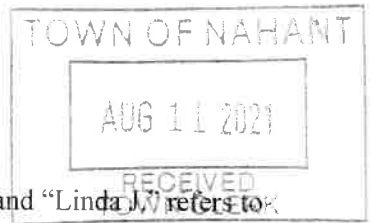


**Nahant Council on Aging Board Meeting
June 9, 2021 Monthly Minutes
FinCom Room, Nahant, MA 01908**



Notes: (1) In the following minutes, "Linda" refers to COA Director Linda Peterson, and "Linda J.W." refers to Linda Jenkins. (2) Action items are underlined in red.

The Nahant Council on Aging Board meeting was called to order at 10:03 a.m. on Wednesday, June 9, 2021 by Chairperson Angela Bonin. Present: Angela Bonin, Joe Benson, Linda Peterson, Lollie Ennis, Emily Potts, Linda Jenkins, Donna Steinberg, Carol Sanphy, Janet Taylor, Dale Orzalli, and Heidi Whear.

SPECIAL PRESENTATION

Linda introduced Heidi Whear, the Executive Director of Aging Affairs in Swampscott and the Director of the non-profit organization, Seaglass Village. She was accompanied by Nahant resident, Dale Orzalli, who is also associated with Seaglass Village. Linda felt that there are some places where the COA would fit into this non-profit organization. Heidi began the presentation with a video designed for a California audience but whose ideas about socialization and support for the elderly could apply to Massachusetts also. Heidi explained that her aim was to establish services and programs where the Seaglass Village could supplement, rather than duplicate, what the local Massachusetts COAs are doing to help the elderly age in place.

At present, Seaglass Village serves the Swampscott, Nahant, and Marblehead area. This could be expanded to include more towns in the future. The movement actually started in Beacon Hill with ladies who were trying to find a way to stay in their homes as long as they wanted, so they created a village in the year 2002. The movement grew until today there are about 350 villages around the country, about 28 of which are in Massachusetts. Eleven more are in formation. Nahant has one of the fastest-growing aging populations in the area, which means that we will need more services. We have to figure out how we can help each other creatively. We have issues with the cost of housing and transportation, with getting out of cars, with dealing with snow, and with operating computers, for example. There is a membership fee, but the services are free.

In 2019, Swampscott had UMass Boston carry out an in-depth study on what the town needed in order to make sure it was addressing its aging requirements. A survey was mailed to every Swampscott resident over 55 years old, and about 33 percent of the recipients replied. (People under the age of 55 could complete the survey online, but the response from them was lower.) The data from the mail-in survey showed that a "village" would be necessary. For example, 85 percent of the surveyed residents wanted to remain in their own homes. Only 17 percent of Swampscott's residents over 55 had even set foot the town's senior center. This percentage could be increased with volunteers who could perform a number of functions, such as going to seniors' houses, helping them into their cars, helping them put their coats on, and driving them to and from the senior center and doctors' appointments. There was strong evidence that people wanted to volunteer. Another problem was that 55 percent of the residents felt a lack of connection with their neighbors. This can happen when people's whole social system is back in the office, so when they retire they find themselves alone and isolated in their own local neighborhoods.

Each Seaglass Village is different. One village might do only transportation; another might not do any. The Swampscott survey showed that three services are important: (1) social programs, (2) volunteer services, and (3) vendor referrals.

(1) Social programs. Social programs might include having a tea or cocktail party, going to the symphony together, or going to Cancun together. There might be some overlap here with what is being done in the Nahant Senior Center, or the activities might be promoted in our Senior Center.

(2) Volunteer services. Volunteers can do anything that doesn't require a license. Without them, Seaglass Village could not work. Their functions can vary, but their common goal is to help people stay in their homes safely. Volunteers might simply talk with people, either in person or over the phone—the idea being to get the elderly connected and realize they are not alone. Volunteers could drive seniors to the airport or to a doctor's

appointment. They could walk a member's dog, have a friendly visit, play cards, change a lightbulb in the ceiling, water flowers, pull up weeds in the yard, put up Christmas decorations, or do things that require technical support. On Cape Cod, for example, volunteers do only transportation because that's what members there want. If you want to be a volunteer, you can sign up on the Seaglass Village website and check off what you would like to do. Even though our Seaglass Village hasn't launched yet, there are opportunities to volunteer on the volunteer committee. The events committee is already dreaming up fun things to do. Very soon our office in the First Congregational Church in Swampscott will be opening so people can do shifts there. All volunteers will have a background check, and driving records will be examined for volunteers who drive. There will be training and support all along the way. If there is no one to fill a request, we reach out to other groups in the area. Members, too, are encouraged to be volunteers.

