



CITY OF WORCESTER
CITIZEN ADVISORY COUNCIL
MINUTES
CITIZEN ADVISORY COUNCIL MEETING

Monday, September 25, 2017 6:00 PM

Levi Lincoln Jr. Chamber, City Hall

Present: District 5, Douglas Hannam, Chairperson
District 4, Jesse Gibson, Vice Chairperson
District 1, Gerardo Schiano
District 1, Martin Shanahan
District 2, Ken Asafo-Adjei
District 2, Walter Bird
District 3, Etel Haxhij
District 3, Davis Asare
At-Large, Vanessa Williamson

Excused: District 4, Paul Smith
District 5, Talena Ngo

Guests: Jen Beaton, Deputy City Solicitor
Alexandria Kalkounis, City Solicitor

Staff: Jeannie Michelson, City Manager's Office
Pam Callahan, Department of Human Resources

1. Doug called the meeting to order at 6:03pm.
2. Doug announced that there would be no public comment during this meeting. All questions and comments would be from the CAC members.
3. Doug asked if anyone had questions/comments about the minutes from June 8, 2017.
4. Motioned was made to accept the minutes. Motion was 2nd and all in favor. Minutes approved.
5. Pam Callahan introduced Atty. Beaton and Atty. Kalkounis from the Law Department.
6. Atty. Beaton reviewed the agenda for the training.
7. Atty. Beaton trained CAC on the following topics:
 - a. City Charter & Citizen Advisory Council
 - b. Conflict of Interest Law
8. Atty. Kalkounis trained the CAC on the following topics:
 - a. Open Meeting Law
 - b. Roberts Rules of Order
9. Pam Callahan trained the CAC on running an effective meeting.
10. Marty asked that a copy of the list of boards/commissions with descriptions be sent to each CAC member.

11. Doug asked that a copy of the training presentation be sent to each CAC member.
12. Doug thanked the presenters and asked for a motion to adjourn. Motion was made, seconded and all approved.
13. The meeting was adjourned at 7:32pm.

NOTE: The next meeting is a selection meeting on Thursday, October 26, 2017, 6PM in the Levi Lincoln Jr Chambers, City Hall.

Att: Board/Commission listings with descriptions
Training PowerPoint slide presentation

/jmm
Approved 10/26/17

Welcome Members of the Citizen Advisory Council



Agenda



- City Charter & the Citizen Advisory Council
- Conflict of Interest Law
- Open Meeting Law & Robert's Rules of Order
- Running an Effective Meeting

City Charter



- Pursuant to Article 3, Section 3-3, every board and commission of the city shall be classified as **executive, regulatory, or advisory** by the city manager subject to approval, by majority vote, of the city council.
 - The CAC is an advisory board

City Charter



- The city manager shall not make or seek confirmation from the city council on any such appointments until he/she has received the list of names from the **citizen advisory council** in accordance with section 3-4. The city manager shall not be limited to those names submitted by the citizens advisory council in making appointments to boards or commissions.

Citizen Advisory Council



- Role of the CAC :
 - the CAC is responsible for **publicizing** vacancies, **recruiting** nominees and **advising** the city manager of candidates for appointment to city boards and commissions.
 - The citizen advisory council shall submit two or more names to the city manager for every vacant position.
 - The citizen advisory council shall make every effort to seek applicants from under represented groups in the city and shall give equal consideration to applicants from all segments of the community in submitting names to the city manager for appointment.

Introduction to the Conflict of Interest Law



Purpose of Conflict of Interest Law



- Ensures that private interests do not conflict with public obligation
- Prevents employees/public officials from becoming involved in a conflict
- Ensures that public employees/public officials act objectively and with integrity

What the Law Prohibits



- Bribes
- Accepting gifts/gratuities
- Municipal Contracts
- Acting on own/family's/business' financial interests
- Nepotism
- Misuse of official position
- Representing private parties in public matters
- Misuse of government connections

Personal Liability



- Personal Liability– if there is an intentional violation of civil rights, a board member may be personally liable.
 - This includes being personally liable for monetary damages.



**If you feel you could be in a
conflict violating this law...**



GET ADVICE!

**CALL YOUR STAFF LIAISON, THE
LAW DEPARTMENT OR THE
STATE ETHICS COMMISSION.**

Introduction to the Open Meeting Law



Open Meeting Law



- Applies to every meeting of a **quorum** of a governmental body
 - A quorum of the CAC is 6 members
- A governmental body engages in “deliberation” under the Law and must comply with the Law’s requirement whenever a quorum engages in a verbal exchange

Procedures



Access

- All meetings must be open to the public and shall be accessible to persons with disabilities;
- Meeting locations must be accessible by a wheelchair without need for special assistance;
- Sign language interpreters for deaf or hearing impaired persons must be provided with reasonable advance notice

Conduct

- No meetings conducted via e-mail, video conferencing or conference call; however, applicants may be interviewed via video conferencing (i.e. skype)
- No votes may be taken in open session by secret ballot;
- Any person may record meeting with tape or other method of reproduction (except executive sessions) without interference to meeting

