City of Las Cruces®
PEOPLE HELPING PEOPLE

Council Action and Executive Summary

Item # 9 **Ordinance/Resolution#** 15-045

For Meeting of _____ (Ordinance First Reading Date)

For Meeting of September 15, 2014 (Adoption Date)

Please check box that applies to this item:

☐ QUASI JUDICIAL ☐ LEGISLATIVE ☒ ADMINISTRATIVE

TITLE: A RESOLUTION ADOPTING THE SENIOR PROGRAMS POLICIES AS REQUIRED BY THE NON-METRO AREA AGENCY ON AGING.

PURPOSE(S) OF ACTION:

To adopt policies for Senior Programs.

COUNCIL DISTRICT: ALL		
Drafter/Staff Contact: Sonia Saldana	**Department/Section:** Community and Cultural Services/ Senior Programs	**Phone:** 575-541-2451
City Manager Signature:		

BACKGROUND / KEY ISSUES / CONTRIBUTING FACTORS:

The City of Las Cruces Senior Programs Section (Senior Programs) seeks to provide social, recreational, nutritional, homecare, and respite care services to eligible participants. Assisted by the provisions of the Federal Older Americans Act, as administered by the Non-Metro Area Agency on Aging (NMAAA), Senior Programs strives to meet the needs of its participants with dedicated response from its staff and volunteers.

As a recipient of NMAAA funds and per NMAAA directives, the governing body of the City of Las Cruces (i.e. City Council) is required to adopt various policies for its Senior Programs that are consistent and in compliance with the standards and directives provided by the NMAAA. The Senior Programs Advisory Board has reviewed the proposed policies in various meetings throughout FY14 and recommends that the City Council adopt the policies as attached to the proposed resolution.

The various policies and dates approved by the Senior Programs Advisory Board included in the proposed resolution are:

1. City of Las Cruces Senior Programs Outside Food and Facilities Policy 05/09/13
2. Fire Drill Policy 06/13/13

(Continue on additional sheets as required)

3.	First Aid Kit and Protective Equipment Policy and Guidelines	06/13/13
4.	Bingo and Games of Chance Policy	06/13/13
5.	Equipment Maintenance Policy—Grant Funded Items Only	06/13/13
6.	Vehicle Usage Policy	06/13/13
7.	By-Laws of the Senior Programs Advisory Board of the City of Las Cruces	03/13/14
8.	Senior Programs Participant/Consumer Code of Conduct Policy	03/13/14
9.	Senior Programs Grievance Procedure Policy	04/10/14
10.	Senior Programs-Ban from Senior Centers Policy	04/10/14
11.	Client Input and Quality Surveys for Grant Funded Activities Policy	05/08/14
12.	Client Input and Quality Surveys for Non-Grant Funded Activities Policy	05/08/14
13.	City of Las Cruces Senior Programs Non-Grant Funded Activities Fees and Charges Policy	05/08/14
14.	Fund Raising Policy	05/08/14
15.	Grant Funded Eligibility Criteria Policy	05/08/14
16.	Eligibility Policy for Non-Grant Funded Activities in Senior Programs Policy	05/08/14

SUPPORT INFORMATION:

1. Resolution.
2. Exhibit "A", Proposed Senior Programs Policies.
3. Attachment "A", Senior Programs Advisory Board Meeting Minutes of May 9, 2013.
4. Attachment "B", Senior Programs Advisory Board Meeting Minutes of June 13, 2013.
5. Attachment "C", Senior Programs Advisory Board Meeting Minutes of March 13, 2014.
6. Attachment "D", Senior Programs Advisory Board Meeting Minutes of April 10, 2014.
7. Attachment "E", Senior Programs Advisory Board Meeting Minutes of May 8, 2014.

SOURCE OF FUNDING:

Is this action already budgeted?			
	Yes	☐	See fund summary below
	No	☐	If No, then check one below:
N/A	*Budget Adjustment Attached*	☐	Expense reallocated from: _____
		☐	Proposed funding is from a new revenue source (i.e. grant; see details below)
		☐	Proposed funding is from fund balance in the _____ Fund.
Does this action create any revenue?			
N/A	Yes	☐	Funds will be deposited into this fund: in the amount of __ for ___and _____in the amount of ___ for __.
	No	☐	There is no new revenue generated by this action.

BUDGET NARRATIVE

N/A

(Continue on additional sheets as required)

FUND EXPENDITURE SUMMARY:

Fund Name(s)	Account Number(s)	Expenditure Proposed	Available Budgeted Funds in Current FY	Remaining Funds	Purpose for Remaining Funds
N/A	N/A	NA	NA	NA	NA

OPTIONS / ALTERNATIVES:

1. Vote "Yes"; and adopt the proposed Senior Programs policies.
2. Vote "No"; and not approve the proposed Senior Programs policies, which will result in non-compliance with the NMAAA.
3. Vote to "Amend"; and the Senior Programs policies will be revised, which will cause a delay in the implementation of the Senior Programs policies.
4. Vote to "Table"; and provide alternate direction to staff.

REFERENCE INFORMATION:

N/A

(Continue on additional sheets as required)

RESOLUTION NO. 15-045

A RESOLUTION ADOPTING THE SENIOR PROGRAMS POLICIES AS REQUIRED BY THE NON-METRO AREA AGENCY ON AGING.

The City Council is informed that:

WHEREAS, the City of Las Cruces Senior Programs Section (Senior Programs) seeks to provide social, recreational, nutritional, homecare, and respite care services to eligible participants; and

WHEREAS, assisted by the provisions of the Federal Older Americans Act, as administered by the Non-Metro Area Agency on Aging (NMAAA), Senior Programs strives to meet the needs of its participants with dedicated response from its staff and volunteers; and

WHEREAS, as a recipient of NMAAA funds, the City of Las Cruces governing body (i.e. City Council) is required to adopt policies that are consistent and in compliance with the standards and directives provided by the NMAAA; and

WHEREAS, staff is bringing forward this Resolution seeking City Council adoption of the proposed Senior Programs Policies as recommended for approval by the Senior Programs Advisory Board at various public meetings throughout FY2014.

NOW, THEREFORE, Be it resolved by the governing body of the City of Las Cruces:

(I)

THAT the City of Las Cruces hereby adopts the Senior Programs Policies, as shown in Exhibit "A" attached hereto and made part of this Resolution.

(II)

THAT City staff is hereby authorized to do all deeds as necessary in the accomplishment of the herein above.

DONE AND APPROVED this_____ day of _____, 2014.

APPROVED:

_____
Mayor

ATTEST:

_____
City Clerk

(SEAL)

VOTE:
Mayor Miyagishima: _____
Councillor Silva: _____
Councillor Smith: _____
Councillor Pedroza: _____
Councillor Small: _____
Councillor Sorg: _____
Councillor Levatino: _____

Moved by _____

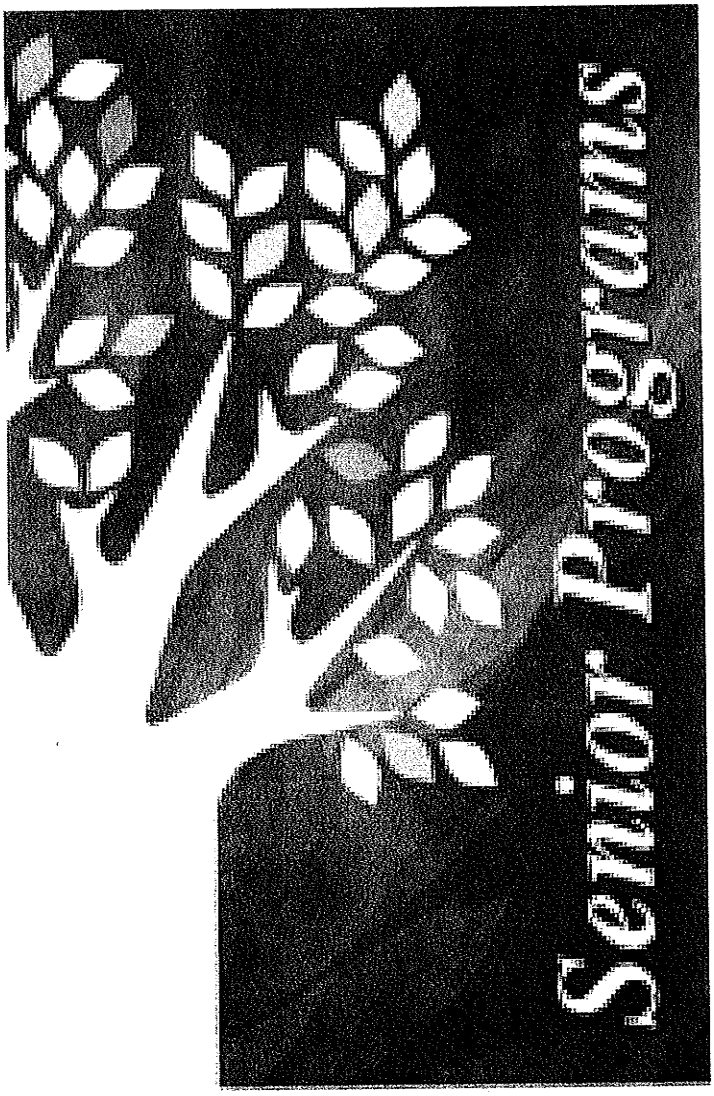
Seconded by _____

APPROVED AS TO FORM:

_____
City Attorney

Exhibit "A"

Senior Programs Policies



City of Las Cruces
PEOPLE HELPING PEOPLE

Senior Programs Policies
Table of Contents

1. City of Las Cruces Outside Food and Facilities Policy..... 3
2. Fire Drill Policy..... 6
3. First Aid Kit and Protective Equipment Policy and Guidelines..... 9
4. Bingo and Games of Chance.....12
5. Equipment Maintenance Policy—Grant Funded Items Only..... 14
6. Vehicle Usage Policy..... 17
7. By-Laws of the Senior Programs Advisory Board of the City of Las Cruces. 19
8. Senior Programs Participant/Consumer Code of Conduct Policy..... 22
9. Senior Programs Grievance Procedure..... 26
10. Senior Programs – Ban from Senior Centers..... 27
11. Client Input and Quality Surveys for Grant Funded Activities..... 30
12. Client Input and Quality Surveys for Non-Grant Funded Activities.....31
13. Senior Programs Non-Grant Funded Activities Fees and Charges Policy.....32
14. Fundraising..... 35
15. Grant Funded Eligibility Criteria..... 36
16. Eligibility Policy for Non-Grant Funded Activities in Senior Programs..... 38

1. City of Las Cruces Outside Food and Facilities Policy

The purpose of this policy is to outline the circumstances under which groups or organizations may bring food into senior program facilities. Food and/or beverages shall not be allowed without prior approval of the Senior Centers Manager or his/her designee. Our policy is to prohibit outside food that is not commercially prepared at gatherings in our buildings. No alcoholic beverages are allowed to be consumed in City facilities without the consent of Council. See LCMC, Chapter 5, Section 5-1.

Food that is prepared outside of a licensed commercial kitchen has the potential to cause illness in those that consume it.
As a licensed meal establishment, our senior centers are held accountable for the safe production and distribution of food to our congregate and home bound diners. We comply with the regulations of the NM Environment Department regarding handling of food and training of our food service workers as outlined here:

25-1-4 (Food Sanitation Act) The board shall promulgate procedural and substantive regulations consistent with the provisions of Section 74-1-9 NMSA 1978 and shall include provisions for:

Requiring food service establishments to prepare and serve food in a manner safe for human consumption, free from adulteration, spoilage, contamination and unwholesomeness, and, to accomplish this standard, the following areas of food service establishment operations shall be covered by the regulations:

(1) disease control;
(2) employee hygiene and sanitation;
(3) food service establishment premises sanitation;
(4) all aspects of food service establishment construction relating to food service sanitation, including requirements for food service establishment construction plans and specifications review and approval by the division;
(5) control of pests and infestation by pests;
(6) lavatory and toilet facility placement and sanitation;
(7) lavatory hygiene;
(8) food equipment and utensil design and construction;
(9) food equipment and utensil storage and handling;
(10) liquid and solid waste disposal.

Because of our commercial license, the City of Las Cruces, Senior Programs, could be considered liable for any food prepared and served outside our kitchen but brought into our facility. An example of this is the practice of "potluck":

> Definition: A meal at which attendees bring food that is donated and shared by the attendees. Also known as a potluck supper. Events sponsored by a licensed food establishment or for which food is prepared or held in the kitchen of a licensed food establishment is not a potluck event.

Additionally, we are not able to guarantee foods have been prepared properly, with correct sanitation, holding temperatures, and freshness. Our aim is to prevent tragic food borne events due to pathogens such as the top three most common types of food-borne illnesses:

Campylobacter

It's found in raw poultry, and the contamination from this bacterial pathogen can come from eating undercooked chicken or other foods tainted with raw chicken juices (hence the need to thoroughly wash cutting boards and knives). It can cause fever, abdominal cramps and diarrhea.

Salmonella

These bacteria are commonly found in the intestinal tracts of animals and can also cause fever, abdominal cramps and diarrhea, but those with compromised immune systems may fare worse, even die. People most often get salmonella poisoning by eating food contaminated by animal feces; if meat isn't cooked to the proper temperature, the bacteria might not be killed off.

E. coli

Cow-feces-contaminated food and water are commonly the culprits here; when humans come in contact with the bacteria, they can experience diarrhea, abdominal cramps and, in more severe cases, bleeding, kidney failure and temporary anemia.

When permission to bring in food has been granted by the Senior Centers Manager or his/her designee, cleanup will be required by the individual(s)/group(s) bringing in the food.

Clean-Up Check List

Each group and/or individual that has reserved a space for activities is required to clean up before leaving. The person responsible or designee for the reservation will please check off the list below before you leave the building. Leave the list in the room, or return to the main desk/office for the Senior Centers Manager.
Any damage to surfaces will result in a damage fee for the repairs to using group and/or individual and/or denial of future reservations.

Approved by the Senior Programs Advisory Board April 11, 2013

City of Las Cruces – Senior Programs - Checklist for Activity That Includes Outside Food.

ACTIVITY	YES	NO	N/A	COMMENTS
Return all the furniture to its proper place				
Wipe counters, microwave, stove, refrigerator, tables, and equipment.				
Close and lock all windows and doors. Turn off everything: lights, television, stereo, computer, projector etc.				
Take all left over food with you.				
Pick up all cups, soda cans, paper and other debris and place in trash bags. Leave bagged trash in dumpster adjacent to the building.				
Do not flush food or coffee grounds down the sinks.				
Leave a note for the Senior Centers Manager if something is not working or broken.				

Additional comments or suggestions:

_____

_____

_____

Room #: _____
Print Name: _____
Sign: _____
Date: _____

Please leave the form in the room and make sure all windows and doors leading outside are locked when you leave.

