

TOWN OF GROVELAND  
2023 DEC 20 AM 11:49

**GROVELAND COUNCIL ON AGING BOARD OF DIRECTORS**  
**MEETING MINUTES November 15, 2023**

**ATTENDING:** Linda Brown, Larry MacElhiney, Laurel Puchalski, Barbara Sanborn, Deb Stephenson, Irene Thomas, Marie Waller, COA Director Alyssa Lee  
TOWN CLERK  
RECEIVED/POSTED

**CALL TO ORDER:** Motion made by L. Puchalski, seconded by M. Waller at 9:34 a.m.  
COA Mission Statement read by D. Stephenson.

**MINUTES:** Motion made by L. Puchalski and seconded by L. Brown to approve the minutes of the October 18, 2023 meeting. Unanimous approval.

**FINANCIAL REPORT:** Director Lee reported that spending is at expected levels.

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

- Director Lee reported that the COA has secured a \$5,000 MassDOT Grant with funds to be matched from the Formula Grant and used for expenses directly connected with COA van operation. She thanks Asst. Dir. Burke and Chair Sanborn for completing the application.
- Director Lee has applied for three Service Incentive Grants (SIG) for Marketing the COA and its services in the community, for a Memory Cafe Start-up, and for a glass door upright freezer to serve those who visit the COA Food Pantry.
- With Outreach interviews completed, the position will be filled soon.
- Meal and music programs in November and December all filled. The energy and excitement at these events show and promote community spirit.
- Director Lee was honored to be invited to participate in the Veterans Day Ceremony.
- Having recently completed training, Director Lee is able to lead information sessions on dementia and Dementia Friends to encourage empathy and compassion.
- Both the survey results and the report from the Assistant Director indicate an increase of participation in COA events and services. Survey data will help continue the trend.
- The Food Pantry passed the inspection of the Greater Boston Food Bank.
- During this season of giving thanks, Director Lee expresses gratitude to the Groveland community for their contributions to the food pantry organized by the Groveland Police and Fire Departments, to Ocasio's True Martial Arts for donating Thanksgiving baskets for the COA to distribute, and to L. MacElhiney and all who helped clean and dismantle the COA tent this month for storage until the spring.

**OLD BUSINESS:**

- The Friends of the Groveland COA sold over 100 raffle calendars. Winners are notified personally and posted on Facebook, and winnings are being delivered.

- Director Lee, Chair Sanborn, and Friends Vice Chair Lepore are on the Senior Center Task Force and will meet soon. A priority is identifying stakeholders with skill sets to form a well-informed group that will help the Task Force move ahead on this project.

**NEW BUSINESS:**

- The January/February COA EngAGEMENT Newsletter will be prepared in early December and hopefully focus the new Outreach hire in the Spotlight. Paper copies are distributed in the COA office and several locations in Groveland, West Newbury, Haverhill.
- Director Lee is requesting a few days off in Nov. and Dec. She announced that the COA is closed on Dec. 26 and open limited hours during Christmas week, so folks are asked to call and leave a message if assistance is needed. Citizens are asked to check the newsletter and calendar for upcoming events, especially to RSVP.
- November Meeting Focus: Financial Overview (See attached.)
- In preparation, Chair Sanborn reported that the Finance Subcommittee met the previous week, and Director Lee prepared a document of the COA's framework. The document includes an overview of the grants received, the revolving funds, salaries, operational expenses, van maintenance. The document summarizes the approval process for spending.
- Clarifying questions raised by Board Members included:
  - \*How are revolving funds acquired and used?
  - \*How much data and record keeping are needed for grants?
  - \*How soon will town monies fully fund the COA Assistant Director salary?
  - \*Why did the number of adults 60+ in Groveland change from FY23 to FY24 for the Formula Grant?

**ADJOURNED:** Motion made by D. Stephenson and seconded by L. Puchalski to adjourn at 10:25 a.m. Unanimous.

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

**RESPECTFULLY SUBMITTED BY:** Irene Thomas, Secretary

## Prepared for COA Board Discussion on 11/15/23:

This document aims to foster a shared understanding of the Council on Aging's financial framework. As we navigate the intricacies of budget allocations and expenditure, I extend an open invitation to explore and clarify any aspects of our financial processes.

