

## **Senior Advisory Committee Meeting Minutes**

**Thursday, March 4th, 2021 | 9:30 AM**

**Normal Township Activity and Recreation Center**

**600 E Willow**

**Normal, IL 61761**

**(Meeting was held virtually via Zoom due to restrictions on public gatherings.)**

**Members Present:** Uday Deoskar, Rich Farr, Margaret Ann Hayden, Steven Kossman, Carol Plotkin, Deborah Shaw, Barbara Singer, Robert Stefl, Faye Sanders

**Township Officials:** Supervisor Sarah Grammer, Trustee Sally Pyne

**ARC Staff:** Director of Operations Rick Lewis, Director of Programming Molly Camper, Member Services Manager Elicsha Sanders, Communications Coordinator Samantha Scott, Facilities Manager Preston Hill, Member Services Representative Jeanne Whitehill

**Public Present:** Doretta Herr, Leonard Ross, and Mary Wuhrmann

Meeting called to order by Chair Kossman at 9:30 a.m.

### **Approval of Minutes**

Motion to approve meeting minutes for February meeting made by Uday Deoskar and seconded by Barbara Singer. Motion passed.

### **Report from Chair**

Appreciates the kindness shown by Township Supervisor Sarah Grammar for the purchase and delivery of cupcakes to committee members in order to celebrate outgoing member Robert Stefl's time on the Advisory Committee.

### **Member Updates & Committee Reports**

#### **Uday Deoskar, Health & Wellness**

Reported having discussed the creation of a grand wellness proposal with Rick so that the Advisory Committee as a whole can contribute ideas for wellness initiatives. Molly will start by reviewing the Pillars of Wellness created a few years back.

#### **Rich Farr, Fundraising**

No report.

#### **Margaret Ann Hayden, Welcoming Committee**

No report

#### **Carol Plotkin, Nominations Committee and Blood Drive Updates**

No report.

**Deb Shaw**

No report

**Barbara Singer**

No report.

**Robert Stefl, Art at ARC**

A new virtual exhibition is currently up on Facebook as of March 1<sup>st</sup>. Discussed the status of the Veteran's Wall. The project has been on hold since prior to the pandemic to allow ARC to complete renovation on the west rooms at ARC and HVAC replacement. Normal Township is looking at completing the wall before the May Memorial Day event and starting in late April when the traffic from vaccination clinics winds down.

**Report from Township Supervisor Sarah Grammer**

Tax assistance appointments on Mondays have been busy, and the ARC staff has been prepared for Wednesday and Friday vaccination clinics. Vaccine is limited, which has led to some clinics being canceled. Friday March 5<sup>th</sup> and Wednesday and Friday the week of the March 8<sup>th</sup> look like they will continue as scheduled. The governor is rolling out the National Guard to assist in staffing clinics, so the Memorandum of Understanding currently in place will likely be updated soon. Normal Township is not receiving any funding for use of space at ARC for the clinics; it's a community partnership. A 90-day agreement is in place with the goal to give seniors an accessible site to get vaccinated. The commitment runs through April. The single-dose vaccine should become available soon.

ARC will be hosting Faith in Action and Community Care Systems' senior-focused vaccine clinic on March 19<sup>th</sup>. All registrations are done by phone, and Faith in Action can arrange transportation if necessary. According to Doretta Herr of Faith in Action, the clinic is not full as of yet. FIA and CCSI have divided the 400 doses with 160 each and 30 doses given to Living Well United. They are trying to take care of the frailest and those in their 70s and 80s.

The Straight Up Solar has the solar panels on the roof and have removed all of their equipment ARC's lot. Pictures of the solar array shared with the committee. Ameren still has tests to run before the system can be energized, but the panels should be functioning within two weeks.

ARC staff have been assisting members with securing a vaccination slot when possible for those who have difficulty accessing and using the Internet. Have registered over 70 members. Staff is also polling people through wellness calls and Zoom programs to see if they still need a vaccine; we are hearing many have at least received one dose.

