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2 Wellesley Council on Aging
3 Regular Board Meeting
4 May 16, 2019
5 4:00-6:00pm
6

7 **Location:** John and Dwin Schuler Multipurpose Room, Tolles Parsons Center, 500 Washington St.,
8 Wellesley, MA
9

10 **In Attendance:** Marlene Allen, Diane Campbell, Ann Marie Gross, Lisa Heyison, Penelope Lawrence,
11 Thomas Kealy, Barbara Offenhartz, Frank Pinto, Susan Rosefsky, Dianne Sullivan, Kathleen Vogel,
12 Board of Selectmen (BOS): Beth Sullivan Woods
13 Staff: Gayle Thieme, Linda Clifford

14 **Call to Order:** Kathleen Vogel called the Regular COA Board meeting to order at 4:00pm.

15 **Citizens Speak:** None.

16 **Approval of April 25, 2019 meeting minutes:** Lisa Heyison put forth a MOTION TO APPROVE THE
17 APRIL 25TH MEETING MINUTES, DIANE CAMPBELL SECONDED THE MOTION.

18 Diane Campbell noted she did not attend the April meeting but did listen to the audio recording. In
19 the area addressing "Response to Jack Morgan's Letter," she objected to the use of individual names
20 and their responses to his letter dated 4-25-19. On questioning, Diane Campbell agreed the
21 information, as stated, was correct. However, she objected to the way it was written. She referred to
22 guidance about meeting minutes including the BOS handbook. It was pointed out that during her
23 tenure as Chairperson and Board member, she had initiated, seconded, and voted to accept minutes
24 which reflected the use of individual names and their comments. There was general discussion about
25 using direct quotations, the level of detail, and the length of the minutes. Ann Marie Gross expressed
26 concern about privacy as the minutes are a public record document. Kathleen Vogel stated the
27 comments were in response to Jack Morgan's important letter and it was appropriate to have the
28 comments included. Kathleen referenced the Town Bylaws in regard to the public being able to record
29 meeting if they first make it known to the Chair. Discussion followed noting the need to have the
30 minutes, in general, more concise. Diane Campbell again stated her objection to the paragraph related
31 to the BOS letter and would eliminate the way it was written, however, she did agreed with the
32 remaining minutes. The motion to accept the minutes passed by a vote of 9-2. Diane Campbell and
33 Frank Pinto voted NO.

34 **Opening Remarks – Kathleen Vogel**

35 Kathleen asked members to shut off phones. The manner of the meeting should be respectful. She
36 will recognize each member and they will have an opportunity to speak allowing every member to
37 have the same opportunity to speak. Kathleen noted that in the past some members did not have an
38 opportunity to speak and this would allow other member to respond. This would not cut off any
39 discussion. Kathleen reported on the use of Wellesley Media to video record meetings. In reviewing
40 past Board meetings, with the best interests of the COA in mind, she thinks it is appropriate to pause
41 on moving forward with this idea at the present time. Ann Marie Gross suggested we discuss this at an
42 off site meeting to clarify this issue. Kathleen said there will be a special 30 minute Board meeting in
43 early June. Human Resources Director, Scott Szczebak, will present information on the process and
44 responsibilities when writing a performance evaluation. Kathleen asked members to let her know of
45 any dates that would not work with their schedules. Kathleen will also be looking at dates for an off-

46 site meeting. Beth Sullivan Woods said letters were sent out asking board members if they wanted to
 47 continue. A request for applications for board positions was posted this week. The BOS are meeting
 48 next Tuesday to review the appointment schedule for Boards and Committees.

49 **Chair's Report - Kathleen Vogel**

50 Kathleen, Gayle and Scott Szczebak met for a discussion on department staffing. An outside analysis
 51 on the employee job descriptions/classifications and overall departmental structure would be
 52 beneficial. Some of the job descriptions, especially the part-time employees, are in the incorrect
 53 classification/category. The HR department will review job descriptions first, compare them to other
 54 COAs, and adjust as necessary. The group discussed potentially engaging a workflow consultant, the
 55 actual process, and timeline for the project. No decision on a consultant has been made at this time.
 56 General Board discussion related to the timeframe to complete the HR job description reviews and the
 57 sequence of reviews. Request for the workflow consultant's background, process utilized, and on-
 58 going application of the documented recommendations was noted. Kathleen noted that the workflow
 59 consultant could tailor the assessment to our needs. The NEF may fund such a project.