Votes



- A quorum must be present to vote on a matter
- A quorum is usually a simple majority of the members of a public body
- Votes must not be secret or use secret ballot

Parliamentary Procedures

Robert's Rules of Order



- Motions
- Seconds
- Discussion/Debate
- Votes
- Abstaining From Vote

The Motion



- A motion may be used to end the discussion of an item
- A motion can be called by the Chair or a board member
- A motion must be 'seconded'

Discussion - Debate



- Once a topic for debate is open, all members will have an opportunity to voice their opinion/concern
- After a vote is taken on the matter, all discussion must stop unless a motion was taken to “table” the item
- The chair will announce **if, when and how long** the public may speak
 - Public Meeting v. Public Hearing:
 - ✦ A public meeting is generally defined as a meeting in which business is conducted by a public body. This may or may not include participation by the public.
 - ✦ A public hearing is a special type of public meeting, usually required by law, for the purpose of the governing body accepting public comment and testimony.

Abstaining from a Vote



- **Members may abstain from a vote if:**
 - Votes are being cast for their own election to chair or vice chair positions
 - Matters being voted on affects their own financial interest
 - Matters being voted on affect their family's financial interest
 - Abstaining from a vote means more than just not voting – it means a total lack of participation during the meeting.

Robert's Rules of Order



- If you wish to **Limit or Extend** the debate, you say, “I move that the debate be limited to...”
 - Vote required : 2/3
- If you wish to **Enforce Rules**, you say, “Point of Order...” “state the rule you are trying to enforce.”
 - Vote Required: none
 - Example: Chair has set a 2 minute speaker rule and speakers are going over that time.
 - Example: A matter introduced is not relevant to the matter at hand.
- If you wish to **Close** the debate, you say, “I move the previous ...”
 - Vote required: 2/3

How to Run an Effective Meeting



- Define the role and purpose of the group
- Start the meeting on time
- Handle each agenda item effectively and efficiently
- Keep discussions moving
- Balance discussions – don't let a single view dominate
- Stay on topic – don't let people digress, remind them politely to stay on topic
 - Questions to applicants/candidates should be relevant to the position being applied for or topic being discussed
- Break up hot controversies - disagreements are OK, arguments are not
- Use Robert's Rules of Order

Guidelines for Difficult Encounters



- Keep your defensive mode under control
- Practice active listening
- Avoid highly charged language
- Respect and accept individual differences
- Focus on behavior –not personality
- Be clear, direct and specific
- Avoid knee jerk reactions
- Keep an open mind!

Active Listening Techniques



- Maintain Eye Contact
- Repeat, Paraphrase or Restate the speakers comments
- Gauge emotional quotient
- Take notes if you need to

Managing Difficult Participants



- Interrupt and redirect

“Thanks for your comments, I’d like to hear from another participant.”

- Re-clarify the topic of discussion

“That’s an interesting viewpoint, but we are discussing ...”

- End the discussion

Confront and Challenge Group Defensiveness



- Do a process check

“We don’t seem to be communicating here. We are all going in different directions. Let’s all talk one at a time. John let’s hear from you.”

- Restate the purpose of the board & expectations of members

Managing Conflict at a Public Meeting



During the meeting. . .

- Explain the purpose of the meeting and what action is possible at the conclusion of the hearing.
- State and enforce the rules under which the meeting will progress.
- Be careful not to overact to speakers who make inflammatory comments.
- Be calm, informational and understanding.
- Have Board members present viewpoints last.

Working with Staff



- Your staff liaison(s) are there to provide technical assistance and support
- They are your go to person for questions and assistance
- They act as liaison to the City Manager and City Departments who staff other boards
- Staff liaisons will take care of administrative duties; minutes, agenda's, communication etc

Civility



ci·vil·i·ty, NOUN:

formal politeness and courtesy in behavior or speech:

"I hope we can treat each other with civility and respect"

synonyms: [courtesy](#) · [courteousness](#) · [politeness](#) ·
[good manners](#) · [graciousness](#) · [consideration](#) · [respect](#) ·
[politesse](#)

CAC - Charged with Recruitment



- Recruitment starts with outreach to constituents in our community but it doesn't end with the selection meeting.
- In order to encourage residents to apply for boards/commissions, the meetings must be respectful and tolerant of all so that no one is afraid to approach the committee or feel too intimidated to participate.
- The CAC may engage in community events to help recruit candidates.

Effective Interviews



The City takes great pride in the revision of its interview and hiring/appointment process. After recruitment, the second most important part of selection is the interview each candidate.

Questions should be relative to the board and the scope of work associated with the board

Questions should be be phrased in a non-threatening manner.

