



MINUTES

North Little Rock Senior Citizens Commission

January 28, 2019, 3:00 PM

Hays Center

The Senior Citizens Commission meeting was called to order by Dick Blankenkemper at 3:00 PM.

Present were: Belinda Snow, Dorothy Romes, Dick Giddings, Eddie Powell, Dick Blankenkemper, Robert Barnes, Jim Lewis, and Beth White. Marleene Calvin was absent. A quorum was declared.

A motion was made by Eddie Powell to excuse Ms. Calvin's absence. The motion was seconded by Belinda Snow. Motion passed unanimously.

A motion was made by Belinda Snow to approve the minutes of the previous meeting. The motion was seconded by Dick Giddings. Motion passed unanimously.

The Commission welcomed two new members, Jim Lewis and Councilmember Beth White, as well as the Center's interim facility manager, Bruce Vang. All gave short introductions to the Commission.

Director Bernadette Rhodes gave a financial overview, reporting that all is in good order. Ms. Rhodes reported that the signatories on Senior Citizens Outreach Service's bank accounts will need to be changed to Belinda Snow and Nancy White due to turnover on the board. A motion was made by Dick Giddings to accept the financial report and seconded by Belinda Snow. Motion passed unanimously.

Ms. Rhodes gave a program update, including a review of her staff report to the Mayor. The program memo and staff report are attached. The Senior Citizens Outreach board retreat went well. The board reviewed its mission and identified three main goals: 1) socialization for seniors, 2) transportation, and 3) growth of the Hays Center.

Ms. Rhodes gave a facility and equipment update. Gallery furniture has an estimated delivery date in mid-February. The old furniture will be sent to auction through the city. New refrigerator and oven have been installed in the kitchen. SchedulesPlus, the Center's new membership software, is still on schedule to have the system up and running by mid-February. A test of SchedulePlus's custom programming on the North Door is scheduled for February 11th. Ms. Rhodes expects to launch the software on March 1st. See the program update for additional facility issues. Ms. Rhodes will present the Center's 2019 Building Improvement Plan at the next Commission meeting.

Commission members discussed several policy changes. Robert Barnes made a motion to reduce the ballroom rental deposit to \$400 and add \$100 to the ballroom rental fee. Jim Lewis seconded. The motion passed unanimously.

Commission members discussed a rental policy for City-partnered nonprofits but tabled the issue for further discussion on which organizations qualify as City-partnered nonprofits, and whether there should be limits on which or how many organizations should receive free rentals at the Hays Center.

Dick Giddings made a motion to limit the number of allowable day passes to five per person per calendar year. Dorothy Romes seconded. The motion passed unanimously.

The Commission then discussed the Center's policy on membership upgrades from the \$35 "core hours" membership to the \$150 "extended hours" membership. The current policy states that members wishing to upgrade their membership to "extended hours" have 60 days from joining/renewing to pay the additional \$115 to upgrade. After those 60 days, members are required to pay the full \$150 and change their renewal date to one year from the upgrade. The staff has received pushback about that policy from members desiring more choice. Ms. Susan Buchanan provided public comment regarding the issue. The Commission advised Ms. Rhodes to give members the choice of either supplementing the \$115 and keeping their original renewal date OR restarting their membership. Ms. Rhodes will make those changes to the membership policy and present it for the Commission's approval.

A motion was made by Eddie Powell to adjourn. The motion was seconded by Belinda Snow. The motion passed unanimously. The meeting adjourned at 4:25 pm.

Prepared by Chera Sbait, Hays Center Staff

Approved by Belinda Snow, Secretary



Memo To:

North Little Rock Senior Citizens Commission

From: Bernadette Gunn Rhodes

Memo Date: January 22, 2019

Happy new year! We have had an amazing January so far. Our lobby has been packed with people filling out new member applications. So far this month, we have signed up 63 new members and renewed 197 memberships. We currently have 3,401 active members, which is up 81 people since December.

Average attendance in the last three weeks has been up 38% compared to the same period in 2017 and up 15% compared to the previous three weeks. We have been logging an average of 2,578 visits per week so far this year. 500 members visit the Center on an average weekday.

Our next large event will be our Black History Month luncheon and program on Thursday, February 28th at 11:00 AM. Tickets will go on sale next week for \$5. One of our members, Bernice Laney, is coordinating the program and menu.

Our classes and activities have been well-attended. We have a number of classes starting up or re-starting after a hiatus, such as our Weight Loss group and Scottish Country Dance.

Our new software, SchedulesPlus, has already come in handy for coordinating our activity calendar. It provides an easy-to-view daily schedule and monthly calendar format. It can be found at www.schedulesplus.com/hays/kiosk and is also linked on our webpage, www.nlr.ar.gov/hayscenter.

SchedulesPlus is currently programming a few features we need before rolling it out for our member check-in process, as well. We will be testing the technology on February 11th and plan to roll out the membership management software by March 1st.

