

Wellesley Council on Aging
Board Meeting
April 25, 2019

Location: John and Dwin Schuler Multipurpose Room, Tolles Parsons Center

In Attendance: Kathleen Vogel, Lisa Heyison, Dianne Sullivan, Penelope Lawrence, Thomas Kealy, Barbara Offenhartz, Frank Pinto, Marlene Allen, Susan Rosefsky

Board of Selectmen (BOS): Beth Sullivan Woods

Staff: Gayle Thieme, Linda Clifford

Absent: Diane Campbell, Anne Marie Gross

Call to Order: Kathleen Vogel called the meeting to order at 4:01pm.

Citizens Speak: None.

Approval of March 21, 2019 meeting minutes:

Penny Lawrence put forth a

MOTION to approve the March 21 meeting minutes and Barbara Offenhartz seconded. The motion to accept the minutes passed unanimously.

Letter from BOS – Kathleen Vogel

Kathleen presented a letter from BOS Chair, Jack Morgan, which was read aloud by Beth Sullivan Woods. A copy of the letter was given to all Board members present. The letter addressed the BOS process for appointment of COA Board members as well as the role of the COA Board and the Director. It defined expectations for the full COA Board and referenced the COA By-Laws. The COA Director reports directly to and works under the direction of the COA Board, speaking through its Chair. (See complete letter).

Comments in Response to J. Morgan's letter:

Lisa Heyison commented, "that's a great letter." "Can I ask what people think about it, because we know why we got here, Frank." Frank stated that the BOS did not record their deliberations for appointment of the new Board members. He included an observation that there were 9 female board members and only 2 male members. What happened to diversity? He made an allegation that "men applied for these positions and other men that applied never even heard back".

Lisa Heyison commented referencing the general make-up of most boards historically have been predominately male. She noted that diversity included more than just male and female. She emphasized his lack of respect for other Board members with his recent e-mail to all Board members and stated she found it highly offensive that he called our Chair a "dictator". She commended a line in the letter from the BOS Chair stating, "everybody treating each other respectfully and collaboratively". "That's not happening from one person." She asked what Frank wanted his role to be and how he would like to collaboratively and respectfully work with the board, move forward, and welcome the 2 new female highly talented women to the board.

Frank responded that the board needed diversity. Again he was asked how he could work more cooperatively and respectfully with the board in his own space. Lisa highlighted the need for Board members to go through the Chair and not directly to Gayle, indicating that Frank has told Lisa of his meetings with Gayle T. alone, and that cuts off communication with others. The purpose of the board

is to work cooperatively and respectfully with each other for the betterment of the COA

Frank's response included his concern regarding the loss of 2 FT staff and the remaining staff should have time to do their work. He stated that the staff shouldn't be burdened with training and listening to tapes. He put forth the following suggestions:

1. The Board needs to back off. Let Gayle T. & Linda C. hire the people, reorganize their group & then the Board can be more active.
2. Suspend all working groups
3. Notes to be taken by the secretary
4. Eliminate the next Board meeting and meet in 2 months time

Lisa's response included the reminder that the COA has transitioned before and they have been able to manage and the Chair and the Board should continue their work. Gayle agreed the loss of staff has occurred before however, this time more adjustments would have to be made. Lisa agreed the Board needs to be aware of the burden and Gayle T. should let us know what is needed. The Board is here to help in any way. The Board should meet every month, this is not a burden. Lisa reiterated the need for Linda and Gayle to inform the Chair if they cannot handle and maintain their workload. Again Lisa asked Frank, "how do you want to be part of this Board?" He responded that the staff knows way more than any board. He questioned again clarification of the reporting system. Kathleen responded that Gayle T. reports to the board through the Chair.

Beth Sullivan Woods asked if Frank had brought this up to the staff and the Chair. Frank P. responded that the Chair did not answer his e-mails. Kathleen stated she did not receive any e-mails directly from Frank and denied his allegation and Anne Marie G. and Diane C. received a response from her on their e-mails.