I see this document as representing a starting point—a foundation for our ongoing conversation about financial matters. I welcome your questions, insights, and feedback as we continue this journey together.

---

### Grants Overview:

Grants are specific sums of money allocated for particular purposes within a defined timeframe. They often come with reporting requirements, ensuring transparency and accountability in fund utilization. The process of applying for grants at the COA involves the director assessing opportunities that align with the organization's objectives and capacity. This application process typically includes evaluating compatibility, effectively communicating needs, and adhering to application guidelines for individual grants. Separately, the COA, along with all town departments, follows the town's finance policy, which broadly outlines communication and coordination across relevant departments to effectively manage all financial matters, including grants received.

#### A. Current Grants Received:

- **MCC/LCC:**
  - Use: Programing, arts and culture
  - Amount Received: \$699, funding Sound of Music Program
  - Frequency of Funds: annual, reimbursement based; awards announcements every January (if applied by annual Oct. deadline)
  - Reporting: Invoices for expenses, while not required - we submit a program narrative.
- **MassDOT:**
  - Use: Transportation coordination, salary support
  - Amount Received: \$9000, with matching funds from Formula Grant
  - Frequency of Funds: funds to be used in calendar year, for 2023, funds were awarded in two phases, the last one being in Sept. 2023
- **MassDOT:**
  - Use: For direct transportation expenses (not salary) for calendar year 2024.
  - Amount Awarded: \$5,000; matching funds from Formula Grant
  - Frequency of Funds: *assumption: similar to the 2023 grant, it will be split between winter and fall.*
- **Formula Grant:**
  - Use for a wide variety of uses, from direct program services to admin and operational support.
  - Award Amount:
    - FY24:  $\$14/\text{older adult } 60+ = 1919 \times \$14 = \$26,866$  *anticipated award*
    - FY23:  $\$12/\text{older adult } 60+ = 2164 \times 12 = \$25,968$
  - Frequency of Funds: lump sum paid out, typically in January; schedule is based on state budget and their approval timeline.

**Revolving Funds:**

In municipal budgeting, revolving funds refer to specific accounts designed to receive and retain revenue generated by particular services or activities within the municipality. These funds have the unique characteristic of rolling over from year to year, allowing accumulated revenue to be carried forward for future use.

**A. Source of Funds:**

- Revolving funds primarily consist of donations and program fees collected from various services and activities offered to the community.

**B. Expenditure Categories:**

- These funds offer flexibility in budgeting, as they enable the COA to allocate resources for specific initiatives and support ongoing programs.

---

**Town Operating Budget:****A. Line Item Breakdown:**

- Salaries:
  - Directors Salary
  - Asst. Director
  - Outreach
  - Van Driver
- Operational Expenses (phone bill, software, job postings, etc)
- Van Maintenance (annual inspection, fuel, maintenance, etc)

---

**Approval Process for Spending:**

- Director Submission: The director submits bills into the Town's payment system (Vadar), allocating expenses to the relevant categories (Revolving Fund, Town Expense, Formula Grant, etc.).
- Board Treasurer Review: The COA Board Treasurer receives a copy of the bills, along with the allocated expenses. They review and sign off on the Finance Record that needs to be submitted to the Town Accountant.
- Record Keeping: Bills are scanned and stored in the COA files for record-keeping purposes and future reference.
- Payment Authorization: The director provides the originals of the bills and the signed approval form to the Town Accountant for the actual payment process to be initiated.