(3) Vendor Referral. Linda does a lot of this already. We would be referring vendors to her or to the COA. If something requires a license, the vendor would have to be paid, rather than acting as a volunteer, although some vendors offer discounts to Seaglass Village members. The plan is to engage with home help agencies, lawyers, financial experts, or whatever, just to have them on the referral list. So if a member needs a referral to an accountant, for example, then it could be provided.

Seaglass Village is a 501c3, which is a non-profit organization. We will probably always have to do some fundraising so that we can have some things in place, such as a part-time director, which we haven't hired yet. We will also need funds from churches and other organizations so that we can cover costs for people who aren't able to afford being members. Our local office will open next week at the First Congregational Church in Swampscott. The office space is being provided free for us, and eventually someone will be there every morning to take requests for assistance and direct inquiries to volunteers.

So the process is that if you're over 50 and living independently in Marblehead, Swampscott, or Nahant, there's an application form that you can fill out online, either by yourself or with help from Seaglass Village. Then someone from the Membership Committee would visit you to be sure that you can be cared for safely and to get any special instructions you might have. (Use the back door; don't let the dog out.) The membership fee for belonging to the Seaglass Village for a year is \$360, or about \$1 per day for an individual. For a household, the cost is \$1.50 per day. For a sponsor or a social member, the cost is \$10 per month; for the membership assistance plan, \$5 per month; and for volunteer membership, \$0 per month.

After training and CORIs it will be possible just to start connecting people, once the website is up and running. For example, someone might type a request for help hanging a picture, and a volunteer who lives close by might see the request and be able to help. A map would show how close the requester is to the volunteer. For launching the project, 30 members and 30 volunteers are necessary, and there are almost that many now. Seaglass Village can give a presentation similar to this one to local social or church groups. Also, put your name in the website for once-a-month updates.

Website: <https://www.seaglassvillage.org/>
Email: info@seaglassvillage.org
Phone: 781-718-0401

There was a question about whether a Seaglass Village volunteer, when going into someone's home, would evaluate the recipient for services that the recipient would not be aware of such as food stamps, Mass Health, or Medicare. Dale replied that for questions like these, the recipient would probably be referred to the COA or GLSS.

REPORTS

Secretary's Report

Joe read the highlights of the minutes from the May 19, 2021 COA Board meeting.

Donna suggested the following change:

Original sentence (from Old Items/Board Member Position):

Donna suggested that we could invite Tony Barletta to a session in order to get his input, too.

Change:

Donna suggested that we not invite Tony Barletta to a session until after we have decided on the new Board member.

Angela entertained a motion to accept the minutes, as amended. A motion was made and seconded. The amended minutes were then accepted unanimously.

Director's Report, Including Financials

The COA is now fully opened for daily lunches, weekly manicures, and podiatrist visits. Bus riders will continue to wear masks while on the bus. On Tuesday, June 15, exercise classes will begin in person at the community center, which is the date that the Massachusetts state of emergency will end.

There are new volunteers to answer the phones five days a week. The dessert chefs have returned, and we also have volunteers for the dish washer and dining room service.

Our bus was in a slight accident on May 17 but was not damaged at all. However, there was very minor damage to the other vehicle, and Kristin Taylor submitted a report to the insurance company.

There are two grants available that Linda is in the process of writing. (1) One is the mini grant that we get through the Massachusetts Transportation Department. Linda is asking for money to update our website, which the town is doing. So we'll just give the town that money that we're getting because our website is also under the contract that the town has. (2) The second grant starts in October and is the GLSS grant for the Title III-B services that funded Ann Callahan's outreach position for the last two years. Linda would like to renew this.