60 Discussion followed related to the new hires and the job descriptions matching up to qualification
 61 needed. Specific comments related to the Director's position were note. Kathleen referenced last
 62 month's letter (Apr. 25,2019) sent to her by the BOS Chair, Jack Morgan. Penny Lawrence made a
 63 MOTION: TO MOVE THAT WE, A BODY APPOINTED BY THE WELLESLEY, BOARD OF SELLECTMEN,
 64 REAFFIRM OUR COMMITMENT TO FAITHFULLY AND IMPARTIALLY EXECUTE OUR DUTIES ON THE
 65 COUNCIL ON AGING BOARD, AS DEFINED IN ARTICLE 33, OF THE TOWN OF WELLESLEY BYLAWS, AND
 66 TO ACKNOWLEDGE AND ABIDE BY THE GOVERNANCE STRUCTURE STATED THERIN, AS FURTHER
 67 DELINEATED IN THE APRIL 25, 2019 LETTER FROM THE CHAIRMAN OF THE BOARD OF SELECTMEN. Lisa
 68 Heyison seconded the motion. Ann Marie asked for further clarity on this motion. Kathleen said it is
 69 affirming the reporting structure of the COA Board and at last month's meeting there were statements
 70 that were contrary to the letter's affirmation of the reporting structure. Discussion followed regarding
 71 the COA Director reporting to the Board through the Chair. Diane Campbell commented that some
 72 members might perceive this statement in different ways, causing tension within the group. There was
 73 general group discussion on the motion. The motion passed with 8 affirmative votes, 2 No votes,
 74 Diane Campbell and Frank Pinto, and I abstention, Ann Marie Gross.

75 **Gifts to the COA – Gayle Thieme**

76 Gayle referenced the list of donations previously distributed, and noted two minor corrections to the
 77 document. Lisa Heyison put forth a MOTION TO ACCEPT THE GIFTS WITH 2 CORRECTIONS AS
 78 PRESENTED AT THE MAY 16TH BOARD MEETING. Diane Campbell seconded motion. The motion, with
 79 the corrections, passed unanimously.

80 **Director's Report – Gayle Thieme**

81 Gayle referenced the document previously distributed. COA staffing update:
 82 Senior Activities Coordinator Position: 4 Interviews, (1 by telephone) conducted; 2 strong candidates
 83 Volunteer Coordinator Position: Discussion involved the volume of work required and the pros and
 84 cons of considering this as a full-time position. Training of new volunteers is done in group setting if
 85 possible. They are then partnered with a seasoned volunteer. (see Dir. Report 5-14-19) Comparison of
 86 our staff ratio to similar COAs and the financial impact on the Town should be considered when
 87 considering adding hours to a part-time position or creating a full-time position. Also, the use of
 88 automated systems to facilitate work would be helpful.

89
 90 Gayle reported the production of the July/August newsletter, will be outsourced as no other COA staff

