

H. Lawrence Patrick Senior Center
Advisory Board Meeting Minutes
January 25, 2022

Members Present: Janet Beani, Pat Blanton, Janie McVay, Tamra Moody, Sharon Proctor, Cass Roberts, Charles Stephens, and Reverend William Thompson.

Staff Present: Tabitha Thomas, Brittini England, Whitney Douglas, Karen Grigg, Bonnie Hale, and Lynn Lail.

Tabitha welcomed those in attendance and thanked everyone for their attendance and support. Reverend Thompson and Tabitha determined there was a quorum.

The minutes from the last meeting were reviewed. Tabitha noted there are two corrections to be made. Under the financial report, the amount listed for the SHIIP grant was \$6,000, but this was incorrect. The correct amount was \$4,634. Tabitha clarified that the center actually receives two SHIIP grants, and the other one will be about half of the amount that we received last year. Also, it was noted in the minutes that TACC was continuing to fund our transportation costs with extra CARES funding, but this is no longer the case. TACC stopped this funding assistance to the center in January 2021. Charles Stephens made a motion to accept the corrections and approve the minutes. Janie McVay seconded. The minutes were approved with the corrections noted, and no one was opposed.

Committee Reports:

Director's Report presented by Tabitha Thomas:

Tabitha updated the board on COVID-19 policies. COVID numbers are still high so we are continuing on a limited schedule; larger activities/events and trips on hold at present. Currently, there is no dine-in for meals, and all meals are being handled as take-out. Masks and social distancing are required indoors. Tabitha informed everyone that most of the participants are wearing masks as instructed. Also, the center's bathrooms are still being professionally cleaned by Cintas. She mentioned that the center is continuing to offer virtual programming on an ongoing basis for those who may not feel comfortable coming out.

Reverend Thompson mentioned that he had heard the Department of Health and Human Services was distributing free N95 masks, and Tabitha said we would try to find out more information.

Tabitha gave a report on the center's SHIIP program. During Open Enrollment for Medicare, there were about 134 SHIIP appointments completed during the quarter. The SHIIP appointments were both in person and via phone. Currently, Tabitha and Lynn are the only counselors, but Whitney has almost completed her training. The center now has a SHIIP liaison at

Kintegra Medicine in Kings Mountain, Leigha Adams. Leigha is also a trained navigator for the federal insurance marketplace.

Next, Tabitha discussed updates on the building. Rentals are on hold through the first quarter of 2022 due to COVID restrictions. The floor in the conference rooms continues to be an issue and is being discussed with maintenance staff. The current plan is to replace more tiles; however, the room may need to be re-floored in the next budget year. There are more leaks in the craft room. Gaston Sheet Metal has been contacted again. A repair to the old roof may need to happen next year. The cooler went out on Veterans Day but has been repaired. Unfortunately, some food was lost due to the outage. There is a plan to order a new food warmer for the kitchen.

Tabitha informed the board that a Black History Month event has been added to our schedule and will be held on Tuesday, February 8th from 9:30-11am and will be a drop-in reception. Sarah Miller and Evelyn Pressley are helping plan the event. The event will feature a gallery viewing by artist Frank Barrow and include refreshments.

The center's custodian Danny Bryant has retired. His last day was Friday, January 21. His job is currently posted, and a replacement is hoped to be found as soon as possible. Danny will be missed at the center.

A letter for SCOPE recertification has been submitted in November 2021. The SCOPE tool is due to be submitted in the fall of 2022, and a site visit will occur in November 2022. More information and details will be shared closer to those dates.

The center is planning a memorial plaque for former center director, Monty Thornburg. Tabitha provided a picture of a plaque in memory of TACC's former director, Bob Davis and asked the board for feedback on something similar for Monty.

Financial Report presented by Whitney Douglas:

Whitney informed the board that all the categories in the financial report are within the expected percentages for halfway through the fiscal year. She mentioned the liability insurance is a one-time payment per year. Also, the figures reflect some work done on the center's buses. Overall, the numbers are in good shape. Tabitha added that she may transfer some money from a different line to offset the cost of the maintenance and repair for the buses.

Whitney reviewed the grant funding and program income. Revenue sources for fiscal year 2022 included the HCCBG Grant (Senior Center Operations and Transportation, with 10% match from the City), the Senior Center General Purpose Grant, SHIIP grant, gift shop, canteen, and trip and class fees. Also included is the building rental income, which hasn't increased since the center has not been doing any rentals due to ongoing COVID restrictions.

Whitney reviewed the various donations to the center. The donations are listed as running totals and not broken down quarterly. Tabitha explained that the center uses donation money to purchase items such as pet food (for seniors who have pets), Boost, and sometimes incontinence supplies (if not donated by Hospice).

Gift Shop revenue for October, November and December 2021 was \$1,756.12. The numbers reflect an uptick due to the holiday sale in December.

Whitney added that the center had received a large donation for Friday Lunch that was written in December but not received until January 2022.

