

**TOWN OF WINDSOR
TOWN COUNCIL
COUNCIL CHAMBERS
SPECIAL MEETING
APRIL 16, 2018
APPROVED MINUTES**

1) CALL TO ORDER

Mayor Trinks called the meeting to order at 6:33 p.m.

Present: Mayor Donald Trinks, Councilor James Govoni, Councilor Donald Jepsen, Councilor Jill Jenkins, Councilor Joseph McAuliffe, Councilor Richard O'Reilly, Deputy Mayor Jody Terranova, Councilor Michael Tustin and Councilor Kenneth Wilkos.

2) Safety Services

Fire Department

Mr. William Lewis, Fire Chief, Mr. Paul Goldberg, Fire Administrator, and Mr. Steve Bianchi, Assistant Chief gave an overview of the proposed FY 19 budget as follows:

It was a good year with active membership. There were several structure fires and incidents, but there were no citizen deaths or major injuries. The FY18 budget was on track with the exception of vehicle maintenance. They are projected to be \$13,300 over in this area due to an aging fleet. Mr. Lewis gave further highlights and information as follows:

- The department participated in a Connecticut Fire Chiefs Association's grant that studies recruitment and retention.
- Provided reimbursement for new member physicals and training for their first time. Fire Department membership has remained stable.
- There are approximately 80 active members aged 18-80+ years old and 12 explorers.
- There are usually sufficient firefighters to maintain daily calls, but there is sometimes difficulty in daytime responses, but this is being monitored. They have increased department responses from three to four companies in an effort to decrease response time and increase the number of available firefighters.
- A new Training Officer has been appointed, several training sessions have taken place, and we plan on hosting several mutual aid departments with regional training.
- Several committees are studying the department to create short and long-term plans in order to consolidate resources and modernize tools and equipment.
- Applications for grants have been unsuccessful due to the highly competitive nature, but they are fine-tuning the application process in order to replace old apparatus.
- The Capital Improvements program upgraded the department's self-contained breathing apparatus this year.

Mr. Lewis added there is a mutual aid contract with the Blue Hills Fire District where Windsor responds to Blue Hills Fire Department for certain emergencies and the Blue Hills Fire Department responds to Windsor for similar emergencies. There is participation with seven other towns that include a task force, ladder strike team, and a rescue strike team.

Councilor Jenkins asked for clarification about the relationship between the Windsor, Blue Hills, and Bloomfield fire departments. Chief Lewis responded that Windsor and Blue Hills automatically respond to each other's structure fires and that Bloomfield is available if called on, but does not respond automatically.

Councilor Jenkins asked what the majority of daytime fires are attributed to. Chief Lewis responded that kitchen fires are the most common fire in the entire nation. Councilor Jenkins wondered if more educational outreach could eliminate some of those occurrences. Town Manager Souza then spoke about an educational program already in place created by the Fire Marshal's office, the Senior Center and Social Services Department that addresses kitchen fires, slips and falls. It's a national program that is particularly geared toward seniors, as that is where data is showing the most fires are occurring.

Councilor McAuliffe asked about the procedure to pursue grants. Chief Lewis said that it is a very lengthy application process. Mr. Goldberg explained that every year, there are three grants available from the federal government. Windsor primarily applies to the Assistance to Firefighters Grant (AFG) that provides safety equipment to firefighters. About \$3 million is given out annually but there are probably about \$1 billion worth of applications that are submitted. Grants are given to those with the most need.

Councilor Jepsen noted that three fire engines are up for replacement in the Capital Improvements Program and asked if those are the vehicles from the 1990s. Chief Lewis responded that they were.

Councilor Jepsen asked if there was any value we can get back from the old vehicles. Chief Lewis stated that they have tried in the past, but they only got \$50,000 for the last vehicle.

Councilor Jepsen asked about the mutual aid strike force and how it works in conjunction with the paid fire departments. Chief Lewis responded that the Hartford Fire Department will come help as well as Windsor. The last time Windsor was called to help Hartford was during a convalescent home fire about 20 years ago. Hartford uses many union employees so Windsor is not needed very often. Councilor Jepsen thanked them for their service.