91 is trained in using Adobe InDesign. Gayle has received graphic designer, Sherry Hanks's, quote of
92 \$650-\$875. (see Dir. Report 5-14-19) Gayle reported FWCOA will provide financial support for the
93 Wednesday lunches until the grant application to the New Era Fund is completed. (see Dir. Report 5-
94 14-19) Gayle noted the plan to switch to Card Connect as the credit card processor for payments
95 made online via MyActiveCenter is still in place. The Town Treasurer is the signatory on the
96 application. No contact has been made to other COAs using this system. Gayle to follow up. She
97 expects to use this system for the next registration. (see Dir. Report 5-14-19)
98 Extended Hours Survey suspended until 2 FT positions are filled. (see Dir. Report 5-14-19)
99 Board discussion included the current practice/need for a custodian while a Town building is open.
100 Other issues discussed included current documents identifying the use of the building, staffing issues,
101 the need for more information to address these issue, possibly developing a working group to
102 continue the analysis. Tom K. expressed concern regarding the delays effect on generating information
103 on use and expenses to help estimate an accurate budget for the next year. He also included
104 information on other COAs who have not had to add staff to accommodate extended hours but
105 staggered their hours to cover the extended hours. The use of custodial hours and budgeting for FY 20
106 needs to be clarified so this does not impeded the implementation of extended hours. Beth Sullivan
107 Woods commented on custodian use as "a practice". Beth will contact FMD again to clarify the hours
108 of custodial work time funded. Hours of operation were presented at Town Meeting as 9am-4pm. All
109 previous traffic studies were done based on 9am-4pm usage. There is nothing in the documents
110 restricting hours of use of the building after 4pm. More discussion is warranted between Gayle and
111 the Chair regarding priorities, an extended hours plan, implementation, and Gayle's workload. The
112 priority issue, BOS request for adjustments to the Transportation Program, may delay the initiation of
113 extended hour activities. The extended hour initiative is identified as Gayle's business plan for her to
114 develop and report to the BOS. Much discussion occurred related to possibility of having a working
115 group work on some survey issues without Gayle present. Could this be done on a parallel basis if
116 Gayle agreed? Beth Sullivan Woods said the survey is part of the whole plan and there is a lot of work
117 to be done on the data and the implementation plan to be developed before it is presented to the
118 BOS. May consider a slow pause on this initiative rather than a suspension on the survey analysis. (see
119 Dir. Report 5-14-19). The question of forming a working group for extended hours (possibly Tom K. &
120 Ann Marie G) was mentioned. This would require gathering hard data to present to the BOS. Data and
121 supporting documents can only be gathered through staff involvement. No decision was made.
122 Kathleen and Gayle will have a conversation on priorities: the Transportation Program, time-
123 management, and Gayle's workload. Question of Wellesley Media fitting the second floor room for
124 video recording has been delayed due to their feeling that the multi-purpose room has not been used
125 enough to justify a second room with this capability. The original commitment and funding is unclear.
126 Gayle will contact Wellesley Media. Gayle has requested specific language from Beth Sullivan Woods
127 to communicate the building closure planned for August 9th to Aug. 16th. Beth Sullivan Woods has
128 received approval for a communication_statement she has created addressing the building closure.
129 The Great Hall is being prepared for housing the COA staff in August. Potential summer hours at Town
130 Hall, impact on the COA staff and relocation of programs is still to be determined. This information
131 should be made available when the announcement for closure is issued. Gayle is due to submit this
132 information for the Newsletter by June 1st. (see Dir. Report (5-14-19).

133

134

135 **FY 19 EOE Budget Grant update – Linda Clifford**

136 The EOEI approved funding the cost of the management training program for Gayle and Linda up to
 137 \$2,000.00. To re-purpose EOEI funds the COA needs to get approval from EOEI.
 138 Projected expenses for Sherry Hanks are included in the report.
 139 (See EOEI Formula Grant FY19 update 5-14-19)

140 **Working Group updates**

141 Linda Clifford's update on the Transportation working group: Last meeting was held in mid March. A
 142 meeting will take place next week to assess Central Reservations through the MWRTA. Linda will be
 143 calling Sudbury on Monday for their experience with MWRTA scheduling. We have information from
 144 Holliston. In May the manager from Lyft gave a demonstration for desktop reservation to Linda and
 145 Gayle. Concern expressed about lack of CORI check for the Lyft drivers. Gayle will check with the
 146 Carlisle COA who currently has an agreement with Lyft. Penny Lawrence's **update on the Café/Lounge**
 147 **working group:** 5 volunteers—each takes a day to check books/shelves. There are 7 bookshelves filled
 148 at present.

149 **TPC updates – Beth Sullivan Woods**

150 Beth said at Special Town Meeting the funding for the Town-wide LICSW position was approved. The
 151 appropriation also increased the amount of funding to HRS for mental health services for Town
 152 residents. Kate Burnham will collaborate with the LICSW to complete hourly requirement for eligibility
 153 for LICSW certification. Kathleen reported Board of Health member Linda Grape has reached out to
 154 her about a Senior Health gap analysis initiative the BOH is undertaking. Officer Wall and Kate
 155 Burnham have been contacted.

156 **Old/New Business:**

157 Gayle reported Town Counsel approved, through Jennie Merrill, the Fitness Room Workout
 158 Specification Forms on Feb. 13th 2019 that were referenced at the 2/7/19 Board meeting. The Motion
 159 was approved on 2/7/19 pending the approval of the forms by the Town Counsel. Lisa Heyison noted
 160 the 5/9/19 Evening and Weekend Lecture Series on LGBTQ issues is being followed up with
 161 tomorrow's "Building Bridges" program featuring Lisa Krinsky of The LGBT Aging Project.
 162

163 **Meeting adjourned:** at 6:00pm by Kathleen Vogel
 164

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

- 167 • List of donations to the COA requiring acceptance by COA Board
- 168 • Director of Senior Services Report-5-14-19
- 169 • FY 19 EOEI Formula Grant accounts update

170 Minutes prepared by Linda Clifford and Dianne Sullivan

171 Minutes reviewed by: Kathleen Vogel