# Director, COA Board Report

Date of meeting: Wednesday, November 15, 2023

Meeting time and location: 9:30am, Townhall

---

## Highlights - Since our last meeting

1. **Wrapping Up Interviews for the Outreach and Food Pantry Manager Position:** We recently wrapped up interviews for the Outreach and Food Pantry Manager position. It was exciting to meet potential candidates, and we're getting closer to finding someone who will bring passion and dedication to our team. We anticipate making an offer by this time next week.
2. **Sold-Out Thanksgiving and December Entertainment/M meal Events:** The community's overwhelming response and support have been vividly evident with both our Thanksgiving and December Entertainment/M meal events selling out entirely. This enthusiastic reception signifies the resonance of our programs within the community, showcasing the impact and success of our endeavors.
3. **Participation in the Veterans Day Ceremony:** I had the honor of participating in the Veterans Day Ceremony last Friday. It was a truly meaningful experience for me and a privilege to be involved in honoring and recognizing the sacrifices made by our veterans.
4. **Tent is clean and put away:** Thanks to the members of the COA Board and Friends of the Groveland COA - our tent has been cleaned and put away until spring!!
5. **Dementia Friends Champion:** On November 8th, I participated in a Dementia Friends Champion Training session. The Dementia Friends program, nestled within the age and dementia-friendly Massachusetts movement, is part of a global initiative to raise public awareness. As a Dementia Friends Champion, I gained the capacity to lead information sessions on Dementia Friends, empowering participants to grasp essential facets. They learn to articulate the nature of dementia and its common types, comprehend and communicate the five pivotal messages about dementia, and adeptly engage in communication with individuals affected by dementia. I feel that this is an invaluable opportunity to foster understanding and support for those impacted by dementia and look forward to scheduling public sessions in the new year.

## Financial Highlights

Please note: This summary is a quick recap and should complement the detailed finance reports provided as attachments. Today's meeting will delve into more specific details, with a particular focus on the Budget.

1. The COA successfully secured a \$5,000 grant applied for by Nisha and Barbara in June through MassDOT. These funds are designated specifically for expenses directly associated with van operation.
2. I applied to three grants since we last met through **Service Incentive Grant (SIG)**:
  - a. Marketing: \$10,000 request, notice by end of November.
    - i. This project aims to achieve several important goals, including becoming the "Talk of the Town," educating the community about the COA and its services, connecting with family caregivers, and promoting resources within the community.
  - b. Memory Cafe Start-up / Pilot Program: \$615 request, notice by end of November.
    - i. What is a Memory Café? Memory Cafés are a comfortable, social gathering that allow people experiencing memory loss and a loved one to connect, socialize, and build new support networks.
      1. If this grant were to be awarded, it would be for 2-3 social events, taking place in the Spring.
  - c. Stand-up freezer: \$3,500 request, notice by end of November

## Community Survey Results

Summary of results:

- 16 survey responses, 100% were residents of Groveland
- Age of respondents :
  - 46.7% of respondents were ages 60-69
  - 40% of respondents were ages 70-79
  - 6.7 were 80+ years old
  - 6.7% were 31-44 years old
- 56.3% currently use our services
- 60% have referred a family member, close friend or neighbor to the Groveland COA.
- Satisfaction with COA programs and services offered:
  - 46.7% were "Satisfied"
  - 26.7% were "Very satisfied"
  - 13.3% responded "N/A - I have no experience or need to connect with the COA"

- Program & Service Evaluation
  - Transportation Services (doctor's visits, grocery shopping, etc.)
    - 1 exemplary
    - 2 satisfactory
    - 11 n/a, no experience
  - Social Events at Town Hall (game day, movies, performances, etc)
    - 3 exemplary
    - 2 satisfactory
    - 2 needs improvement
    - 8 n/a, no experience
  - Social Trips beyond Groveland, using the COA Van (mystery trips, Encore, etc)
    - 2 exemplary
    - 1 satisfactory
    - 1 needs improvement
    - 11 n/a, no experience
  - Fitness Classes
    - 2 exemplary
    - 2 satisfactory
    - 2 needs improvement
    - 9 n/a, no experience
  - Legal Consults
    - 1 exemplary
    - 2 satisfactory
    - 11 n/a, no experience
  - Food Pantry
    - 1 exemplary
    - 1 satisfactory
    - 2 needs improvement
    - 9 n/a, no experience
  - Outreach Services and Consultations / Referrals:
    - 2 exemplary
    - 11 n/a, no experience
- Survey respondents praised the Groveland Council on Aging (COA) for several strengths:
  - Welcoming environment for older adults seeking assistance, even among those with no direct experience with COA.
  - Active community interaction and diverse programs catering to senior needs.
  - Consideration and fulfillment of Groveland residents' needs, particularly among a smaller group requiring specialized services.

