

## **Minutes**

Council on Aging Board (COA) – Accreditation Committee  
Senior Center 230 Webster Street, Marshfield  
December 13, 2017

**ATTENDANCE:** Marcy Amore, Sheila Gagnon, Carol Hamilton, Bill Scott and Barbara Van Houten

**CALL TO ORDER:** The meeting was called to order by Marcy Amore at 1:05 PM.

**MINUTES:** The minutes of the November 3, 2016 meeting were moved for approval by Sheila seconded by Bill. The minutes were approved unanimously.

**DISCUSSION:** Marcy distributed a feedback summary of the Community Input Committee (CIC) which recently met to review the Evaluation Standard. The committee reviewed the feedback and comments from the CIC. Marcy summarized several handouts that were given to the group. All of the documents were mailed out a week prior to the meeting with a cover letter. Documents sent out included; evaluation process overview, evaluation standard, the evaluation workbook questionnaire, the evaluation plan/Tracker, the outcome based evaluation for the annual assessment of volunteers, the outcome based evaluation logic model Calories In Calories Out, the outcome based Lifelong Learning evaluation for Remembrance and Writing, the outcome based Lifelong Learning - Crockpot Appetizers, the outcome based 19<sup>th</sup> Century Marshfield Industries, the UMass Proposal Planning Study, and the summer 2017 Suggestions Box feedback sheet.

Marcy provided a brief orientation on the origin and development of Senior Centers in the U.S. and the NISC accreditation process and then the CIC group discussed the workbook questions. Unlike prior groups only a couple of people seemed to have read the documents beforehand. Some members had difficulty with workbook questions which made the group less productive. There were 2 staff members present that tried to keep the group on track.

There were 40 questions and the general quality of responses were better than expected demonstrating that some people did understand the questions. There was one question that asked about how the evaluation process could be improved. Many said that the workbook developed by NCOA was not clear, required too much overall knowledge, questions were poorly phrased, hard to understand and not tied to community knowledge of the topic.

Marcy is now working on the Fiscal and Asset Responsibility Standard with the Director and collecting the documentation necessary. She expects to finish the standard shortly. A tentative date for the CIC will be set up. Once the next CIC is completed, there are only two more standards left to review. The group spent time brainstorming members that could possibly be selected for some of the upcoming Citizen's Input Groups. We are planning to wait until April 2018 to submit the Accreditation Book to NCOA. This is so that we can submit the UMass study along with other information. The UMass study is expected to conclude in April of 2018.

**NEXT MEETING:** The next meeting will be scheduled as needed.

**ADJOURNMENT:** A motion to adjourn was made by Sheila and seconded by Barbara. The vote to adjourn was 3/0 in favor. The meeting was adjourned at 1:58 PM.

Respectfully submitted,

Carol Hamilton, Director Council on Aging