Activities numbers 2021:

Linda will return to reporting numbers for Lunch, Bus, Exercise, and Shopping, but for May there were values only for Lunch and Bus.

Upcoming expenses for FY21:

Linda had exact figures for the kitchen costs. The convection oven will cost \$3,450.00 (including the \$600 rebate), and the electrical installation costs for both the oven and the refrigerators will be \$1,174.50. The exact cost for repairing the storm door is not yet known but will probably be less than \$2,000.00. Linda will call SunSetter about the awning cost and report to the Board during the next COA Board meeting.

Donation Account:

Linda passed out a handout showing the figures for the Donation Account. All donations (including lunch and exercise money and the donation we received several years ago from the estate of Bob Casey) go into this account. The present ending balance is \$37,157.98. A second handout showed our Operating Account. The available balance is high because of the COVID situation and will be returned to the town at the end of the fiscal year. We will have a lot to be returned, even after the planned purchase of knives, dishtowels, potholders, and aprons. Normally we have only 8% of our budget left in May, but this year 47.64% remains. (Later in the meeting it was suggested that we investigate the possibility of using some of the remaining Donation Account funds to give Linda a bonus.)

The Director's Report was accepted unanimously.

NEW ITEMS

Potential Replacement—Director's Position

Within the past two weeks, Linda and Tony Barletta interviewed two people for the COA Director's position. One applicant was Karen Smith. She has all the necessary knowledge about the job: she knows about the grants, she has worked in senior centers, and she has worked at elder affairs offices. She left Marblehead because she wanted part-time work. We're checking references, but Tony has to offer her the job before Linda can bring the subject before the COA Board. So Linda will come back for the July meeting (unless we call a special meeting before then). There was a discussion about the function of our Board, compared to the way other boards operate and the way we used to operate, as far as hiring members was concerned. For example, Emily mentioned that when she came on the Board, it had hiring and firing power. But what are its duties now? When Linda was hired, she didn't go before the town administrator; she went before the Board for her interview. Donna said that on boards where she had served, three or four members were in charge of interviewing. They would present their recommendations to the full board and then, after they had agreed on hiring someone, they would go to the director. However, boards didn't check references and were inexperienced with HR rules and laws. So it made sense for the town administrator to sign the contracts, do the negotiation and advise the board how to do the process correctly. However, it's important to get input from a board that is going to get a new member. Linda said she would look up material from Emmett Schmarsow, former Program Manager at MA Executive Office of Elder Affairs in Boston, concerning this issue. Linda J. suggested having a special meeting so that the COA Board could interview Karen Smith before she is hired. Linda read sections of Karen Smith's cover letter. Karen said the following:

1. Karen felt that she would be a great fit for the COA Board Director position.
2. She has been working in the service field for over 15 years and exclusively with elder populations for over five years.
3. She has experienced coordinating programs as well as supervising staff and volunteers.
4. She is familiar with budgeting in a variety of capacities.
5. She is organized and detail oriented.
6. She feels comfortable working and communicating with various professionals and community members.
7. She is working on sitting for the LSW (Licensed Social Worker) exam and hopes to have qualified by the end of the year.

Some members felt that Karen might want to leave the COA Director's position after she received her LSW degree. Linda agreed that this might happen. Then Linda continued going over Karen's qualifications and recommendations. She has had experience doing case management; interviewing seniors and their families; making referrals; maintaining client files; assessing seniors for elder laws, SNAP, and Social Security; following up on requests to insure that needs and services are being provided; and supervising volunteers and staff. She also took care of the Guardianship Program at North Shore Elder Services. Her duties there included doing assessments; maintaining client paperwork; doing budgets; and developing, planning, and implementing services. She worked for health care services, Mystic Valley Elder Services as a health care manager, and she worked for E-Mark as a case manager, where she handled the care of adult families and foster care. She worked for Marblehead from 2019 to present, three years at North Shore Elder Services, and one year at Mystic Valley Elder Services. She has two children. Several Board members felt skeptical because Karen's resume showed that she didn't stay at any job for very long. She would probably move on because she could make more money as a social worker than as a part-time COA director.

