

# Portage Senior Citizens Advisory Board

## Meeting Minutes

May 15, 2013

Board Present: Patricia Berninger, Jim Hoppe, Monifa Jumanne, Mary Maisto, Ruth Ann Meyer, Mary Lou Petruccio, Trudy Riker, Art Roberts, and Larry Smith

Absent Excused: Ruth Michelhaugh, Ann Perkins, and Audrey Searing

Staff: Jill Hess, Deputy Director

Guests: Georganne Oldenburg, Friends Board

Chairperson Larry Smith called the meeting to order at 2:30 p.m. April minutes were discussed. Monifa asked for one clarification. A minor edit was suggested. Jim moved to approved the revised minutes. Art seconded the motion. Minutes were approved as amended.

### Management April Report – Jill

- Participation and outreach activity totals are now being generated using the MySeniorCenter™ software. This has simplified the gathering of information, but resulted in a difference in numbers. Investigation is ongoing to understand the discrepancies. We were provided reports using previous methods and the new software.
- Volunteer hours totaled 2390. A volunteer appreciation breakfast at Michelle's restaurant in Portage was held on April 23. Over 100 senior volunteers attended and enjoyed the buffet breakfast donated by Mike Leeuw, owner of EMS Enterprises.

### Items for Information

- Wellness (from Ruth) – Ruth and Mary Lou attended Bronson Hospital's focus group on April 30 regarding community health needs. About 12 senior citizens attending expressed both concerns and suggestions. Input is also being gathered online at [bronsonhealth.com/healthsurvey](http://bronsonhealth.com/healthsurvey). Results will be used to identify how Bronson can help meet the most pressing health needs of Kalamazoo County residents. Ruth expressed the intention for Portage Senior Center (PSC) to collaborate in presenting health education programs.
- Trip Committee (Trudy) – A very successful Spring Trip Preview was held on April 29 with 99 people attending. A mystery trip and theatre trip were also conducted in April.
- Friends of PSC – Georganne reported that 75 golfers are scheduled to participate in the May 20th fundraiser scramble at Angels Crossing golf course.
- Portage Community Center (PCC) Report (Jill) – Jill expressed thanks for advertising done on the PCC marquee for our recent Bits of Business event.
- Youth Advisory Board – no report this month

### Old Business

- Advisory Board Responsibilities draft document – Larry provided copies of the latest draft and asked for final comments. He will send the final document to Jill Hess and Bill Deming for their approval. For information Jill provided a handout describing the city policies on the role of staff liaisons to citizen boards.

### New Business

- Grievance received – Larry gave us copies of a letter submitted to the Advisory Board expressing displeasure about denial of use of the Gallery for bridge club on May 7. Background information was supplied by Jill regarding other activities that day, including use of the Gallery as a voting site. We reviewed existing policies about addressing

complaints. Ruth Ann moved and Monifa seconded that Larry work with Jill to compose a written response to the complaint on behalf of the board. The motion passed.

- Grievance /Complaint policy/procedure – Jill has asked the board to review current city policy and PSC procedures for addressing complaints. She would like a board recommendation on how PSC should handle complaints. We were given a summary handout of complaints about the Senior Center received by the city since October 2009. Discussion followed. Monifa agreed to draft a revision to the first paragraph of the PSC Complaint Resolution/Appeal Procedure. The board agreed by vote that a PSC suggestion box should be available at PSC. Suggestions/comments would go directly to PSC staff and the Advisory Board.

**Advisory Board Comments:** Mary Lou mentioned an Older Michiganians event in Lansing on June 4. Ruth Ann said that Kalamazoo County Advocates for Senior Issues (KCASI) will meet with lawmakers on May 20.

**Citizen Comments:** None

The meeting was adjourned at 4:03 p.m.

The next Advisory Board meeting will be held June 19 at 2:30 p.m. at the Senior Center.

Submitted by Mary Maisto, Secretary