

**Council on Aging Minutes of October 21, 2021  
Online Remote Board Meeting**

*This meeting will be aired live on Comcast 8 and Verizon 40, and will be available on demand the following morning. When two meetings are being held simultaneously, the second meeting will be live on Channel 9 or Verizon 39. Also, meeting agendas are posted on [wellesley.ma.gov](http://wellesley.ma.gov) at least 48 hours prior to the meeting, and protocol for participating in Citizen's Speak is at the bottom of that agenda.*

**Members Present: Marlene Allen, Chair; Tony Parker, Vice Chair; Susan Rosefsky, Secretary; Tory DeFazio; Lori Ferrante (joined at 4:10pm); Bob Ferrell; Dianne Sullivan; Kathy Trumbull; Kathleen Vogel; and Tina Wang**

**Absent: None**

**Also Present: Heather Munroe, Director of Senior Services; Gregory Wilson, Assistant Director of Senior Services; and Corinne Monahan, Advisory Board Liaison**

**Meeting Documents:**

Agenda  
Minutes of September 16, 2021  
Minutes of April 1, 2021  
Director's Report including:  
    FY21 Annual Town Report  
    FY22 1<sup>st</sup> Quarter Finance Report & Update  
    FY23 Operating & Capital Budgeting Draft Update  
    Programming Feedback  
    Program Information & Policies Inside Page Newsletter

**I. Call to Order:**

Ms. Allen, Chair, called the meeting to order at 4:04pm. There was a Roll Call for attendance.

**II. Citizen Speak: None**

**III. Meeting Minutes:**

Minutes of the April 1, 2021 meeting were reviewed.

**A motion was made by Kathleen Vogel and seconded by Susan Rosefsky to accept the minutes of the April 1, 2021 meeting. In a Roll Call vote by Members Present named above, the motion passed unanimously, 9-0 (Lori Ferrante was not present at this time to vote).**

Minutes of the September 16, 2021 meeting were reviewed.

**A motion was made by Robert Ferrell and seconded by Kathleen Vogel to accept the minutes of the September 16, 2021 meeting. In a Roll Call vote by Members Present named above, the motion passed unanimously, 9-0 (Lori was not present at this time to vote).**

**IV. Director's Report:**

Highlights of the report included:

- Finances;
- Programming;
- Policies; and
- COA Initiatives.

## **A. Finances**

### **I. FY21**

#### *1. FY21 Annual Town Report (Vote)*

Ms. Munroe presented the current draft of the FY21 Annual Town Report, which is in compliance with guidance from the Town, for Board approval. The report is due on October 22, 2021.

During discussion, Ms. Sullivan identified extra verbiage under the Programs & Activities section pertaining to the Regis College MSOT Program, and Ms. Munroe will take out the extra verbiage. Ms. Allen and Ms. Vogel explained that they had grammatical feedback, but otherwise the Board agreed the content of the report was complete. It was suggested that the Board vote to authorize Ms. Allen and Ms. Vogel to make final grammatical edits and submit the report on October 22, 2021.

**A motion was made by Bob Ferrell and seconded by Tony Parker to authorize Marlene Allen, Chair, and Kathleen Vogel to make grammatical edits to the Annual Town Report and submit it to the Town. In a Roll Call Vote by Members Present named above, the motion passed unanimously, 10-0.**

### **II. FY22**

#### *1. Gift Acceptance (Vote)*

A donation of \$256.00 was made by the Friends of the Wellesley Council on Aging (FWCOA) for September 2021 subsidized lunches.

A donation of \$461.25 was made by the FWCOA for September 2021 subsidized coffee supplies.

During discussion, Ms. Allen clarified that gifts accepted by the COA Board must also be accepted by the Select Board.

**A motion was made by Bob Ferrell and seconded by Tina Wang to accept all above-mentioned monetary gifts given to the COA. In a Roll Call vote by Members Present named above, the motion passed unanimously, 10-0.**

#### *2. 1<sup>st</sup> Quarter Finance Report & Update*

*FY22 Operating-* Ms. Munroe presented an update on the Operating Budget from the first quarter of FY22. About 26% of the operating budget has been used, and non-routine expenses include a new bus radio for \$260 and a piano tune-up for \$150. Additionally, excluding October payroll, 25% of the payroll budget has been used.

During discussion, it was clarified that a larger amount of funds was used in the Software License account as one-time purchases for necessary annual COA subscriptions. It was also clarified that in the Printing and Mailing account, those funds are meant for the newsletter. Given the non-profit postage level the COA uses to mail out the newsletter, the newsletters are considered lower

priority, which may explain the reason why certain locations do not receive their newsletters in a timely manner. In order to address this issue, the COA has started to drop newsletters off at housing locations that show inconsistent newsletter deliveries, which includes Waterstone and housing on Grove Street. The COA will also remove those locations from the mailing list to reduce redundancy and costs. Funds are also high because the COA currently uses a consultant, Sherry Hanks, for the design of the newsletter. The Programs and Activities team has taken on more responsibilities, so the team cannot take on this task yet. The COA has enough money budgeted to cover costs throughout the rest of the year but will see if it is possible to use LPI's newly launched software as a solution. Ms. Vogel suggested deciding if staff is taking this task on or if it is better to wait and budget for Sherry Hanks for next fiscal year. Ms. Allen reminded the Board that the discussion is about the current budget, not a future budget.