2. Fire Drill Policy

Policy Statement
Senior Programs shall conduct fire drills in all meal site buildings where seniors gather to participate in Older Americans Act related activities.

Reason for Policy
The purpose of this policy is to establish an overall plan for the protection of citizens and staff from the hazards of fire and similar emergencies through the implementation of a comprehensive fire drill safety policy.

Overview
The purpose of fire drills is to prepare building occupants for an organized evacuation in case of a fire or other emergency. Fire drills are used as an avenue to systematically identify various fire safety issues, such as:

- Allowing occupants to familiarize themselves with drill procedures, location of fire exits, and the sound of the fire alarm;
- Identifying problems with the fire alarm components;
- Determining if additional equipment is necessary in certain areas of the building;
- Monitoring whether the evacuation of the building is performed as required; and
- Providing information on the amount of time it takes to evacuate a building and which exits are generally used.

I. Frequency of Drills
Periodic fire drills shall be conducted at various times throughout the year as a responsibility of the senior centers manager and in accordance with the following requirements:

a. Fire drills shall be conducted in a minimum of two (2) times per year.
   - One fire drill is required for every six (6) month period.
   - Fire drills shall be conducted during meal service to familiarize consumers with emergency procedures.

II. Procedures
When conducting any fire drill the following procedures shall be followed:

a. Drill Coordinator. The Drill Coordinator (Senior Centers Manager) shall schedule a date and time for the drill. The drill will be coordinated with the office of the Fire Marshall for the City of Las Cruces, and prior notice will be provided to Facilities, Fire, MVRDA (Mesilla Valley Regional Dispatch Authority), and Risk Management.

b. Prior Notice. Drills will be held at both expected and unexpected times in order to simulate the unusual conditions that can occur in an actual emergency. Accordingly, the Drill Coordinator shall determine whether prior notice will be given regarding the conducting of any fire drill.

c. Activation of Alarm. At the pre-arranged time, the Drill Coordinator shall activate the fire alarm for the designated building. The system will remain activated until complete evacuation of the building has been confirmed.

d. Evacuation of the Building. The orderly evacuation of a building during an emergency depends on early warning and employee awareness of proper evacuation procedures.
   - All building occupants shall immediately evacuate the building when the fire alarm sounds. Occupants should not assume the alarm is a false one.
   - All building occupants shall continue to evacuate the building, even if the alarm stops.
   - Building occupants shall use the nearest exist when evacuating the building.
   - An outside location shall be designated for occupants to assemble following the evacuation.
   - All building occupants will remain outside of the building until such time as they are authorized by the Drill Coordinator to go back into the facility.
   - Emergency evacuation procedure maps are required. Such maps and evacuation routes shall be established and maintained by the Senior Centers Manager, in coordination with Risk Management, and shall be reviewed annually for relevance.

e. Responsibilities. In addition to those identified in the preceding paragraphs, the following individuals have additional responsibilities to perform upon hearing a fire alarm, whether real or simulated:
   - Supervisors. All supervisors shall direct building inhabitants to an area where evacuees will not be endangered by emergency vehicles.
   - Once there, supervisors shall conduct an attendance check to ensure no employees are missing.
   - If an employee is unaccounted for, the supervisor shall immediately notify fire or security officials.
   - Supervisors shall also identify specific individuals who may need aid in an evacuation and shall assign other specific employees to aid those individuals in the event of an evacuation.

f. Completion of the Drill. When the Drill Coordinator is certain that all occupants have evacuated the building where the drill is being conducted, the fire alarm will be silenced, re-set and the occupants may be permitted to re-enter the building.

g. Report. Fire drills shall be monitored for effectiveness and recorded. Drill record sheets will be kept on file for review by the Non-Metro Area Agency on Aging as needed.

III. Recordkeeping

A complete record of all fire drills conducted shall be maintained for a period of not less than three (3) years and be readily available for inspection.

IV. Portable Fire Extinguishers

Portable fire extinguishers are primarily of value for immediate use on small fires. They have a limited quantity of extinguishing material and therefore must be used properly so this material is not wasted.

a. Placement and Ordering. The placement and ordering of portable fire extinguishers is the responsibility of Facilities.

b. Inspection and Maintenance. Extinguishers are mechanical devices. They need care and maintenance at periodic intervals to insure their readiness to operate properly and safely. Parts or interior chemicals deteriorate in time and need replacement. In most cases, they are high pressure vessels and must be treated with respect and handled with care.

- Building Services and the Department Safety Committee will carry out a periodic inspection program to determine whether a fire extinguisher is available, charged, and otherwise operative.
- Fire extinguishers are checked monthly to determine that they are in their designated place, they have not been tampered with, and there is no obvious physical damage or condition that could prevent their operation.
- Discharged, missing, or apparently faulty extinguishers should be reported to Building Services and a work order placed to replace the faulty or missing unit.

Approved by Senior Programs Advisory Board June 13, 2013.
Ratified by Fire Marshal's office, July 2013.

3. First Aid Kit and Protective Equipment Policy and Guidelines

Policy

The Occupational Safety and Health Administration (OSHA) requires that:

> *"There shall be adequate first-aid materials, readily available. Such materials shall be kept in a sanitary usable condition.*
>
> *A monthly inspection shall be made of all first-aid materials, which shall be replenished as necessary."*

In accordance, first aid kits shall be readily available to all Senior Programs staff at all times while they are at work. Employees shall receive training on the location of the nearest first aid kit.

Hazard-specific supplies shall be made available, as appropriate, when work involves particular hazards.

Hazard Assessments will be conducted and updated annually in collaboration with CLC Risk Management staff. Hazard assessment documentation is maintained in the office of the Senior Centers Manager.

Protective Equipment
The Occupational Safety and Health Administration (OSHA) requires that:

> *"Protective equipment, including personal protective equipment for eyes, face, head, and*
>
> *extremities, protective clothing, respiratory devices, and protective shields and barriers, shall be*
>
> *provided, used, and maintained in a sanitary and reliable condition wherever it is necessary by*
>
> *reason of hazards of process or environment, chemical hazards, radiological hazards, or*
>
> *mechanical irritants encountered in a manner capable of causing injury or impairment in the*
>
> *function of any part of the body through absorption, inhalation, or physical contact."*

OSHA Standard Interpretation 04/16/98 allows that sunscreen may also be used as an effective form of protection.

Guidelines

General Overview

The following factors should be taken into consideration in the selection of a first aid kit and its location.

- The size of the kit is appropriate for the number of people it will serve.
- The kit should contain single-use or dose-type packs with suitable wrapping to ensure sterility and hygiene.
- When selecting a location for the kit, consider the storage methods which will allow for easy access, (e.g. wall mounted, portable, environmental conditions, etc.).
- The kit shall meet ANSI standards. Z308.1-2003 (OSHA 1910.151)

A log shall be maintained with each kit showing which supplies used, by whom, on what date and why.

Personal Protective Equipment for First Aid Provider

Personal protective equipment (PPE) shall be available in each work area for persons providing

First Aid or CPR assistance. The PPE shall be in close proximity to the kit location. PPE supplies may include, but are not limited to, latex or vinyl disposable gloves, safety glasses, CPR protective shields, and face shields. Selection will depend on the training level of the department First Aid responders.

In any significant emergency staff will immediately call 911 and then render any aid possible until emergency services staff (EMS, LCFD, LCPD, etc.) arrive.

Training

Training on the location of first aid kits and personal protection equipment will be provided to all Senior Programs Staff. All Senior Programs staffs are required to undertake First Aid/CPR training and to certify on automatic defibrillators.

Maintenance of First Aid Kits:

Each work unit will inspect and maintain their first aid kits on a monthly basis.

Requests to replenish supplies for first aid kits will be made through the Senior Centers Manager or designee.

The following items should be addressed in their inspection process:

- Is the kit in its assigned location?
- Are the kit contents complete and have used or damaged items been replaced?
- What is the condition of the contents? (Dry, properly packaged, clean, etc.)
- Are there any signs of vandalism or tampering with the kit or its contents?
- Are there any unnecessary items in the kit? If so, these should be removed.
- Check expiration dates of the contents. Replace any expired or out-of-date items.
- Does the kit include an instruction book or First Aid Manual?

Contents of First Aid Kits:

All first aid kits should contain at a minimum the following items:

- First Aid Guide – Directions for requesting emergency assistance.
- 1 4"x8" Absorbent Compress
- 16 1"x3" Adhesive Bandages (Band-aids)
- 1 Adhesive tape 2.5 yards
- 1 gauze roller bandage – min. 2" wide.
- 10 Antiseptic Treatment Applications 0.9 grams each
- 6 Burn Treatment applications 0.9 grams each
- 4 4"x4" sterile gauze pads
- 2 Pair Medical exam gloves
- 2 Triangular Bandages
- Scissors
- Tweezers
- 2 elastic wraps

Recommended but not required items include:

- Bandage compress 2" x 35" minimum
- Breathing Barrier, single use
- Cold Pack
- Roller Bandage 2" x 4 yards
- Blanket
- Splint
-

The kit label should read as follows:

Caution! This kit meets ANSI/ISEA Z308.1-2003 only when required minimum fill is maintained with first aid products marked "ANSI/ISEA Z308."

Approved by Senior Programs Advisory Board June 13, 2013.
Edited by Risk Management, July 19, 2013

4. Bingo and Games of Chance

Policy
Bingo is offered at Senior Centers/Meal Sites on a rotating basis by the Recreation Section of the Parks & Recreation Department. A nominal cost is charged to participate and prizes of little or no commercial value are offered to the winner of each game.

Bingo game schedules are available in the Senior Messenger or on the Parks & Recreation Department Activities schedule.

Bingo games, and other games of chance or skill, offered at City of Las Cruces Senior Centers will comply with New Mexico Gaming laws. Gambling is not permitted at any time on City Property.

No betting of cash, or tokens of value during any card games, billiards, horseshoes, washers, shuffleboard, and similar activities is allowed at any time.

Approved by Senior Programs Advisory Board Jun 13, 2013.

Explanation of Gambling restriction and Bingo Exception

What is Gambling?
Gambling or Gaming has three elements, *consideration*, *chance* and a *prize*. If you pay to participate that is consideration, element of chance is the deal of a card, roll of the dice or draw of a ticket. Prize is any item of value paid to a winner. Remove any one or more of these three elements and it is not considered gambling.

> **Example:** Five people sit down to a game of poker, they pay nothing to play but instead receive chip/tokens (no consideration). The cards are dealt (the element of chance is present). The winner receives the chips/tokens that were placed as bets by the players (the chips have no real value so there is no prize). This situation lacks two of the three elements and therefore would not be considered gambling.

Can Senior Citizen Centers conduct bingo?
Yes they can as long as all proceeds are paid out and only to those who paid to play; at least half the players are over the age of fifty-five and no player is under the age of eighteen. No license is required for bingo conducted at a senior citizen center when these conditions are met. See 30-19-7.2 NMSA 1978, Recreational bingo exemption.

30-19-7.2. Recreational Bingo exception.
Nothing in this chapter or in the New Mexico Bingo and Raffle Act [60-2B-1 NMSA 1978] prohibits a senior citizen group from organizing and conducting bingo at a senior citizen center, provided that no person other than players participating in the bingo game receive or become entitled to receive any part of the proceeds, either directly or

indirectly, from the bingo game, and no minor is allowed to participate in the organization or conduct of games or play bingo. As used in this section, "senior citizen group" means an organization in which the majority of the membership consists of persons who are at least fifty-five years of age and the primary activities and purposes of which are to provide recreational or social activities for those persons.

History: Laws 1997, ch. 101, § 1.

Effective dates. — Laws 1997, ch. 101 contains no effective date provision, but, pursuant to N.M. Const., art. IV, § 23, is effective June 20, 1997, 90 days after adjournment of the legislature. See Volume 14 NMSA 1978 for "Adjournment Dates of Sessions of Legislature" table.

5. Equipment Maintenance Policy—Grant Funded Items Only

Equipment purchased for grant funded programs must comply with requirements of the Non-Metro Area Agency on Aging (NMAAA) in respect to maintenance and control. The NMAAA classifies all equipment with an individual unit value of five hundred dollars ($500) or more and a useful life greater than two years as capital outlay. These items are subject Procurement Policy as codified in City of Las Cruces Municipal Code.

Processes/Procedures

Schedules for normal equipment maintenance will be kept by the fixed asset custodian(s) of Senior Programs. The maintenance schedules will be determined based on the individual unit needs and the manufacturer recommendations for optimal use of each item. Records of equipment maintenance will be retained according to the normal retention schedule as outlined in state law. All other equipment will be monitored and maintained according to the practices of the City of Las Cruces.

City of Las Cruces has determined that items with a unit value of five thousand dollars ($5,000) or more is capital outlay. All rolling stock equipment will be entered as a fixed asset regardless of cost, for maintenance purposes. Only items exceeding a value of $5,000.00 will be capitalized.

At least annually a code compliance inspection of grant-funded equipment will be conducted. Items will be rated as excellent, good, fair, poor, serious, or critical and this rating will assist in the determination of repair/replacement needs. Any corrections to grant funded equipment will be documented and the record retained as set out in administrative code.

Equipment purchased with grant funds are to be controlled as such. Because the thresholds for City property control and grant property control differ, the inventory will include location and serial number of each item purchased with grant funds as per the contract.

The City of Las Cruces carries insurance to the limits described in the New Mexico Tort Claims Act. This covers the loss of equipment purchased with grant funds. Reference CMP 8.2 – Risk Mitigation Policy.

An inventory of equipment purchased with grant funds – and meeting the NMAAA threshold unit cost of two hundred dollars or more ($200) will be kept and reviewed annually with a physical count. In-kind donations of equipment are considered to be contributed to the General Fund of the City of Las Cruces and will not be accounted for as a grant related item.

Disposal of Grant Funded Equipment
Grant funded equipment may be removed from inventory and disposed of following City of Las Cruces procedures for equipment disposal only after permission to dispose of the equipment has been obtained by the grantor (NMAAA and/or ALTSD)

The request to dispose of equipment will be sent in writing, and identification of the specific item from the inventory, including funds used to procure the item, reason for disposal and process of disposal must be included in the written request. Any proceeds from the disposal of grant funded equipment must be returned to the benefit of the funded program and expended within the fiscal year of the disposition. This documentation will be provided to Fleet Management at the time of transfer for auction preparations.

Capital Outlay

Each year Senior Programs submits a request for Capital Outlay to the New Mexico Aging and Long Term Services Department (NMALTSD). Non-Metro AAA reviews the requests and makes recommendations for funding to NMALTSD.