Councilor Wilkos recalled this autumn being a tough season for the department with many major alarm fires and thanked the department as well as its volunteers. He then asked about the other two grants available from the federal government. Mr. Goldberg responded that one is called the Safer Grant and is designed to fund pension programs so towns can hire career firefighters. The third is a fire prevention grant which the Fire Marshal's office has applied for but has not received. It is highly competitive and only gives about \$25-30 million annually.

Councilor Govoni expressed his concern about the Windsor Fire Department needing to work on Interstate 91. He noted that crash cushions are used by the state to absorb energy if someone

hits a vehicle. He asked if the department parks a vehicle behind fire trucks on the highway in order to prevent crashing into it. Chief Lewis responded that they notify the state Department of Transportation and if they are available, the crash trucks come. It depends on their availability.

Councilor Jepsen asked if it would be worth getting our own crash truck. Chief Lewis stated that the biggest problem with having our own crash truck is having a trained staff member to man the truck. He thinks the state has the resources and should be supplying these crash trucks.

Mayor Trinks thanked the department for its professionalism when he needed services provided for his own home. He stated that everyone knew and did their job well. It was very special to see it happen in person.

Windsor Volunteer Ambulance

Mr. Terrence Greaves, Chief Executive Officer of the Windsor Volunteer Ambulance (WVA), gave the following overview of the proposed FY 19 budget:

One of the goals of the WVA is to be active in the community on and off duty. Annually they hold a food drive around Thanksgiving and are involved in Project Santa in collaboration with the Chamber of Commerce. They also provide standby medical services at events such as the high school football games, multiple road races, and the Special Olympics Regional Games.

The department will be slightly over budget for FY 18 due to a couple of factors, but mainly due to the increased costs in paid staffing to compensate for the decreased number of volunteers. They are currently down four volunteers.

The FY 19 budget shows an increase as compared to FY 18 to account for an increase in ambulance coverage hours during the evening and an increased cost for employee benefits. There are currently only four volunteers, despite recruiting efforts. The decrease in volunteerism is due to various factors, but causes the department to use more paid staffing and pay for overtime hours.

The WVA fundraising campaign raised \$28,000 this year. The money goes toward making ends meet as a non-profit organization and for new equipment. We are hoping to add another ambulance within the next two years. A new campaign will begin in October to start the process of replacing outdated equipment.

Councilor Jenkins asked if rather than paying employees, could the department give stipends to volunteers? Mr. Greaves responded that there is a remuneration process depending on shifts. The department also provides dinners, fund training, and employ recruitment initiatives like going out to training classes. The issue that we have is that there are some commercial services around that can pay \$21 per hour for individuals in this field, so it is hard to compete with them.

Councilor Govoni asked if the Rainbow firehouse appreciated having its own ambulance to shorten response time. Mr. Greaves responded that yes, residents have expressed appreciation for the reduced response time. Mr. Greaves expressed his gratitude for the ability to use the firehouse.

Councilor Wilkos asked if a specific line item “bad debt recovery” was related to paying debt collectors. Mr. Greaves stated that it was and explained the department’s tiered process for debt recovery.

Councilor Wilkos asked if the department is seeing a rise in unpaid debt. Mr. Greaves responded that they are. People have high health insurance deductibles and cannot pay. They work with these clients to reduce their bills to make it more affordable before it gets sent to an attorney or small claims court.

Councilor Jepsen stated that he is impressed with the overall budget and recalled many times in the recent past being worried about the finances of the department.

Mayor Trinks expressed his appreciation for his service.

Police Department

Don Melanson, Chief of Police; Christine Rogovich, Management Information Systems; and Captain Tom Lepore gave a presentation of the proposed FY 19 budget for Safety Services as follows:

Chief Melanson stated some of the services of the department:

- There is a focus on positive community involvement.
- The School Resource Officer makes daily visits to the high school and the Youth Engagement Officer has built relationships with the elementary and middle schools.
- The Department collaborated with the Youth Services Bureau and the Parks and Recreation Department to host block parties at three different community parks this summer and they were all well attended.

