

**GROVELAND COUNCIL ON AGING BOARD OF DIRECTORS
MEETING MINUTES August 16, 2023**

ATTENDING: Linda Brown, Larry MacElhiney, Laurel Puchalski, Barbara Sanborn, Deb Stephenson, Irene Thomas, Marie Waller, COA Director Alyssa Lee

CALL TO ORDER: Motion made by L. Puchalski, seconded by D. Stephenson at 9:32 a.m.
COA Mission Statement read by L. Brown.

MINUTES: Motion made by L. Puchalski and seconded by L. Brown to approve minutes of June 21, 2023 minutes. Motion made by L. Puchalski and seconded by D. Stephenson to approve minutes of July 19, 2023. Unanimous approval of both.

FINANCIAL REPORT: Director Lee presented the budget in an easy-to-understand and organized format. This report includes amounts spent and available through the end of July 2023. Revolving account is estimated as the town is in the process of closing the books for the last fiscal year. The Mass. Cultural Council grant money and MASSDOT grant are expected to be received in Sept. Good news is that the Formula Grant is now calculated at \$14/senior rather than \$12/senior, and the remaining funds (due to salaries not paid because of unfilled staff positions) will be rolled over to this fiscal year. Director Lee will research if a person is considered a senior at age 60 or 65 for the Formula Grant.

DIRECTOR'S REPORT: (See attached August report for more details.)

- In her first 36 days, Director Lee has been listening actively in her many meetings with stakeholders and clients. During her next 30 days, she plans to collaborate with the board to develop a vision statement and goals for herself.
- 2700 copies of the Sept/Oct newsletter will be printed and mailed to every Groveland household with generous funds from the Friends of the COA. Key communications in this newsletter include a letter from Director Lee, the Friends' fundraising raffle calendar, and a survey to collect information that can guide future COA work and actions based on citizens' needs and preferences.
- Older Americans Day is on Aug. 17. Both lunch and the musical entertainment (provided by New England Conservatory graduate, Alexandra Henderson) will take place in the main meeting room in Town Hall. COA Board members are welcome to help with the set up starting at 10:30 a.m.
- Director Lee invites COA Board members who interacted with N. Burke in the absence of a Director to help with input for the annual review for the Assistant Director. Director Lee is developing goals for the new Outreach Coordinator. The two promising candidates for the van driver position have both withdrawn from the process, so the search continues to fill these positions.
- My Senior Center data was shared for the number of people who partake of the COA services including: meals, groceries, fitness, education, social events, transportation.

- Director Lee has begun to collect information related to the option of having people register online for COA programs. For programs with fees, she presented a chart of fees related to online registration payments. Conversations about the possibility of online registrations and payments will need to be held with town financial officers.

OLD BUSINESS:

- D. Stephenson has met with Outreach Coordinator DelMare who would like all COA Pantry Volunteers to continue shelving the ONT deliveries and packing the food orders for the Wednesday Delivery Drivers. She also wants all to be trained. Director Lee reminds us that we partner with Our Neighbors Table and suggests that these 10-12 volunteers attend one of ONT's online trainings, so all volunteers receive consistent information related to confidentiality, safety, and ONT values.

NEW BUSINESS:

- Assistant Director Burke has planned future programs: meet and greet in September, a chocolate factory tour, a Halloween gathering.
- The Friends of the Groveland COA will meet on Thursday, August 24 at 3 p.m. in the Town Hall Main Meeting Room. L. MacElhiney reports that this fund-raising and supportive group for the COA is seeking paying and active members and COA supporters, and will have members at one table on the field and one table under the tent to provide information with a consistent message (FAQ), invite more members, and sell chances for the fall calendar raffle fundraiser on 9/9, Groveland Day.
- D. Stephenson proposes that with a COA Staff in place, the Board invest some of the meeting time to be more strategic in discussing a monthly focus. Suggested focus areas discussed: van utilization, pantry use, expanded programming possibilities, understanding the budget process, revolving fund and grants (with town finance officials invited to add information), understanding the numbers and report for My Senior Center, annual review of the bylaws, preparing information packets for new COA Board members. Also discussed were preparing a calendar of timely topics, having individual Board members take the lead on preparing for and leading discussion on a topic, knowing the next month's area of focus so Board members can prepare ideas and questions.

ADJOURNED: Motion made by D. Stephenson and seconded by L. Brown to adjourn at 10:35 a.m. Unanimous.

NEXT SCHEDULED MEETING: September 20, 2023 at 9:30 a.m. in the Town Hall Main Meeting Room.

