

1 **Wellesley Council on Aging Board Meeting**

2 Thursday, January 16, 2020

3 4:00 p.m.

4 Schuler Multi-Purpose Room - Tolles Parsons Center

5 500 Washington Street, Wellesley 02482

6 **MINUTES**

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PRESENT: Kathleen Vogel (Chair), Marlene Allen (Vice), Dianne Sullivan (Treasurer), Penelope Lawrence, Thomas Kealy, Susan Rosefsky, Jerry Hume, Tony Parker

ABSENT: Thomas Kealy, Lisa Heyison

STAFF: Judith Webster (Interim Director), Heather Budrewicz (COA Consultant)

OTHERS: Jennifer Fallon (Advisory Liaison)

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9 **CALL TO ORDER**

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11 **CITIZENS SPEAK**

Discussion: None.

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13 **APPROVAL OF 12.19.2019 BOARD MEETING MINUTES**

DISCUSSION: Would like minutes to be more succinct. End line 22, add last name for Hans. Under Tom, add comma after Feb 12. Under Judith under 34, after 19 hours per week, change per week to per day.

MOTION: Motion to accept by Tony with changes, seconded by Penny.

VOTE: 7-0

RESULT: Minutes Approved.

DOCUMENT(S): Minutes 12.19.2019

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16 **GIFTS TO THE COA – Judith Webster**

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DISCUSSION: *Presentation and Acceptance of Gifts*

\$22 total in bus donations, \$100 in a family trust, and another \$50 for donations. FWCOA lunch \$353.50 subsidiary for month of December.

MOTION: Motion to accept by Gerry, seconded by Tony.

VOTE: 7-0

RESULT: Gifts recommended for approval.

DOCUMENT(S): Donations Received 12/18/19-1/10/20

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20 **INTERIM DIRECTOR'S REPORT – Judith Webster**

DISCUSSION: *Update on Campana Fund*

Release signed by Kathleen for the Campana fund. In touch with the law firm for the trust and the check will be sent out. A third distribution will be done in March/April this year as they sell off property. The trust also mentioned that there might be another distribution after that for several thousand more.

Update on hiring process for Department Assistants and Activities Assistant

As of the 9th, we closed advertisements for both departmental openings. Received 49 resumes for the activities assistant and more than 75 resumes for the departmental assistant. We are in the process of reviewing each batch of resumes with Cheryl Dabritz from HR, the relevant employee (Amy/Andria) and Interim director are reviewing to weed down the applications. We would like one or two board members to sit in on the first round of interviews and then we will then sit through final interviews in the next several weeks. We would like a stronger board presence during the second round.

Kathleen- During interim process, we had a small group designated as the interviewing committee.

Gerry would like to volunteer for interviewing the first round.

Judith- We reviewed our funds and we believe that we have sufficient funds through the end of June to bring both of these positions on.

Update on Volunteer Program

Our general recruitment is done through Volunteer Match. Most of our recruitment is done through the Wellesley Service League. We have updated our descriptions on Volunteer Match postings and allow them to expire every few months and redo them, so they continue to appear on the top of the list. We are still working on a volunteer agreement for the Volunteer Drivers, Front Desk, and Lunch volunteers. We are looking for acceptable and reliable support for the volunteer program. We CORI every volunteer.

The Greeter position description has been updated and revised to reflect what the greeter actually needs to do, including a new manual for the greeters. Given changes down the pike, more updates will be coming. A letter will go out to all greeters with an updated description and an updated manual, with your signature for your acknowledgement.

Kathleen- Can we add the Code of Conduct in the manual.

Judith- We have a lot to do with the lunch program. We have a lunch program description, updated procedures for handling cash and reiterations on serving. We need to have folks updated on Health Trainings and we are required to have 1 certified person per shift who is responsible for overseeing all other volunteers.

Sally is working on sending out an email the week before to confirm all volunteers. We are working with IT to overcome being blocked by Baracuda.

Kathleen – Has there been any updated effort to do a Train the Trainer?

