

COMMISSION ON AGING MEETING MINUTES

Tuesday, February 7, 2017

Stoughton Room, Stoughton Area Senior Center

Present: Bob Barnett, Lou Havlik, Don Mix, Mary Onsager, Faith Schuck, Jeanne Schwass-Long, David Sharpe, Charlotte Snow

Guest: Lisa Ford

Staff Present: Cindy McGlynn, Hollee Camacho

Absent & Excused: Nancy Hoffman, Ros Gausman, Dennis Kittleson

Introductions:

Welcomed Faith Schuck, our new Pleasant Springs Representative and guest Lisa Ford

Call to order: J. Schwass-Long called the meeting to order at 11:00 AM.

November 2016 Minutes: Moved by D. Sharpe, seconded by M. Onsager to approve; passed unanimously.

Director Comments

- Today is Jean Truss's last day. She's been a very dedicated, loyal Case Manager for the last 19 years. We are sad she's leaving, but wish her the best.
- Interviews to fill Jean's position will take place this Friday. J. Schwass-Long will assist.
- Our three new employees are doing well with getting accustomed to their positions. We will miss our old friends, but are enjoying getting to know them and the new energy they bring.
- With Kelly now the only long-term Case Manager, we have started a 2-week waiting list for case management services to give everyone time for training.
- We are waiting for a part for our outdoor digital sign. Big thanks for Rodney Scheel's help!

Committee Reports: Once committees have put together their action plans, Cindy asks members to bring them to share and make sure there are no overlaps with other committees.

Fund Development: Lou Havlik

Next meeting: Feb. 28, 10:30AM

- Developing action plans and working on a timeline
- Staff are gathering data to make a case for requesting the Volunteer/Programming Coordinator position become full-time for next year's Senior Center Budget (by June).
- Will begin updating the planned giving brochure at the next committee meeting
- Looking at examples of Booster Clubs /Friends of " " fundraising examples from other senior centers, libraries and other groups.
- Proposing to do two fundraising events/years; suggestions discussed include a silent auction, dance, chili kick-off, chorus event with hors d'oeuvres.
- Giving a suggestion for volunteer committee re: businesses that support volunteers
- Researched how a volunteer property tax credit may benefit center; decided it wouldn't

Public Relations: Bob Barnett

Next meeting: March 7, 10AM (before COA)

- Updated the Marketing Plan; will send with next agenda for COA's review in March.

- Reviewed website; please take a look and give suggestions to Cindy, including other recommended sites. The City is in the process of hiring an IT person, so more significant changes may be possible than Hollee's account access and allows.
- Committee will have their proposed action plans in time for March's meeting.

Volunteer: Dave Sharpe

Next meeting: Thursday 9:30AM

- Discussed questions to ask and ways to offer surveys without overloading participants
- Discussed values of volunteer recognition
- Beginning to review/update/downsize the Volunteer Handbook.

Evaluation: Hollee Camacho

Next meeting: TBD

- Set goal to save staff and participant time/efforts while meeting accreditation standards
- Shared proposed action plans:
 1. Review and update the Center's Evaluation Plan.
 2. Devise a bi-annual timeline to ensure enough time is allotted to properly implement, evaluate, analyze and adjust/improve on the Center's programs and services (according to the Evaluation Plan).
- Completed #1; after meeting with Cindy to discuss accreditation evaluation standards we determined the plan still serves as a good guide.
- Working on a multi-service survey that is fast and simple for respondents to complete. The County already surveys our Nutrition and Case Management participants, so this survey is intended to cover remaining questions we have of our programming, volunteers, marketing, and general operations. –staff, PR & P Committees submitted own questions
- Plan to offer the survey online and by paper. The City Parks & Rec. Dept. has offered for us to use their upgraded version of Survey Monkey which provides options for questions to be skipped that don't pertain based on previous responses.
- Hope to have survey complete in time for the Tower Times' March 16 deadline.

Program: Mary Onsager

Next meeting: April 4, 10:00AM

- Prioritized action plans
- Discussing ways to make relationships with schools, libraries and other organizations. Considering ways to make day-time school music rehearsals more accessible for older adults to attend; arrange for student greeters?
- Working on scheduling small, local field trips (e.g. tobacco warehouse, Fire Department, Stoughton Village Players, Stoughton Center for the Performing Arts, Youth Center)

Committees, as you complete your action plans, please email them to Hollee to input in one list.

Legislative Update: Family Care is still proposed to start in Dane County in 2018. We have not heard much from the State or County as nobody seems to know how or who will be contracted. Family Care is only for those who are eligible for their services; about 10% of the population. Likely one large insurance agency will get the contract, though they may need to provide a choice. The agency doesn't necessarily have to be from the State. From our experience with other

managed services, this can create more barriers for frail individuals when communication is not local. We hope to learn more soon and will continue to advocate for beneficiaries of the service.

Proposed Action Plans for COA: Hollee

The following were ideas discussed by the Evaluation Committee that Cindy feels are better to be assigned to COA:

1. Prioritize action plans from the last strategic plan and accreditation process to eliminate redundancies and to incorporate newly developed action plans into one guiding document.
2. Ensure that all committees submit their strategic actions to COA and that each committee have a system for documenting how the actions are being addressed.
3. Create a timeline to combine our next NCOA accreditation (2018) and strategic planning efforts into one process, instead of two 5-year alternating processes.

Accreditation process: Cindy noted that this Fall we should begin the NCOA re-accreditation process and may take 6-9 months. This will be our fourth National Accreditation re-accreditation process. We need to create a committee to not only include COA, but also other City Council members, businesses, schools. We like a good mixture; some that have served before as well as new eyes to assist with the process.

Remaining Action Plans: Hollee

Cindy and Hollee reviewed the remaining action plans from the last Strategic Plan and Accreditation processes. Some actions have either been eliminated from the plan because they have become an ongoing function by staff, or others have been recommended to be incorporated into the new actions being developed by committees. The goal is to begin the year with one guiding document. These will be sent again with March's COA agenda.

Meeting Adjourned: Moved by M. Onsager, seconded by R. Barnett to adjourn the meeting. Carried unanimously. Meeting adjourned at 11:40.

Next Meeting: Tuesday, March 7 at 11:00 a.m

Attachments with March's Agenda:

1. Revised Marketing Plan
2. Remaining Action Plans from previous Strategic Plan and Accreditation