So as it stands now, one candidate decided ^{SHE DID} not want to take the COA Director's job, and the other three did not seem to be a good fit. Linda said she would do the finances if we could find other people to do the other two jobs (kitchen and trips/parties). We might have to continue this way only until December because Mary Minor is retiring from the hospital, and she said she would love the COA Director's job. (Mary Minor lives at the Bass Point Apartments. She knows a lot of people in town, graduated from school in Lynn, and has had experience working with all kinds of people at the hospital.) Board members asked if a \$30,000 bonus would help change Linda's mind about leaving. Linda said she would need Tuesdays and Thursdays off. The members said they would pay Linda's golf fees. Linda J. felt that Christine Kendal would be perfect for the

recreational part of the COA Director's job. Christine presently handles the program at the Life Saving Station. Ann Callahan said she could handle the kitchen on Tuesdays and Thursdays if Linda would be here on Mondays, Wednesdays, and Fridays. Then Christine could take the social part of the job.

The upshot of this discussion was that Linda suggested having a special meeting where only the changes in the Director's job would be discussed. Linda said she would gather all the job descriptions she had and forward them to the COA Board members. We should be able to get everything decided in two hours. Linda will talk to Tony Barletta about this and tell him what we're doing.

New Board Member

Janet Taylor, a new Board member, introduced herself. Janet moved to Nahant when she was 19. She married Mark, a Yoga instructor in this town. She has two sons who were raised in Nahant and a grandson. She is a retired nurse. She worked first at Mass General Hospital on a thoracic surgical floor and became interested in patients with chronic lung diseases. So she went to graduate school and focused on pulmonary issues. After graduating, she started and ran a pulmonary rehabilitation program for thirty-three years. She dealt with quality of life issues and trying to keep people out of the hospital and in their homes. She took care of her mother, who had Alzheimer's disease, and another family member whom she was able to assist to die at home. She also became interested in end-of-life issues. She had to deal with these a lot with her own patients who had very serious diseases. Most of her patients have been elderly.

Linda said that Janet should send a letter to Tony Barletta, expressing an interest in being a member of the COA Board. Then Tony would appoint her, and she could be sworn in by Diane Dunfee. Linda said she would send Janet all the application information in an email.

EXTRAS

- (1) All the COA Board members must take the ethics course online, even if they have taken it before.
- (2) At the end of today's meeting, Linda left the room, and the Board members brought the Town Accountant, Alison Nieto, in to ask about the legality of using some of the excess unspent money from the Donation Account to give Linda a bonus. Alison said it depended on whether Linda had a contract, and it would have to be amended in some way. The bonus would have to be in compensation for Linda's services as COA Director. Alison would need to look into this first and perhaps consult legal counsel concerning the wording and the suggested amount of the bonus.

NEXT MEETING

The next meeting will be on Wednesday, June 23 at 10:00 in the FinCom room in the Town Hall.

END OF MEETING

Angela entertained a motion to adjourn the meeting. A motion was made, seconded, and unanimously approved. The meeting ended at 11:36 a.m.

Respectfully submitted,
Joe Benson

**Introducing Seaglass Village to
Nahant COA Board of Directors
June 9, 2021**



Neighbors Helping Neighbors

Seaglass Village is a network of
volunteers

- ▶ Mission is to help people live independently in their homes
- ▶ Services and programs not offered by local and state agencies
- ▶ Marblehead, Nahant and Swampscott
- ▶ Neighbors Helping Neighbors
- ▶ Membership
- ▶ Currently in formation

National Village Movement



Beacon Hill Village - began in 2002



Friends strategizing how they can stay safely in their homes.