As a provider of services we are required to:

1. Keep an updated inventory of all equipment with a value of two hundred dollars ($200) or more to include:
   a. Item description
   b. Condition
   c. Serial or identification number
   d. Purchase Price
   e. Ownership
   f. Location

2. Keep an updated inventory of all vehicles to include:
   a. Year
   b. Make
   c. Model
   d. Odometer reading
   e. Condition
   f. Vehicle identification number (VIN)
   g. Purchase date
   h. Funding sources
   i. Percentages of funding
   j. Ownership

3. Keep an updated equipment/vehicle disposition report to include:
   a. Item description
   b. Serial number or identification number

c. Date of sale/disposition
d. Sale price
e. Equipment/vehicle condition
f. Method used to dispose

4. Conduct on-going reviews and assessment of equipment, vehicles, building, etc. to be used for documentation purposes when requesting Capital Outlay.

5. The following documents must be submitted when requesting Capital Outlay:
   a. Statement that the fiscal agency is a local government entity (City of Las Cruces)
   b. Adequate justification including quotes, bids, etc.

For further detail see State Information Memorandum (SIM 08-04) from the New Mexico Aging and Long-Term Services Department (December 1, 2008)

Approved by Senior Programs Advisory Board June 13, 2013.

6. Vehicle Usage Policy

Usage

City vehicles used by the staff of Senior Programs must be used for support of essential service provision to eligible participants of Senior Programs in accordance with State rules, laws and regulations. This policy outlines the authorized use of vehicles purchased with Federal, State, and local funds.

City vehicles may only be utilized by employees of the City of Las Cruces. Reference CMP 3.2 – Use of City-Owned Vehicle.

The City of Las Cruces is self-insured. Risk Management governs all insurance related aspects of vehicle use. In the event of an accident Risk Management must be notified immediately so that they may document and assess the impact of the accident. This notification must occur regardless of the degree of injury to property or persons. Reference CMP 8.2 – Risk Mitigation Policy.

Vehicles may travel out of state provided they are on authorized travel orders issued by the City of Las Cruces. Reference CMP 1.1 – Travel Authorization and Expense Allowances. Only City Employees and authorized Board/City Council members may travel in city vehicles. Rides may not be given to friends, spouses, children, etc. in an official vehicle. Reference CMP 3.2 – Use of City-Owned Vehicle.

Vehicles may not be used for gambling trips or to establishments where the primary commerce is the sale of alcoholic beverages.

Vehicles used to transport seniors, must be ADA compliant as far as is possible. Vehicles equipped with ramps and lifts will be purchased for the purpose of senior transportation.

Maintenance of Vehicles

Vehicles will be maintained by CLC/Transportation Department/Fleet Management Section.

Fleet Management Section maintains periodic maintenance schedules determined on best fleet management practices. Maintenance is done by City of Las Cruces mechanics whenever possible. Fleet vehicles may be serviced through a contract with independent vendors. All vehicles will need to be brought to Fleet for any and all types of service. Outsourcing of vehicles is the determination of Fleet Management Staff Only.

The driver of any city vehicle is responsible for safe use and appropriate documentation of the vehicle. Vehicle use will be monitored through a daily log. Every time a vehicle is used the mileage out, time, destination, and signature of the driver will be recorded on a log sheet which is kept in the vehicle. The vehicle logs will be maintained by designated staff in Senior Programs. Any irregularities with the vehicle will be noted on the log and on an additional maintenance notice sheet which will be turned into the vehicle custodian for the site as issues occur. Drivers who use the same vehicle daily (e.g. meal delivery drivers) are responsible for maintaining appropriate fuel levels in the vehicle.

Maintenance records held by Senior Programs staff will be reviewed and deficiencies corrected as they occur. At least annually a review of maintenance records will take place and all corrections will be documented by fleet management.

Vehicle Control

Vehicles are capital equipment, and as such are assigned a unique inventory number by Fleet Management upon purchase. This number is used to track aspects of vehicle control and maintenance.

Vehicles will be locked whenever they are not in use.

City of Las Cruces is self-insured. All vehicle insurance issues will be managed through the Risk Management office. Reference CMP 8.2 – Risk Mitigation Policy.

A current inventory of all vehicles is maintained by the Fleet Management Section. In addition, Senior Programs – Administration office also keeps an inventory of vehicles purchased with OAA or other grant funding sources.

An annual inventory of all rolling stock will take place with a physical count of vehicles.

Prior to disposal of any vehicle purchased with funds from the Non-Metro AAA or Aging and Long Term Services of the State of New Mexico, permission from the granting agency must be secured in writing. Once permission to dispose of the vehicle is obtained, the vehicle may be processed through normal City Auction procedures. Any proceeds must be expensed to the support of grant activities and may not be deposited in undesignated lines of the General Fund. Proceeds must be used within the fiscal year to benefit the same program that provided the funds. Relevant documentation of the proceeds and expenditures will be maintained for the same period at the documentation that constitutes the original grant of funds, or three years after the disposal of the vehicle or other rolling stock if the life of the unit exceeds the life and record retention of the grant.

Approved by Senior Programs Advisory Board, June 13, 2013.

7. By-Laws of the Senior Programs Advisory Board of the City of Las Cruces

I. NAME

a. Senior Programs Advisory Board to the City of Las Cruces (a nonstandard Board).

II. MEMBERSHIP

a. Membership is appointed by the Mayor, with the advice and consent of the City Council, subject to all the provisions outlined in City Ordinance #1267, Section 2-178, Section 2-179 and City Ordinance #1740, Section 2-708.

b. The Board shall consist of twelve (12) members, one (1) member from each of the six (6) city districts and one (1) member at large, and five (5) members elected from the Senior Centers. Board members shall serve staggered terms of four (4) years, except for the five (5) Senior Center elected members, whose staggered terms shall be for two (2) years. The expiration date of all ordinary terms shall be March 31. No member shall be appointed to serve more than eight (8) consecutive years.

c. Should a vacancy arise on the Board a new member will be appointed by the Mayor to complete the term, as described in item IIa.

d. A member who fails to attend seventy-five percent (75%) of the regular meetings and work sessions in any period beginning April 1 through March 31, or is absent from three (3) consecutive meetings, his or her membership may be terminated. Absences may be excused by contacting the Chair with a copy to the Program Administrator.

e. The members shall serve at the will of the Las Cruces Mayor/City Council. Board members shall abide by Ordinance #1804, the "Ethics Document, Section 2-5, Conflict of Interest.

f. Should any Board member be elected or appointed to another City of Las Cruces permanent Board or Office he/she shall resign from the Senior Programs Advisory Board.

III. DUTIES

a. The Board shall review the business and operation of the City of Las Cruces Senior Programs. It will assist the staff in the review or development of policies, procedures, and regulations. When new policies or regulations are advisable which will require Council action, the Board will recommend such action to the Council for their consideration or

adoption. As a general principle and guide, Board members shall continually seek to help improve the responsiveness of the City of Las Cruces Senior Programs activities to meet the needs of the City of Las Cruces senior citizens. To respond appropriately to this directive, Board members shall actively and continually seek advice and feedback from their district constituents for changes, additions and improvements to the Board for consideration. Thereafter, the Board members shall, work closely with the Administrator for Senior Programs, other organizations affecting Senior Programs, propose any changes, new directions, new programs and resulting/covering policy requirements to the Las Cruces City Council, as endorsed and approved by the Board, for consideration and response by the City Council.

b. The Senior Programs' facilities include:
- Frank O'Brien Papen Community Center
- Munson Senior Center
- East Side Community Center
- Benavidez Recreation Center
- Sage Cafe
- Any future City senior centers

c. The Board shall annually review the Code of Conduct for participants at City senior centers, revising if needed. The Board shall serve as an appeals Board for the enforcement of the code of conduct. The decision of this Board on code of conduct violations or grievances of seniors regarding Senior Programs shall be final.

IV. OFFICERS

a. 1. CHAIR: The chair shall assemble the agenda and preside at the Board meetings.

2. VICE CHAIR: The vice chair shall assist the chair and assume the duties of the chair in the latter's absence.

3. SECRETARY: The secretary shall ensure that minutes of all meetings be taken, review the minutes and sign them, once the Board member changes are agreed upon and incorporated. Include in the minutes the date, time, and place of the meeting, the names of the absent and attending members, the substance of the proposals considered, the nature of the discussions, a record of votes taken, and the names of participating persons.

b. The election of officers will be held at the December annual meeting. An officer's nominating committee of three (3) shall be appointed by the

Chairperson in October of each year and make its report at the December meeting. Nominations from the Board are valid and any member present may nominate a person for any office to be filled. A majority vote of those present shall be required in the election of officers of the Board. A runoff shall be held in the event no single candidate receives a majority of votes cast. Term of office shall be for one (1) year. Officers may serve for no more than two (2) consecutive terms. Should a vacancy arise in the position, a new officer will be elected by the Board to fill the unexpired term.

V. MEETINGS

a. The Board shall meet monthly. The chair of the Board may call additional meetings as deemed necessary. The agenda shall be set at least one week before the meeting. The agenda for all meetings shall be posted at all Senior Programs' facilities, as well as being published by the City of Las Cruces in its customary manner.

b. Board meetings are subject to the New Mexico Open Meetings Act and will be held at the time, on the day of the month and place as named in the agenda.

c. Meetings shall be conducted under the most current Revised Edition of Robert's Rules of Order.

d. A majority of the Board members shall constitute a quorum for the transaction of Board business.

e. Members must also comply with Ordinance #1267, Section 2-180, Conflict of Interest and the Code of Ethics.

VI. BY-LAWS AMENDMENT

a. The By-Laws may be amended by a simple majority vote of the Advisory Board members present. Proposed By-Laws amendments shall be submitted in writing to the Advisory Board at least two weeks prior to the vote.

Approved by Senior Programs Advisory Board 3/13/14.

8. Senior Programs Participant/Consumer Code of Conduct Policy

Purpose
The City of Las Cruces Senior Programs offers a variety of programs for those who visit our centers and/or qualify for homebound services and/or their caregivers. Senior Programs shall be defined as services provided to qualifying individuals in their primary place of residence or any place in which services are provided.

Behaviors within Senior Programs covered by the Policy
The Participant Code of Conduct policy is intended to make consumers feel welcome and to provide reasonable rules of behavior to be enforced for the benefit of all consumers. All consumers have the right to be treated with respect and dignity. It is imperative that consumers act appropriately. Inappropriate behavior includes any behavior that is disruptive to others and inhibits the ability of service.

The following behaviors will not be tolerated:

- Offensive, shouting, loud, abusive, obscene, threatening, harassing, insulting, or suggestive language. This includes hate speech or epithets (e.g. racial, ethnic, sexist, homophobic and religious slurs).
- Offensive hygiene including infested clothing or personal effects or unpleasant body odor. Visitors to our centers are to refrain from using the public restrooms and/or other public areas to maintain or take care of personal hygiene (e.g., shaving, sink bath, etc.)
- Removing senior center property without permission, damaging, or actions that could damage facility, property, or equipment.
- Actions solely for personal gain including solicitation for personal profit or improper purpose including begging and panhandling.
- Any criminal act including but not limited to engaging in (or threatening) physical violence, assault, or battery, including but not limited to unwanted/unsolicited harmful touching by the use of hands, arms, feet, or legs which may include pushing, kicking, biting, spitting, and punching.
- Acts of harassment or retaliation; behavior that causes fear or uneasiness to the customers, staff and volunteers.
- Possession and/or consumption of alcoholic beverages and/or illegal drugs.
- Possession of a weapon including firearms and other objects that according to New Mexico law fit the description of a deadly weapon. A full description of this law will be provided, upon request.

- Improper use of senior center property. Furniture is to be used for its intended function e.g. chairs for sitting, tables for holding objects, and counters for display or conducting business.

In addition consumers are asked to follow the following rules when staff is present in the home:

- Consumers/or their caregivers should be dressed appropriately during the delivery of services. Participants who are bedbound and unable to clothe must be covered with a sheet or blanket. Employees are not required to provide services if the individual refuses to clothe appropriately or wear any clothes.

- Consumers must not be consuming alcoholic beverages, using illicit drugs or smoking while services are being provided in the home and the staff is present.

- If a consumer is oxygen dependent and refuses to stop smoking, staff is not required to stay in the home and provide services.

Anyone found to be in violation of the Participant/Consumer Code of Conduct is subject to the conditions outlined in the Senior Programs' Ban from Senior Centers Policy. Any staff member has the authority to initiate action at the onset of inappropriate behavior.

Consumers who are found to be in violation of the Code of Conduct may risk the possibility of losing services or have services suspended until a reasonable resolution is found. Every consumer has the right to file a grievance as outlined in the City of Las Cruces Senior Programs Grievance Procedure.

In certain situations where a consumer's actions are perceived to present imminent danger to one's self or others, law enforcement will be called. Depending on the nature of the situation a report to Adult Protective Services and the Non Metro Area Agency on Aging will also follow. Senior Programs staff and/or their representatives are required to call their supervisor immediately after an incident and report the situation.

Behaviors that are considered to be inappropriate and inhibit the delivery of services will be handled by meeting with the consumer within 24 hours of the incident, a staff member and the appropriate Manager. Consumers will be verbally notified that continued behaviors may place their services in jeopardy. There may be instances where the behavior merits services to be terminated or stopped for a period of time. Depending on the situation a report to Adult Protective Services will be made the same day. As soon as services cease consumers have the right to file a grievance and go through the process of appealing the decision as outlined in the Grievance Procedure.

Consumers have the right to grieve any disciplinary matter to the Non-Metro Area Agency on Aging as outlined in the Grievance Procedure supplied to the consumer at the time of initial assessment. Copies of this procedure are available from the administration office at Munson Center.

All Staff Code of Conduct

All Senior Programs staff, board members, volunteers, independent contractors, student placements and any other person (representative) associated with the City of Las Cruces in any official capacity will in all instances maintain the highest standards of personal ethics and conduct. This serves to protect all consumers from any form of abuse, neglect or exploitation. Good judgment and consideration of others will be expected at all times. Consistent with the effort, the following guidelines will be followed:

- The acceptance of gifts, gratuity, payment, or loans of any kind from a consumer, family members or their representatives is not allowed. Additionally, consumers are not to lend or allow any staff member Senior Programs to borrow money or any other item.

- Senior Programs staff cannot sign a consumer's personal check, any other document, prepare or sign legal documents and/or use a consumer's credit cards. Additionally, staff cannot act as the "Responsible Party" and be listed on a consumer's savings or checking account, listed in any financial document or knowingly become the beneficiary of a consumer.

- Senior Programs staff cannot conduct personal business while interacting with a consumer.

- Senior Programs staff is not allowed to dispense medications, but can assist in the process.

- Senior Programs staff cannot purchase liquor and/or alcoholic beverages for a consumer and/or transport any liquor and/or alcoholic beverages for the consumer in a City vehicle.

