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

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

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

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

Citizens Speak: None.

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

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

Opening Remarks – Kathleen Vogel

Kathleen asked members to shut off phones. The manner of the meeting should be respectful. She will recognize each member and they will have an opportunity to speak allowing every member to have the same opportunity to speak. Kathleen noted that in the past some members did not have an opportunity to speak and this would allow other member to respond. This would not cut off any discussion. Kathleen reported on the use of Wellesley Media to video record meetings. In reviewing past Board meetings, with the best interests of the COA in mind, she thinks it is appropriate to pause on moving forward with this idea at the present time. Ann Marie Gross suggested we discuss this at an off site meeting to clarify this issue. Kathleen said there will be a special 30 minute Board meeting in early June. Human Resources Director, Scott Szczebak, will present information on the process and responsibilities when writing a performance evaluation. Kathleen asked members to let her know of any dates that would not work with their schedules. Kathleen will also be looking at dates for an off-
site meeting. Beth Sullivan Woods said letters were sent out asking board members if they wanted to continue. A request for applications for board positions was posted this week. The BOS are meeting next Tuesday to review the appointment schedule for Boards and Committees.

Chair’s Report - Kathleen Vogel
Kathleen, Gayle and Scott Szczebak met for a discussion on department staffing. An outside analysis on the employee job descriptions/classifications and overall departmental structure would be beneficial. Some of the job descriptions, especially the part-time employees, are in the incorrect classification/category. The HR department will review job descriptions first, compare them to other COAs, and adjust as necessary. The group discussed potentially engaging a workflow consultant, the actual process, and timeline for the project. No decision on a consultant has been made at this time.

General Board discussion related to the timeframe to complete the HR job description reviews and the sequence of reviews. Request for the workflow consultant’s background, process utilized, and ongoing application of the documented recommendations was noted. Kathleen noted that the workflow consultant could tailor the assessment to our needs. The NEF may fund such a project.

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

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

Director’s Report – Gayle Thieme
Gayle referenced the document previously distributed. COA staffing update:

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

Gayle reported the production of the July/August newsletter, will be outsourced as no other COA staff
is trained in using Adobe InDesign. Gayle has received graphic designer, Sherry Hanks’s, quote of $650-$875. (see Dir. Report 5-14-19) Gayle reported FWC OA will provide financial support for the Wednesday lunches until the grant application to the New Era Fund is completed. (see Dir. Report 5-14-19) Gayle noted the plan to switch to Card Connect as the credit card processor for payments made online via MyActiveCenter is still in place. The Town Treasurer is the signatory on the application. No contact has been made to other COAs using this system. Gayle to follow up. She expects to use this system for the next registration. (see Dir. Report 5-14-19)

Extended Hours Survey suspended until 2 FT positions are filled. (see Dir. Report 5-14-19)

Board discussion included the current practice/need for a custodian while a Town building is open.

Other issues discussed included current documents identifying the use of the building, staffing issues, the need for more information to address these issue, possibly developing a working group to continue the analysis. Tom K. expressed concern regarding the delays effect on generating information on use and expenses to help estimate an accurate budget for the next year. He also included information on other COAs who have not had to add staff to accommodate extended hours but staggered their hours to cover the extended hours. The use of custodial hours and budgeting for FY 20 needs to be clarified so this does not impede the implementation of extended hours. Beth Sullivan Woods commented on custodian use as “a practice”. Beth will contact FMD again to clarify the hours of custodial work time funded. Hours of operation were presented at Town Meeting as 9am-4pm. All previous traffic studies were done based on 9am-4pm usage. There is nothing in the documents restricting hours of use of the building after 4pm. More discussion is warranted between Gayle and the Chair regarding priorities, an extended hours plan, implementation, and Gayle’s workload. The priority issue, BOS request for adjustments to the Transportation Program, may delay the initiation of extended hour activities. The extended hour initiative is identified as Gayle’s business plan for her to develop and report to the BOS. Much discussion occurred related to possibility of having a working group work on some survey issues without Gayle present. Could this be done on a parallel basis if Gayle agreed? Beth Sullivan Woods said the survey is part of the whole plan and there is a lot of work to be done on the data and the implementation plan to be developed before it is presented to the BOS. May consider a slow pause on this initiative rather than a suspension on the survey analysis. (see Dir. Report 5-14-19). The question of forming a working group for extended hours (possibly Tom K. & Ann Marie G) was mentioned. This would require gathering hard data to present to the BOS. Data and supporting documents can only be gathered through staff involvement. No decision was made.

Kathleen and Gayle will have a conversation on priorities: the Transportation Program, time-management, and Gayle’s workload. Question of Wellesley Media fitting the second floor room for video recording has been delayed due to their feeling that the multi-purpose room has not been used enough to justify a second room with this capability. The original commitment and funding is unclear. Gayle will contact Wellesley Media. Gayle has requested specific language from Beth Sullivan Woods to communicate the building closure planned for August 9th to Aug. 16th. Beth Sullivan Woods has received approval for a communication statement she has created addressing the building closure. The Great Hall is being prepared for housing the COA staff in August. Potential summer hours at Town Hall, impact on the COA staff and relocation of programs is still to be determined. This information should be made available when the announcement for closure is issued. Gayle is due to submit this information for the Newsletter by June 1st. (see Dir. Report 5-14-19).

FY 19 EOEA Budget Grant update – Linda Clifford
The EOEA approved funding the cost of the management training program for Gayle and Linda up to $2,000.00. To re-purpose EOEA funds the COA needs to get approval from EOEA.

Projected expenses for Sherry Hanks are included in the report.

(See EOEA Formula Grant FY19 update 5-14-19)

Working Group updates

Linda Clifford’s update on the Transportation working group: Last meeting was held in mid March. A meeting will take place next week to assess Central Reservations through the MWRTA. Linda will be calling Sudbury on Monday for their experience with MWRTA scheduling. We have information from Holliston. In May the manager from Lyft gave a demonstration for desktop reservation to Linda and Gayle. Concern expressed about lack of CORI check for the Lyft drivers. Gayle will check with the Carlisle COA who currently has an agreement with Lyft.

Penny Lawrence’s update on the Café/Lounge working group: 5 volunteers—each takes a day to check books/shelves. There are 7 bookshelves filled at present.

TPC updates – Beth Sullivan Woods

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

Old/New Business:

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

Meeting adjourned: at 6:00pm by Kathleen Vogel

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

- List of donations to the COA requiring acceptance by COA Board
- Director of Senior Services Report-5-14-19
- FY 19 EOEA Formula Grant accounts update

Minutes prepared by Linda Clifford and Dianne Sullivan

Minutes reviewed by: Kathleen Vogel