Kathleen- On volunteer program and packets, do we include the internet policy.

Update on shades, handicapped bathroom button, bulletin boards, card tables, etc.

Purchasing updates: For things we spoke of originally, we are working on a PO for the window shades. All of these projects were approved by EOE. For our AED, just shy of \$2k, we will purchase the device through the Fire Department through an interoffice invoice. The bathroom button, a non-EOEA project, has been issued a PO through the Facility department, work to be done by end of February. Bulletin boards, card tables, and subscriptions, holding off on ping pong table, and going to try to find a way to lower the pool table. Card tables to be ordered.

Penny – Ping Pong needs more space than the Pool table.

Marlene – concern about the card tables and the movability and design so that we make sure the price, design is appropriate for the space. Concerned that tables are suitable for space and décor. Important that patrons see that when we say we are going to do something, we get it done.

Judith- We research and look for a good price and a good vendor. Looking for light weight and collapsible tables.

Kathleen- Should reach out to FMD for vendors and buying power. Someone commented that tables upstairs are too small for Ma Jong and tables in café are perfect, can we swap them.

Jennifer- Recommend to check with the schools for their purchasing.

Gerry- How many tables and chairs? Can we spec out a few and see through trial and error.

Heather- Explained that our purchasing options are relatively open but do require us to comply with Chapter 30B, unless there is a specific Wellesley policy or bylaw that states we have to purchase from a blanket contract, under \$10k we are working with best business practices and best price.

Judith- 1. We are having issues with our coffee machine and there is not much supported products or local repair folks to support the repair contract that expired with the contract. We have six cubes for coffee at 1.5 gallons each. Inside the machine it is leaking. 2. The security for our FOBS is currently a problem when FOBS leave the building and we will need to purchase a new card reader for a few hundred dollars.

ACTION: **Judith** – Follow-up on who can have access to CORI forms and who is authorized to perform the checks.

Judith- Research if we could have a train the trainer class for the lunch program and health requirements.

Judith- Have the internet policy included as part of the volunteer manual.

Judith- Add the code of conduct to the volunteer manual.

Judith- Reach out to FMD to see about vendors and buying power for various purchases, including tables and chairs.

Board- Interested board members should reach out to Kathleen to partake in the first round of interviews for the part-time positions.

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22CONSULTANT'S REPORT ON POLICIES – Heather Budrewicz

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DISCUSSION: 2nd Reading Draft Policies for COA Review

- Code of Conduct for Participants
- Gift Policy

The discussion centered around various concerns about things that were confusing or still needed further definition. Services and gifts in-kind could use some additional focus. NEF has a policy where they do not accept gifts in-kind. The distinction between a gift and a sponsorship needs to be addressed. Donations of time are not recognized by Massachusetts.

The COA currently sends out thank you notes for donations, and the gift policy begins to spell out at what amount a letter will be generated. The current timeline in which a letter is sent out was discussed. A 30-day timeline was considered too short a period of time due to the requirement that both the COA and the BOS reviewing and accepting a gift prior to a letter of thanks being issued.

The COA assistance fund and the Campana fund were both discussed. The COA Assistance fund is currently in a non-interest bearing account, but the Campana fund is in an interest bearing account with the COA being the recipient of the interest and the principal amounts for expenditure. A further discussion was had relative to where folks donate funds and how there is a potentially missed opportunity where people could be donating to the FWCOA for the purpose of supporting the COA.

The language of the policy should be reviewed further and a reference to Council should be made in 2(b) in gifts. Grammatical errors will be reviewed by Marlene and sent to Heather for adjustments.

The Board discussed holding additional meetings to review policies so that board meetings were not entirely consumed by policy discussions. The suggestion was made to have a small group look at the policies to review them before they come before the Board.

A recommendation was made for the COA board to sit with FWCOA to discuss funds and gifts and uses.

ACTION: **Kathleen** – Arrange for Board to sit down with FWCOA/NEF to talk about funds and gifts

Judith- To look into whether we have COA assistance fund and other accounts collecting interest?