- Senior Programs staff is not allowed to be employed by a consumer that is receiving any services under the City of Las Cruces Senior Programs. Employees must follow City of Las Cruces Policy and report outside employment.

- Senior Programs staff cannot lift a consumer. They can assist a consumer from one position to another.

All suspected incidents of abuse, neglect, self-neglect, or exploitation must be reported immediately to a supervisor/manager and a report to Adult Protective Services made and documented in the consumer's file.

The Participant Code of Conduct Policy is available in both English and Spanish and is posted at all Senior Programs meal sites.

Consumer Signature: _____ Date: _____

POA/Guardian Signature: _____ Date: _____

Staff Signature: _____ Date: _____

Approved by the Senior Programs Advisory Board on 3/13/14.

9. Senior Programs Grievance Procedure

The City of Las Cruces provides consumers and their families with a written grievance procedure for expressing and resolving complaints if you believe:

- You have been denied services to which you are entitled,
- You have been treated unfairly,
- The quality of the service is not acceptable, or
- The quality of the meal is not acceptable.

We would like to help you resolve your concerns. Please file your complaint in writing within 5 days of the occurrence to:

Senior Programs Administrator
P.O. Box 20000 (mailing address)
Las Cruces, NM 88004

OR

Senior Programs Administrator
975 S. Mesquite Street
Las Cruces, NM 88001

The Administrator will make every effort to resolve your situation within 14 days of receiving your complaint. If you are not satisfied with the results, a written report of the complaint or grievance will be submitted to the local Advisory Council or Board and a copy of the report forwarded to the Non-Metro Area Agency on Aging (NMAAA). The Council or Board will have 14 days to resolve the complaint or grievance. At the time of the decision by the Advisory Board, you and the NMAAA shall be provided with a written notice of the Board's decision.

If the procedures above prove unsuccessful, you, as the consumer, may contact the NMAAA. The NMAAA will attempt to resolve the complaint/grievance within 7 days of notification by you, the consumer. The NMAAA will submit the final determination to the consumer. If needed, assistance of the NMAAA Advisory Council and New Mexico Aging & Long Term Services Department (NMALSTD) will be requested to arrive at a final decision.

Non-Metro Area Agency on Aging
Jenny Martinez, Director
Santa Fe, NM
(505) 827-7378
1-866-699-4927 toll-free

Consumer Signature:_____
Date

POA/GuardianSignature:_____
(When applicable) Date

Staff Signature_____
Date

Approved by the Senior Programs Advisory Board on 4/10/14.

10. Senior Programs – Ban from Senior Centers

PURPOSE:
The purpose of the Senior Programs Ban from Senior Centers is to protect the rights of citizens as well as to protect the rights of staff. This policy shall apply to all customers to facilities owned and operated by City of Las Cruces, as authorized within Section 2-709 (Duties of the Senior Programs Advisory Board) of the Las Cruces Municipal Code, 1997, as amended.

All Senior Programs facilities owned and operated by the City of Las Cruces are provided for the use by the general public, primarily for senior citizens over the age of 50. In order to provide a clean, pleasant, and safe environment for all patrons and staff, there are expectations that behaviors be consistent with social norms as well as being within legally defined limits.

POLICY:
When socially unacceptable or illegal behavior occurs within Senior Programs or facility, immediate action will be taken to stop the behavior and bring the situation into tolerable limits so it can be dealt with calmly and rationally. Any form of violence, threats of violence, intimidation, unsafe or other such behavior, from the public or from staff will not be tolerated.

DEFINITIONS:
1. Appeal: Provides for a process whereby an individual who feels he/she was treated unfairly by the staff can present their case to the next appropriate level.
2. Consequence: Corrective actions taken by City staff.
3. Facility: Any City of Las Cruces occupied building, any City vehicle including transit buses and vans, at City bus stops and bus shelters, or any other City owned property.
4. Offense: Any behavior that may interfere or tends to interfere, to a reasonable person, participation in a City program or service, including:
   - (a.) Any form of threat of violence or retaliation against another patron or staff member
   - (b.) Any behavior that disrupts operation of the facility
   - (c.) Behavior that endangers the safety and health of the individuals, either that of the person responsible for the inappropriate behavior or others, using the facility, including behaviors exhibited by individuals under the influence of a substance (ex. Alcohol or drugs) that would likely result in injury or exhibiting unsanitary health risks evidenced by clothing visibly stained or saturated with potentially hazardous bodily fluids.
   - (d.) Creating a hostile environment through unwelcome words, actions, or physical contact.
   - (e.) Behavior that violates any City, County, State, or Federal law or ordinance.

5. Threatening Behavior: Any expression, behavior, signs or warnings that to a reasonable person, indicates intent to inflict physical harm or send a message of impending danger or harm.

PROCEDURE:

The City's commitment to customer service calls for the City to do as much as it can to resolve problems for the City's patrons. However there are reasonable limits as to how far a staff member should go if the patron is threatening or disrupting the operation of a senior center or service operated by the City. Rude and obnoxious behavior may make staff uncomfortable, but it should always be staff's goal to resolve problems and present the best image possible by being calm and not allowing themselves to be pulled into a rude and obnoxious response. When an incident goes beyond reasonable and acceptable behaviors, the following steps should be taken immediately by staff:

1. Calmly advise the individual or group that their behavior is inappropriate and must be modified or discontinued for service to continue.
2. Turn the situation over to a supervisor or ask another staff member to take over the situation if a supervisor is not available.
3. If the behaviors persist, the person(s) refuses to leave or, there is doubt about confronting the individual, call the police (911) and wait for the police to arrive.
4. The police officer or officers are empowered to issue a no trespass citation/card to the individual. The police officer or police officers may complete an incident report or police report and forward that to the Program Administrator and/or the Department Director.
5. As soon as the person leaves, document the incident on the Incident Report Form (attached), including police report if applicable.

CONSEQUENCES:

1. If, in the opinion of the Supervisor, the incident warrants an immediate separation from the program or facility, the Senior Program Administrator or designee may issue to the individual(s) an immediate suspension, not to exceed thirty calendar (30) days. This will allow for a cooling off period and for management to review the situation and determine the best course of action. An incident report is to be completed and documented as described above. The incident report shall be reviewed by the Department Director.

2. Once the incident has been reviewed, the Senior Program Administrator will notify the individual(s) of his/her recommendation. Notification shall be in writing and shall include a description of the appeal process available to the patron.
3. Prior to any action, the Senior Program Administrator needs to consider that reasonable accommodation or modification may be a factor if the behavior results from a disability. The City's ADA Coordinator may be contacted for assistance in determining the need for a reasonable accommodation.

4. Verbal discussion may be conducted by the Senior Program Administrator that puts the patron on notice that their behavior is unacceptable and will not be tolerated in the future. An incident report and documentation of the discussion is to be filed with the Section Administration with a copy sent to the Department Director.

5. Upon review by the Department Director, up to an additional sixty (60) calendar days suspension may be imposed. The total length of suspension shall not exceed ninety (90) calendar days. The individual(s) shall be advised in writing of the Department Director's decision.

6. All suspensions shall apply to all Senior Programs Centers and programs for the duration of the established suspension period. Coordination between facilities and programs shall be facilitated by the Senior Program Administrator.

7. All incidents shall be documented on an incident report form. The next higher level of authority shall review the incident and action taken, if any, within timelines outlined within the Appeals Process immediately below.

APPEALS PROCESS:

1. Immediate suspension may be appealed in writing to the Department Director within five (5) business days of the suspension.
2. Suspension by Department Director may be appealed in writing within five (5) business days to the Senior Programs Advisory Board.
3. The Senior Programs Advisory Board will hold a hearing on the suspension within 14 days.
    a. The SPAB may uphold the suspension, overturn the suspension in its entirety, or reduce the suspension to some other amount of days less than what was recommended by the Administrator and/or Department Director.
    b. The Senior Programs Advisory Board shall render their decision the day of the hearing and their decision shall be final.
    c. The SPAB shall further provide a formal written decision to the appellant within five (5) business days.
    d. The appellant may file a formal grievance with the Non-Metro Area Agency on Aging in accordance with the City's adopted Grievance Policy for Senior Programs.

4. All appeals shall be done in writing, shall contain the date of the incident, a requested remedy and be filled in accordance with the timelines above.

Approved by Senior Programs Advisory Board on April 10, 2014

11. Client Input and Quality Surveys for Grant Funded Activities

A **Client Input Survey** will be developed and utilized at least annually in the spring for grant funded activities. This survey will include input from clients who are eligible to receive homebound and grant funded services. Survey results will be used as a tool for improvement of referrals and services in the community that will assist the client's quality of life. The client input survey will include, but not be limited to:

1. Age, gender and marital status.
2. Number of person in the household.
3. Caregiver for spouse or other family members (grandchildren, disabled adult, etc.)
4. Services needed to maintain self-independence.
5. Health concerns.
6. Service(s) received

The Client Input Survey will be used in the development and implementation of services.

A **Quality Survey** will be developed and utilized at least every six months in the spring and fall months for grant funded activities. The survey will include input from clients who participate in grant funded activities. Survey results will be used to improve and or enhance services, manage the quality of services, serve as a training tool and ensure compliance of quality services delivered. The client input survey will include, but not be limited to:

1. Age, gender and marital status.
2. Number of person in the household.
3. Caregiver for spouse or other family members (grandchildren, disabled adult, etc.)
4. Services needed to maintain self-independence.
5. Health concerns.
6. Service(s) received.
7. Length of time receiving services.
8. Quality of services.

Client Input Surveys and Quality Surveys will be available for review upon request by the NMAAA staff.

Approved by the Senior Programs Advisory Board on May 8, 2014.

12. Client Input and Quality Surveys for Non-Grant Funded Activities

A **Client Input Survey** will be developed and utilized at least annually during the month of July for non-grant funded activities. This survey will include input from clients who participate in non-grant funded activities. Survey results will be used in the development of services that will assist clients in the quality of their lives and ensure the services provided at senior center facilities are of the highest quality. The client input survey will include, but not be limited to:

1. Age, gender and marital status.
2. Number of people per household that participate.
3. Input for services needed to maintain self-independence.
4. Other Leisure activities
5. Suggestions for improvement.

The Client Input Survey will be used in the development and implementation of services.

A **Quality Survey** will be developed and utilized at least every six months in the months of April and October for non-grant funded activities. The survey will include input from clients who participate in non-grant funded activities. Survey results will be used to improve and or enhance services, manage the quality of services, serve as a training tool and ensure compliance of quality services delivered.

The quality survey will include, but not be limited to:

1. Age, gender and marital status.
2. Number of people in the household that participate.
3. Quality of service ratings
4. Input for services needed to maintain self-independence.
5. Suggestions for improvement.
6. Length of time participating in services or activities.

Client Input Surveys and Quality Surveys will be available for review upon request by the NMAAA staff.

Approved by the Senior Programs Advisory Board on May 8, 2014.

13. Senior Programs Non-Grant Funded Activities Fees and Charges Policy

PURPOSE OF POLICY

This policy is intended to establish a standardized approach for assessing fees for the use of Senior Programs non-grant funded activities for individuals fifty (50) years of age or older.

The City of Las Cruces Senior Programs has the responsibility to establish policy for recovering costs up to 100 percent for non-grant funded activities offered in Senior Programs facilities. This policy is meant to be a guide in developing a fair and consistent fee schedule. The fees will be reviewed annually by staff with suggestions through annual public hearings and ultimately approved by the Senior Programs Advisory Board.

COST RECOVERY

Cost recovery for Senior Programs non-grant funded activities is 85-100 percent of direct costs for purchase of supplies, vehicle maintenance and equipment replacement and maintenance, and instructor fees (when applicable).

REFUND POLICY

Senior Programs will refund fees for the following only:

1. Cancellation of activity due to low registration.
2. Cancellation of activities due to inclement weather.
3. Emergency situations to be considered on an individual basis.

RETURNED CHECK POLICY

There will be a $30.00 service charge on all returned checks as per the City's Finance Department.

CLOSURES

Senior Programs will be closed on approved City of Las Cruces observed holidays and for renovation/maintenance projects.

FEE COLLECTIONS

The collection of fees for activities will be handled in accordance with the City of Las Cruces Cash Handling Policy.

Approved by Senior Programs Advisory Board on 5/8/14.

FEES AND CHARGES SCHEDULE

Name of class or activity	Length of session	Session Fees	Proposed Fees
Card games	Open, played weekly	No charge	No charge
Chess	Open, played weekly	No charge	No charge
Computer instruction	Open, meets weekly	No charge	No charge
Conversational Spanish	Open, meets weekly	No charge	No charge
Creative Writing	Open, meets weekly	No charge	No charge
Horse Shoes	Open, played weekly	No charge	No charge
Line Dancing	Open, meets weekly	No charge	No charge
Mah Jongg	Open, played weekly	No charge	No charge
Pool Playing	Open, played daily	No charge	No charge
Presentations	Open, scheduled monthly	No charge	No charge
Support Groups	Open, meets monthly	No charge	No charge
Quilting group	Open, meets weekly	No charge	No charge
Crocheting group	Open, meets weekly	No charge	No charge
Wood Carving group	Open, meets weekly	No charge	No charge
Name of class or activity	**Length of session**	**Current Fees**	**Proposed Fees 85% Cost Recovery**
Ceramics	6 week session	$ 5	$ 9
Clay Works	6 week session	$ 5	$ 9
Faceting	6 week session	$ 12	$12
Gourd Painting	6 week session	$ 10	$ 9
Jewelry Making	6 week session	$ 7	$ 12
Lapidary	6 week session	$ 7	$ 12
Mosaics	6 week session	$ 10	$ 9
Pottery	6 week session	$ 5	$ 9
Silver Jewelry	6 week session	$ 7	$ 12
Jewelry & Lapidary Labs	4 hours weekly	$7/6 weeks	$ 4/day
Stained Glass	6 week session	$ 5	$ 6
Open Studio Time	6 week session	$ 5	$ 6
Professional Instruction	Varies	Varies	100%

Kits, Supplies and Services – 100% of cost recovery – adjusted to market value		Cost Recovery
Stained glass kit	Currently $5	100%
Lapidary kit	Currently $50	100%
Cup of ceramic glaze	Currently $ 1	100%
Kiln firings	$2, $3 and $4	100%
Faxes	$2.50 per page	100%
Copies	$.25 per page	100%

Excursions and Day Trips in city vehicles – based on operating costs per mile		Cost Recover
13-passenger vehicle	$1.06 per mile	100%
14-passenger vehicle	$2.01 per mile	100%
26-passenger bus	$2.33 per mile	100%
Special Events		Cost Recovery
Monthly Afternoon Senior Dances	$2-$5 (varies with cost of entertainment)	100%
Monthly Pool Tournaments	$3 per person –purchases trophies	100%

14. Fundraising

All funds raised by City of Las Cruces Senior Programs for the enhancement of services or other organizational needs not included in funding source contracts will comply with City of Las Cruces policies. (CMP 2.1 revised June 2012)

The person in charge of fundraising will be the Senior Programs Administrator or designee.