- Positive feedback on the Director and Assistant Director's welcoming, polite, knowledgeable demeanor, contributing to well-organized social events and effective use of van services.
- Appreciation for new initiatives such as check-in systems, robo-calls, and Facebook posts, perceived as helpful.
- Commendation for specific services like the food pantry and van rides, and general attributes including being good listeners, personable, caring, and warm.
- What do you feel the Groveland Council on Aging could do better?
  - Diversifying Activity Schedule: Some respondents expressed a desire for more varied activity days, suggesting a spread across Monday, Wednesday, and Friday, as many activities, particularly fitness classes.
  - Targeting Younger/Active Seniors: A common suggestion was to reduce transportation costs and develop programs tailored for younger, more active seniors. Some respondents proposed the establishment of a dedicated Senior Center to better cater to specific preferences.
  - Enhanced Engagement and Outreach: There's a call for better outreach to seniors still working, caring for grandchildren, or actively volunteering. This includes guidance for new retirees navigating retirement and encouraging participation in programs like the Tax Work Off Program. Suggestions also included inviting speakers or hosting events focusing on retirement planning.
  - Collaborative Efforts and Promotion: Collaboration with other Councils on Aging, libraries, local schools, and various community entities was proposed to better promote programs and services. There's a particular emphasis on improving access and awareness of the food pantry services through enhanced promotion.
  - Expanded Trip Opportunities: Respondents expressed interest in more recreational outings such as trips to Ogunquit, Rockport, Portsmouth NH, apple picking excursions, or even overnight trips to places like New York or engaging in sleigh rides in NH.
- How likely are you to recommend the Council on Aging Programs to others?
  - 42.9% (6) said "very likely"
  - 35.7% (5) said "likely"
  - 21.4% (3) said "unlikely"
- Please share any ideas you have for new programs, activities, or services that you believe would be beneficial for our community.
  - Expanded Program Variety: Respondents expressed a strong interest in diverse programs, notably highlighting a significant demand for various craft programs alongside other educational pursuits like nutrition, cooking, language, and



---

physical activities such as yoga, walks, hikes, and sports like pickleball and badminton.

- Accommodating Work Schedules: Working seniors sought evening or late afternoon activities to align with their schedules. The need for increased outreach to this demographic was emphasized to ensure awareness of available outings and programs.
- Facility Enhancement and Community Engagement: There's a desire for a designated Senior Center to better cater to the community's needs, as well as a call to utilize community spaces like Veasey Park for outdoor activities.
- Revival of Excursions: Respondents expressed a keen interest in resuming day-long trips and overnight excursions, utilizing large buses for transport, similar to those offered before COVID-19 restrictions.
- Craft Programs: Craft programs emerged as a particularly popular request, reflecting a strong interest in hands-on creative pursuits within the community's desired offerings.

---

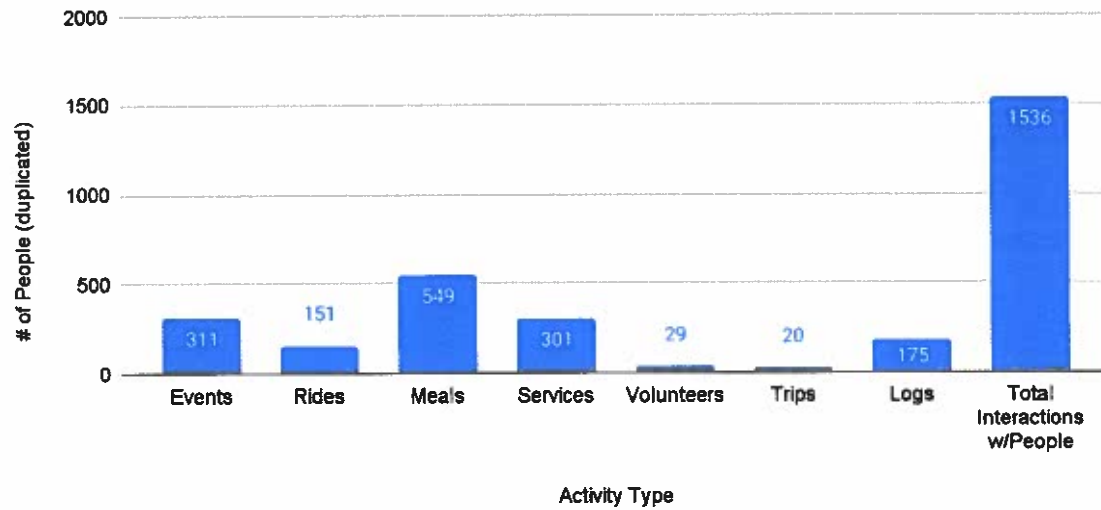
## Report from Assistant Director:

We have seen an increased interest in Social Events and Trips. The October Halloween party was a sold-out event, with a waitlist. The cost of in person luncheons has been decreased from \$8.00 to \$5.00. Though I do not think the price decrease is a factor, as the events were at capacity when they were \$8.00, but this does offer a lower price to seniors, when other costs in their lives are only increasing. The key tag program has been steadily increasing, in September the number of key tags assigned was 193, to date there are 239 clients signed up. we have seen seniors come in for services, medical equipment, social activities. The cider and donut event were well attended with 25 people. Looking ahead, I am seeing this trend continuing with our November events. I would like to remind our clients to please sign up early as the in-person luncheons have been selling out, as well as the Traveling Chef meals.

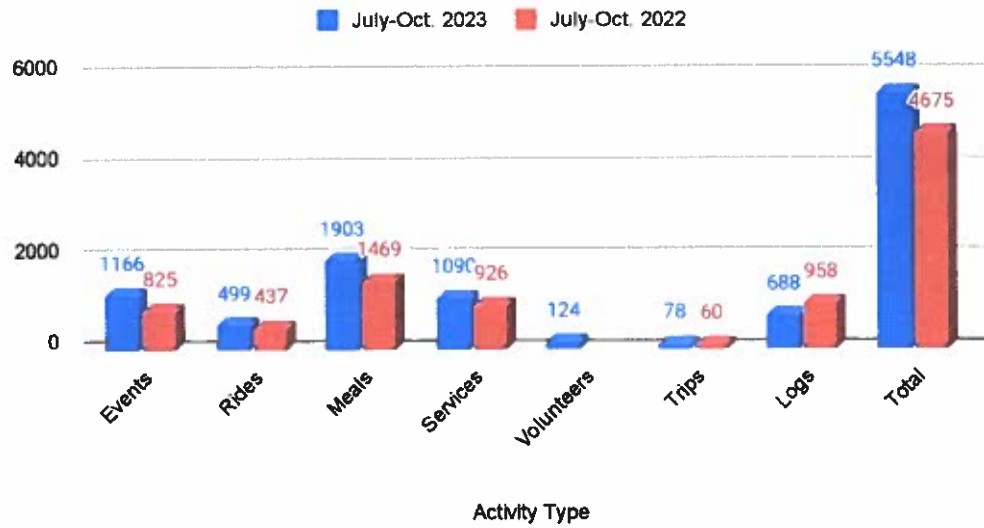
The volunteer statistics are included, we have had some new volunteers and are looking forward to seeing this number increase as well. Thank you and welcome to our new volunteers!

Below you'll find a visual representation of our interaction statistics for July-October 2023, as well as a comparison between 2023 and 2022 , I've included a chart below. For a comprehensive breakdown of our programming and service numbers, please review the attached document.

### # of People Participating - Oct. 2023



### July-Oct. 2023 and July-Oct. 2022



---

## Upcoming Events

- Thur. Nov 16th at 12pm: Thanksgiving Meal and Entertainment; sold-out
- Mon. Nov. 20th at 2pm: Thanksgiving Centerpiece
- Tue. Nov 21st at 10:30am: Community Coffee with Representative Ramos
- Tue. Nov 28th at 10:30am: Senior Medicare Patrol
- FYI - the Office is Closed on Nov. 23rd and 24th
- Full calendar of events can be found online at in the newsletter here:  
<https://grovelandma.com/wp-content/uploads/2023/10/Groveland-COA-Nov-Dec-2023-Online-Newsletter.pdf>

---

## Food Insecurity / Pantry Updates

- **Pantry Inspection:** The Greater Boston Food Bank, in partnership with Our Neighbors Table, conducted their annual food pantry inspection Oct. 26th; we passed.
- **Generous Community Support:** Over the Veterans Day Weekend, the COA Food Pantry received an incredibly generous donation from the community, coordinated by the Fire and Police Departments. The outpouring of support resulted in an astounding collection, filling six tables with an abundance of essential food items. It was a heartening display of community unity and generosity.
- **Thanksgiving Day Orders:** Through the kindness of Ocasio's Martial Arts, generously donating 10 Thanksgiving Baskets, and Our Neighbors Table (ONT) graciously offering 16 Thanksgiving food orders, our regular food pantry participants are set for a delightful Thanksgiving celebration. Each package includes a thoughtful assortment—a gift card, protein (ONT orders), and an array of sides.