Heather – Relative to the Gift Policy –Clarify who determines what is an appropriate in-kind. Define the difference between a gift and sponsorship. In 2.b gifts, the council should be referenced. Make corrections to all policies as received.

Marlene – Send grammatical corrections for gift policy to Heather.

Kathleen- To set-up separate meeting for policies.

DOCUMENT(S): Policies: Exercise Participation, TPC Participation, Gift Policy, Citizen Speak Policy

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26 **CHAIR'S REPORT** – *Kathleen Vogel*

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Discussion: **Board email addresses at wellesleyma.gov**

Kathleen- Received emails from KC Kato and Marjorie that board members should consider having a Town email to protect them when there is a FOIA request, to prevent going through private emails. There is no mandatory requirement to have a town email address.

From the Town Clerk, KC Kato's email: public records law requires that all public records made by a town official, it's not about appeals, fines, or consequences, rather transparency to public. Responsibility to follow open meeting laws, public records, and COI laws. Makes things a lot easier if everyone has an email.

We need to request email addresses from the IT Director, Brian Dupont. IT offers training. Will acquire the information and will disseminate.

Annual Retreat

Annual Retreat- February 7th is when folks were available. We do not currently have a venue. Tony and Lisa are to work together on this project. A location needs to be determined.

New Policy Subcommittee

There is a need for a policy subcommittee. There is a fair amount of work needs to be done over the next several months. There is a lot of hammering out and editing. Policies include mandatory policies required by bylaws, such as: Citizen speak, public communication, gifts, and orientation.

Advisory Committee – 01.22.20

There is an advisory board presentation on January 22nd at 7pm for the budget. Will not deviate much from BOS presentation. Advisory is interested in slide shows.

ACTION: **Kathleen-** To contact Brian DuPont for email setup and training for all board members.

Members- Members to let Kathleen know if they were interested in being part of the policy subcommittee.

Kathleen- To identify which policies should be worked on and will send out the policies/list to the Board.

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30 **TRANSPORTATION COMMITTEE'S REPORT – Transportation Committee & Open Discussion**

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DISCUSSION: **MWRTA update and proposed timeline**

Kathleen- Marlene, Kathleen, Dianne, Heather, Jack Morgan, Meghan Jop and MWRTA met last week. Monday May 4th will be the implementation date with MWRTA as our transportation arm. We are working on scheduling outreach sessions. We need to have the outreach sessions schedule ready to go into the newsletter for next Thursday. We would like to video at least one session in English and one in Chinese.

Bus fares – MWRTA/other COAs/TPC statistics 2019

The COA Board needs to discuss and decide on whether there will be a charge for services starting May 4th and if so, what that charge/fare will be.

Kathleen - Until November of 2017, we charged fares and then the COA started a letter writing campaign. There is a spreadsheet with 20 COA's with their fare structures. The fares range from \$0 in Wellesley, to Stoneham with \$3 roundtrip, to North Andover who does not charge for trips to the COA and for groceries but charges \$5 for local shopping and \$0.40 per mile for medical trips.

Penny- How do we support things? If we don't have to pay MWRTA, can we do it for free. If we are now able to do it for free, what is going to change with MWRTA, why do we need to charge. Lawrence isn't charging bus fares.

Dianne- The last two years, we have not charged. The Board voted to have a "No Fare" through FY 19. We have not addressed that issue for another vote, but have continued the "No Fare" procedure. There are COAs that do not charge, including Weston and Walpole. Newton just changed how they have folks paying, covered by the Town. If you look at the structure, 60% population Stoughton does not pay because of their income. Last year, we put \$10k back to the Town unspent from transportation. There are seniors on fixed incomes. Last real estate bill had an increase. Water bill has gone up. Timing, we are making a lot of changes for seniors, this would be a major change to increase costs to those seniors. If thinking of raising it, we should limit to \$1 per ride. When you look at 2016, and we were accepting a dollar, we only collected around \$2k. Designated times for grocery shopping and food pantry should be looked at. If we expand our service area, we need time to collect additional data.