Chief Melanson added that there are fifteen new officers that have been hired due to many retirements. The entire department has been working together to integrate and train these new officers. It takes approximately one year for a recruit to function independently.

The FY18 budget is under budget by \$208,540 or 2.1%. This is due to partial year vacancies, military leave, worker’s compensation, and disability claims. The 911 system was upgraded last year to use geo-location and will soon be able to receive text messages.

The FY 19 budget proposes an increase of \$150,850 or 1.5% mostly due to capital outlay. The General Fund budget including Town Support for Education is also seeing an increase of \$169,620 or 1.8% due to an increase in capital outlay, energy and utility costs, and radio system lease expenses.

Deputy Mayor Terranova asked about the reallocation of two officers from patrol to support services. Chief Melanson responded that it is mostly just an organizational feature. The two positions are for the School Resource Officer and Youth Engagement Officer.

Councilor O'Reilly thanked the officers for everything they do and then asked what the payback is for services provided to schools. Chief Melanson stated that it is very hard to quantify but while the officers are at the schools they are responding to events there and able to provide mediation services while being present as opposed to being called out to the location. It provides the department with a lot of knowledge. For example, field officers can go to school officers when there is an issue and create a link. It also creates an impression with the students that the officers are trusted community members.

Councilor O'Reilly asked if Windsor is unique in doing this. Chief Melanson responded that it is not unique. Most communities have school resource officers. Some even have more than we do, it just depends on the size of the town.

Councilor Wilkos is pleasantly surprised to see the department under budget. He stated that there were lots of retirements and unexpected costs and the department was still able to maintain its budget. Building on Councilor O'Reilly's questions, Councilor Wilkos stated that he remembers officers in school from when he was a child and even remembered doing a ride-along with a police officer. He thinks it is a wonderful program and perhaps it should even be expanded.

Councilor Jepsen echoed what a great job the department is doing. He asked where the overtime pay factored into the budget and for clarification on salaries. Chief Melanson stated that new officers make about \$30,000 less than those ready for retirement, so money is saved when new hires happen. Grant monies are offered for details such as "click it or ticket", distracted driving, and DUI checkpoints so those won't show up in overtime. Every two weeks there is a list of who was forced to work a shift. The union works to balance needs but staffing is pretty stretched. Private duty is separate and is also not reflected in overtime hours. Many jobs are not getting filled because younger officers don't like as much overtime, they value their time more. Road work will pick up soon over the spring and summer.

Town Manager Souza noted that overtime was approximately \$80,000 more than budgeted but it was balanced by the savings from hiring new officers at a lower rate. He credits the Chief and the union with changes in the collective bargaining agreement a few years ago as it has helped provide more flexibility for the department to manage staff. Traffic officers now count toward minimum staffing.

Councilor Jenkins recalled a couple meetings ago asking for a safety review in light of the school shooting in Parkland, FL. She asked if the department reviewed safety measures and if so, have they affected the budget in any way or will there be any measure that will increase it? Chief Melanson replied that last spring officers went to active shooter training and there is another coming up in May. As far as school assessments, we are well ahead of other communities as far as pre-plans and identification. Some of the recently retired officers were trained in Crime Prevention through Environmental Design (CPTED) so new officers will need to be sent to the training. Equipment in the vehicles has changed so that officers are better equipped to respond to these situations as well. There are regular reviews and Chief Melanson believes the department is in a good place to respond to an event.

Town Manager Souza added that the Board of Education has received some state money to make security upgrades to the schools as well.