Programming Report presented by Karen Grigg:

The Activity and Event Statistics for October 1 through December 31, 2021 was reviewed. There was a total of 571 unduplicated participants with 5,584 total sign-ins. The volunteer report showed that individuals provided 2,498.47 hours of service at the center.

Karen reviewed the upcoming events for January, February, and March. She informed the board that Gardner Webb exercise students will begin coming to the center on Monday through Thursday mornings to assist seniors with an exercise program. Other upcoming classes and activities include the Gardner Webb nursing students' presentations, Steps to Health with Nancy Abasiekong, Leaving a Legacy, AARP Defensive Driving class, and Art Night with Janie.

A board member inquired if the center would be doing any appointments this year for tax assistance. Karen explained that we are advising people to call back at the beginning of February, and hopefully we will have more information from Liberty Tax.

Technology Report presented by Lynn Lail:

The technology report showed 713 participants were active during the reporting quarter with 76.5% "in-town" participants and 23.5% "out-of-town" participants. Average daily participation was 72 participants per day with 4,417 sign-ins. There were 83 new registrations in October, November, and December 2021. Lynn noted that there were 595 active participants for the same time period last year, showing an increase of 20%. Fridays were the busiest days, followed by Thursdays. November was the busiest month.

Services Report presented by Brittini England:

For this reporting period of October, November, and December 2021, staff provided 1,503 units of service to 532 participants. The same reporting period for last year, October 1, 2020 through December 31, 2020, shows the number of 2,464 units to 458 participants. This represents a decrease of 961 units and 39 percent for the same reporting period from last year to this year. Brittini pointed out the decrease was mostly due to the center switching from a weekly food giveaway to a monthly food distribution.

She also explained the breakdown of service categories. The largest request this quarter was for food assistance which includes assistance with food bags and bread giveaways.

Reverend Thompson asked if the mass calls were included in the services numbers. Tabitha explained the calls were not included. She mentioned that the mass calls have gone to a new system, and there had been some issues of people not receiving the calls as they had before. We are currently troubleshooting the problem. For the most part, people seem happy to be receiving the mass calls.

Tamra Moody asked if there were items that the center needs. Brittini answered that we have ongoing needs for canned food, especially salmon, pet food, Boost, incontinence supplies in various sizes and especially larger sizes.

Brittini went over the Congregate Nutrition program. Currently, we have a total of 30 meals per day, four days a week. Currently all meals are carried out and not eaten on site due to COVID restrictions. Janet added that she hopes to increase the number of meals as COVID numbers decrease and we move back to eat-in meals.

Building Rentals and Transportation Report presented by Bonnie Hale:

Bonnie reviewed the monthly number of transportation trips. There were 640 total transportation trips for the quarter. Of those, 425 were for medical purposes. There was a total of 80 clients served for the quarter. Janie asked Bonnie to explain general transportation. Bonnie answered that general transportation includes trips to the grocery store, the pharmacy, the bank, or to/from the center.

Participant Survey Report

Tabitha went over the Participant Survey for Interest and Satisfaction from 2021. A total of 83 surveys were tallied. Over all, there was a positive response to everything. The main age group who responded was 75 to 84. We had some suggestions for classes that we will take into consideration.

Charles Stephens mentioned it would be great that if after COVID the center could work on ways to enhance friendship between participants. Tabitha agreed that social connecting here at the center is a very important aspect, and we would keep that in mind in planning activities.

GOALS for 2021-2022

- Our plan is to slowly reopen the center with any needed safety restrictions in place. We will work to return the center to a full schedule, adding back classes and activities while dealing with any COVID limitations and keeping people safe.
- We are working with Mauney Memorial Library to develop a community garden and Learning Space in the front lawn area. A prototype is being developed this year with the hope of a garden that could open to the public in 2022.

- We are working toward recertification as a North Carolina Senior Center of Excellence in 2022. We currently are certified through November 30, 2022.
- We plan to increase our number of participants through expanded marketing efforts, including an updated brochure, increased Facebook presence and presentations to various local organizations.
- We plan to expand our programs for caregivers and to offer support to this ever growing population. We currently have a Caregiver Support group, and we are looking for other ways to increase resources and places for caregivers to connect.
- We will continue to offer a hybrid model of programming as we slowly recover from the pandemic; we will offer both virtual and in-person programming.
- (Long-term): In addition to the community garden, we would like to build a gazebo or picnic shelter in the outdoor space and develop it for other recreational activities, such as horseshoes and bocce ball.

Tamra asked about a walking area outside. Tabitha explained that we currently have the outside walkway on the sidewalk, but perhaps in the future we could incorporate additional walking areas to the outdoor project that would access the new community garden. Cass added that maybe someone at the City would be able to have input with a walking trail and the outside area project.

Other Business, Comments, and Concerns:

Cass commented how good she thought the recent Grief Counseling program had been. Tabitha agreed and said she thought it would be great to have more programming on this subject.

Tabitha thanked the board for all their support and service to the center.

The board was reminded the next meeting will be Tuesday, April 26, 2022.

Charles Stephens made a motion to adjourn, and Sharon Proctor seconded the motion.

Respectfully submitted,

Lynn Lail (for Lee Ann Long)