Marlene- MWRTA said average was \$2 each way. If you are going to charge, person would have to set-up an account with a method to charge. Money would come back to the COA. The funds would partially fund the program, if don't charge anything, don't have to fund the account. Is it disingenuous to accept a donation from Eastern Development and then charge for bus transportation? For the first four or six months, try it free with no change, and reconsider usage, growth and possibilities in six months.

Kathleen- Every other COA charges. We are always going to Town asking for money, and they are offended that we have some patrons who are very capable of paying. Why are we one of the outliers? Budget wise, where is the money going to come from in the future? There are widely publicized COA Assistance funds folks can seek. We are going to eventually need more drivers, which means we would need to come up with the cost for the drivers and maintenance and gas. There maybe ways to earmark monies, transportation is not free. Medfield has four vehicles. Only successful transportation program to get folks where they need to go. We can use our bus on the evenings, or weekends, we just need to pay for a driver. MWRTA recommends a fair as nominal, because they have discovered that if the requestor has no skin in the game, there are frivolous cancellations. We don't know how frequently that happens.

Tony- This is not the time for this change, no objection in the future. We need a public relations committee to figure out how to promote getting a new bus.

Susan- Instituting a fare now when there has been a lot of change, is not worth the grumpiness. Budgeting for extra funds, as things increase, the thing we need most, is a bus. Free until ridership is established and look again then.

Heather – Provided a breakdown of the rides for 2019. In 2019, we had 4687. We did 2083 rides to the Grocery store, 806 to the COA, and over 900 to medical appointments. MWRTA emphasized that patrons who pay feel more comfortable calling to make a complaint on their service than those who get the service for free.

Marlene- Could charge monthly. Maybe we think about where we go. Great service to encourage folks to take bus from home to downtown. How do we increase and encourage ridership by listening sessions and destinations? Recommend no fare for six months. Do we need to do a survey to find out where people want to go? I think we should vote on the fare. Need to get all parameters to MWRTA.

Kathleen- Charging monthly doesn't match up with MWRTA. Should we do a survey to include, where do folks want to go? MV1 is smaller and we can accommodate more folks. If we do not want to change the fare, then no vote is needed. We should do a survey. The sooner we get a survey, the sooner we can roll out a new vehicle if there is a need for it.

Judith- Spoke with Selectmen in Newton, quasi-Uber/Lyft, folks who are able to can call up and its safe, underwritten by Community.

To be read from Tom- reluctant to have fares. If we have them, we need to have a sliding scale.

Heather – If changing the fare six months, the Board would have to decide well before the fare would change to be announced and presented.

The Board discussed creating a survey in order to determine how much of the transit needs are we currently servicing.

MOTION: Adopt a policy that for the first six months under the new MWRTA system that we charge no fee by Marlene, seconded by Gerry.

VOTE: 6-0-1 (Penny)

RESULT: No Fares will be charged.

DOCUMENT: Email from Tom Kealy to Judith Webster on Transportation Fares

ACTION: **Kathleen-** Will reach out to Beth Sullivan Woods to see if she is available to assist us with creating a survey.

Dianne- Will follow-up with Gerry to bring him up to speed on transportation options.

Judith – Will look into and follow-up on creating a transportation survey.

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34 **COMMUNICATION WITH PATRONS** – *Executive Committee & Open Discussion*

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DISCUSSION: *Listening Session 01.02.20*

The Board discussed the success and feedback that came out of the listening session. The desire to hold additional listening sessions including trying out a 30 minutes session in advance of each meeting was discussed. Concerns were expressed that a monthly session may be less valuable and inspire more conversations about the trivial matters and detract from the larger concerns. We can schedule meetings to start at 3:30pm and post two meetings, one for the listening session, and one for the COA board.

An alternate view is that listening sessions should be no more than once a quarter. Prepared to have a presentation that each quarter we will tell you about, xyz. Judith and Heather should be involved in identifying what the greatest needs are, and could say this is a working group that would help us. As things calm down, you may not have as much. Periodically we should do a presentation or promotion on a quarterly basis.