Managers also helped call members about the availability of the special vaccination clinic at Mt. Pisgah.

### **ARC Staff Reports**

#### **Rick Lewis, Director of Operations Report**

Report attached. McLean County Health Department preparing for 10,000 vaccine doses in the next weeks. Not yet aware of any first dose clinics at ARC past March 19<sup>th</sup>. Updates to come. Clinics for March 9<sup>th</sup>, 11<sup>th</sup> and 16<sup>th</sup> open at 11 AM today for Grossinger Arena.

The Advisory Committee may be interested in the presentation made by ARC staff to the social isolation committee, sharing results of the UCLA Loneliness Scale survey. 545 responded. Results revealed that 56 members fall high on the loneliness scale. Staff are reaching out to those members.

Rick introduced ARC member Leonard Ross Jr., who is seeking appointment to the open seat on the advisory committee in April. Mr. Ross has been an active member and looks forward to serving on the committee.

The committee discussed the possibility of combining in-person and virtual options for attending the monthly advisory meetings. Open Meetings Act rules were changed due to the pandemic to allow for this, and the hope is that these rules remain post-pandemic.

#### **Molly Camper, Program Highlights**

Report attached. Zoom stats for the month of February: From February 1<sup>st</sup> through the 22<sup>nd</sup>, ARC held 81 Zoom meetings, saw 716 participants, and provided 667 hours of Zoom programming.

A Saturday Tai Chi class was added led by Dave Shanahan.

VITA appointments are full. Will only be taking names if cancellation occurs. Likely to top at about 400 appointments provided.

#### **Elicsha Sanders, Member Services**

Report attached. Numbers for wellness calls may seem low, but this was due to the increase in calls to the center about taxes, vaccine appointments and questions about reopening the center.

#### **Samantha Scott, Communications and Fundraising Update**

Report attached. Reminded the committee about the upcoming Dine & Donate event at Portillos on March 30<sup>th</sup> from 4 PM to 8 PM.

Provided update on success of ARC quilter's pandemic quilt raffle - \$1,305 have been raised so far. The Pantagraph and WGLT will be sharing stories on the quilt raffle project after interviewing quilting group members this week.

### **New Business**

#### **A. Vote to elect chair and co-chair for new term**

Steven Kossman has completed his first year as Chair. Deb Shaw has completed her first year as Co-Chair. Both willing to serve another term. Robert Steffl nominated Steven to serve again as Chair. Carol Plotkin nominated Deb to serve again as Co-Chair. No other nominations were made. A roll call vote was taken, all voted in favor of re-electing Steven to serve as Chair for a second term and Deb to serve as Co-Chair for a second term.

#### **B. Discussion of ARC operations during the pandemic**

Normal Township ARC is committed to vaccine clinics through April. Management team is working on ways to celebrate ARC's 5-year anniversary. The old ARC key tags will be replaced with red key fobs, so Molly is working on a distribution plan. Also looking into potential giveaways, like cookies donated by local businesses. Face masks are being ordered to commemorate the anniversary. Volunteer recognition will be planned for April as well.

The team is hopeful that the number of new cases will be down, allowing the regulations to be more relaxed by May since vaccine doses are increasing and the positivity rate has been decreasing. It has been hard to remain closed for twelve months, but it has been necessary to protect the health of members. The Township board and ARC staff are following the data and will take the safest approach possible to reopening.

Work on the ARC green space should begin this spring.

#### **C. Celebration of Robert Steff's service**

Township Supervisor Sarah Grammer and Chair Kossman thanked Robert for his 6 years of service on the advisory committee and for his hard work over the years. Robert thanked Sarah for the opportunity to create the art gallery space at ARC. Sarah read aloud the plaque that was delivered to Robert.