Councilor Govoni spoke about meeting a person who worked for safety services crisis intervention so he researched the position a bit. The role is to rapidly evaluate complex behavioral health services and recommend clinically appropriate crisis interventions for community helpers including law enforcement and emergency medical services. Councilor Govoni asked for more information about the position. Chief Melanson replied that the grant is very forward looking. There are only one or two other police departments in the state that have a clinician embedded in the department. One of the biggest issues in law enforcement is how to handle mental illness calls. The role has been most effective during long-term mental illness issues. Now that officers have Crisis Intervention Training (CIT), officers can recognize citizens that are not a threat to themselves or others but do need a long-term solution for services and a referral to the clinician. The grant expires in October so the department is looking for more grant funding to move the service forward.

Councilor Govoni asked if a citizen could call the clinician directly. Chief Melanson answered that they could not. The complaint would need to go through the police officers and then they would refer the individual to the clinician.

Deputy Mayor Terranova asked about an increase in a special revenue account for vehicle maintenance. Chief Melanson responded that they used the fund to replace an aging vehicle.

Deputy Mayor Terranova asked about the sharp increase in the number of part one crimes including burglaries, break-ins and related clearance rates. Chief Melanson responded that many communities in the region have seen a big spike in car burglaries and stolen vehicles. Just that morning, two juveniles tried to enter more than 40 vehicles in 5-10 minutes and were arrested. He recommended that citizens lock their cars and take valuables inside. He also added that clearance rates are skewed from year to year because many crimes are not solved until the following year or even two years after the fact.

Councilor O'Reilly asked if there was anything lacking in the information services department. Chief Melanson responded that a very large expenditure happened about a year and a half ago that is considered the forefront for law enforcement agencies called Nexgen. The system communicates with dispatch and records management. Patrol officers can pull up photos in real time.

Town Manager Souza hopes to be able to harvest data from the program to be even more efficient in preventing and solving crimes in the future.

Mayor Trinks thanked officers for their work and asked if this was the bubble of retirees they had been expecting. Town Manager Souza responded that it was and that currently there are about three more officers eligible for retirement.

3) Health Services

Dr. Michael Pepe, Director of Health Services; Ms. Sharon Enot, Public Health Nurse; and Mr. Matthew Brattoli, Registered Sanitarian, gave an overview of the proposed FY 19 budget as follows:

Dr. Pepe listed four main department areas:

- Inspection and Regulation which includes food safety, public health nuisance, mosquito control, and the enforcement of local codes and ordinances such as the housing code and the property maintenance ordinance.
- Disease Prevention and Control which is comprised of disease monitoring and investigation, as well as health education. Health education programs include nutrition, heart health, coordination of the town's access defibrillation program, and the sale of bike and ski helmets.
- Clinic Services, which includes all health screenings especially cholesterol, and the annual flu clinic in October.
- Emergency Management which addresses emergency planning and response activities the department carries out on behalf of the town and mass dispensing area number 31.

This year each sanitarian went through 100 hours of online and classroom training to be certified to enforce new FDA food code which will go into effect in July 2018.

The annual flu clinic, as well as clinics for first responders, employees, and the public resulted in over 620 people being vaccinated this year. This also included an additional unplanned regional vaccination clinic that occurred on February 10th with over 100 vaccinations given to individuals aged 9 and up in response to the severe flu season.

In collaboration with the Windsor Police Department, Windsor Volunteer Ambulance, and the Office of Economic Development, Windsor was approved as a heart safe community for another 3 years.

This year the department is expected to be under budget by 0.3% or \$1,560 due to savings in supplies and utilities.

The FY19 budget proposes an increase of 3.2% or \$15,200 due to salary and benefit cost increases.

Goals for the department in FY19 are to implement an education program for Windsor Housing Authority residents where information for various environmental hazards and health related topics are presented. Emergency Management plans to create a web page to prepare residents before an emergency occurs. The final goal is to continue to provide support to all food service establishments regarding the full implementation of the new FDA food code.

Councilor O'Reilly asked about the focus on mosquito control and why there was no focus on ticks. Dr. Pepe answered some mosquito control also repels ticks. Adulticide affects mosquitoes

and ticks at all stages from larvae to adult. Larvacide works for a longer period of time but only effects the larvae, adulticide needs to be repeated more frequently. No West Nile Virus cases have been reported in Windsor.