Capital- Ms. Munroe presented an update on the Capital Budget. The FY22 and FY21 Carry forward budgets have not yet been touched. For FY19 Capital, just under \$500 was spent on shades in the conference room, and the cabinet locks have been ordered and installed. Additionally, some money has been spent on new sound panels to try out in the Billiards area, and additional storage containers have been ordered. The COA may order additional sound panels in the future. For FY18 Capital, iPads have been purchased and delivered and have already been used for Mah Jong online.

During discussion, Ms. Allen clarified that based on a recent meeting on Capital budgets, it appears that the Town is ready to expand on Capital projects, and now is the time to outline anticipated building projects.

FY21 Encumbrances- All outstanding bills from FY21 have been paid, and \$219.08 has been returned to the Town.

Programming Budget- This complete budget consist of funding from the Operating Budget, Executive Office of Elder Affairs, a grant from the Wellesley Hills Junior Women's Club, and revolving funds. The COA thus far has expended about 15 percent of the total programming budget for the fiscal year.

EOEA Budget (FY21)- Funds are being held at this point in good faith in the event the Town needs to use them for the newly converted fulltime Departmental Assistant position. This was approved at a prior Board meeting.

EOEA Budget (FY22)- The COA has allocated \$42,600.00 for salary offsets, and the remaining \$18,000.00 has been appropriated for Events, Holidays, Social Programs; Activities & Additional Supplies; and Fitness Center Supplies.

#### Gift Accounts

Ms. Munroe presented brief updates on the following accounts:

- **General-** Showing funds from New Era Fund for Fitness Center equipment purchases.
- **Coffee-** Showing a negative balance due to funding sources needing to be transferred in, but will generally break even.
- **Newspaper subscriptions-** Includes New York Times, USA Today, Townsman, Boston Globe, and Wall Street Journal. The FWCOA is funding these subscriptions for FY22.
- **Hot Meals-** This item will move to a \$0 balance, resulting from the merge of the Hot Meals Program with Lunch. Remaining funds are being used to finance free lunches.
- **Lunch-** This line will usually show a \$0 balance, but this is where funds from FWCOA for lunch subsidies and free lunch are housed.

- **Client Assistance**- \$72 have been expended for scholarship assistance for fitness classes.
- **Marketing**- COA Board approval is needed in order to determine how the funds are used, which typically goes to nametags, business cards, and similar items.

During discussion, Ms. Wang asked if the Board could have nametags. The Board agreed to have the COA purchase nametags for members of the Board from the Marketing account.

### III. FY23 Operating & Capital Budgeting Draft Update

Ms. Munroe informed the Board that the FY23 Operating Budget reflects a 2.75% increase and a 2.5% Cost-of-Living Adjustment (COLA) for management positions. Ms. Munroe further explained that management increase amounts are separated into a bucket, where Human Resources calculates an increase scale based on performance reviews which then determine the increase amount. Additionally, Ms. Munroe informed the Board that she will call the Finance Working Group shortly to go over the budget. The Working Group will consist of Ms. Allen, Ms. Vogel, and Ms. Wang.

During discussion, Ms. Allen clarified that the COA presents the budget for the upcoming fiscal year to both the Advisory Board and the Select Board. Ms. Monahan informed the board that she will provide the COA with the meeting date and details for the FY23 Budget Presentation for the Advisory Board.

### **B. Programming Feedback**

Ms. Munroe informed the Board that the COA is surveying fitness class participants. The COA sent the survey to about 100 people, and so far 53 responses have come in. Questions cover where patrons are taking classes (at the COA, other COAs, or elsewhere); how patrons are participating (online, in-person, or both); the number of programs patrons are enrolled in; how patrons sign-up (entire session vs. drop-in method); satisfaction with pricing structure; if fitness needs are met; and, if applicable, why needs may not be met. Formal results will be presented in the next Director's Report, but currently it appears people's needs are being met. The COA is aware that some folks miss Mixed Yoga, but other circumstances arose, and the COA is offering another yoga class.

During discussion, Ms. Sullivan asked if demographic data can be included in the future, and Ms. Munroe asked for sample demographic questions for future implementation. It was also clarified that the surveys are anonymous, but cannot be considered confidential, as they are public record. It was also clarified that administering the surveys online should not narrow the response population, but the COA can look to including paper response options. Furthermore, it was clarified that, while 50% of respondents may seem like a small amount, it is actually a great response rate for surveys. Dr. Ferrell suggested to include demographics as well as how often patrons attend programming. Ms. Munroe explained that, while the COA can ask that information, it is important to remember that not everyone who signs up for programming attends. Additionally, Ms. Wang suggested inputting verbiage about safety and safe practices at the COA in the Newsletter, as it may help get people in the door.

