

If this policy creates a hardship for the group, the group may discuss a time change with the Director of Senior Services and/or the Program Coordinator but there is no guarantee that a long-term change will be accommodated.

The Council on Aging/ Senior Center staff reserves the right to ask groups to leave and/or change their days or times should they not comply with this policy.

Effective April 1, 2019 per Council on Aging Board vote.

DRAFT 2 for COA Board Discussion

COA/Senior Center Policy related to Food Use

To ensure cleanliness of the activity rooms and the kitchen at the COA/Senior Center for all users:

- The refrigerator in the COA/Senior Center kitchen is no longer available to groups who wish to store perishable food items from week to week. The refrigerator is for COA/Senior Center staff use ONLY.
- Groups or individuals who bring food or drink into the Senior Center to be consumed during an activity or program MUST REMOVE said items after that day's program or activity. The COA/Senior Center staff reserves the right to throw out any leftover items in the refrigerator or items left on the kitchen counters after a program; even if the items are marked.
- No group or individual will be allowed to use the refrigerator in the kitchen after an activity at the COA/Senior Center to store leftover cookies, baked goods, ice cream, drinks, fruit or any other perishable items that may be consumed in following weeks. COA/Senior Center staff reserves the right to throw out any leftover items in the refrigerator or items left on the kitchen counters after a program; even if the items are marked.
- Groups who bring food into the Senior Center must clean up any messes in the kitchen from said food items, including washing any dishes or utensils used that day.
- Individuals who use the microwave must clean up any spills associated with its use.
- Groups that do not comply with this policy will be prohibited from bringing food or drink into the Senior Center.
- The COA/Senior Center provides limited daily light refreshments including hot water for tea, black tea bags, regular coffee, instant coffee, sugar, sugar substitute, milk, non-dairy creamer and an assortment of cookies. Visitors are encouraged to bring their own tea brand to substitute for black tea bags provided.

Effective April 1, 2019 per Council on Aging Board vote.

Watertown COA Case Worker's Report for January and February 2019.

New Clients that walked in the door and/or scheduled appointments/ or had phone conversations that I had to do follow up on:

The "New Clients" are those who first came to me this month. Currently, I am working with a group of 25-30 people (referred as "Old Clients" in the below table) who regularly seeking my assistance. Some come and/or call almost on a weekly basis to get their correspondence checked, and others, at least once per month, - to discuss their housing, financial, and/or emotional issues.

	New Clients	Old Clients	Total Clients Served
January:	18	17	35
February:	6	15	21

Numbers and types of applications worked on with clients:

Helping with entire application process starting from explaining making sure that clients have all the required documents, helping with filling out, sending, and, often, follow up with the agencies.

	Fuel Assistance	SNAP	MHF	Safe Link (phone)	MassHealth
January:	9	3	2	3	1
February:	0	4	1	1	1

Numbers and types of issues worked on with clients:

These activities include telephone calls to the agencies, looking for alternative funding, talking to police and other social service providers, working with housing related agencies in Watertown and Boston.

	Housing Issues	SNAP	Fuel Issues	MassHealth	Safety	Bills Payment	Emotional Assistance	Information & Referral	Safe Link	English Class	Medicare SS
January:	5	2		3	1	3	4	8	4	2	1
February:	4	5		2	1	2	5	5	3	1	4

Number of clients assisted throughout the month (both in-person and on the phone):

	Home Visits	Office Visits	Telephone Calls
January:	9	22	65
February:	6	16	40

Any outside meetings, trainings or task forces attended

Bi-monthly Springwell Outreach Workers', Everbridge Training at the Police Station.

Descriptions of any special projects or other notes to share about your activities or trends in services you are seeing with the seniors.

Armenian ESL Cultural Event with Deb

My Senior Center Statistics

Prepared by Margie W- March 12, 2019

Description

Jan- Feb 2019

compared to

Jan- Feb 2018

Ride Statistics

71 riders- 230 rides

61 riders- 151 rides

Unduplicated Numbers

Unduplicated Numbers

Avg daily attendance- Total

44

39

Monday

46

41

Tuesday

44

40

Wednesday

44

35

Thursday

39

30

Friday

48

49

Average attendance for month

Jan-44

Jan-33

Feb-44

Feb-44

Person Statistics:

Largest Group by Age Range

70-74

84

70-74

60

80-84

61

75-79

52

75-79

48

80-84

49

Group by Location:

In Town

296

230

Out of Town

92

86

TOTAL

388

316

Event Statistics:

Flowers with Ernie

15

8

Lunch & Learn

24

12

Matter of Balance

13

11

Coffee with the Chief

8

16

Blood Pressure Screening

23

7

Exercise Statistics:

Line Dancing

23

25

Chair Yoga

22

7

Henry

16

17

Joanna

22

24

Shannon

18

19

Mat Yoga

13

12

Seated Strength

12

10

Tai Chi

9

13