Deputy Mayor Terranova asked about increased expenditures in the service line for property remediation. Dr. Pepe answered that these costs are recoverable through a lien on the property.

Deputy Mayor Terranova asked for an update on the initiative to increase lead screening, particularly related to younger children. Ms. Enot responded that they received funding from the state to go out in the community informing people about new state mandates on testing young children for lead poisoning. Although the number of lead cases reported are about the same, physicians are being pushed to follow through with the mandate for the testing and that is making a difference.

Councilor Govoni asked about the size of the workload for property remediation. Dr. Pepe answered that the number of complaints is about the same, around 10-20 per year. It can be grass, debris, or parts of the house that are deficient or defective such as gutters.

Councilor Wilkos asked if the department tested water at food establishments. Dr. Pepe replied that they can sample water if there is a suspicion and then send it to the state lab. It is done on an as needed basis, such as discolored water. Councilor Wilkos followed up asking if water tests could potentially be made a more regular occurrence as goodwill for the community. Dr. Pepe said he would look into it further.

4) Library Services

Ms. Gaye Rizzo, Director of Library Services, and Mr. Kevin Sullivan, Wilson Branch Manager, gave a presentation on the proposed FY 19 budget as follows:

FY 18 is expected to come in just under budget. The FY 19 General Fund budget proposes an increase of \$34,330 or 2.1% due to Personal Services.

Last year, staff checked out over a quarter of a million materials including books, magazines, audiobooks, CDs and DVDs. Besides lending, there is an emphasis on learning and interactive experiences. To name a few, this year children came to sing and dance in the Kidspace, teens attended a "Girls Who Code" technology club, and adults took part in a wood-burning class. Adult volunteers provide tutoring to dozens of children who need help in reading or math. Last year, 750 people volunteered 3,350 hours to the Windsor libraries.

There were more than 270,000 patron visits to the library and public computers were used over 50,000 times. Patrons were just as likely to use the facilities as a social space as they were to use it as a study space. There were 20,000 people that attended over 4,000 meetings for local groups and businesses last year alone.

Reference librarians answered 56,000 questions. Over one-third of these related to technology. The library has a "Bring your Gadgets to the Geeks" weekly program and one-on-one "Book a Librarian" appointments.

One of the FY 19 goals is to reinforce the library's commitment to aligning library services with the changing needs of patrons. Specifically, some service desks and computers will be relocated and the music makerspace will be available as an instrument practice room for students in town. Students will also be able to access the library with their student IDs rather than need a library card.

Councilor McAuliffe asked how they keep staff up to date on technology. Ms. Rizzo responded that the new staff are well-informed, they work closely with the IT department at town hall, the library has their own IT employee, and each staff member is asked to master a piece of equipment.

Deputy Mayor Terranova asked if the library has considered partnering with the senior center. Ms. Rizzo replied that it has been tried before, but many people like to come to the library directly.

Councilor McAuliffe asked if the Wilson branch is lacking in any way. Mr. Sullivan responded that a few services are only available downtown, but most things are available at both branches.

Councilor McAuliffe asked about the number of patron visits. Ms. Rizzo stated that the number of patron visits is stable, but at-home services have been expanded and patrons can download materials without physically visiting the library.

Councilor McAuliffe asked if the library coordinates with summer school. Mr. Sullivan responded that the library runs a summer reading program and summer lunch program. Anyone under 18 can come to the library to get a free lunch and various programs are planned around lunchtime so children can attend while coming for lunch. The lunch program is run through the Board of Education as part of a federal program.

5) Human Services

Anne Wakelin, Director of Human Services; Sue Raggo, Social Services Coordinator; Rebecca Joyce, Senior Services Coordinator and George Headley, Senior Transportation Coordinator gave a presentation of the proposed FY 19 budget as follows:

The FY 18 General Fund budget for Human Services is estimated to be over budget by \$3,640 or 0.4%. This is mainly attributable to not receiving an expected grant for transportation services.