Proceeds from all fund raising will be used to supplement activities and services to the Registered Seniors.

City of Las Cruces financial policies and procedures for accounting and banking will be followed as defined in the City of Las Cruces Senior Programs Cash Handling Policies.

Senior Programs and the Finance Department of the City of Las Cruces will maintain books of the accounts separately.

CLC funds are audited annually.

Approval for any official fundraising efforts by city staff in support of Senior Programs will be obtained in advance from the Community and Cultural Services Department Director and City Attorney.

Senior Programs fundraising efforts will comply with NMSA 1978 Section 57-22-6.3.

Outside fundraising:

Any formal fundraising on behalf of Senior Programs by all non-profit organization will be governed by the current operating agreement with that organization and that organization's By-Laws.

Individual organizations may make donations to support Senior Programs. Such donations will be regulated by the contributions policy (#607).

All funds will be processed through city accounting.

Senior Programs employees will not assist in outside fundraising events during regular working time. Any exceptions will be approved by the Senior Program's Administrator and/or Community & Cultural Services Director.

Approved by the Senior Programs Advisory Board on May 8, 2014.

15. Grant Funded Eligibility Criteria

Eligibility for Congregate Meals

Individuals eligible to receive nutrition services at a congregate nutrition site include:

a. Individuals age sixty (60) or over.
b. The spouse, regardless of age, of an individual sixty (60) or over. In the case of the surviving spouse of an eligible individual where the spouse is under sixty (60), nutrition services may continue to be provided even after the eligible person's death if the living spouse has not remarried a person younger than sixty (60).
c. Individuals with disabilities as defined in the Older Americans Act (OAA, Section 102 (13) who have not attained sixty (60) years of age but who reside in housing facilities occupied primarily by the elderly at which congregate nutrition services are provided.
d. Individuals with disabilities regardless of age, who reside with or accompany eligible individuals.
e. Individuals under the age of sixty (60) providing volunteer services during the meal hours. Community service workers ARE NOT considered volunteers and are required to pay the full cost of the meal.

Eligibility for Home Delivered Meals

Individuals eligible to receive home delivered meals include:

a. Individuals age sixty (60) or older who have been determined through the Harmony Consumer Assessment process to be homebound because they are unable to leave their home due to a disabling physical, emotional, or environmental condition.

b. The spouse of the eligible person, regardless of age or condition, may receive a home delivered meal if the receipt of the meal is in the best interest of the eligible individual. In the case of the surviving spouse of an eligible individual where the spouse is under sixty (60), nutrition services may continue to be provided even after the eligible person's death if the living spouse has not remarried a person younger than sixty (60).

c. Individuals with disabilities who reside at home with the eligible individual may receive a home delivered meal if receipt of the meal is in the best interest of the eligible individual.

e. Individuals under the age of sixty (60) providing volunteer services during the meal hours. Community service workers ARE NOT considered volunteers and are required to pay the full cost of the meal

Eligibility for Homemaker Services

Individuals eligible to receive Homemaker Services include:

a. Eligible person must be age sixty (60) or older.

b. The target population includes frail older individuals, who have a physical or mental disability that restricts their ability to perform normal daily tasks, or which threatens their capacity to live independently. In determining eligibility for services, special consideration must be given to older individuals in the greatest economic need, with particular attention to low-income minority individuals.

Eligibility for Respite Care Service

Individuals eligible to receive Respite Care Services include:

a. Eligible person must be age sixty (60) or older and assessed as eligible.

b. The target population includes frail older individuals, who have a physical or mental disability, including having Alzheimer's Disease or related disorder with a neurological or organic brain dysfunction that restricts the ability of an individual to perform normal daily tasks or which threatens their capacity to live independently. In determining eligibility for services, special consideration must be given to older individuals in the greatest economic need with particular attention to low-income minority individuals.

Approved by the Senior Programs Advisory Board on May 8, 2014

16. Eligibility Policy for Non-Grant Funded Activities in Senior Programs

The minimum eligibility age requirement is fifty (50) years. Spouses of eligible participants are also eligible. Persons younger than fifty (50) years may volunteer at the centers. They may also accompany a disabled senior as a caretaker. However, companions must enroll and incur all self-costs as related to the programs/activities utilized by the disabled seniors.

1. There are no income or residency requirements for participants.
2. Participants must be able to toilet and feed themselves independently.
3. Participants must be able to communicate their needs to others.
4. Participants must be able to take their medications independently (if they require medications during program hours).
5. Participants must be able to ambulate independently or with minimal assistance in the center. If they use a wheelchair, they must be able to use it independently, including transfers for toileting.
6. Participants must be able to participate in group activities without being disruptive or requiring frequent one-on-one attention.
7. Participants must not present a danger to themselves or to others (e.g. aggressive towards others, wandering out of facility).

Approved by the Senior Programs Advisory Board on May 8, 2014.

Attachment "A"

City of Las Cruces
PEOPLE HELPING PEOPLE

SENIOR PROGRAMS' ADVISORY BOARD MEETING MINUTES
May 9, 2013—Munson Center

PRESENT: Chair Pleddie Baker, Fred Cantonwine, Ben Longwill, Marcie Loven, Laura Roach, Sandy Sigel, Lamaia Vaughn,

ABSENT: Dianne Jordan, Christine Courtney, Secretary Felix Vega

GUESTS: Lori Grumet, Senior Programs Administrator; Genevieve Kirk, Volunteer Coordinator; Mark Johnston, Parks and Recreation Program Manager; Phil Catanach, Parks and Recreation Program Manager; Sonya Delgado, Parks and Recreation Administrator; Sharlene Wittern, Senior Programs' Advisory Board Candidate; Dawn Rue, Parks and Recreation; and Toni Flores, Recording Secretary

Chair Baker called the Senior Programs' Advisory Board meeting to order at 9:05 a.m. on May 9, 2013, at Munson Center, 975 S. Mesquite Street, Las Cruces, NM.

Chair Baker inquired if Board members had a conflict of interest with any item of business on the agenda.

Sharlene Wittern was introduced and welcomed. S. Wittern is a candidate for the Senior Programs' Advisory Board, Munson Center representative position.

MINUTES: The April 9, 2013, Senior Programs' Advisory Board meeting minutes were reviewed. F. Cantonwine moved to approve the Senior Programs' Advisory Board meeting minutes as mailed. Motion was seconded by S. Sigel. Motion unanimously adopted.

PUBLIC COMMENTS: No public comments.

SENIOR PROGRAMS ADMINISTRATOR'S REPORT: L. Grumet reported the Fiscal Year 2014 Senior Programs' budget was submitted to the Non-Metro Area Agency on Aging (NMAAA). L. Grumet stated she received notification this morning that budget revisions were needed before the NMAAA would consider adopting the budget. She has until the end of the day to prepare and submit a revised budget. L. Grumet reported a different strategy for committing City funds was used this year; however, it was not accepted by the NMAAA. Revisions will be made to the budget and resubmitted.

An update was provided on the Sage Café East Mesa project. The landscaping is moving forward. It was announced there is a potential vendor that is interested in the food operation. The tentative opening date of the Sage Café is July 1, 2013. There is still a lot of work that needs to be completed prior to the tentative opening date. Chair Baker inquired if there is one list of all the work that needs to be completed. L. Grumet reported the project is a team effort. There is not one consolidated list. Each department has a separate list of work that needs to be completed prior to releasing the

facility to Senior Programs. Chair Baker voiced his frustration, stating it will be another seven years before the "team" decides the work is complete and the facility can open to the public. He added, "It is a beautiful building that is just sitting there vacant---it is a waste of the taxpayer's money." L. Grumet stated that the City has to abide by all state codes and regulations before the facility can open to the public. She stated that a budget request was submitted to the City Council for adoption for the operation of the Sage Café, which included the hiring of additional staff. City Council denied the request. As a result, the Sage Café facility will be staffed with existing Senior Programs and Parks and Recreation program staff. After further discussion, there was Board consensus that Board members should contact their respective City Councillor and ask for their support in funding the Sage Café.

Currently, there is no marketing plan in place for the Sage Café. However, there is a volunteer who is interested in joining the newly-created Senior Programs' marketing team. The volunteer is an expert in the marketing field. L. Grumet hopes he will be able to assist with the development of Sage Café marketing plan.

The NMAAA conducted a program assessment April 23-26, 2013. There were several findings that were reminiscent of the same findings of the audit conducted in 2009. The findings that were reported at the exit interview consisted of the completion of assessments for all participants, development of the required policies and procedures, the development of filing system and the SAMS database documentation. A corrective action plan will be completed and implemented to ensure that Senior Programs is in compliance with NMAAA rules and regulations.

L. Grumet announced that there are binders with responses to the public hearing. The binders with responses to the comments and/concerns received at the public hearings are vailable for public review at each of the meal sites: Benavidez, Frank O' Brien Papen, Eastside and Munson Centers. There was a request to provide personal feedback. However, this request is not feasible at this time because there are not adequate resources available to provide a personal response to the comments received during the public hearings.

The Senior Programs' Advisory Board election to select a Munson Center representative will be held on May 15, 2013 from 10:30 a.m. to 12:30 p.m. Three candidates submitted nominations for the vacant position: One of the candidates withdrew her nomination. The remaining candidates consist of Sharon Debraal and Sharlene Wittern.

Board members were encouraged to attend the annual Senior Programs' Mini Conference on Aging training to be held May 17, 2013, from 8:00-4:00 p.m. The theme of this year's training is *Caring for Yourself, While You Care for Others.*

L. Grumet announced Parks and Recreation will be expanding its summer programming at the Frank O'Brien Papen Center. Parks and Recreation will be utilizing all space at the Center including the space that is currently occupied by the In-Home Services Program. The In-Home Services Program staff has been asked to vacate the offices at the Frank O'Brien Papen Center. The staff will be relocating to Munson Center. The Senior Nutrition Program staff will relocate to the Eastside Center. There will be no disruption to the meal services at the Centers.

Genevieve Kirk, Volunteer Coordinator, was present. She reported on the Retired Senior Volunteer Program (RSVP) progress report submitted to the Corporation for National and Community Services. The progress report outlines the program's goals and accomplishments. Overall, it was a successful year with over 200 volunteers providing over 15,000 volunteer hours. This was double the amount of hours reported during the previous grant year. A detailed report is available for review, upon request.

Marsha Burr will be recognized as the May volunteer-of-the month at the Mother's Day Tea Celebration. As per the Board's recommendation, M. Burr will continue to serve as the Dona Ana County representative on the NMAAA Advisory Council.

PROGRAM SITE REPORTS: Fred Cantonwine, Benavidez Center representative, reported the building is being painted. A faulty water heater was the cause of the closure of the Benavidez Center for one day. Due to a lack of interest from seniors, the fitness classes at the Center have been cancelled.

L. Roach, Frank O'Brien Papen Center representative, expressed her concern regarding the illegal parking in the Center's parking lot. She stated that the individuals who are illegally parking in the center of the parking lot, block those individuals who are legally parked. As a result, there have been some accidents in the parking lot. She asked if something could be done about the parking situation. After further discussion, it was recommended signs be posted at the entrance of the parking lot informing customers that parking is only permitted in the designated areas. L. Grumet will follow up with the Facilities Department and the Parks and Recreation program staff to see what measures can be taken to improve the parking situation.

A work order has been placed to install a windscreen in the front entrance to the dining room. The work has been included in the City's Infrastructure Capital Improvements Project list. City staff will determine if some of the work can be completed in-house.

L. Grumet stated a resolution for Council approval will be going before the City Council in the near future to officially name the Sage Café facility. Once the building is officially named then the appropriate signage will be created and installed at the center.

M. Johnston stated that there have been questions regarding what constitutes gambling and whether or not gambling is allowed in City facilities. M. Johnston asked for clarification on the definition of gambling from the Gaming Division. Essentially, gambling consists of three elements: 1. consideration—an exchange of money or of something of value, 2) chance—taking a chance, and 3) prizes—cannot be anything of value.

In order to be in compliance, since no gambling is allowed in any City of Las Cruces facility, trophies are now being provided to the pool tournament winners. Prizes for Bingo games will consist of novelty prizes and not cash prizes.

L. Grumet stated that one of the findings in the recent audit conducted by the NMAAA staff in April, 2013, noted that a formal policy governing Bingo games should be written and approved by the Advisory Board and City Council. The final adopted policy will be included in the policies and procedures manual. L. Grumet will draft the policy and present it to the Board for their review and approval at the next Board meeting.

M. Johnston stated that the Parks and Recreation Advisory Board and the Senior Programs Advisory Board share a lot of the same interests. It was recommended that a joint board meeting be held at least twice a year. A joint board meeting was tentatively scheduled for June 13, 2013. M. Johnston will discuss the proposed date and time with the Parks and Recreation Advisory Board.

P. Catanach announced that he compiled a list of the Parks and Recreation programs and activities that have been added since the consolidation of the senior recreation programs. He stated that there is a misconception that activities have decreased.

The Board reviewed the draft policy of the City of Las Cruces Senior Programs' Outside Food and Senior Programs' Facilities. The purpose of this policy is to comply with state regulations and to help prevent food borne illness caused by poor hygiene or improperly prepared food brought into Senior Programs' facilties. After further review and discussion, M. Loven moved to approve the draft policy as presented. Motion was seconded by F. Cantonwine. Motion unanimously approved. A request was made to post the policy at each of the Centers. It was also suggested that the policy be included with the rental agreement and handed to anyone renting the facility.

L. Grumet distributed a copy of the proposed Senior Programs' Fees and Charges Schedule. She requested the Board review the proposed schedule and provide feedback at the next Board meeting. She added the last time that Council reviewed and approved the activities fees schedule was back in 1984.

Chair Baker appointed a nominating committee to elect a vice-chair. The committee consisting of: Fred Cantonwine, Sandy Sigel and a third committee member to be appointed by Chair Baker, will present a slate of officers for the office of Vice-Chair at the next Board meeting.

M. Loven extended an invitation to all Board members to attend the Mother's Day Tea Celebration to be held May 10, 2013 at 1:30 p.m. at Munson Center. M. Loven also announced she was recognized as the May 2013 Artist of the Month. Her work will be on display at City Hall during the month of May. Board members are encouraged to visit the display.

As per City Ordinance, Board meetings should be rotated among the Senior Programs' sites. A proposed schedule will be provided at the next Board meeting for consideration.

ADJOURNMENT: Meeting adjourned at 11:04 p.m.