RESPECTFULLY SUBMITTED BY: Irene Thomas, Secretary

Director, COA Board Report

Date of meeting: August 16, 2023

Meeting time and location: 9:30am, Town Hall

Summary

1. A status update on my 90-day plan.
2. A request for your feedback on the community survey, emphasizing the value of community involvement.
3. Finances for the month of July 2023.
4. Noteworthy updates regarding staff.

Highlights since our last meeting

The van driver hiring process was restarted and the pantry health inspection was successfully passed. I had an initial 1:1 meeting with Barbara, the Board Chair, where we discussed the role and current activities. In addition, I worked on creating system and process documents for the Outreach Coordinator, drafted the Sept/Oct newsletter. I also drafted a performance evaluation form for Assistant Director and short-term goals for the Outreach Coordinator. Lastly, I attended the Greater Boston Food Bank Food Safety workshop in July - learned lots of great tips!

Financial Highlights

This is a very quick recap and does not replace the finance reports of the meeting. It's just a quick preview of large gifts, new commitments, etc. Most boards care about cash flow more than anything, so include your cash flow report!

1. FY24 Formula Grant increase from \$12 to \$14 dollars per elder
2. FY23 MCC Grant should be reimbursed within the next month in the amount of \$699 in correlation with the Older Americans Day celebration originally scheduled for May '23 and rescheduled for Aug, '23

90 Day Plan - Check in as we enter 36 days

In my initial 30 days, I have diligently acquired a solid understanding of our extensive array of programs and services. I've dedicated considerable effort to familiarizing myself with the individuals, processes, and technologies that constitute our operational framework, and have taken steps to gain insight into the demographics of our valued clients.

Looking ahead to my next 30 days, as I approach the 60-day mark, my focus will be on further enhancing my grasp of our programs and services while refining the standards that govern our activities and operations. I am committed to fostering deeper connections with my team, leveraging their expertise to guide my ongoing learning process. This collaborative approach not only aids in my personal growth but also nurtures a foundation of trust between myself and the team. I intend to be a collaborative partner, working hand-in-hand as we collectively pursue our organizational mission.

Simultaneously, I plan to initiate the process of identifying initial priorities and determining the most impactful tasks to undertake, both at the individual and team levels. During this phase, I expect to undertake activities such as formulating a detailed budget for the year, incorporating a potential timetable for grants; creating strategies for marketing and programming efforts, and setting objectives for team members that harmonize with the overarching organizational objectives. In pursuit of alignment, my focus will be on achieving consensus regarding our intended outcomes and establishing unambiguous benchmarks for success. Additionally, I will plan to start outlining my leadership vision and crafting a communication plan to ensure a cohesive and transparent approach moving forward.

I am mindful that the Board is in the process of assembling a performance review for my role and know that it's imperative that the goals I set and the directions I chart align seamlessly with the vision they are shaping.

Overall, the overarching objective that I aim to convey is a holistic approach that integrates purposeful prioritization, collaborative alignment, and forward-looking planning, while remaining adaptable to the evolving landscape.

Challenges

This past month has certainly had it's ups and downs and certainly the norm for this type of work. That said, just to keep everyone abreast:

1. Staffing - many team members has planned vacations and others had unexpected issues come up that have impacted staffing availability at the office.
 2. Steep learning curve for the new outreach coordinator, specifically connected to Food Pantry / Grocery Services
 3. Newsletter and Older Americans Day - last minute changes.
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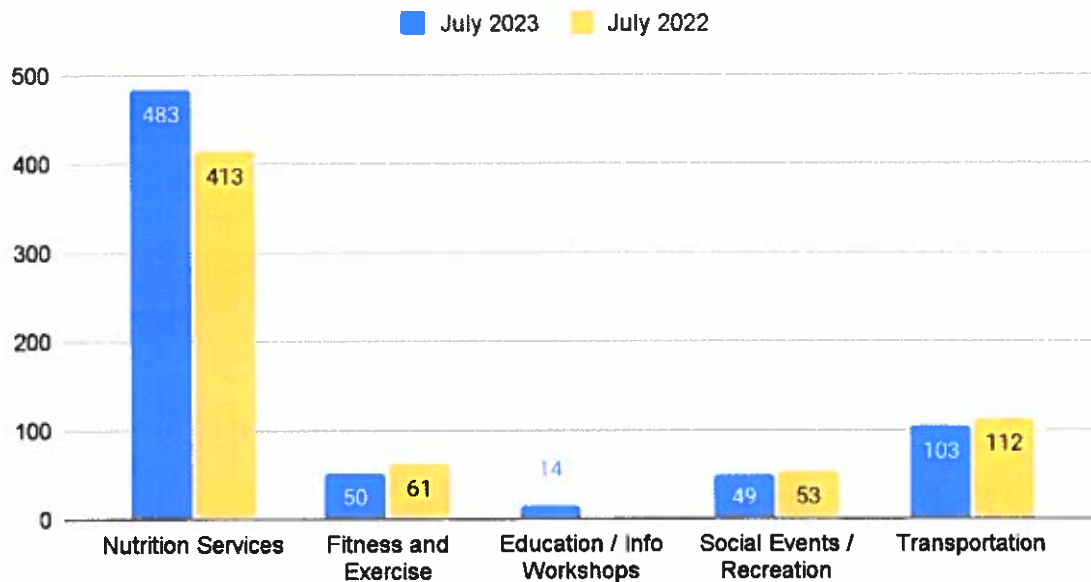
Staffing Check in

