

Plymouth Select Board Senior Task Force
Meeting Minutes – January 23, 2023
Conducted in Person

Attendance

Attendance

Member:	Present:
Pat Achorn	Y
Cheryl Botieri	Y
Steven Bolotin	Y
Michelle Bratti	y
Kathy Castagna	N
Sarah Cloud	Y
Elizabeth Connell	Y
Barry DeBlasio	Y
Harry Helm	Y
David Hood	N
Kevin Hood	Y
Karen Keene	Y
Nicole Long	N
Kevin Manuel	Y
Melissa Matizni	Y
Joanne Moore	Y
Terry Mucci	Y
Amy Naples	Y
Karen Peterson	N
Sandra Smith	N

1) Call to Order

2) Approval of Minutes from January 9, 2023, Meeting

Moved: Joanne

Amy

Second:

Vote: Unanimous

Abstain: None

3) Introduction of Members of Public

Joe Young – Town IT Director

Anthony Senesi – Select Board Administrative Assistant

4) Town Communications Update

Anthony Senesi – New Communications Assistant

Town Meeting approved a website update and a 311 system
CRM System is a means to communicate non-emergency matters (See-Click-Fix)
Anticipated for both to be on-line April 2023

See-Click-Fix focused on mobile technology
Mostly DPW issues

How are residents going to learn how to access the site through the computer?
Need for informational sessions at places like Town Hall, Library, CAL

This is a system on-line where people can report concerns
It is not a phone system

Staff will add call issues into the system

This is really a workflow system

Plymouth needs a human contact element and to be proactive in providing information

Town website – things the people need immediately and constantly or seasonally

Have Town Hall review needs assessment survey to identify questions they have about resident needs.

5) Status of UMass Assessment

E-mail has been prepared for key informants

UMass wanted to do these by Zoom. Clarified that our contract provides that key informant interviews will be in person whenever possible

Meghan Broughes – Additional person from PACE

6) New Business

None

7) Next Steps

Looking into specific survey areas and questions

8) Next meeting scheduled for February 6, 2023

By vote – Meeting Adjourned.

Prepared by Steven Bolotin; Senior Task Force Secretary