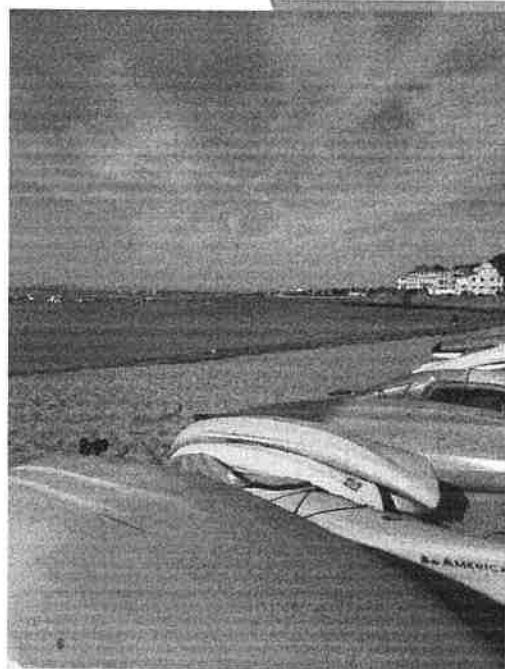
350 villages throughout the country, 100 in formation



28 Massachusetts villages
11 of which are in development



The Marblehead / Nahant and Swampscott Area





Population over age 65
Today = 7,209 (24%)
In 2030 = 11,920 (35%)



Boston's North Shore has the fastest growing 65+ population in area.

- » Homeowner issues
- » Transportation concerns
- » Sociability constraints

2019 study of Swampscott by UMass shows

- ▶ 85% want to remain in their home
- ▶ 17% of population over 55 use the Senior Center
- ▶ 55% felt lack of connection with neighbors
- ▶ 18% missed medical appointment due to no transportation
- ▶ 41% want more opportunities to volunteer

California Village Movement

<https://youtu.be/C4wxAuneMTM>





What will the village do?

1. Social Programs
2. Volunteer Services
3. Vendor Referral

1. Social Programs



Create Community
Develop friendships
Offer opportunities for
gathering
Educate ourselves
Combat isolation
HAVE FUN!



2. Volunteer Services

Transportation

- Medical appointments
- Senior Center
- Logan Airport

One to One

- Friendly calls
- Front Porch Visits
- An extra helping hand

Short term Support

- Help with meals
- Sorting mail
- House minding

2. Volunteer services: Home maintenance



Installing window air conditioners

Light yard work

Changing light bulbs

Putting up holiday decorations

Clearing snow off the front steps

Home repairs not requiring a license

2. Volunteer Services

Basic Tech Support

- ▶ Programming cell phones
- ▶ Troubleshooting a printer
- ▶ Setting up a TV



3. Vendor Referrals

- ▶ Ensure they are licensed and insured
- ▶ Based on membership recommendations
- ▶ Possible Member Discount

Examples of Vendors:

Financial, Legal, Home Health Care, and home maintenance that requires licensure

Business Model

501(c)(3) Nonprofit Organization

Fundraising needed to cover costs, for example -

Insurance

Scholarships

Office expenses

Part time Director

Membership Process

Over 50 and living in the Marblehead,
Nahant or Swampscott area

Living independently in a home, condo or
apartment

Submission of a membership application

Home visit from a membership committee
member

Typical cost for services in your home or transportation

If you need:	Then you would pay:
Handyman service for a small job	\$50
To set up your digital TV	\$80
Two hours of gardening	\$60
Taxi to medical appointment and back	\$50
Monthly trip to hairdresser	\$120
TOTAL	\$360

Membership Levels

► Individual	\$360 (\$30/month)
► Household	\$540 (\$45/month)
► Social/Supporter	\$120 (\$10/month)
► Membership Assistance Plan*	\$60 (\$5/month)
► Volunteer Membership	\$0

*Eligibility determined by BOD

Core of the Village is volunteers and members

- ▶ **Volunteers create the organization**
- ▶ **Neighbors caring for one another**
- ▶ **Members are encouraged to volunteer**
- ▶ **Pass a background check (CORI)**
- ▶ **Attend training**
- ▶ **Choose how to help and when to help**

What is needed to Launch?

Committee Development

Volunteers and Services

Events and Programs

Finance

Membership

Outreach

30+ volunteers for direct service

30+ members

Get Involved! Join us! Have fun!

Host	A virtual presentation for your friends and neighbors
Join	Board of Directors or Committees
Help	Volunteer with office work and calls
Enroll	Your company to be a vetted provider
Support	With a donation or sponsorship



To learn more and stay connected

Website:
<https://www.seaglassvillage.org/>
(to sign up for newsletter)

Email: info@seaglassvillage.org

Phone: 781-718-0401

Questions?

