

City of Portage Senior Citizens Advisory Board

MINUTES: October 18, 2023

Location: Portage Zhang Senior Center

ATTENDANCE: Sharon White, Larry Smith, Joan Stommen, Karl Hokenmaier, John Lobo, Jean Balazs, Art Roberts, Vince

Absent Excused: Linda Zoeller, Trudy Riker

Absent Un-excused:

Guests: Dan Gabriel

Staff: Kim Phillips

Vice Chairperson Larry Smith called the meeting to order at 2:30 PM.

Art motioned to approve the minutes from 9/20/2023 meeting as published; Vince seconded the motion. Motion carried.

Larry introduced Vince, a new Advisory Board member.

Travel Program, Art Roberts:

- Art passed out a list of scheduled trips for the remainder of 2023 and for 2024. For November 2023, only the winery trip has available spots.
- Other trips have wait lists.

Legislative Update, Art Roberts:

- Christine Morse Coffee Hour on 10/27/2023, 10:30 AM to 12:00 PM at PZSC.
- State of Michigan is considering improving Auto No-Fault Insurance coverage for family and formal caregivers.
- SW Michigan First – October 6 morning coffee attended by Sean McCann, Julie Rogers, Dick Fuller, Jeff Getting and Meredith Place; May become monthly or every other month event.

Friends of PSC Board Update, Kim Phillips:

- Upcoming elections for Friends of PSC leadership; some longer serving members will rotate out.
- Scheduled dates for Pickleball tournament, Golf Outing and Purse Sale.
- Finances are in a good state.
- Sending mail fund-raising appeal in November.
- Donor appreciation event in mid-November.
- Moved extra funds to a CD.
- Purse Sale raised \$13k in revenue.

Youth Advisory Board:

- The status of participation is unclear.

Manager's Report/Program Updates, Kim Phillips:

- The Murder Mystery Dinner on November 4 is maxed at 72 reservations with 5 people on a waiting list.
- Kim shared financial reports.
- Samantha moved into the part-time administrator position.
- Posting an Afternoon Registrar position.
- Posted a full-time administrator position – lots of applicants.
- Kim notified the PSC Advisory Board of feedback concerning PZSC members being placed on waiting lists for various programs. The PZSC staff is aware of the situation and tries to increase programming whenever possible but is limited by facilities and staff capacity. Staff burnout is a concern whenever new programming is added.
- Partnering with Bronson, Borgess and the Parkinsons Association to develop programs for people with Parkinsons disease. Classes are limited to 12 participants due to the nature of hands-on personal attention required during the sessions.
- There has been a rise in incidences of inappropriate behavior toward the PZSC staff.
- PZSC management emailed a reminder to members that harassment of staff is not acceptable or tolerated. The Membership Manual defines disciplinary actions that the PZSC may take in such cases.
- The PZSC is redefining the role of the Volunteers and Recurring Programs Administrator since Julie VanderNoot's departure.
- Holiday Bazaar on December 4. Up to 35 vendors have signed up. Cross promoting with PNHS' Holiday Bazaar on the same day.

Building Updates, Kim Phillips:

- The building is 18 months into 2-year warranty. Looking to repair as many items as possible prior to warranty expiration.
- Overflow parking has been a significant improvement.
- The PZSC facility is under consideration as a future location for the Farmers' Market.

Dementia Friendly Community Update (Kim Phillips):

- 24 participants attended the first Memory Café on October 11 in PZSC. The event was well received. Feedback was very positive.
- Planning to bring a different dementia specialist each month.

New Business (Kim Phillips):

Financial Update

- Kim distributed financial reports to the Advisory Board.
- Self-funding contributions from PZSC have steadily increased during the past 10 years, with exception of the Covid pandemic years.
- Last year's self-sufficiency level was 79%. The goal for PZSC is to be 60% self-funded.

- The trend for the current fiscal year indicates that the self-funding goal will be exceeded.
- Trips revenue netted \$54k; this year's goal was \$30k.
- Security cameras will be installed over the reception desk and in the Fitness Center.
- Mirrors were installed in front of the reception desk to allow the receptionist to observe the hallway; in Kim's office and in the Trips office so that office occupants can see if anyone is entering the offices.

Activities Reminders:

- November Mystery Dinner on Nov 4.
- Holiday Bazaar on Nov 4.
- The Nov/Dec newsletter is in printing.
- Brian McLure Holiday performance on Nov. 29.
- Elvis Holiday Concert on Dec. 13.

Citizens Comments:

- Dan asked if members are informed of the high demand for programs and wait list situations as well as PZSC actions or plans to address it. Kim stated that the staff is preparing communications to the membership. The new Membership Manual will also be updated with the PZSC policy and procedures for registering.
- Dan asked how PZSC typically handles cases of harassment of the staff. Kim explained that the staff are instructed to first determine what can be done to address a member's concern. If the response is not satisfactory, then the staff is to direct the member to speak with Kim.

Advisory Board Comments:

- Joan mentioned that the Pickleball players will prepare suggestions to alleviate crowdedness in the court and submit them to Kim's staff.
- PSC Advisory Board objectives will be discussed during the next meeting. Kim will send out the current objectives.
- Joan asked about the requirements for becoming a member of the PSC Advisory Board or the Friends of the PSC Board. Linda stated that the City of Portage website lists the requirements for prospective volunteers to the PSC Advisory Board. For the Friends Board, anyone can apply at www.friendspsc.org

Time Adjourned: 3:12 PM

Next meeting: November 15, 2023