### **C. Policies**

#### I. Update Program Info & Policies Inside Page Newsletter

This agenda item was skipped, as the working group has not yet met.

### **D. COA Initiatives**

Ms. Munroe presented current initiatives at the COA. One initiative involves tournaments or friendly competitions onsite for activities like Scrabble and Pool. After speaking with the Friends, who will help with the initiative, the COA is hoping to start with a Pool competition in January or February as a pilot. The goal is to have a different competition every newsletter cycle, and the Friends would supply door prizes or awards. The COA is also reaching out to the Housing Authority to try and reach seniors in those apartments that may not be aware of the COA. This will involve a paper reach out as well as on-site visits, having the bus present, and having the Friends sponsor to have food.

Ms. Allen also mentioned that housing and energy issues were identified earlier this year at the annual spring Town Meeting, and she suggested having programming relative to that topic in the future.

#### **V. Future Scheduling at the TPC**

Discussion ensued about the possibility of returning operations to “pre-COVID” practices. Points were raised about the importance of returning to a sense of normalcy as well as the importance of setting patron participation limits. Some members of the Board expressed concern about placing limits on activities in the building and the message it could send, and the question was raised as to if other departments, such as Recreation, also hold similar participation limits. It was clarified that, while there are no current state mandates on participation limits, it is important to find a balance by setting a limit so that patrons participating have an awareness of what to expect. It was also clarified that the COA has been expanding participation numbers at a slower pace in order to maintain balance between seniors ready to return to normal and seniors still uncomfortable to participate in-person. The COA will also continue to expand at a steady pace to maintain that balance. As discussion progressed, ideas were raised relating to setting limit ranges, continuing to gradually raise event limits, provide messaging around safety and cleanliness in the building, with a goal of not turning anyone away from programming if possible. Finally, it was clarified that the COA will continue including evening programming and has a long-term goal to eventually allow for evening Fitness Center use.

#### **VI. Board Retreat Follow-Up**

##### **A. Mission Statement Review (Possible Vote)**

Ms. Allen explained that additional work has to be done on this, and that the subcommittee meetings are being set up.

##### **B. Review of Proposed Goals**

Goals will be established based on upcoming Subcommittee meetings.

##### **C. Assign Subcommittees**

The following subcommittees and members were confirmed:

- *Vitality*- Mr. DeFazio, Dr. Ferrell, and Mr. Parker;
- *Visibility*- Ms. Rosefsky, Ms. Vogel, and Ms. Allen; and
- *Vibrancy*- Ms. Ferrante, Ms. Wang, Ms. Trumbull, and Ms. Sullivan

Ms. Allen explained that initial meetings should be called and to establish chairs for each subcommittee, with a goal for each subcommittee to have a first meeting before the next Board meeting. Ms. Allen also reiterated that Working Groups called by staff, and Subcommittees are called by Board members with minutes and agendas posted. Ms. Munroe also clarified that the Subcommittees can meet via Zoom, and K.C. Kato at the Town Clerk office must swear in subcommittee members.

## **VII. Reports/Updates**

Ms. Allen informed the Board that the barbecue event went well and was full, with special thanks to the Wellesley Police Department. Ms. Allen also informed the Board that the parade and open house during Wellesley's Wonderful Weekend went well, and the Welcome Wednesday event in the evening also went well.

Ms. Allen informed the Board that they received official notice from the State Attorney General that the revised minutes resulting from the Open Meeting Law complaint comply with Open Meeting Law.

Ms. Allen informed the Board that the Transportation Working Group met and is working on a policy on accidents for the bus drivers.

Mr. DeFazio asked about the status of two recent incidents at the COA. Ms. Munroe clarified that no further action was needed, and all necessary paperwork was sent up to Town Hall for insurance purposes.

Mr. DeFazio asked for a write-up from the open house during Wellesley's Wonderful Weekend and the Welcome Wednesday event to present to the Celebrations Committee. It was clarified that verbiage from the Director's Report can be used, and Ms. Allen and Ms. Munroe spoke about lessons learned from both events.

Mr. DeFazio reported that he attended the second half of the Town training on public records, and Ms. Allen encouraged participation in more of these trainings.

Ms. Vogel informed the Board that all members must acknowledge the receipt of state ethics and Open Meeting Law materials in order to partake in Subcommittees. It was clarified that if anyone is out of compliance, they have already received materials to acknowledge.

Ms. Munroe informed the Board that she will be on maternity leave in November for about three months. During that time, Mr. Wilson is in charge, and he has resources in case he needs them. Ms. Allen reiterated that the Board will offer support if needed.

## **VIII. Old Business/New Business- None**

*Matters not anticipated by the Chair at the time of posting.*

## **IX. Next meeting dates/time**

Community Outreach Meeting Tuesday, November 9, 2021 at 1:00pm.

COA Board Meeting Thursday, November 18, 2021 at 4:00pm.

## **X. Adjourn**

**A motion was made by Bob and seconded by Tina to adjourn the meeting. In a Roll Call vote by Members Present named above, the motion passed unanimously, 10-0, and the meeting was adjourned at 5:59pm.**

**Approved at the November 18, 2021 meeting.**