Respectfully submitted,

Pleddie Baker, Board Chair

Felix Vega, Secretary

Toni G. Flores, Recording Secretary

Attachment "B"

City of Las Cruces
PEOPLE HELPING PEOPLE

SENIOR PROGRAMS' ADVISORY BOARD MEETING MINUTES
June 13, 2013—Munson Center

PRESENT: Chair Pleddie Baker, Secretary Felix Vega, Fred Cantonwine, Christine Courtney, Dianne Jordan, Ben Longwill, Marcie Loven, Sandy Sigel, Lamaia Vaughn, Sharlene Whittern

ABSENT: Laura Roach

GUESTS: David Dollahon, Acting Community and Cultural Services Director; Sally Schutte, Senior Centers Manager; Sonya Delgado, Parks and Recreation Administrator; Rudy Trevino, Park and Recreation Supervisor; Ron Camunez, Chair, Parks and Recreation Advisory Board; Dawn Rue, Parks and Recreation Advisory Board; Laura Haas, Parks and Recreation Advisory Board; Mark O'Neill, Parks and Recreation Advisory Board; Eli Guzman, Parks and Recreation Advisory Board; Shelly Hernandez, Parks and Recreation; and Toni Flores, Recording Secretary

Chair Baker called the joint meeting of the Senior Programs' Advisory Board and the Parks and Recreation Program Advisory Council meeting to order at 9:00 a.m. on June 13, 2013, at Munson Center, 975 S. Mesquite Street, Las Cruces, NM.

Chair Baker inquired if Board members had a conflict of interest with any item of business on the agenda.

The Parks and Recreation Advisory Council members and other guests were introduced and welcomed.

At the previous Board meeting there was consensus that the Parks and Recreation Advisory Board and the Senior Programs Advisory Board share a lot of the same interests. Therefore, it was recommended that a joint board meeting be held to discuss joint issues of concern.

D. Dollahon recommended the Senior Programs Advisory Board meeting agenda be amended as follows: Item G: Senior Programs and Parks & Recreation Mutual Items of Interest--*Weekly Bingo Games, Senior Center Activities, Flags, Membership Identification Cards, Physical, Social and Educational Activities,* be moved after the approval of the minutes. He also recommended the Parks and Recreation Advisory Council amend their agenda by moving the discussion of Item B: Enhancing Interactivity between PRAB & Senior Advisory Board – Discussion, after the approval of their Council meeting minutes. S. Sigel moved to approve the amended Senior Programs Advisory Board meeting agenda. Motion was seconded by Secretary Vega. Motion was unanimously adopted.

MINUTES: S. Sigel moved to approve the May 9, 2013 Senior Programs' Advisory Board meeting minutes as mailed. Motion was seconded by Secretary Vega. Motion was unanimously adopted.

SENIOR PROGRAMS ADMINISTRATOR'S REPORT: S. Schutte, Acting Senior Programs Administrator, explained currently Parks and Recreation Department is generously offering Bingo once a week at each of the centers. Due to a complaint from a constituent that Bingo should be held more often, S. Schutte, reported beginning in July Bingo will be held every Wednesday of the month at Munson Center. Volunteers are being recruited to run Bingo. There has been discussion relative to charging a fee of $.25 per card, which Senior Programs is allowed to do. All proceeds collected will used to purchase Bingo prizes. S. Delgado assured the Board, Parks and Recreation staff will work closely with Senior Programs to ensure the success of the program. There was a request for a report on the Bingo attendance figures. S. Delgado will provide an attendance report at the next meeting.

The Senior Programs' membership cards were discussed. S. Schutte stated that a three-page assessment is conducted on individuals 60 years of age and older who participate in a grant-funded activity. The completed assessment is a requirement of the Non-Metro Area Agency on Aging. The problem is that of the assessment is time-consuming and many times the participants do not participate in any Senior Programs activities. The only reason they register is to receive the Parks and Recreation Program discount. After further discussion, S. Delgado stated Parks and Recreation program staff is willing to work closely with S. Schutte to resolve this issue. S. Saldana suggested that Parks and Recreation issue their own identification card to seniors that is similar to the card distributed to the youths, which is good for five years. Senior Programs is currently evaluating the membership-card process and changes will be recommended. If changes are to be made to the membership cards, it should be a coordinated effort between Senior Programs and Parks and Recreation.

Chair Baker proposed that veterans should be allowed to raise and lower the flags at each Senior Programs' site. S. Delgado expressed an interest in discussing this volunteer opportunity with interested veterans. One person, preferably a staff member, will be designated as the point of contact.

Chair Baker stated he would like to see at each meal site the addition of a physical, educational and social activity. M. Loven inquired as to why some activities were canceled at the Frank O'Brien Papen Center. S. Delgado stated the regular program activities will continue. No activities have been canceled. There will be no interruptions to the meals program. D. Dollahon stated that Senior Programs is currently going through a transition. The Long Term Care Services program was relocated to Munson

Center because the Parks and Recreation Program needed the space for new programming to begin July 1, 2013.

M. Loven stated that by relocating the In-Home Services staff to Munson Center, a lot of valuable space was lost. D. Dollahon informed the Board if there are concerns about the availability of space for activities, then that concern needs to be brought to staff's attention. Staff will make accommodations for any activity to the best of their ability. Board members inquired as to the completion date of the Munson Center addition. The anticipated completion date for the Munson Center addition project is June 2014. There was a request made for an exchange of the Board meeting minutes.

Chair Baker called for a recess of the Senior Programs Advisory Board to allow Parks and Recreation Program to discuss their items of business.

The Senior Programs Advisory Board meeting reconvened at 10:00 a.m. Chair Baker asked for public comments. F. Cantonwine stated that he was under the impression that the reason for the joint meeting was to address issues of concern since Parks and Recreation assumed the senior recreation program. D. Dollahon recommended the two Boards conduct two joint meetings at least twice a year. The joint meetings should focus solely on the mutual items of business. It was suggested the joint meetings be held in the Fall and the Spring.

S. Schutte stated that the biggest issue that Senior Programs is facing is the assessment process for those individuals who do not participate in Senior Programs and solely want the membership card for the purpose of receiving a discount through the Parks Recreation Program. Parks and Recreation needs to develop its own system to identify eligible seniors. It is a time-consuming process, which is not benefiting Senior Programs in anyway

M. Loven inquired if S. Schutte was relocating to the Benavidez Center. S. Schutte responded that at the current time there are no plans to move to the Benavidez Center until improvements are made to the center. M. Loven and C. Courtney voiced their concern stating that it does not make sense to move the Senior Centers Manager out the one facility that is exclusively for seniors. D. Dollahon informed the Board the decision to move the Senior Centers Manager to the Benavidez Center was an administrative decision that is related to personnel matter and it is not the responsibility of the Board. However, staff will take the Board's comments and concerns into consideration. Ultimately, the hiring and placement of staff is the responsibility of the organization, not the advisory Board. The role of the Advisory Board is to review and advise on policy, not personnel matters. C. Courtney stated that the Board members have a right to express their opinion either individually or collectively as to how personnel matters affect Senior Programs. She stated that staff needs to revisit the

decision to relocate the Senior Centers Manager to the Benavidez Center. She felt a disconnect between the expectations of the City and the Board. Board members stated they feel decisions are being made without any communication to the Board.

M. Loven moved that an invitation be extended to Mayor Miyagishima and the City Councillors to attend the upcoming Board meetings. The Board is interested in knowing what their goals, viewpoints and expectations are for Senior Programs. Motion was seconded by S. Sigel. Motion unanimously approved. Mayor Miyagishima will be invited to attend the July Board meeting.

Board members were in agreement that Board member personal contact information should not be disclosed on the City's webpage. A procedure will be developed for constituents to contact Board members.

C. Courtney moved to approve the rotation schedule of the Senior Programs Advisory Board monthly meetings as follows: July Board meeting to be held at the Benavidez Center; August--Eastside Community Center; September—Munson Center; October--Papen Center; and November—Sage Café. Motion was seconded by S. Sigel. Motion was unanimously approved.

PROGRAM SITE REPORTS: Fred Cantonwine, Benavidez Center representative, reported there is a serious sewer gas problem in the women's restroom. There is also a dead tree that needs to removed. S. Delgado will follow up.

S. Wittern, Munson Center representative, reported she is a member of the Senior Circle, which is a national non-profit organization. Senior Circle has expressed an interest in partnering with Senior Programs. A meeting has been scheduled for July 9, 2013 for both parties to discuss the potential partnership.

Secretary Vega, Eastside Center representative, reported new chairs have been purchased for the dining room. There was a request for the purchase of two benches to be placed in the enclosed patio at Eastside Center. S. Schutte will follow up.

S. Sigel, East Mesa Sage Café representative, stated that there has been some progress made with the landscaping. The anticipated opening date for the Sage Café is October 1, 2013. Senior Programs is in the negotiation process with a potential food vendor. R. Bishop is working with the vendor to expand the menu. The Board requested a walk-through of the Sage Café facility prior to the opening date. The marketing committee will work on promoting the Sage Café.

Dianne Jordan, newly appointed Board member, will be contacting each Board member to meet on a one-on-basis and visit with each Board member at their respective center.

The report from the Nominations Committee to elect a Vice Chair was tabled until the next Board meeting.

The Board reviewed and recommended changes to the following policies: First Aid Kit Policy, Fire Drill Policy, Vehicle Usage Policy and Equipment Maintenance Policy. After further discussion, F. Cantonwine moved to approve the following draft policies as amended: Bingo and Games of Chance, First Aid Policy, Fire Drill Policy, Vehicle Usage Policy, and Equipment Maintenance Policy. Motion was seconded by Secretary Vega. Motion carried unanimously. The changes will be incorporated and the policies revised. Policies will then be distributed to the Board members.

Chair Baker stated he is looking for Board members who are interested in serving as a backup liaison for the following: RSVP/Network; marketing committee, and/or to the Parks and Recreation Advisory Council. S. Sigel is interested in serving on the marketing committee when the Sage Café is discussed.

A request was made for a calendar of events to be developed and distributed to Board members at the next Board meeting.

ADJOURNMENT: Meeting adjourned at 12:30 p.m.

Respectfully submitted,

Felix Vega, Secretary

Toni G. Flores, Recording Secretary

Attachment "C"

City of Las Cruces
PEOPLE HELPING PEOPLE

SENIOR PROGRAMS' ADVISORY BOARD MEETING MINUTES
March 13, 2014-Munson Center

PRESENT: Chair Pleddie Baker (District 4 Representative); Vice Chair Dianne Jordan (Member-at-Large); Secretary Felix Vega (Eastside Center Representative); Fred Cantonwine (Benavidez Center Representative); Marcie Loven (District 2 Representative); Laura Roach (Frank O'Brien Papen Center Representative); Sandy Sigel, (District 5 Representative); Sharlene Wittern (Munson Center Representative)

GUESTS: David Dollahon, Community & Cultural Services Director; Sonia Saldana, Senior Programs Administrator; Sally Schutte, Senior Centers Manager; Elizabeth Vega, Grants Office; Sonya Delgado, Parks and Recreation Administrator; James Gibson; Toni Flores, Recording Secretary

CALL TO ORDER: Chair Baker called the Senior Programs' Advisory Board meeting to order at 9:10 a.m. on March 13, 2014, at the Munson Center, 975 S. Mesquite Street, Las Cruces, NM.

CONFLICT OF INTEREST: Board members had no conflict of interest with any item of business on the agenda.

PUBLIC COMMENTS: No public comments.

MINUTES: The February 13 and 28, 2014 Board meeting minutes were reviewed. Secretary Vega moved to approve the March 13, 2014 Board meeting minutes as presented. S. Sigel seconded the motion. Motion carried unanimously.

A correction was made to page 1, line 6 of the February 28, 2014, Board meeting minutes. Vice Chair Jordan was present at the February 28, 2014 Board meeting. Her name was added to those present. Secretary Vega moved to approve the February 28, 2014, Board meeting minutes as amended. S. Sigel seconded the motion. Motion carried unanimously.

GUEST SPEAKERS: Sally Schutte, Senior Centers Manager, was present. She provided an update on the Eastside Center Art project. In 2013 a participant of the Eastside Center suggested that a mural be painted on the exterior wall of the Eastside Center. A proposed drawing, "Dia de Los Muertos" was presented to the Board for consideration in 2013. The Board recommended that Senior Programs conduct a call for artist. As a result, S. Schutte reported a call for artists was placed in the newspaper in early January 2014 seeking an artist to paint a mural on the exterior east wall on the Tornillo Street side of Eastside Community Center. The wall measures 30 feet wide x 8 feet high. Two drawings were submitted for consideration. S. Schutte explained the artwork will be presented to the Board for their recommendation. After a recommendation is made by the Board, the participants of the Eastside Community Center will review the submissions and make a selection. The recommended selection will be presented to the City of Las Cruces Art Board for approval. Work will commence as soon as the wining artist receives notification. The artwork will be completed by April 30, 2014.

The City will provide the paints. The artist will be responsible for providing their own equipment and supplies. The mural will become the property of the City of Las Cruces. The artist will work on a volunteer basis and will not be compensated for their time. Senior Programs will promote the winning artist and mural to the public in recognition of the completed work. S. Schutte stated she has followed all protocols and has received approval for the drawings from City's Community Development and the owners of the Eastside Center. After further discussion, the Board reviewed the two artwork submissions. Artwork #1 features the Gadsden Purchase expedition. Artwork #2 submitted by Court Youth Center has a lot of historical information in the form of pictures. This artwork tells a story without words. The Board was polled to make a recommendation for either artwork #1 or #2. Vote: 5 in favor of the artwork #2 and 4 in favor of Artwork #1. A reception will be planned.

Genevieve Kirk, Volunteer Coordinator, reported on the 2014 Volunteer Fair held on March 8, 2014. She stated overall the event was a great success. There was excellent representation from the Board and staff. A total of 42 agencies participated in the event. Approximately, 450 attended the event and 32 volunteers assisted with the event. Highlights of the event included a welcome by Mayor Miyagishima, door prizes, refreshments, and an activity area for kids. Surveys were distributed. Of the agencies in attendance, 41 completed a satisfaction survey. Overall, people were satisfied with the event. An on-line follow-up survey will be conducted to determine the exact number of volunteers recruited during the event. Also distributed were 350 volunteer program booklets that highlighted volunteer opportunities with the participating agencies.

SENIOR PROGRAMS' ACTING ADMINISTRATOR'S REPORT: Sonya Delgado, Parks and Recreation Administrator, distributed the Parks and Recreation Senior Programs 50 plus fitness class attendance report for February 2014. Chair Baker requested a graph be developed and provided to the Board. It will make it easier to determine if attendance has increased or decreased over the past year. There was Board consensus that the Board continue to receive the Senior Programs recreation attendance report on a monthly basis.