Chair Remarks: Kathleen Vogel

Kathleen V. stated that she did not personally or professionally know either of the two new board member, Marlene Allen and Susan Rosefesy. She welcomed them to the Board looking forward to working with them.

Both Susan and Marlene said they were glad to be here and look forward to working with the Board. Beth Sullivan Woods explained the appointment process, quoted the By-Laws. Frank P. commented that in Mar. 21, 2018, the reporting process under the guidance of Tom Ulfelder, BOS, was voted to be: the COA Dir. reports to the Town Executive Director and a facilitator would work with the Board and staff. Discussion followed regarding the voting on this issue and whether or not it was finalized. Beth Sullivan Woods explained that the BOS cannot change or force the COA to change the reporting structure. The Jack Morgan letter is correct. **Kathleen indicated a discussion of this issue will be on the next months agenda.**

Kathleen indicated the BOS have made clear their desire for all Town Boards and Committees to have their meetings filmed by Wellesley Media. Kathleen said she is aware some Board members are not in favor of the audio recording and is interested in hearing the opinions of other members. Barbara Offenhartz indicated it is a responsibility of board members to participate and it would give the Town residents an opportunity to see the COA Board at work.

Frank Pinto said he is in favor of recording the Board meetings and commented that the BOS should have recorded their deliberation of the selection of new board members.

Lisa Heyison put forth a **MOTION that the COA Board should contact Wellesley Media to have future meetings video recorded, Penny L. seconded the motion. The motion passed unanimously.**

Kathleen agreed to make contact with Wellesley Media.

Kathleen said the discussion on meeting minutes will take place under the Director's Report.

3rd Quarter Operating Budget summary and FY 19 EOE Grant update – Linda Clifford

Personnel Budget: Money from the 2 resignations under Personnel budget so some monies may be turned back to the Town. Vacation time for Elizabeth & Ashley has been paid out.

Operating Budget: IT to cover phone bill \$375 (auto-attendant). Extended hours survey - no amount stated as cost is unknown. Extra monies from one line item are available to cover line items that have been over-spent.

Bus maintenance monies can be transferred to other items. Question: at the end of the year can you identify exactly what is spent on the bus? *Linda C. will identify this at the end of the year and include it in the end of the year report.*

EOEA formula updates: The underspent monies will be re-purposed. We have overspent in the taxi account so will transfer money into this account. Expect less money next year for taxi. The staff is looking at other choices to allocate fund. May have professional partnerships that will augment costs. There is no cap on what you can allocate for transportation.

Subsidized accounts: enrollment incentives accounts include monthly drawing for people who use the MSC attendance screen. Look at programs as they come along so may not know specific cost at this time.

Fitness Instruction (Personal Training): projected expenses include May & June, funds left over for selective additional equipment. Personal training is only subsidized March through June. There will not be any EOE funds going forward for the Personal Trainer program.

Amount available to be re-purposed is about \$1,800.00. Staff suggestions include table cloth, pens, shopping bag, lunch bag, with new branding logo, and color palate and office supplies. Kathleen suggested purchases which will help staff complete their work more easily. Gayle T. does not have any specific ideas at present but will continue the conversation with staff. Dianne S. suggested using some of the money for free classes or reduced fees during May and June. Frank P. encouraged on-line registration discount. Tom Kealy added that many of the things we are doing this year will not be able to be done after July 1st. Reduced funds for FY20 from \$32,000. to \$ 10,000., \$22,000 from EOE was used to reduce the Town budget.

Gayle T. asked for support for the transportation program for taxi rides.

Linda C. to Look at transportation data to make decisions on transportation allocations. Tom Kealy added that most of the money for the taxi was spent early in the year and starting July 1 ,2019 there will be a change

The spending rate was \$10,000. /yr. based on the last part of this year. but this is not sustainable in the future. Gayle T. looks at grants as an opportunity to provide a service which we would otherwise not be able to provide.

Tom Kealy put forth a

MOTION to allow Gayle to re-purpose all the surplus monies from the FY 19 EOE Grant so we use it, not lose it, Kathleen amended to include, "to report to the board on the designations".