It was discussed that the community relations advisory group meets regularly and is open for the public to provide regular feedback. We have a community group that can represent the same issues from the listening sessions. The group does not have a regularly scheduled meeting date/time.

The format of the agenda was also discussed and specific times were supported by board members to provide notice to the public of when things will occur during the meeting.

One of the issues that arose out of the listening session was the lunch program, selections and Lunch nutrition. The team is currently looking at other menu options and nutritional information. It was also suggested that Needham uses Springwell.

Kathleen- Kate had come up with a list of resource books for seniors and caregivers, and Penny did great with the library. Kate was told she had to find her own funding source, director should find a funding source. Beth Sullivan connected Kate with the Library and the Library is going to host their own lending library in our library with their books. We will figure out an informal sign-out policy. We don't know how far we are from a workable kitchen and require construction and modification.

Retreat

Would like to use retreat for what is board versus what is staff work. Retreat time is about all agreeing on where we are headed and the COA Board roles.

Tony- There are three circles, ownership (BOS), leadership (COA), management (staff). Where they intersect and overlap is a matter for discussion. Action items should be part of the retreat.

ACTION: **Judith** – Schedule listening session at 3:30 prior to next meeting.

Kate- Develop with the library an informal book sign-out policy.

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38 **BOARD OF SELECTMAN LIAISON - Beth Sullivan Woods**

DISCUSSION: NONE

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41 **OLD BUSINESS / NEW BUSINESS**

DISCUSSION: NONE.

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44 **ADJOURN**

45 **MOTION:** Motion to adjourn at 6:30PM by Tony, seconded by Gerry.

46 **Documents:**

- 47 ▪ Donations Received 12/18/19-1/10/20
- 48 ▪ Policies: Exercise Participation, TPC Participation, Gift Policy, Citizen Speak Policy
- 49 ▪ Email Printout from Tom Kealy to Judith Webster on Transportation Fares

50 **Action Items:**

51 **Board-** Interested board members should reach out to Kathleen to partake in the first round of interviews
52 for the part-time positions.

53 ✓ **Board-** Members to let Kathleen know if they were interested in being part of the policy
54 subcommittee.

55 ✓ **Dianne-** Will follow-up with Gerry to bring him up to speed on transportation options.

- 56 ✓ **Heather** – Relative to the Gift Policy –Clarify who determines what is an appropriate in-kind.
57 Define the difference between a gift and sponsorship. In 2.b gifts, the council should be
58 referenced. Make corrections to all policies as received.
- 59 ✓ **Judith** – Follow-up on who can have access to CORI forms and who is authorized to perform the
60 checks.
- 61 ✓ **Judith** – Schedule listening session at 3:30 prior to next meeting.
- 62 ✓ **Judith** – To look into and follow-up on creating a transportation survey.
- 63 ✓ **Judith**- Add the code of conduct to the volunteer manual.
- 64 ✓ **Judith**- Have the internet policy included as part of the volunteer manual.
- 65 ✓ **Judith**- Reach out to FMD to see about vendors and buying power for various purchases,
66 including tables.
- 67 ✓ **Judith**- Research if we could have a Train the Trainer class for the lunch program and health
68 requirements.
- 69 ✓ **Judith**- To look into whether we have COA assistance fund and other accounts collecting
70 interest.
- 71 ✓ **Kate**- Develop with the library an informal book sign-out policy.
- 72 ✓ **Kathleen** – Arrange for Board to sit down with FWCOA/NEF to talk about funds and gifts
- 73 ✓ **Kathleen**- To contact Brian DuPont for email setup and training for all board members.
- 74 ✓ **Kathleen**- To identify which policies should be worked on and will send out the policies/list to
75 the Board.
- 76 ✓ **Kathleen**- To set-up separate meeting for policies.
- 77 ✓ **Kathleen**- Will reach out to Beth Sullivan Woods to see if she is available to assist us with
78 creating a survey.
- 79 ✓ **Marlene** – Send grammatical corrections for gift policy to Heather.