The Board reviewed the Senior Programs February 2014 monthly report and the Action Items update list. Chair Baker stated that the Board is proposing that after an action item is reviewed by the Board, a recommendation will be made by the Board to mark the action item as complete, closed or in work. If there is Board consensus that an action item is complete, then that action item will be kept on the master list. It will no longer be included on the action items working list that will be distributed to the Board. After further discussion, the Board recommended the following action items be marked as complete and removed from the working list: 1, 2, 3, 4, 5, 6, 13, 16, 17, 20, 21, 22, 31, 33, 43, 51, 52, 53, 59.

The following items were recommended as, "in work" and should remain on the list with updates provided: 7, 8, 10, 11, 12, 14, 15, 18, 19, 23, 24, 25, 29, 30, 32, 34, 36, 37, 39, 44, 45, 46, 47, 48, 49, 50, 54, 55, 58.

The following action items were recommended as "closed" and should be removed from the working list: Items number 9, 26, 27, 28, 35, 38, 40, 41, 42, 56, 57.

New actions items included the following. The benches at the Benavidez Center are very filthy and need to be cleaned. The quilt that was taken down during the painting of the Benavidez Center needs to be located and rehung.

Vice Chair Jordan moved to remove action item number 38 from the list because staff has been unsuccessful in recruiting veterans to raise and lower the flags at the centers. Secretary Vega seconded the motion. Motion carried unanimously.

D. Dollahon announced Sonia Saldana was elected as the new Senior Programs Administrator effective on Monday, March 10, 2014. He also announced Governor Martinez has approved and signed Senate Bill 53, which includes an appropriation in the amount of $141,000 for park activities related to Senior Programs to expand the garden area next to Munson Center. It also includes $160,000 for the purchase of hot shot vehicles for the home delivered meals program. Voters will be asked to approve this bill in the upcoming November 2014 election. Board members were asked to advocate in support of these initiatives. Chair Baker requested talking points on Senate Bill 53.

BOARD MEMBER REPORTS: S. Sigel recommended placing a mirror in the upper right corner of the Sage Café Resource Center office so that staff is able to see who enters the office. Discussion followed, Board members agreed the overall signage for the building needs to be addressed. S. Saldana stated the Marketing Committee will be meeting to discuss the Sage Café marketing plan. A meeting has been scheduled for Friday, March 14, 2014, at Munson Center and update will be provided at the next meeting.

Elections will be held on April 1, 2014, to elect a representative from the Munson Center and Frank O'Brien Papen Center. Nominations will be accepted until March 19, 2014. Any person interested in becoming a member of the Senior Programs Advisory Board must complete a Board Appointee form. The form can be returned to the City Clerk's office or Senior Programs.

The art display has been transferred to the City of Las Cruces Museum Systems. A committee consisting of Chair Baker, Secretary Vega, and F. Cantonwine was appointed to contact Representative Cote to discuss and plan a Veterans' Day event.

UNFINISHED BUSINESS: The next Senior Programs Advisory Board Work Session will be held on March 28, 2014 at 9:00 a.m. at Munson Center. There was Board consensus to discuss the following proposed items of business: five-year Senior Programs Goals, Senior Programs proposed budget, City Council Work Session Presentation, Senior Programs Participant Code of Conduct, Advisory Board Training and an update on the Marketing Committee.

NEW BUSINESS: The revised By-Laws of the Senior Programs Advisory Board of the City of Las Cruces were reviewed for additional changes. Secretary Vega moved to delete the wording: "or until the member is replaced." from page 1, Item IIb, third sentence. Vice Chair Jordan seconded the motion. Motion carried unanimously.

No additional changes noted. S. Sigel moved to approve the By-Laws of the Senior Programs Advisory Board of the City of Las Cruces as amended. Vice Chair Jordan seconded the motion. Motion carried unanimously.

The Senior Programs Participant/Consumer Code of Conduct was reviewed for additional changes. Vice Chair Jordan moved to approve the Senior Programs Participant/Consumer Code of Conduct as amended. S. Sigel seconded the motion. Motion carried unanimously.

UPCOMING MEETINGS: The next Senior Programs Advisory Board Special Work Session is scheduled for March 28, 2014, from 9-11:00 a.m. at Munson Center. The next regular Board Meeting is scheduled for April 10, 2014 from 9:00-11:00 a.m. at Sage Café.

ADJOURNMENT: Meeting adjourned at 11:15 a.m.

Submitted,

Felix Vega, Secretary

Toni G. Flores, Recording Secretary

City of Las Cruces
PEOPLE HELPING PEOPLE

SENIOR PROGRAMS' ADVISORY BOARD
MEETING MINUTES
April 10, 2014- Sage Café

PRESENT: Chair Pleddie Baker (District 4 Representative); Secretary Felix Vega (Eastside Center Representative); Fred Cantonwine (Benavidez Center Representative); Marcie Loven (District 2 Representative); Sharlene Wittern (District 3 Representative); Sarah Kinglow (District 6 Representative); James Gibson (Munson Center Representative)

ABSENT: Vice Chair Dianne Jordan (Member-at-Large); Sandy Sigel, (District 5 Representative)

GUESTS: David Dollahon, Community & Cultural Services Director; Sonia Saldana, Senior Programs Administrator; Sonya Delgado, Recreation Administrator; Toni Flores, Recording Secretary

CALL TO ORDER: Chair Baker called the Senior Programs' Advisory Board meeting to order at 9:20 a.m. on April 10, 2014, at the Sage Café, Las Cruces, NM.

CONFLICT OF INTEREST: Board members had no conflict of interest with any item of business on the agenda.

PUBLIC COMMENTS: No public comments.

APPROVAL OF THE MINUTES: The Board reviewed the March 13, 2014, Board meeting minutes. A correction was made to page 2, line 71—41 satisfaction surveys were received. After further review, Secretary Vega moved to approve the March 13, 2014 Board meeting minutes as amended. J. Gibson seconded the motion. Vote: 7-0. Motion carried unanimously.

F. Cantonwine moved to approve the March 28, 2014, Board meeting minutes as presented. S. Wittern seconded the motion. Vote: 7-0. Motion carried unanimously.

Chair Baker polled Board members to see if they were still interested in extending an invitation to the City Councillors to attend Board meetings. There was consensus from the Board that Chair Baker continue to invite City Councillors to the Board meetings.

Lori Palacios, Acting Long Term Care Services Manager, was unable to attend the Board meeting. L. Palacios will be invited to attend the May 2014 Board meeting.

SENIOR PROGRAMS ADMINISTRATOR REPORT: Sonya Delgado, Recreation Administrator, distributed the March 2014 Parks and 50 Plus Recreation Program attendance report which included a graph that shows class attendance data for the past three years, as per the Board's request. Chair Baker questioned the fluctuation in attendance from month to month. S. Delgado stated the increase/decrease in attendance is typical. The fluctuation is due to various reasons. However, classes have not been

canceled. To some respect, classes have been added. It was noted that attendance for the aquatics classes are at capacity.

The Senior Programs' March 2014 monthly report was distributed. Chair Baker requested attendance figures for the Senior Programs activities/classes including a graph illustrating attendance data for the past three years. S. Saldana stated S. Schutte, Senior Centers Manager, is compiling the report. A schedule of activities for April 2014 was distributed. Chair Baker reiterated he specifically requested a list of upcoming special events for May and June 2014. S. Saldana stated the dances are the only special activities planned for May and June 2014. Other special events have not been scheduled as a result of the anticipated Munson Center closure due to the renovation. M. Loven announced a volunteer recognition is planned for April 11, 2014 at Sage Café.

S. Kinglow commented there are times that participants will sing or play music in the dining room or the lobby of Munson Center. Some people enjoy listening to music during the noon meal. However, there are some people who do not enjoy the music saying that the music is too loud and disruptive. A survey was conducted to determine the participants' preference. The results of the survey have not been provided. D. Dollahon stated staff will work together with the participants to resolve the issue and try to find a balance.

Board members reviewed the comments received at the March 12, 2014 Senior Programs Public Hearing meetings held at Munson Center and City Hall. Chair Baker inquired if an action plan has been developed to address public input received during the Public Hearings. David Dollahon, Community & Cultural Services Director, stated items 5, 6, and 7 were all interconnected and related to delivering dinner versus breakfast to the homebound clients. Staff will be contacting the homebound clients and high-risk seniors receiving home delivered meals to provide input relative to their meal preference--dinner versus breakfast. He explained that breakfast is very expensive for Senior Programs to provide. The breakfast items consisting of prepackaged cereal, milk, juice and peanut butter are high in sugar. He added a lot of this food goes unused for various reasons. Staff will be evaluating the cost effectiveness of delivering an evening dinner instead of a breakfast. Essentially, the same lunch menu item will be served for dinner. At this time, Senior Programs is not in a position to offer a choice of either breakfast or dinner because of the time constraints to deliver a meal. M. Loven inquired if there is a possibility of including a food item that could be used for breakfast such as bread, fruit, etc. D. Dollahon stated this is something that will be taken into consideration during the menu evaluation process. Proposed changes to the home delivered meals program will become effective in July 2014, but only after receiving client feedback.

D. Dollahon announced that due to a procurement issue with the Munson Center construction project, the project is being delayed. Instead of starting the renovation project in May and continuing in August and September, the project is being postponed until July and December 2014. A two, four-week closure is still anticipated—four weeks in July and four weeks in December.

The Board reviewed the Action Items. Chair Baker reviewed the process for the action items. He explained the staff identifies an action item as being complete. If the Board is in agreement, then the action item will be identified as closed and will be removed from the working list. The items that have not been completed will be identified as "in work" and will remain on the master list as well as the working list until the action item has been completed and closed by the Board.

The open Action Items were reviewed. The following actions items were identified as complete by staff. Board members had no objections to closing these action items: Action item numbers: 7, 15, 24, 30, 36, 39, 44, 50, 54, 61, 62, 63, 64, 65 will be removed from the working list.

New action items identified: Actual installation of the Sage Café building signage.

The following action items were identified as complete by the staff; however, the Board requested these items remain "in work": Action item 14—this item should remain in work until it has been developed and incorporated into a master plan. Item 32—there are structural issues that need to be addressed. The odor at the Benavidez Center continues to be a problem. D. Dollahon will schedule a meeting with Facilities Department to discuss possible solutions. This has been an ongoing issue for the past two years. Item 37 is in work. Chair Baker will write the letter. Item 39 will be presented to the City Council at the April 14, 2014 Work Session.

The following action items were identified as "In Work" and will remain on the list: Items 46 and 47 were identified as related items, Item 48--Chair Baker, F. Cantonwine and Secretary Vega will meet with Representative Cote in the coming week to plan and schedule a Veterans' Day event.

The numerical sequence for items 60-65 was duplicated. These items will be renumbered.

The actual installation of the Sage Café facility signage was identified as a new action item and will be added to the master list and the working list.

The Board was updated on the Eastside Center mural. S. Saldana stated the mural recommendation was submitted to the Art Board for approval. Staff is awaiting the Art Board's decision.

D. Dollahon distributed Senior Programs' budget figures for FY 2012, 2013, and 2014. The Senior Programs budget has decreased from a high $2.5 million to a low $2.49 million and in 2013 to $2.5 million. In FY 14 out of $2.7 million, $1.7 million have been expended thus far.

BOARD MEMBER REPORTS: J. Gibson reported both Lora Garner, Munson Center hostess, and Velia Autrey, Key Board Café volunteer, do not have sufficient change funds to conduct business. J. Gibson recommended a sign be posted stating that no change will be provided to any person presenting a bill larger than $5.00. D. Dollahon stated that staff will look into increasing the change fund. He added the City's policy states that staff is authorized to impose a rule that states no bills over $20.00 will be accepted. J. Gibson asked if the amount could be reduced to $10.00. D. Dollahon will inquire if the amount can be reduced to a smaller denomination and provide a report at the next meeting.

J. Gibson reported that Senior Programs has a suggestion box placed in the Key Board Café for the purpose of receiving customer input/feedback. However, the participants feel that it is a waste of their time because they do not receive a response to their suggestions. S. Saldana stated she will look into the process. She will ensure that staff responds in a timely manner. S. Kinglow suggested the suggestion box be relocated to a different area where it is more visible.

S. Wittern inquired if people can prepay for the meals. D. Dollahon stated the meals program is based on a donation. It is a voluntary donation and should be anonymous. It was reported that donation meal receipts are being provided to the participants who pay by the week/month. D. Dollahon expressed concern stating that is prohibited by federal and state regulations to provide receipts for meal program donations because it should be an anonymous, voluntary contribution for any person 60 years of age and older. S. Saldana will follow up on this issue. For any person under 60 years of age, staff is obligated to charge a fee for the meal and provide a receipt.

S. Kinglow expressed concern regarding the traffic traveling at a high rate of speed on Mesquite Street in front of Munson Center. She stated motorist do not respect the speed humps or speed limit. J. Gibson stated police presence is needed in front of Munson Center.

UNFINISHED BUSINESS: The five-year Senior Programs goals were discussed. Chair Baker stated the goals that were identified at the last Board meeting included increasing activities at all centers. M. Loven also recommended partnering with other agencies in the community such as New Mexico State University to bring educational and health-related programs to the centers. After further discussion, F. Cantonwine moved to establish community involvement as goal for Senior Programs. S. Kinglow seconded the motion. Vote: 7-0. Motion carried unanimously.

The Board reviewed the Senior Programs Grievance Procedure Policy. Chair Baker opened the floor for discussion. No discussion. Secretary Vega moved to approve the Senior Programs Grievance Procedure Policy as modified. F. Cantonwine seconded the motion. Vote: 7-0. Motion carried unanimously.

The Board reviewed the proposed Senior Programs Ban from Senior Centers. F. Cantonwine moved to approve the Senior Programs Ban from Senior Centers as presented. Secretary Vega seconded the motion. Discussion followed: Chair Baker recommended the word "visitors" be replaced with the word "customers" throughout the document. On page 3 under the Appeals Process, item 3d the word "within" should be changed to "with." F. Cantonwine moved to amend the previous motion and accept the Senior Programs Ban from Senior Centers as modified. Secretary Vega seconded the motion. Vote: 7-0. Motion carried unanimously.

S. Saldana provided an update on the Senior Programs Advisory Board Frank O'Brien Papen Center representative. Only two candidates submitted nominations. An election was conducted on April 1, 2014 to elect a Center representative. Mr. Bill King was the declared the winner of the election. However, after review of the candidates' applications, it was discovered that both candidates reside outside City limits and cannot be appointed to serve on the Board. As per City Ordinance, unless stated otherwise, all Board members must reside within City limits. Board members commented that any Dona Ana County resident should be allowed to represent their respective center as long as they participate at the center. There are no residency requirements to participate at any center. The Board reiterated site Center representatives should not be restricted to residing within City limits. After further discussion, Secretary Vega moved that the City ordinance be amended to include a provision that excludes Senior Programs Advisory Board site center representatives from residing within City limits but they must live within Dona Ana County. S. Kinglow seconded the motion. Vote: 7-0. Motion carried unanimously.