On the facility end, I look forward to introducing you to Bruce Vang, our interim Facility Manager. With our custodian, Lincoln Martin, having retired in December 2018, I have asked City Council to convert one custodian position to a Facility Manager position in the quota ordinance. The ordinance will be voted on at the January 28th Council meeting. Bruce has already joined us as an emergency hire and will be applying for the permanent position once it is posted. He has already made a huge difference in making repairs quickly, improving maintenance, and working with contractors.

We have signed a contract with Ketcher and they will be performing preventative maintenance on our roof over the next month or two, patching areas of the composite that have bubbled up and are coming apart at the seams.

The moisture issue in the 2nd floor Exercise Room continues, but we are hopefully about to stop the problem at its source. A waterproofing/insulation company, Capitol Insulators, found an

area in the lap pool maintenance room ceiling that is not sealed. Using a thermal camera, they deduced that the moisture is rising up through there to the Exercise Room wall. They quoted us \$1,992 to seal that area, so we are moving forward with that repair. Hopefully that will take care of the moisture issue so we can get the sheet rock in the Exercise Room remediated and the wallpaper replaced.

We are getting our exterior walls, windows, and sidewalks pressure-washed. The low quote was for \$5,930 by PowerWash Pros, the same company that recently powerwashed the Laman Library with very good results.

The security camera upgrades and replacements have been completed. The new cameras have much better picture quality. Due to the cost, we will only be purchasing new cameras as the old ones break. We also have three new TVs in the workout area, thanks to a \$750 grant from the Walmart Foundation secured by Jagur, our graduate assistant.

The staff and I will be formulating our 2019 building improvement plan this next month. I would like to include your ideas. We will have an opportunity to discuss them at our meeting.

The morning before our Commission meeting, the Senior Citizens Outreach Board will be holding a half-day retreat and strategic planning session. I look forward to summarizing the meeting for you.

As you can see on the agenda, we have a number of policy issues to discuss. I will give a summary of the issues in question at our meeting, and have included a copy of our current member policy in your packet this month for easy reference.

Last, but not least, we are welcoming two new Commission members this month! Councilmember Beth White was sworn in last month, and long-time Hays Center member Jim Lewis will be appointed at the next Council meeting. I am excited to work with them both and will make sure we take time for introductions at our meeting. Councilmember White was appointed to the position left vacant by Councilmember Witcher's retirement, and Jim Lewis, a Ward 3 resident, will be filling Virginia Raum's position. Virginia wanted her Ward 3 position to be filled by a more active Hays Center member.

I look forward to seeing you on January 28th.

Patrick Henry Hays Senior Citizens Center and Mayor's Office of Volunteer Services
Monthly Report – December 2018

Member Statistics

- Our members logged 8,425 visits to the Hays Center (471 less than last month).
- 49 new members joined the Hays Center this month for a total of 3,320 active members.
- New member demographics:
 - 19 African American, 26 Caucasian, 1 Hispanic, 3 unknown.
 - 23 females, 26 males.
 - The youngest 4 members to join this month were 50. The oldest was 83.

Deposits

- \$2,125.00 in new member fees
- \$7,785.20 in renewal fees
- \$1,050.00 in rental fees
- \$ 365.57 in trip fees
- \$ 250.00 in lunch/event sales
- \$ 290.00 in other revenue
- **\$11,865.77 Total**

Staff

- Lincoln Martin, Custodian, retired on 12/28/2018 after 14 years of service.
- Changing custodian position to Facility Manager. Will be on next quota ordinance.
- Hired Bruce Vang as interim Facility Manager via emergency hire. He started 1/7/2019.

Activities

- The Arkansas League of Artists showed their year-end best of the best in the Hays Gallery and held a reception for the artists.
- We held a Christmas party for our members and the public. Included a DJ, photo booth, dinner from Whole Hog and door prizes. 116 people purchased tickets to the event.
- A large number of Hays Center classes and groups held their Christmas parties at the Center during the holiday season.

Facility

- We are improving our security camera coverage of the parking lot. Triple S alarm has received our new equipment and will install it in January.
- Our new kitchen refrigerator and gas range have been installed. Thanks to Jason Barber for helping with gas hookup.
- We are awaiting delivery of our new gallery furniture.
- We still have a moisture issue in the Exercise Room that is causing all the wallpaper to fall off. McNutt is supposed to come out to evaluate/waterproof but they have not been here yet.

- I sent a contract to Ketcher Roofing Company for review but have not heard back yet. It is for repairs to our roof where the composite material has bubbled up and pulled apart.
- We are formulating our 2019 facility improvement goals and will include them in next month's report.

Trips

- We provided 13 trips, transporting a total of 93 people and collecting a total of \$663 in trip fees.
- Hays Center day trips went to Murry's Dinner Playhouse, Pine Bluff and Sherwood for Christmas lights, and Furlough.
- Public senior housing residents traveled to medical appointments (5 trips) and grocery stores (3 trips).
- After driver, fuel, and meal costs, the transportation program netted -\$532.

Rentals

- 0 paid rentals
- 1 co-sponsored rental for NLRFD
- Total income: \$0

Mayor's Office of Volunteer Services

- Hays Center volunteers reported 999 hours this month.
- Received 3 new volunteer applications.