

COA Board Meeting Minutes
November 10, 2022
9:00 AM

In Attendance: Bert Lannon (Chair), Helen Daly, Bill Brown, Meredith St. Sauveur, Elizabeth Derwin, Patty Kayo

- Chris McCaffrey has stepped down from the COA Board. Chris has been a board member since 2017, and we would like to thank her for her service to our Senior community and to the town. Chris put in a lot of effort to finding ways to improve the Senior Center services and programs as well as taking an active role on the new Senior Center working group. We wish her the best in whatever new projects she chooses to pursue.
- Minutes from the last two meetings were accepted (Sept 22 and Oct 6).
- The budget was reviewed and is on schedule. It was requested that a total line be added as an additional row to the report for each column.
- The HESSCO update is at the bottom of the minutes
- Outreach – In October 2022 166 individual people sought assistance a total of 608 times. This compares to 78 people and 215 interactions a year ago. Main drivers of the increase are fuel and housing assistance. It is requested that age be added to the report to show how many non-seniors get assistance from the Senior Center.
- We began the discussion on how to move forward on the Senior Center infrastructure. There was discussion around how to best get input from Seniors on what they want and what they are willing to pay for and support at a Town Meeting. We discussed focus groups, open houses, and a survey. This is a topic we need to return to after the Nov 10 Town Meeting concludes.
- Meals – 64 people are registered for the Thanksgiving meal on Monday November 14, and the Police will be hosting a Christmas meal for 64 on December 12 at noon in the Senior Center.
- There will be a request for the next budget cycle to add a new staff person the Senior Center. This will enable someone to focus on programming and keep the Center open more hours each week. The budget process starts the end of December.
- The Friends of the COA has 2 openings on their board. The Friends meet the Wednesday of the month following the COA board meeting at 10:00. We are going to

ask Brooks to give updates at our board meetings on how much money was brought into the friends' treasury each month, and how much was spent.

- We have redesigned the newsletter to make it easier to read, better organized, and more inviting. The first issue of the new format will be in January. In the November newsletter we included an insert asking people how they would like to receive the newsletter (postal mail, email, website, pick up a copy around town). 198 people responded and the distribution of responses is: 123 postal mail, 60 email, 4 website, 6 pick up around town. Only 12 percent of the recipients responded. Anyone who does not respond will not receive a newsletter in January.
- Candy's Corner needs some volunteers to help the operation. Patty has started a sign-up sheet and Candy now has the names of people that can help.
- There has been an issue with creamers in the drop-in room; that will be solved by having a quart of cream available for coffee.

Action Items

Distribute bylaws of COA board

Add total row to the financial report

Add age breakdown to Outreach report

Next Meeting – December 1 at 8:30. Agenda item will be role of the COA board, bylaws, and individual board members responsibilities.

HESSCO update

- HESSCO has a Protective Service Program which intervenes when there are signs of self-neglect, abuse or exploitation. 10% of Americans age 60+ have experienced some form of abuse. In FY 21 there were 35K reports of elder abuse in Massachusetts. Self neglect (when an individual is unable to meet their essential needs) accounts for 60% of the cases. Elder abuse should be reported right away to HESSCO or at www.mass.gov.
- HESSCO partnered with a group from Framingham (LHIP) to address vaccine inequity. This group has people that speak multiple languages and can get the word out to communities that would not normally hear about things. They believe this program resulted in 449 people getting vaccinated. They are going to continue to partner with LHIP for SHINE, and blood sugar and pressure clinics.
- There are still over 200 people waiting for services because of staff shortages at the providers.

- All SHINE appointments for this season have been filled. If someone needs a medication search done, they can contact the HESSCO office and get that done.
- HESSCO will be providing about 300 upscale meals to Seniors for Thanksgiving and Christmas.
- In September Millis residents received \$33K of services through HESSCO (\$19.5K of that is for home health services for 5 residents)