The FY 19 General Fund budget reflects an increase of \$34,040 or 4.1% primarily due to Personal Services and a reduction in grant funding for transportation services.

In this department, there are 5 full-time employees and 16 part-time employees that equate to 10.26 FTE's.

Anne Wakelin stated that Human Services has a high utilization of volunteer-based resources that is cost effective. It is estimated that in FY19 over 240 volunteers will contribute more than 15,000 hours to Human Services. This translates into approximately \$161,000 in cost savings

in the General Fund. Volunteers assist in day to day/administrative operations, support groups, customer service, transportation duties, and food services.

The FY19 goals for Human Services is to collaborate internally and externally and to partner with community organizations to assist job seekers over the age of 50 in finding employment.

Councilor Jepsen stated that they do a great job. He inquired about a \$75,000 transfer of payment to the General Fund Transportation Unit. Town Manager Souza stated that the Caring Connection is providing the service and that transfer represented the payment back for services.

Deputy Mayor Terranova asked Ms. Joyce about last year's goal of finishing up the policies and procedures manual and accreditation. Ms. Joyce answered that they are in the process of completing the policies and procedures manual for senior services and analyzing what needs to be done in order to achieve accreditation. It will be the first time that senior services will be accredited once completed. Being accredited assists the facility in receiving grant funding and provides a "gold stamp" to the facility.

6) Child Care and Adult Day Care

Child Care

Laura Casey, Director of Windsor Discovery Center and Montessori School, gave an overview of the proposed FY 19 budget as follows:

After two years of preparation, the school achieved accreditation from the National Association for the Education of Young Children (NAEYC) in July of 2017.

During FY 18, we offered 84 enrollments from Infancy to Kindergarten and 20 in the before and after school program. We experienced a larger number of before and after school admissions during FY18 from the previous two years with a total enrollment of 34 students. Our summer revenues remained consistent compared to FY 17.

The FY 18 expenses are estimated to come in \$5,000 or 0.4% under budget. The FY18 revenues are expected to come in \$3,410 more than budgeted resulting in an FY 18 overall loss of \$44,160.

The FY 19 projected revenue is based on current enrollment patterns and a slight fee increase of \$5 per month across the program. We will continue to offer the full-time Infant program, full and ½ day Toddler Montessori programs, the Primary Montessori program for 60 children, and the before and after school elementary program.

After the FY 19 summer program, an analysis of the elementary camp offerings will be conducted. Based on the findings, we may decrease the age eligibility in order to accommodate a larger presence in the younger programs. The FY 19 expenses are relatively flat other than Personal Services. This results in a projected loss of \$59,260 for FY 19.

Our marketing efforts this year have consisted of posting on social media with Facebook and twitter; registering the school in the NAMTA (North American Montessori Teachers Association), NAEYC, and the American Montessori Society (AMS) online directories; mailing personal thank

you notes to all touring families; placemat ads at a local eatery; on-line advertising with *Kids Out and About.com*; and family referral coupons. Based on inquiries from families our customers find us by searching the internet or through word of mouth. We plan to boost our internet presence by adding additional tag words into our Facebook posts and on our website. We currently have a waiting list for our infant, toddler and school aged programs.

I am hopeful with our current marketing efforts that enrollment will follow the same trend for FY 19. We continue to offer high-quality school year and summer educational experiences for the families we serve. We are committed to the work that we do every day by providing extraordinary educational learning experiences for over 35 years.

The FY 19 expenses are relatively flat other than personal services. This results in a projected loss of \$59,260 for FY 19.

The FY 18 expenses are estimated to come in \$5,000 or 0.4% lower than budget. The FY 18 revenues are expected to come in \$3,410 more than budgeted resulting in an FY18 overall loss of \$44,160.

Councilor McAuliffe asked if the facility is adequate for the services provided. Ms. Casey responded that it is.

