

Carlisle Council on Aging Board Meeting
Clark Room Town Hall, 66 Westford Street, Carlisle MA
June 28, 2022 Minutes

Board Members Present: Verna Gilbert, Maxine Crowther, Sally Hayen, Ann James, Ann Quenin, Jerry Lerman, Wendy Barrow, Abha Singhal

Associate Members Present: John Ballantine, Amy Livens

COA Staff Present: Joan Ingersoll, Carol Grueneich

Guests: Mary Cheever, Toni McBride

Friends Representative: Betty Lang

The in-person meeting was called to order at 10:30 a.m. by Chair Ann Quenin.

Secretary Minutes: A **motion** was made by Verna Gilbert to accept the May 24, 2022 minutes submitted by Verna Gilbert. It was seconded and carried by voice vote.

Director Report:

- A **motion** was made by Verna Gilbert to accept the June 28, 2022 Director's Report; it was seconded and carried by voice vote.
- In-person lunches have averaged about 40 participants, alternating between St. Irene and the Congregational Church.
- Hybrid fitness classes are going well, with most attending in-person at Town Hall.
- Linda Cavallo-Murphy redesigned the bimonthly newsletter; it looks good.
- Documents for the Rental Assistance Program are being finalized. The program will hopefully launch in August, probably allowing up to \$400/month/senior the first year.
- Carol and Joan met with St. Vincent de Paul representatives about what they can provide to Carlisle residents in need. Discussions included collaboration with them and Concord on future grant opportunities.
- Joan submitted a Mosquito Letter to the Editor summarizing FY22 accomplishments.
- Joan met with staff for one-on-one year-end reviews and goal setting meetings were held with each COA staff member. See pages after minutes for this information.
- Transportation: For May, 160 rides were provided; this far, there are 180 for June. Meals on Wheels delivered 191 meals to 11 clients.

Social Worker Report

- A Mental Health program through BetterHelp has started. Four received invitations; thus far two have started counseling. Carol continues to talk to people about the program.
- The Bereavement group has met four times and is very beneficial to participants.
- After two months, social service hours at Benfield are a mixed success when requesting appointment. Carol has had several beneficial drop-in conversations with seniors so that may be a better mode of communication.
- A friendly visitor program specifically for caregivers has started with two volunteers thus far. This would allow caregivers to do errands or go to appointments and be covered.
- Heart to Home meals are very popular and tasty to seniors, with much better options than Meals on Wheels. Carol and Joan may consider offering Heart to Home meals to seniors

not in need, but at a price. The current model is that Carol qualifies each senior for the program, which is paid for by grants and other funds.

- Gaining Ground started on June 18. One senior is picking up for nine others.

Financial Report

- Jerry reported that we are on track to spend almost all our town and grant money this year. The FY23 budget is a little bigger than FY22 and includes \$13,499 left over from the Social Worker account. It will be used for drivers' salaries.

Thanks to Ann Quenin: Joan thanked Ann Quenin for her two years as chair of the COA board, as did the rest of the board.

Gift to Fire Chief Bryan Sorrows: The COA board and staff gave Bryan a child-size fire truck which Wendy Barrow and her family had redone and made into a giant planter. All signed the card and expressed our appreciation to the Fire Department and to Wendy for her work.

Minuteman Senior Services (MMSS): Sally had nothing to report.

Friends of Carlisle Council on Aging: Betty Lang reported that the FOCCOA Annual Meeting went well, even though the group was small. Bryan Sorrows gave an informative talk. The Friends goal is to have enough funds to support the COA for two years and enough funds to help in town projects. Betty expressed deep appreciation for all the COA has been doing.

Old/New Business:

- COA nominating committee for FY23: Verna Gilbert (from current committee) – chair, Wendy Barrow (nominated by incoming chair Ann James) and Mary Cheever (nominated from the floor) - other members.
- The board discussed various new logo options (provided by David Freedman) to incorporate after August 22, when the Carlisle Council on Aging officially changes to the Carlisle Council on Aging and Human Services.
- Verna reminded all that the summer board meeting/potluck will be at her house on August 16. She will send email to all toward the end of July.
- Meeting times for the upcoming year will remain at the same time.

Next Meeting: The next meeting will be Tuesday, August 16, with the board meeting starting at 5 p.m. at Town Hall and the potluck afterwards. The meeting was adjourned at 11:55 a.m.

Documents Provided:

- Meeting agenda
- Minutes of May 24, 2022 meeting
- June 28, 2022 Director report, which included FY23 budget
- Mosquito Letter to the Editor

Submitted by Verna Gilbert, Secretary and approved on August 16, 2022

COA Staff Accomplishments FY 22

Joan

- Senior Tax Initiatives Approved (Tax Worker and Tax Deferral)
- ARPA grants funded (Rental Assistance, Meal Assistance, Mental Health Counseling)
- Deployed 100% of town and grant funds
- Obtained COAHS name change approval at Town Meeting
- Reclaimed FLOW vehicle and expanded transportation services
- Medical equipment shed built

Carol

- Developing support groups
- Helping vulnerable residents receive needed support
- Moving resident to assisted living
- Building relationships with residents
- Running Healthy Helping and Heart to Home Meal programs
- Working on website launch

Myriam

- On-site driver training
- Building relationships with LRTA
- Hiring new driver
- Overseeing volunteer appreciation lunch
- Redoing the Meals on Wheels schedule for volunteers
- Adding an additional vehicle and expanded route to the transportation program
- Creating a hiring grid for future use

Linda

- Created new newsletter format
- Increased diversity of programming in terms of themes and presenters
- Incorporated feedback surveys to inform future programs

- Increased number of new seniors attending programs

COA FY 23 Staff Goals

COA Director – Joan Ingersoll

1. Work with Assessor to research and propose additional tax program changes benefitting seniors
2. Provide increased structure around individual supervision of COAHS team
3. Explore grant opportunities such as Emerson Hospital and Community Chest Innovation Grants

Social Services Manager – Carol Grueneich

1. Explore health coaching for seniors
2. Develop fact sheets for people with Low Vision and Hearing Loss
3. Increase outreach to minority groups such as LBGTQ, Asian community, non-English speakers
4. Pursue training opportunities on leading support groups
5. Increase collaboration with neighboring towns

Program Manager – Linda Cavallo-Murphy

1. Receive training on e-publisher software for newsletter; align format with new website
2. Research new applications of My Senior Center as well as possible alternative platforms
3. Increase outreach to and engagement with Carlisle Public Schools

Transportation and Office Manager – Myriam Fleurimond

1. Develop Transportation Procedure Manual
2. Create outreach pieces for newsletter on Meals on Wheels
3. Increase awareness among residents with disabilities of transportation services
4. Collaborate with other town departments to improve safety procedures and transportation services
5. Connect with neighboring towns' transportation managers for mutual support and brainstorming
6. Participate in training in the areas of management and communication skills