Penny L. seconded the motion. The motion passed unanimously.

Gifts to the COA – Gayle Thieme

Gayle referenced the list of donations previously distributed.

Dianne Sullivan put forth a

MOTION to accept the gifts as accepted by the BOS and presented at the April 25 COA Board meeting and Lisa Heyison seconded. The motion passed unanimously.

Question regarding acknowledgments was noted. Yes, they are sent out every week. This was a responsibility of Elizabeth B. Several Board members asked if they could help with the letters. Gayle declined as a standard letter is on the computer.

Director's Report – Gayle Thieme

No written report this month but verbal update. Will continued to send out the weekly updates and the typical monthly report. Gayle described a daily checklist currently in place for staff to absorb the job functions previously completed by Elizabeth and Ashley. We are also doing cross training with other staff and Initiated auto attendant telephone system. The 2 positions are currently posted. Gayle requested that staff working 15 hours/week increase to 19 hours/week whenever possible (Office Assistant Betsy Visvis and Activities Assistant Beth Harrington). The COA is also allowed to recruit for the 10 hour/week Activities Assistant position that was approved for FY 20 prior to July 1. 2019.

Gayle announced Volunteer Coordinator Sara Raveret has submitted her resignation, effective 5/30/19. Sara has increased the volunteer pool to 300 people. Gayle will work with HR to fill Sara's position and will work with Sara before her last day to schedule volunteers as far in advance as possible, noting that in summer some volunteers are less available but others such as students have increased availability. Gayle is also working on other areas looking for volunteers.

Tom Kealy said Sara has done a marvelous job in her time with the COA and asked if the Town is able and/or willing to engage with a temp agency to provide interim relief. Frank Pinto added he thinks there is a case to be made for a full-time position due to the amount of work required. Lisa Heyison noted it may be beneficial to inquire about the head counts of other comparable COAs. Gayle said the department has had minimal staffing increases since moving to TPC and a lot is expected of the volunteer greeters. Gayle said she has thought about staffing and workflow in the wake of the resignations and has come to the conclusion that having a staff person at the front desk will help alleviate the burden on other staff when it comes to the daily office operations. There was general group discussion about this idea. Kathleen said she is interested in an analysis by an outside entity concerning the overall staffing and workflow of the department. The positions are advertised in the Boston.com, MMA, MCOA, Indeed and Craig's List. The cost is being absorbed by HR department. Gayle has received the second batch of applications for the senior activities position. The application submission date closes on May 5 for Office Administrator. First batch for this position will come next week. No action has been taken on the 10 hr. office assistant position.. *Gayle to send paper work for Sara's position to HR.* Gayle's process is to review resumes, select top candidates and then interview with HR.

New position for greeter (office assist) to be explored, job description to be developed, conversation with HR. to be arranged. Question of FT/PT .

Suggestions included exploration of present job descriptions with analysis of new duties required in the TPC. Continue the conversation with HR, and follow the process. Think about the greeter as the most important person the visitor initially meets. Looking at workflow it may be beneficial to have a consultant look at this and the NEF has funds for this type of activity. **Process to create new position to be addressed at next meeting.**

The group discussed preparation of the meeting minutes. It was decided Linda Clifford will create a rough draft during the meeting and Dianne Sullivan volunteered to listen to the audio recording and fill in the gaps.

Kathleen asked how Board members could offer more assistance during the staffing shortage. Gayle said staff is still determining which tasks volunteers could do and she will identify specific tasks as they arise and contact Board members. Tom Kealy offered to help with the registration in May and suggested an incentive program to increase the number of people using the online registration system, which would make the overall registration system more efficient. General discussion on areas where the Board could help. At this time Gayle declined to identify any specific areas but will keep this in mind.

Gayle provided an update on the grant applications for the lunch program to the New Era Fund (NEF). Gayle has asked for clarification about the process, as the guidelines indicate NEF will not fund ongoing programs. The grant advisory committee indicated they would **like to see a complete grant application, which Gayle will bring to the May meeting**. In the mean time, the NEF can approve a request up to \$1,000.00 without an application which will cover one day of lunches through the end of May if this request is approved.