S. Saldana stated after the revised ordinance is presented and approved by City Council, an election will be held at the Frank O'Brien Papen Center to elect a Center representative.

NEW BUSINESS: The agenda for the next Senior Programs Advisory Board Special Work Session Meeting scheduled for Friday, April 25, 2014, from 9-11:00 a.m. at Munson Center was discussed. There was Board consensus to include the following policies and procedures on the April 25, 2014 Board meeting agenda: Grant-funded and non-grant funded eligibility criteria, Fees for Service Policy, Client input and quality survey policy, and the fund raising policy.

UPCOMING MEETINGS: The next Senior Programs Advisory Board Meeting is scheduled for Thursday, May 8, 2014, from 9-11:00 a.m. at Benavidez Center.

ADJOURNMENT: Meeting adjourned at 11:20 a.m.

Submitted,

Felix Vega, Secretary

Toni G. Flores, Recording Secretary

City of Las Cruces®
PEOPLE HELPING PEOPLE

SENIOR PROGRAMS' ADVISORY BOARD
MEETING MINUTES
May 8, 2014- Benavidez Center

PRESENT: Chair Pleddie Baker (District 4 Representative); Secretary Felix Vega (Eastside Center Representative); Fred Cantonwine (Benavidez Center Representative); Marcie Loven (District 2 Representative); Sharlene Wittern (District 3 Representative); Sandy Sigel, (District 5 Representative); Sarah Kinglow (District 6 Representative); James Gibson (Munson Center Representative)

ABSENT: Vice Chair Dianne Jordan (Member-at-Large)

GUESTS: Sonia Saldana, Senior Programs Administrator; Sally Schutte, Senior Centers Manager; Lora G. Palacios, Interim Long Term Care Services Manager; Elizabeth Vega, Assistant Management Analyst; Jake Gutierrez, Recreation Services Manager; Lucy Rusch; Ralph Smith; Toni Flores, Recording Secretary

CALL TO ORDER: Chair Baker called the Senior Programs Advisory Board meeting to order at 9:10 a.m. on May 8, 2014, at the Benavidez Center, 1045 McClure Road, Las Cruces, NM.

CONFLICT OF INTEREST: Board members had no conflict of interest with any item of business on the agenda.

PUBLIC COMMENTS: No public comments.

APPROVAL OF THE MINUTES: The Board reviewed the Senior Programs Advisory Board meeting minutes of April 10, 2014. Secretary Vega moved to approve the April 10, 2014 Board meeting minutes as presented. S. Kinglow seconded the motion. Vote: 8-0. Motion carried unanimously.

The Board reviewed the April 25, 2014, Senior Programs Advisory Board Special Work Session meeting minutes. A correction was made to page 2, line 76. The word "Vita.com" was changed to "meetup.com." S. Sigel moved to approve the April 25, 2014, meeting minutes as amended. S. Kinglow seconded the motion. Vote: 8-0. Motion carried unanimously.

Lora G. Palacios, Interim Long Term Care Services Manager, was introduced and welcomed. L. Palacios stated she has been with Senior Programs for over two years and is currently housed at Munson Center. She has been doing case management for the past 12 years and finds it very rewarding.

Sally Schutte, Senior Centers Manager, stated a public hearing was held on May 6, 2014, at Munson Center for the purpose of receiving public input on the proposed activity fees and charges schedule. She presented a PowerPoint presentation on the Senior Programs proposed activity fees and charges for FY 2015. She stated the mission of Senior Programs is "to promote and enhance the intellectual and social well-being of people age 50 plus who live in Las Cruces." She provided an overview of the Senior Programs' funding sources. The grant-funded and non-grant funded activities offered to people 50 years of age and older were reviewed.

S. Schutte provided activity fee cost comparisons with other cities/departments such as the Las Cruces Museum of Art; Albuquerque, NM; Deming, NM and El Paso, TX. The proposed activities fees and charges are very reasonable compared to other areas, with 0 to 100 percent cost recovery. She stated that in 2012 El Paso Electric conducted an energy audit and Munson Center was identified as the building consuming more energy per square foot than any other City facility. She explained there are five different levels of programs, activities and services that are offered by Senior Programs. Level one consists of activities that are self-directed and promote social interaction. These activities benefit the community and do not require specialized instruction. These activities will be free of charge. Level two activities offer community and individual benefits such as special events and rentals. Level two activities will be at partial cost recovery/partial subsidy. Level three consists of more individualized/less community benefit activities. These activities promote social interaction, personal development, and lifelong skill development. Level three activities will be at a partial cost recovery/partial subsidy. Level four activities mostly benefit individuals and includes specialized instructor training. Level four activities will be at 100 percent cost recovery/no subsidy. Level five activities highly benefit individuals and consist of advanced specialized classes used by exclusive users and vendors. This is the "profit center" level.

After further discussion, S. Schutte presented the proposed activity fees and charges schedule. The level one activities which are currently offered free of charge will remain free of charge These activities consist of cards and games, Chess, Conversational Spanish, Creative Writing, Horseshoes, Line Dancing, Mah Jongg, support groups, educational presentations, Billiards, crocheting, quilting, and woodcarving. The level 2 and 3 activities will be at an 85 percent cost recovery and include the following activities Ceramics, Clay Works, and Pottery, which will increase from $5.00 to $9.00. For consistency purposes, the Gourd Painting and Mosaics classes will decrease from $10.00 to $9.00. Open Painting, stained glass and Mosaic Open Studio will increase by $1.00 from $5.00 to $6.00. The fourth and fifth levels of activities will be at 100 percent cost recovery and include Professional Art and computer instruction. The Lapidary and Silver Jewelry classes will increase from $7.00 and $5.00 to $12.00. Jewelry making and Lapidary Labs will increase from $7.00 for six weeks to $4.00/per day. Kits and supplies will be adjusted to market value.

Other fees include travel in City vehicles which will be calculated based on an approximate roundtrip mileage, operating cost per mile divided by the number of people. Fees for faxes,

copies, kiln fees, monthly dances and pool tournaments are also included in the proposed fees and charges schedule. S. Schutte stated after the Board reviews and provides their recommendation, a resolution will be presented to City Council for final adoption of the Senior Programs proposed fees and activities schedule. Thereafter, the Senior Programs Advisory Board will annually review and approve the fees and charges schedule. If approved, the proposed fees and charges will become effective on July 1, 2014.

L. Rusch inquired as to the possibility of opening Munson Center on weekends for pool playing. S. Schutte stated staff took into consideration the study conducted by El Paso Electric in 2012 which rated Munson Center as the bottom performer for utility costs. She stated attendance was also tracked for pool players for over one year at Eastside Center and for almost two years at Munson Center. There was low attendance. but there were tremendous costs associated with keeping the building open on Saturdays and Sundays from 1:00-4:00 p.m. As a result, S. Schutte made a recommendation to the City Manager that Munson Center close on weekends and that the Eastside Center close at 2:00 p.m. due to the lack of attendance at these centers. The total cost savings to the City is over $55,000 a year. It was not cost effective to open the building on weekends. Pool players were given a handful of options so they could play pool during the time the centers were closed including weekends such as Meerscheidt Recreation Center, Q-time and My Brothers Place. S. Schutte was complimented on the excellent presentation. After further discussion, there was Board consensus to approve the Senior Programs proposed activity fees and charges schedule as presented. The Board recommended the schedule be presented to City Council for final approval.

Ralph Smith inquired if pool players could be provided with coffee and donuts during the pool tournaments. S. Schutte stated Senior Programs has a tight budget. R. Smith stated that the pool players are self-sufficient. They make enough money to cover pool tournament expenses as well as the expenses for the women's pool tournaments. S. Schutte will look into this request.

Jake Gutierrez, Recreation Services Manager, reviewed the Parks and Recreation Senor Programs 50 Plus Fitness Classes for April 2014. He answered questions from the Board. J. Gutierrez stated the Parks and Recreation Department lost 15 positions. The positions were vacant positions that were not filled. As a result, S. Schutte announced the Parks and Recreation Department has requested Senior Programs oversee the monthly Senior Programs dances, pool tournaments and Karaoke activities. Parks and Recreation will continue to oversee the physical activities such as hiking, fishing, etc.

M. Loven inquired about the fishing trip attendance which was not included on the monthly report. J. Gutierrez will notify Sonya Delgado and an attendance report will be provided at the next meeting. After further discussion, the Board requested a graph comparing Senior Programs attendance data from FY 13 to FY 14 be provided to the Board on a monthly basis so that they can easily monitor attendance trends. S. Sigel stated there were a few people who expressed disappointment with the aquatics class because the aquatics

instructor does not participate with the class. The instructor does not enter into the pool with the students. It is very helpful to the students if the instructor also participates with the class. J. Gutierrez will inquire and provide a response at the next meeting.

SENIOR PROGRAMS ADMINISTRATOR REPORT: Sonia Saldana, Senior Programs Administrator, reviewed the April 2014 Nutrition Programs' monthly report. She asked for the Board's feedback on a standard format for the Senior Programs monthly reports. Chair Baker stated he is interested in seeing both grant and non-grant activity attendance data in order to easily track any increase/decrease in program participation. He requested a graph approach. Also, discussed was quarterly reporting versus monthly reporting. There was a request for a two-year Senior Programs' comparison report. S. Saldana stated there was a lapse in attendance records on several activities. However, staff is now tracking all attendance for all Senior Programs' activities. After further discussion, there was Board consensus that S. Saldana prepare two or three different reports and present at the next meeting for the Board's approval on a standard reporting format for future monthly reports.

The Senior Programs Advisory Board open Action Items were reviewed. The following actions items were identified as complete by staff. Board members had no objections to closing these action items: Action item numbers: 7, 14, 25, 34, 37, 39, 47, 55, 58, 66, 67, 69 70, 74, 75, 80, 81, 82, 90, 93, 94, 95, 96.

The following action items were identified as "In Work": Items numbers 8, 10, 11, 12, 18, 19, 29, 32, 45, 46, 48, 49, 60, 68, 71, 72, 73, 76, 77, 78, 79, 83, 84, 85, 86, 87, 88, 89, 91, 92, 97, 98, 99, 100, 101

S. Saldana announced the Sage Café Grand Opening is scheduled for Saturday, June 14, 2014, from 5:00-7:00 p.m. It was suggested notices of the grand opening be inserted in the utility bills. S. Saldana stated there is a cost associated with utility bill inserts. She will contact the Utilities Department for a quote. Other suggestions included radio announcements, personal invitations and flyers. S. Kinglow stated the computer class dates were incorrect. The correct dates were Wednesdays and Fridays. It was recommended that City Councillors from District 5 and 6 be invited to attend the event and asked for suggestions on ways to get the word out the people in their districts. There was a request made that a temporary Sage Café banner/sign be placed outside of the building. The banner should be placed at least two weeks prior to the event. S. Saldana stated the Marketing Committee will work on obtaining a banner. The next Marketing Committee meeting will be held on May 20, 2014, at 4:00 p.m. at Munson Center.

The Munson Center recertification project was discussed. Chair Baker stated he will be recruiting a volunteer from the Board to track the overall project. S. Saldana stated there are nine categories that need to be addressed. A presentation to describing each of the committees is being scheduled for June 2014.

S. Saldana will contact D. Dollahon, Community and Cultural Services Director, regarding an update on the central kitchen project.

The Facilities Department staff will be invited to provide an update on the issue with the odor at the Benavidez Center.

It was suggested that volunteers be trained to serve as greeters at Eastside and Benavidez Centers to welcome the Munson Center participants to make them feel welcomed during the closure of Munson Center.

It was suggested that funds be allocated for Board members to attend the annual New Mexico Conference on Aging.

F. Cantonwine will rewrite the Board's goals for the next five years in the appropriate format.

S. Kinglow stated that a projector is needed at Sage Café for the computer classes scheduled to begin in July 2014. The Board training has been tentatively scheduled for May 23, 2014, at Munson Center from 1:00 p.m. to 5:00 p.m. The training will be videotaped. It was recommended an invitation be extended to Marsha Burr to attend the training.

It was recommended a second pedestrian crosswalk be placed in the front of Munson Center parallel to the north of the existing crosswalk. It was also suggested a stand be placed in the middle of the road that reads, "pedestrian crossing" to help slow traffic down.

It was suggested a sign be placed at the Sage Café notifying participants that the fitness classes are free of charge for limited time only.

UNFINISHED BUSINESS: The Board reviewed the proposed Fund Raising policy. Chair Baker recommended all documents referenced in the policy be attached to the policy. Specifically, the CMP 2.1; NMSA 1978, Section 57-22-6.3; and Contributions Policy #607. He requested that throughout the document the words "are" or "is" should be replaced with "will be". Under Outside Fund-Raising, 1st paragraph, last sentence the word "the" should be changed to "that." S. Kinglow moved to approve the Fundraising Policy with the recommended changes. S. Sigel seconded the motion. Vote: 8-0. Motion carried unanimously.

Chair Baker entertained a motion that the Board cease reviewing the policy documents. Secretary Vega seconded the motion. Vote: 2-6. Motion denied.

The Client Input and Quality Surveys for Grant Funded Activities was reviewed. S. Sigel moved to approve the Client Input and Quality Surveys for Grant Funded Activities Policy as presented. F. Cantonwine seconded the motion. Vote: 8-0. Motion carried unanimously.

The Client Input and Quality Surveys for Non-Grant Funded Activities was reviewed. It was recommended on the first group number 5 be changed 4 and 6 be changed to 5. S. Sigel moved to approve Client Input and Quality Surveys for Non-Grant Funded Activities Policy with the recommended changes. F. Cantonwine seconded the motion. Vote: 8-0. Motion carried unanimously.

The Eligibility Policy for Non Grant and Grant Funded Activities in Senior Programs was reviewed. F. Cantonwine moved to approve Eligibility Policy for Non Grant and Grant Funded Activities in Senior Programs Policy as presented. S. Sigel seconded the motion. Vote: 8-0. Motion carried unanimously.

NEW BUSINESS: The agenda for the next Senior Programs Advisory Board Special Work Session Meeting scheduled for Friday, May 23, 2014, from 9-11:00 a.m. at Munson Center was discussed. There was Board consensus to discuss the proposed Senior Programs Fees and Charges policy.

UPCOMING MEETINGS: The next regular Senior Programs Advisory Board Meeting is scheduled for Thursday, June 12, 2014, from 9-11:00 a.m. at Eastside Community Center.

ADJOURNMENT: Meeting adjourned at 1:00 p.m.

Submitted,

Felix Vega, Secretary

Toni G. Flores, Recording Secretary