## Hiring/Staffing Updates

**Outreach & Food Pantry Manager:** We're on the verge of concluding our search for the Outreach and Food Pantry Manager position. With an overwhelming response of over 20 applicants primarily sourced from Indeed, we've been met with a wealth of qualified candidates. We're on track to finalize this hiring process by this time next week, if not before, and eagerly anticipate welcoming a valuable addition to our team soon.

## A big thank you

- A heartfelt thank you to Larry for spearheading the tent takedown, supported by fellow Board and Friends members, alongside Nisha – your efforts are truly appreciated!
- Our immense gratitude extends to the generous Groveland community for their contributions to our food pantry, orchestrated by the Groveland Police and Fire Departments.
- A special appreciation goes out to Ocasio's True Martial Arts for orchestrating the donation of Thanksgiving baskets not only to the Groveland COA but also to the wider community—a grand total of 300 baskets! Your generosity is deeply valued and impactful.



**Groveland COA - Financial Report (attached to Board Report)**

Line Item	FY23 Balance	Annual Budget FY24	Actual Year-to-Date July 1- Oct 31, 2023	\$ Difference	% Remaining
<b>Revenue</b>					
<b>Town Budget / Omnibus Budget</b>		\$179,964.33	\$179,964.33	\$0.00	0.00%
<b>Revolving Account</b>					
FY23 Balance Carried Over		\$18,287.95	\$18,287.95	\$0.00	
Donations/Program		\$3,000.00	\$2,550.54	\$449.46	14.98%
Grants/Foundations		\$699.00	\$699	\$0.00	0.00%
<b>Revolving Account TOTAL</b>		\$21,986.95	\$21,537.49	\$449.46	2.04%
<b>Formula Grant</b>	\$12,691.51	\$39,557.51	\$12,691.51	\$26,866.00	67.92%
<b>MASSDOT</b>	\$4,500.00	\$9,000.00	\$4,500.00	\$4,500.00	50.00%
<b>Revenue TOTAL</b>		\$250,508.79	\$218,693	\$31,815.46	12.70%
<b>Expenses</b>					
<b>Salaries</b>					
<b>Town Budget / Omnibus Budget</b>					
Directors Salary		\$74,588.97	\$21,420.18	\$53,168.79	71.28%
Asst. Director		\$57,393.28	\$12,348.00	\$45,045.28	78.49%
Outreach		\$20,672.08	\$3,547.84	\$17,124.24	82.84%
Van Driver		\$21,310.00	\$2,919.28	\$18,390.72	86.30%
<b>Salaries</b>					
<b>Town Budget / Omnibus Budget TOTAL</b>		\$173,964.33	\$40,235.30	\$133,729.03	76.87%
<b>MASSDOT - Salary Match, calendar year 2023</b>		\$9,000.00	\$5,760	\$3,240.00	36.00%
<b>Formual Grant - Salary Match, calendar year 2023</b>		\$9,000.00	\$5,760	\$3,240.00	36.00%
<b>Operational Expenses</b>					
Office			\$2,472.10		
Outreach			\$0.00		
Programming			\$504.45		
Misc			\$0.00		
<b>Operational Expenses</b>					
<b>Town Budget / Omnibus Budget TOTAL</b>		\$3,500.00	\$2,976.55	\$523.45	14.96%
<b>COA: Vehicle Maintenance Expense</b>					
<b>Town Budget / Omnibus Budget</b>		\$2,500.00	\$677.73	\$1,822.27	72.89%
<b>Revolving Expenses</b>					
Office			\$181.55		
Outreach			\$1,370.56		
Programming			\$1,831.36		
Misc			\$0.00		
<b>Revolving Expenses TOTAL</b>		\$21,986.95	\$3,383.47	\$18,603.48	84.61%
<b>Formula Grant Expenses (less salary match)</b>					
Office			\$604.90		
Outreach			\$0.00		
Programming			\$175.00		
Misc			\$0.00		
<b>Formula Grant Expenses TOTAL</b>		\$30,557.51	\$6,539.90	\$24,017.61	78.60%
<b>Expenses TOTAL</b>		\$250,508.79	\$65,332.95	\$185,175.84	73.92%