- Assistant Director -
 - Planned out programming for next two months and will be published in the Sept/October Newsletter
 - Has received the form for annual performance review and goal templates; we plan to meet on the topic September 8th. I'd like to ask the Board for support on this, as the Board was most involved and knowledgeable about the AD's work over the last year.
- Outreach Coordinator
 - Recently, we have implemented a daily check in first thing in the morning to align on priorities for the day
 - We'll connect soon on confirming goals for the the probationary period and longer term
- Van Driver
 - *Hiring:* We had two promising candidates; regrettably, circumstances led both individuals to withdraw from the process, each for distinct reasons. As part of our continued efforts, we will be featuring the job vacancy in our upcoming newsletter to widen the search. I would note, that the compensation offered for the position is positioned at a lower tier compared to current market rate, which I feel has impacted interest on the role. That said - I do think it's a great fit for the right person!

Quick numbers on programming / services

Happy to discuss the individual details of the programming numbers, however you'll see below a chart visually depicting the interaction statistics for July 2023 compared to July 2022. It's worth noting that we are actively working on refining our data accuracy over the next month, which will help ensure the reliability of our figures.

July 2023 and July 2022



Board input, credit card transactions

I've asked the Town Administrator and Accountant about the logistical feasibility for the COA to accept credit card payment. If doable, the fees schedule is below:

- 2.9% flat rate for all card types (credit card fee)
- 10 cents per transaction (MSC Fee)
- Monthly fee \$7.50 (gateway and reporting)

An example of what that looks like:

| Charge | Credit Card Fee after 2.9% fee | | Total Net | |
|-----------------|--------------------------------|---------|-----------|-----------------------------------|
| \$15.00 | 2.9 | \$14.57 | -0.1 | \$14.67 |
| \$10.00 | 2.9 | \$9.71 | -0.1 | \$9.81 |
| \$10.00 | 2.9 | \$9.71 | -0.1 | \$9.81 |
| \$15.00 | 2.9 | \$14.57 | -0.1 | \$14.67 |
| \$5.00 | 2.9 | \$4.86 | -0.1 | \$4.96 |
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| \$10.00 | 2.9 | \$9.71 | -0.1 | \$9.81 |
| \$10.00 | 2.9 | \$9.71 | -0.1 | \$9.81 |
| \$15.00 | 2.9 | \$14.57 | -0.1 | \$14.67 |
| \$5.00 | 2.9 | \$4.86 | -0.1 | \$4.96 |
| \$110.00 | | | | \$107.81 |
| | | | | -7.5 Monthly fee |
| | | | | \$100.31 Total Monthly Net |

A big thank you

Use this space to highlight a word of appreciation for staff, volunteers, local businesses, other nonprofits, etc.

- This month - another huge thank you to Nisha for stepping up and being the sole person in the office last week!
- And with that, I really appreciate Irene and Deb coming in and lending their food pantry expertise during that time.
- Also - a huge thank to our House and Senate legislators for their advocacy and support in getting the FY24 State budget approved to include an increase in funding for our Seniors.