Gayle provided an update on the Management Training opportunity. It is an 8-week training on Effective Personal Productivity with trainer Marc Wey. Gayle, Linda Clifford and Kathleen Vogel are attending the sessions.

The training is curriculum based with readings, worksheets and audio recordings to listen to with spaced repetition. Gayle acknowledged the topics are appropriate, and includes accountability. it is time-consuming and she has not been able to keep up with everything due to the timing. She would like to put the training on hold due to the loss of personnel. Linda agreed it was time- consuming and challenging. Cannot listen to recording between 9am & 5pm. Application is difficult at this time. Instructor advised that stopping the training now would not be the best choice. The present situation is an opportunity to apply the skills and new techniques they are developing. Pros and Cons of continuing the program were discussed. A suggested compromise was to meet every other week if the instructor agrees. Gayle noted she would feel more comfortable if they met every other week. Kathleen will contact the instructor.

Gayle requested the COA general gift account pay for the refreshments for the Fond Farewell event for Elizabeth Bradley and Ashley Shaheen on 4/8/19. This is not an approved expense for the operating budget. Lisa Heyison put forth a

MOTION to pay for the Fond Farewell event refreshments from the COA general gift account in the amount of \$320.07. Dianne Sullivan seconded the motion, which passed unanimously.

TPC Extended hours community survey update – Gayle Thieme

There has been a halt on any further work on the survey until meeting with Kathleen & Beth Sullivan Woods.

Gayle, Kathleen and Beth Sullivan Woods will meet this week to discuss what the BOS are expecting when the COA returns to a future BOS meeting to report on the survey analysis. The COA may or may not need to engage a professional consultant for the analysis. Beth Sullivan Woods noted the COA had sought some advice from a consultant in the past. Joan Seamster, previous consultant gave an estimate for \$500 to \$3,500. EOE money may be used for a consultant. Gayle views this as a priority item. There have been 839 responses.

TPC updates – Beth Sullivan Woods and Kathleen Vogel

Beth Sullivan Woods said she spoke with Tom Goemaat of PBC regarding the sewer line. Tom reported TPC would need to be closed for one week in August, re-locate the staff, and complete the work. Exact timing is TBD. Replacement carpeting and linoleum tiling will be installed at the same time the sewer line work is done. Gayle asked if it would be advisable to plan for a buffer after the scheduled dates. Frank Pinto asked if the cost is covered by warranty. Beth said there would be substantial warranty coverage. The Town will pay no more than the contractor. HVAC is still being worked on, they are waiting for a part for instillation.

BOS Liaison Report – Beth Sullivan Woods

Special Town Meeting will take place on 5/9. Article 9 concerns asking for Town Budget to fund an LICSW position for \$175,000.00 for the Town and funds for HRS to increase counseling services for residents, COA, schools and collaborate with the police. There will be a shared function with the Weston and Wellesley Police. Reporting will be to the department where the services are provided. The LICSW will also work with Kate Burman to advance her current licensure to another level. The Unified Plan was accepted by the BOS earlier this week. Wellesley's Wonderful Weekend is 5/18-19, if the Board wants to participate contact the organization.

Lisa noted: Last week-end /evening program of the year on May 9th at 7pm in the Library. Sara Prager, author, *Queer, There and Everywhere*, *Incredible Stories from LGBTQ+History*. There will be a follow up session in June.

New Business: None.

MOTION to adjourn by : Kathleen Vogel , seconded Lisa Hieyson. Passed unanimously.

meeting adjourned at 6:16pm

Next meeting: May 16, 2019, TPC

Documents and/or Exhibits referenced at this meeting (previously distributed by Gayle Thieme unless otherwise noted):

- Letter from BOS Chair Jack Morgan to Kathleen Vogel (distributed by Kathleen Vogel)
- List of donations to the COA requiring acceptance by COA Board
- FY 19 Q3 Operating Budget summary and EOE accounts update
- Effective Personal Productivity

Minutes prepared by Linda Clifford and Dianne Sullivan