

Portage Senior Citizens Advisory Board

MINUTES

September 21, 2016

ATTENDANCE: Ruth Ann Meyer, Ann Perkins, Trudy Riker, Art Roberts, Jean Wenz, Sharon White, Bill Wieringa

Absent Excused: Gloria Padilla-Carlson, Cortney Chow

Staff: Kim Phillips, PSC Manager

Call to order time: 2:30 PM

September minutes were approved Art Roberts -

Programs (Gloria):

No report, Gloria absent

Travel Program:

Trudy Riker:

We have a trip Preview October 17, with a new format of Open House venue. From 2-6:00 PM people from the trip committee will be available to circulate and discuss trips. There will also be computer stations set up to take reservations. Trudy invited the Advisory Board to attend and see what the new trips are and how the new format works. The new format will eliminate both the problem of presenters going over time and compromising the floor and the limited number of seating for attendees.

Jean Wenz suggested a day ferry trip from Muskegon to Milwaukee and back.

Ann Perkins remarked that the new Trip Coordinator, Dawn Shilts, is phenomenal, offering immediate and courteous follow up on all discussions and meetings.

Friends of PSC Board Update:

The Friends financial report was discussed. The Friends board wants to compare the Spring and Fall appeals to see which has better response.

Friends are currently trying to set some guidelines for scholarships. They would like to limit the amount of money going to one individual and open funding for a broader number of people. Scholarships are more than membership dues, allocated on the basis of requests received

Discussion took place regarding combining a scheduled launch for the Fall Appeal in combination with the November meal but logistics and timing may be prohibitive.

Each month the Friends board would like a calendar of events at the PSC. Trudy told the Friends that the Advisory Board supports the Friends in their fund raising efforts and are available as volunteers. Not all of the

board members agreed, but comments were made that the Advisory Board would like to continue to know what the Friends board is doing.

Legislative Update (Ruth Ann):

League of Women's Voters is having a candidate forum at the PSC. Ruth Ann also shared information on upcoming opportunities to meet with local legislatures.

Jean Wenz asked who to see regarding working elections for absentee voting. Jim Hudson at the City Clerk's office was given as a contact.

Art – October 17, the same date as trip preview, KCASI has an event where the Sheriff and Treasurer for the county are holding a candidate forum.

Management (Kim):

Celebrate Elderhood movement by AAOA, the PSC hosted Generation Celebration event on September 11 on the park trail between the PSC and Milham Road. Vendors focused on services to the aging had tables and family events, with over 150 participants and lots of positive feedback. Lending Hands had wheelchairs available.

PSC is increasing the use of electronic communications via emails. Every two weeks an email blast of current events is sent out to members and interested parties. These emails are being received by 800 registered members.

We are now sending a satisfaction survey with membership renewal forms and announcements on upcoming events.

An extra screen was installed at the reception desk that mirrors what is going on at the sign-in kiosk, showing staff the member's name and enabling them to coach the members through the sign-in process.

In attempts to capture the enthusiasm of trip escorts as regards the excursions they're researching and presenting, Kim is setting up a way to interview trip escorts on video that could be played to interested parties. Kim is hoping to institute once a month video/interviews about trips that are being presented. This would not be mandatory, but an optional trip promotional venue to offer.

Aging Mastery Program, promoted only through the Portager, is already over 50% full. Many of the students are new to the Center. Allegan General Hospital has expressed interest in being a satellite for one of these programs. Aging Mastery has also been presented to Portage Rotary.

Old Business: NONE

New Business:

Bids have been received regarding a potential expansion and an architect has been selected. The chosen party is going to do a design workshop which will be attended by persons who have a vested interest in the expansion. It is important to the architect to get that information and incorporate these into their design. By the end of December the architect will have a proposal that shows what the building would look like and a

price. Trudy Riker expressed concern that the lowest bidder got the job, and that is not the best way to go for a project of this scope. Kim assured the board that the selected party is high quality and she is pleased with the selection, reminding all that tax dollars are their dollars.

Reaccreditation Information:

High marks were given on volunteers, trip committee, PSC branding, initiating self-directed teams, and that the facility gets a review every five years through the city of Portage. Other high marks were received for landscaping, variety of programs, and the option on the membership form for donations to the Friends as a supporting organization.

Need to develop strategic plan, expand process for stakeholder input, expanded transparency in finances/budgeting, a formal research request form and review committee for requested studies, detailed policy regarding membership denial or revocation, think of the PSC as a regional destination for cultural programs and activities. Changes made include the screen at the front desk, instituted MSC use, and electronic communications.

Kim handed out current the mission statement and a proposed vision statement, requesting the board review both. With the Chair's permission, please add a review of the language to next month's meeting agenda. (Accreditation committee proposed both.)

PSC lapel pins are available for board members and accreditation volunteers, courtesy of Larry & Babs Smith. 2.25" buttons are also available.

ACTIVITES REMINDER:

Sept 29 Coffee with a Cop 1:30 MPR

Farmers Market noon to 4:00 to the end of October

Monday night 7:00 League of Women's Voters

Advisory Board Comments:

Art commended Kim Phillips, Kimberly Middleton and Bill Wieringa on the Proclamation by City Council regarding the PSC and National Senior Center Month.

Citizen comments: None

Time Adjourned: 3:35 PM

Next meeting: Wednesday, October 19, 2:30 PM