### **Suggested Topics for Next Meeting**

Plans for ARC post vaccine clinic

### **Public Comment**

Mary Wuhrmann expressed her appreciation for the caution that ARC staff takes in reopening the center for in-person programming and said that it makes her feel more secure.

Sally Pyne asked if ARC had been selected as a Round Up at the Register recipient for Green Top Grocery. ARC is still waiting to hear if selected to be one of the twelve organizations selected to be a monthly recipient.

Carol Plotkin made a motion to adjourn the meeting. Barbara Singer seconded the motion.

Meeting adjourned at 10:31 AM.

Next Meeting: Thursday, April 1, 2021 at 9:30 AM.

**ARC Director of Operations Report**  
**by Rick Lewis**  
**March 4, 2021**

1. ARC's vaccine clinic is going well. Delays in vaccine distribution during the middle of February impacted their ability to host first dose clinics. Second dose clinics occurred February 24 and 26. Since we began the clinic 2,585 first doses were administered and 1,630 second doses administered. First dose clinics after February 12 were canceled due to vaccine availability weather delays. April 9 is the last date for a first dose clinic at ARC.
2. Staff are continuing to assist members with scheduling vaccines as vaccine schedules become posted by McLean County Health Department and the various pharmacies in town. We keep a list of members needing vaccinations when opportunities to sign members up occur. The local NAACP sponsored a vaccine clinic on February 26 at a Bloomington church for minority seniors who are 1b. Of our 80+ 1b members contacted, a majority of this group have received vaccines or scheduled to receive their first dose. Only seven ARC members needed to be referred to this clinic.
3. As the vaccine clinic is winding down, a large population of the membership will have received a second vaccine and the process of planning for resuming in-person programming has begun. Staff are planning a key fob distribution during days when clinics are not held to prepare for member's return. Molly has identified activities that are deemed safe for COVID protocols. Masks and social distancing will be the norm. I have instructed the MSRs to note the members who mention they have been vaccinated so we can get a better sense of our population.
4. Straight-Up Solar panel installation on the roof of ARC was delayed significantly due to snow but mild weather the last week of February allowed the crew to resume installation. All panels have been installed and the project is nearing testing and completion.
5. SHIP counselors hosted a Medicare Advantage presentation on Zoom February 18 and attended by 13 participants. The group is also coordinating information to be published in ARCs newsletter to continue educating the membership on Medicare.
6. Sammi and I presented the outcomes from the UCLA Loneliness Survey to the monthly Reducing Social Isolation working committee for ECIAAA on March 1. 545 members completed the survey. 293 members indicated they are least to moderately lonely according to the scoring. 56 scored close to Most Lonely. Wellbeing calls are being made to this group.
7. ISU Mennonite College of Nursing technology training survey has been released to the membership. Participation will be voluntary.

## ARC Programming Report March 2021

- **Report on Zoom participation from February 1<sup>st</sup>-February 22<sup>nd</sup>**
  - **Meditation-93 participants**
  - **TAI CHI-73 participants**
  - **PEPS and Yoga-40 participants**
  - **Quilting-22 participants**
  - **Qigong-52 participants**
  - **Bingo-80 participants**
  - **Music Enrichment-36 participants**
  - **Book Groups-32 participants**
  - **Tech Classes-32 participants**
  - **Grief Support Groups-39 participants**
  - **Watercolor Classes-11 participants**
  - **Foodie Group-10 participants**
  - **Parkinsons Support Group-10 participants**
  - **Fun Zoom statistics from February 1<sup>st</sup>-February 24<sup>th</sup>**
    - **We hosted 81 meetings**
    - **Had 716 participants**
    - **Engaged members for 40,034 minutes, a little over 667 hours**
  