Deputy Mayor Terranova asked at what point the school will break even and asked about adding another classroom. Ms. Casey responded that even if the school was fully enrolled, there is still a projected loss of \$25,000. Adding another classroom would likely add too much cost in staffing.

Councilor Jepsen stated that there are about 5-10 years left in the retained earnings, how can the ship be turned around? Ms. Casey stated that she will be looking at summer enrollment as a challenge. This year in particular, Windsor students will still be in school during the first week of camp due to all of the snow days this year, so the enrollment numbers will be low.

Councilor Wilkos recommended marketing to schools that will not be meeting during the first few weeks of camp. He stated that the school is a tremendous asset to the community and appreciates the budget improvements over the past few years. He stated that the obvious way to close the gap between breaking even and being in the negative would be to increase fees and costs of the facility, but this may be difficult to do and still stay competitively priced. He then asked if the full-time vacancy was a problem. Ms. Casey responded that she spent a lot of time in the classrooms.

Councilor Jenkins asked Ms. Casey if she has looked at joint-venturing volunteer situations such as the early childhood program at the high school. Ms. Casey responded that volunteers cannot be left alone with children so it would only help in certain situations. She also stated that background checks run by the state have increased from \$12 to \$87 per person and would have to be done for any volunteers who come more than ten times. She has worked with the high school to hire sixteen year olds who can work alongside other staff members and then independently when they turn seventeen.

Town Manager Souza noted that Ms. Casey is proposing a slight fee increase that will stay competitive but create more revenue. Ms. Casey added that she did market research about the tuition and found that \$5 per month would stay competitive.

Deputy Mayor Terranova asked about the elimination of the two and three day enrollment options. Ms. Casey responded that the need is not great and it prevents a full day slot from being offered.

Adult Day Care

Cheryl Rosenbaum, Caring Connection Coordinator, gave an overview of the proposed FY 19 budget as follows:

The Caring Connection is a medical model adult day center that provides skilled nursing, sound nutrition, family counseling, personal care, socialization, transportation, and therapeutic recreation.

Recent staffing changes are helping to reduce the yearly loss, which is expected to be \$80,870 in FY18.

Efforts in marketing and outreach indicate a small increase to the average daily census. FY 19 revenues are projected to be \$12,550, which is 3.1% higher than FY 18.

Operating expenditures are expected to increase by \$12,490 or 2.58% in FY 19 due primarily to personal services and increased transportation costs.

The Caring Connection was open to the public three times this year for their 30th anniversary celebration, elder law workshop, and spring open house.

In FY 19 the department will be arranging to get a bus wrap to advertise the facility on its new bus scheduled to arrive in late summer or early fall.

Councilor Wilkos asked Ms. Rosenbaum to speak about enrollment and daily numbers. Ms. Rosenbaum responded that they are seeing about 22 or 23 clients per day and have about 40 clients overall. That is a slight increase since Ms. Rosenbaum was appointed to this position.

Councilor Jepsen summarized that the town is basically contributing \$60,000 to the facility in order to gain around \$96,000 in revenue.

Deputy Mayor Terranova asked about the restructuring of staffing. Ms. Rosenbaum stated that they went from four to two full-time employees, herself and a nurse coordinator.

Mayor Trinks stated that enrollment is up, changes are in place, yet there is still a similar loss at the end of the fiscal year. This year will be the end of the retained earnings.

Town Manager Souza noted that the market place has changed. There will be an ongoing contribution from the General Fund to keep the program going. Staffing cannot be reduced any

more at this point. Clients used to be there 4-5 days per week and now go 2-3 days because they are mixing their care with alternative means. The state pays around \$72 per day for this care, which has not increased in years.

Mayor Trinks asked how many clients are from Windsor out of the total population. Ms. Rosenbaum responded that 51% are, about half.

Councilor Wilkos is surprised that the program is underutilized. He asked if Ms. Rosenbaum has tried direct marketing and suggested reaching out to the assessor's office to ask for a short list of potential clients. He feels that it is a valuable part of the community but agrees that it is reaching the end of the line.

