

MINUTES

June 13, 2017

Council on Aging Evaluation Committee

Senior Center 230 Webster St., Marshfield Ma 02050

ATTENDANCE: Carolyn Richards, Bill Scott, Marilee Comerford, Joan Butler, Lynn Gaughan, (Carol Hamilton for end of discussion)

CALLED TO ORDER: The meeting was called to order at 10:30AM

APPROVAL OF MINUTES: The Minutes from May 5, 2017 Evaluation Committee meeting were approved by vote of the committee.

DISCUSSION:

Review of “Marshfield Council on Aging Evaluation Plan and Tracker” by group and discussion of possible changes – Lynn will update Tracker. Lynn discussed the Tracker as a requirement of accreditation process and illuminated its importance to ongoing evaluation. The Plan and Tracker is in place to track ongoing operations and programs.

- Annual Survey of Volunteers (Category Operations) will be changed from annual to Tri-annual in collection methods
- Target date of Sept 2017 to complete Annual Review of On-Going Class Offerings (Category Programs) will be changed to December 2017 and there will be further discussion of Review Process prior to the review. It was discussed that the current review process for ongoing classes includes feedback from those who continue to take the course (and attendance itself is a satisfaction measure) but does not canvas entire population for satisfaction of offerings. Generic Survey of all offerings discussed (if U Mass survey does not include this data). Changes to questions and methodology of ongoing program review will be discussed at next Evaluation Committee meeting. Benefit of socialization at Senior Center is not part of “course” evaluation
- Review of current nutritional program and new nutritional offering will be combined (category Operations)

Questions about timing of classes during the day and relation to satisfaction discussed.

The Evaluation Committee will continue to meet quarterly.

The Lifelong Learning Committee will report back to Evaluation Committee and will be able to use the Evaluation Committee as resource for questions about Evaluations.

Evaluation of Fixed programs – obtain feedback from instructors and “special stories” as part of outcome results.

Discussion of transportation needs and add ‘gaps in service’ to data, change semi-annual survey to

annual but broaden the evaluation to include medical drivers, MOW and GATRA.

“Gaps in Service” data discussed.

UMass Survey will hopefully include community perception of COA in community as part of the data. Value added to community and value of COA in keeping seniors in their home and the cost (\$) savings associated with it.

The “Shine Survey” was discussed and assessing the “value of having Judy onboard”.

The “Suggestion Box” feedback will be included in September Link.

At the next meeting we will discuss review process for ongoing programs.

NEXT MEETING: The date for next meeting is Tuesday, August 8 @ 10:30 am.

ADJOURNMENT: The meeting was adjourned at 11:58 am.

Respectfully Submitted,

Marilee Comerford, Activities Coordinator
Council on Aging