- **What was included in the March newsletter:**
  - **March's digital programming calendar**
  - **Flyer for the Quarantine Quilt raffle, ends the end of March**
  - **Virtual Bingo sponsors for March**
  - **Rogers and Hart Part 2 music enrichment program scheduled for March 17**
  - **Information our SHIP (Senior Health Insurance Program) program, New to Medicare Zoom presentation on March 1<sup>st</sup> at 10 AM**
  - **Ameren/Nicor Pilot Program information, more information to come next month**
  - **Technology Survey Link, survey put on by the Mennonite College of Nursing**
  - **Covid Vaccine Clinic Information**
  - **Step-by-step instructions on how to renew on the portal if your membership is current**
  - **Step-by-step instructions on how to renew on the portal if your membership is expired**
  - **Information on the volunteer income tax assistance (VITA) program**
  
- **Report on the VITA program (Volunteer Income Tax Assistance)**
  - **MSR's have made 392 VITA appointments. We have one Monday left to schedule.**
  - **We have prepared taxes 4 days this month. We have 6 preparing days left this tax year.**

## March 2021 MSM Report (as of February 25, 2021)

### February 2021 numbers

- 5 New Members joined in February (1 was Silver Sneakers)
- 139 Renewals Total. There were 87 paid renewals were received via mail/drop-off and online. Payment breakdown: 17 credit cards (online), 3 cash, & 67 checks.
- Some members were gracious enough to send donations along with their renewal payment. We had 8 members include donations on their renewal payment checks which totaled \$530 in donations.
- There were 51 Insurance-Based Incentive Program (IBIP) renewals. 1 Renew Active, 2 Silver & Fit, and 48 Silver Sneakers.

### February Sunshine numbers

- 217 Wellness calls have been made by our 3 Member Service Representatives (MSR) in the month of February.
- 273 Birthday calls were made by the MSR's

### February Zoom numbers

- **Zoom numbers for February are covered under the Program Director's report.**

Prepared by,  
Elicsha Sanders, MSM



## Communications Coordinator Report March 2021

### Fundraising

- **Brick by Brick:** No update
- **Bingo sponsors:** All 2021 bingo dates filled. Payment for all but two dates received.
- **Coffee Sponsors:** N/A until able to open and offer café services post-COVID
- **Build the ARC 2020:** \$3,120 in General Support raised so far this year. \$935 in Build the ARC Green Space so far this year.
- **Dine & Donate:** Next dine and donate March 30<sup>th</sup> from 4 PM – 8 PM at Portillos.
- **Giving Tree:** Emailed Randy Reid to check status of leaf requested in December and to order leaves in memory of Ed Burton and Donna Schnittker. Waiting to hear.
- Normal Township ARC was selected to be on the Green Top Grocery Round Up at the Register program ballot. Have yet to hear if we were selected as one of the 12 monthly recipients from April 2021 to March 2022.
- Normal Township ARC was not selected for the Association of Illinois Senior Center's Mind, Body, & Spirit Awards.
- Pandemic Quilt Raffle running through March 31<sup>st</sup>. Tickets can be purchased on our RallyUp page. Reminder email will be sent in last week of raffle. Raffle tickets will be \$10 for 10, \$25 for 30, \$50 for 75, and \$100 for 200. Have raised \$1,270 as of 2/24/21.

### Constant Contact as of 2/24/2021

- 4092 member emails in list. Down 18 from last report.
- 4522 active contacts across all lists (includes non-members). No change from last report. 1742 members receiving weekly email as of 2/24. Down 64 from last report.
- 858 have unsubscribed from a combination of lists. Up 17 from previous report.
- March newsletter clicks – 197 – up 35 from last month, also saw 85 clicks to McLean County Health Department website. Other items to note: 44 clicks to Southern Charm Holiday trip, 32 on Discover Scotland trip, 31 on Iceland trip, 26 on Islands of New England trip, 23 on Roaming Coastal Maine trip and 39 to ARC website. 89 bounces
- 45% email open rate in last 30 days

### Facebook as of 2/24/21

- 1676 followers, up 55 from last report
- 1546 likes, up 51 from last report