Ms. Rosenbaum responded that a postcard was tried a few years ago and right now they are trying to get their name out to the general public, clients, and professionals. She also feels that the new bus will get their name out in the community.

Councilor McAuliffe asked what would happen to residents if the program closed. Ms. Rosenbaum responded that the clients would have to go to other towns. She fears that many of those citizens would receive home care and lose the socialization element.

Councilor Jenkins asked if there has been a survey done to explore potential reasons why clients are not coming the full five days. Town Manager Souza responded that Ms. Rosenbaum has anecdotally heard why the numbers have changed. In-home services are provided often and it is cheaper and work from home opportunities provide working people a chance to care for their own family members rather than having them attend a daily program.

Councilor Jenkins suggested seeking more specific information from clients, even despite recent changes in trends, to make some small adjustments to the model that may help enrollment.

Councilor O'Reilly asked what the optimum number of daily clients would be. Ms. Rosenbaum responded that they would need 5 more clients each day.

Deputy Mayor Terranova acknowledged the math but closing the center would be a loss to the community members that use it and feels it is better than the building being vacant.

Councilor Jepsen wondered if there were any services that could use that space more efficiently. Town Manager Souza responded that there was nothing significant in mind that would demand use of the building.

7) Recreation and Leisure Services

Paul Norris, Director of Recreation and Leisure Services; Rich Henderson, Assistant Director of Recreation; Marilyn Smith, Northwest Park Manager; and Sarah Maffiolini, Youth Services Coordinator, gave an overview of the FY 19 proposed budget as follows:

The Recreation and Leisure Services Department is comprised of Recreation Services, Youth Services Bureau, Northwest Park Education/Recreation activities, and Northwest Park property management.

The department consistently works with other town departments, school district staff, the Office of Family and Community Partnership, and other agencies to evaluate, retool, and reshape programs such as increased training for lifeguards, swim instructors, and volunteer basketball coaches. They also offered fitness programs for pre-teen girls, introduced the State of Connecticut "Change the Script" program to prevent opioid use in the middle and high school, provides STEAM education like the LEGO pre-engineering program, theater program, adult nature series, and provides parent workshops such as "The Teen Brain and Risk Taking."

The FY 18 overall expenditures for the department is expected to be under budget by approximately \$3,000 or 0.1%. This is mostly due to the reduction of transportation costs to after-school and summer camp programs as well as a lower rate for part-time positions.

The FY 19 General Fund budget reflects an increase of \$46,750 or 3.1% due to Personal Services. Increases in full-time employees reflect additional program part-time and seasonal staff and will be offset by User's Fees. Approximately 28% of the department budget is derived from User Fees, Private Contributions or Grants.

FY 19 goals include redesigning the Northwest Park trail maps, implementing new programs in adaptive recreation and youth development, and successful installation of the Welch Pool filtration system.

Councilor Jepsen thanked everyone for the great job they're doing.

Councilor Tustin stated that his family of three kids attends programs year-round and thanked the department for keeping his family busy.

Councilor Jenkins asked what "bold programming" would include. Mr. Norris replied that they will be working on adaptive recreation programs to include people with special needs, particularly young adults 20-27 years old. They also want to work with Youth Services Bureau to create new programs that target skills such as presentation and social behavior.

Mayor Trinks noted that there was a significant drop in User Fees and asked what this is attributed to. Mr. Norris replied that they eliminated one week from the summer program due to the school calendar and previous enrollment patterns.

Councilor Jenkins asked if the snow days affected their program. Mr. Norris responded that it did not affect plans for summer camp but it will affect staff training. It will be held in multiple sessions during the evening rather than during the day.

8) Adjournment

Councilor Jenkins MOVED and Councilor Tustin seconded to adjourn the meeting at 9:03 P.M.

Motion passed 9-0-0

Respectfully Submitted,

Erin Rand
Clerk of the Council