Groveland COA - Financial Report

| Line Item | FY23 Balance | Annual Budget FY24 | Actual Year-to-Date July 1-31, 2023 |
|--|--------------|--|--|
| Revenue | | | |
| Town Budget / Omnibus Budget | | \$179,964.33 | \$179,964.33 |
| Revolving Account | | | |
| Program/Transportation | | | \$184.97 |
| Gifts/Donations | | | \$296.87 |
| Grants/Foundations | | | |
| MCC/LCC | | \$699.00 | \$0.00 |
| Revolving Account TOTAL | \$18,287.95 | \$18,986.95 | \$18,769.79 |
| Formula Grant | \$12,691.51 | \$40,823.51 | \$12,691.51 |
| MASSDOT | | \$9,000.00 | \$720.00 |
| Revenue TOTAL | | \$248,774.79 | \$32,181 |
| Expenses | | | |
| Salaries | | | |
| Town Budget / Omnibus Budget | | | |
| Directors Salary | | \$74,588.97 | \$2,008.16 |
| Asst. Director | | \$57,393.28 | \$1,470.00 |
| Outreach | | \$20,672.08 | \$481.84 |
| Van Driver | | \$21,310.00 | \$360.90 |
| Salaries Town Budget / Omnibus Budget TOTAL | | \$173,964.33 | \$4,320.90 |
| MASSDOT | | \$9,000.00 | \$720 |
| Operational Expenses | | | |
| Office | | | \$246.35 |
| Programming | | | |
| Misc | | | |
| Operational Expenses Town Budget / Omnibus Budget TOTAL | | \$3,500.00 | \$246.35 |
| COA: Vehicle Maintenance Expense | | | |
| Town Budget / Omnibus Budget | | \$2,500.00 | \$0.00 |
| Revolving Expenses | | | |
| Office | | | \$181.55 |
| Programming | | | \$300.02 |
| Misc | | | \$0.00 |
| Revolving Expenses TOTAL | | \$18,986.95 | \$481.57 |
| Formula Grant Expenses | | | |
| Office | | | |
| Programming | | | |
| Misc | | | |
| Formula Grant Expenses TOTAL | | \$40,823.51 | |
| Expenses TOTAL | | \$248,774.79 | \$5,768.82 |
| Balance | | \$0.00 | \$243,005.97 |
| | | Balanced Annual Budget FY24 | Balance Actual Year-to-Date July 1-31, 2023 |

Prepared for Director's Board Report 230816 Groveland COA

| | July 2023 Duplicated | July 2023 Induplicated | July 2022 Duplicated | July 2022 Induplicated |
|--|-------------------------|---------------------------|-------------------------|---------------------------|
| Nutrition Services | | | | |
| Meals: | | | | |
| Meals on Wheels | 388 | 24 | 320 | 16 |
| Traveling Chef | 44 | 44 | 42 | 42 |
| Groceries: | | | | |
| Food Pantry | | | | |
| --Walk Ins | 22 | 16 | 24 | 17 |
| --Delivery | 10 | 7 | -- | -- |
| Mobile Market Grocery Delivery | 4 | 4 | 7 | 7 |
| UTEC Food Boxes | 15 | 11 | 20 | 17 |
| | 483 | 106 | 413 | 99 |
| Fitness and Exercise | | | | |
| 3B Fitness | 34 | 16 | 30 | 15 |
| Yoga | 16 | 7 | 29 | 7 |
| Virtual Reiki (not offered this year) -- | -- | | 2 | 2 |
| | 50 | 23 | 61 | 24 |
| Education / Info Workshops | | | | |
| Legal Monday | 1 | 1 | -- | -- |
| Charlie Chard | 13 | 12 | -- | -- |
| | 14 | 13 | | |
| Social Events / Recreation | | | | |
| Game Day | 22 | 7 | 18 | 9 |
| Movie Mornings | 11 | 7 | 2 | 2 |
| Ping Pong and Corn Hole | 5 | 5 | | |
| Water Color | -- | -- | 4 | 4 |
| <i>Trips</i> | | | 6 | 6 |
| MFA | 3 | 3 | | |
| Encore Casino | 8 | 8 | 20 | |
| Mystery | | | 3 | |
| | 49 | 30 | 53 | 21 |
| Transportation | | | | |
| ALL Rides (shopping, medical app | 103 | 44 | 112 | 52 |
| <i>Type of Ride/Driver</i> | | | | |
| COA VAN | 78 | 41 | 98 | 49 |
| NEET Driver | 4 | 2 | 10 | 4 |
| Staff | 1 | 1 | | |
| Volunteer | 20 | 20 | 4 | 2 |
| Overview of 1:1 Interactions | | | | |
| Phone Call Logs | 161 | 82 | 206 | 92 |
| Services | 210 | 109 | 188 | 92 |