Name	# Mbrs	Type	Term	Meetings	Board Duties	Member Responsibilities	Member skillset
Board of Election Commissioners	5	Regulatory	4 yrs	Monthly at 6:30pm; day of week varies	Establish policy in matters dealing with municipal election. Draw district, ward and precinct lines. Establish polling places. Perform voter registration. Gather annual street listing or census. Conduct primary, preliminary and elections in accordance with the state election laws and regulations.		
Board of Health	5	Executive	5 yrs	Monthly 6:30pm on Monday's			
Cable Television Advisory Committee	7	Advisory	3 yrs	As needed			
Citizen Advisory Council	11	Unclassified	3 yrs	Monthly at 6pm; day of the week will vary.	Publicize, as widely as possible throughout the community, vacancies on many municipal boards, commissions and advisory committees. Actively recruit nominees, interview applicants and submit recommendations to the City Manager	Attend and participate in all meetings. Recruit applicants whenever and wherever possible, keeping the process of appointment open to all social, economic, racial and ethnic groups residing in the community. Willingness to speak to groups and individuals about opportunities. Become familiar with the charge of other boards.	Familiarity with MCAD interview laws and Human Resources background is helpful.
Civic Center Commission	5	Executive	5 yrs	Monthly, 4 th Thursday, 12:30pm.	Attend monthly meetings to recommend, review, and approve general plans, contracts, and requests that impact the DCU Center.	Work to improve the visitor experience and the community attributes of the DCU Center through a selection of projects and policies.	Business, planning, law, engineering, or event management backgrounds are typical for CCC Board members. A strong interest in the continuing development of the DCU Center and the community is required.

Name	# Mbrs	Type	Term	Meetings	Board Duties	Member Responsibilities	Member skillset
Commission on Disability	7/5	Advisory	3 yrs	Monthly, 3 rd Tuesday at 4:30pm.	Monitor the City's progress regarding the Americans with Disabilities Act Transition Plan; review Handicap Parking violation statistics; monitor Accessible taxi cab statistics; advise the Public Works Department on critically needed repairs and annual expenditure of \$200,000 for accessibility of sidewalks; review and comment on local applications before the MA Architectural Access Board; provide trainings for the community on disability related topics; select groups who serve the disability community to use Union Station's Grand Hall for free for fundraising events.	Participate in monthly meetings and other community meetings as necessary	Collaborative mindset to work together with a diverse group of individuals with varied abilities on issues of mutual concern
Diversity and Inclusion Advisory Committee	9	Advisory	3 yrs	2 nd Thursday at 5:30pm			
Commission on Elder Affairs	15	Executive	3 yrs	Meet approximately 9 times per year - 4 th Monday at 4pm	Broad oversight over the Worcester Senior Center; Review and recommend allocations of program funding; Make recommendations on elder issues; Work closely with staff to support operations and outreach.	Active participation in meetings; become knowledgeable about the Senior Center and elder issues, making recommendations when needed; Serve on Senior Center sub-committee if appointed by the City Manager.	Interest in improving the quality of life of seniors; ability to provide perspective reflecting Worcester's diverse community and/or health and human service delivery; willingness to maintain a professional, supportive relationship with Senior Center administrators.

Name	# Mbrs	Type	Term	Meetings	Board Duties	Member Responsibilities	Member skillset
Community Development Block Grant (CDBG) Advisory Committee	10	Advisory	3 yrs	Every 3 months at 6pm (weekly during peak months: Nov – Feb)	Make annual recommendations to the City Manager regarding agencies and programs to be grant funded for eligible projects through the federal Community Development Block Grant (CDBG) program.	Help identify community needs. Prioritize and make recommendations for projects to be funded through the City's annual CDBG funding	Members should have two or more of the following: 1. Have an interest in helping residents improve their lives. 2. A history of community involvement or interest in community development and neighborhood revitalization. 3. A strong interest in the city's neighborhoods and diverse communities. 4. Capacity to read, analyze and prioritize written applications for funding. 5. A keen sense of volunteerism and dedication to tasks of the committee. 6. Good judgement and ability to work as part of a team.
Conservation Commission	7	Regulatory	3 yrs	Meets twice monthly - Monday at 5:30pm	Administer wetlands protection regulations and make recommendations on the planning, acquisition and management of property for conservation and passive recreation	Participate in meetings and scheduled site visits. Become familiar with the Wetlands Protection Act and local Wetlands Protection Ordinance. Review applications, reports and plans.	Members typically have a background in biology, environmental science, construction or related fields. Members should be able to interpret technical documents and share an interest in protecting important natural resources.

Name	# Mbrs	Type	Term	Meetings	Board Duties	Member Responsibilities	Member skillset
Grand Army of the Republic (G.A.R.) Memorial Board of Trustees	5	Executive	3 yrs	As needed, Tuesday at 5:30pm			
Historical Commission	7/2	Executive	3 yrs	Twice monthly, Thursday at 5:30pm	Preserve, promote and develop historic assets of the City. Review alterations proposed to properties that are located in local historical districts and administers the city's Building Demolition Delay Ordinance.	Participate in meetings. Conduct site visits on their own time. Become familiar with applicable ordinances and regulations. Review applications and plans.	Members have a varied background, including architecture, history, education, business, and other fields. They all share a common interest in preserving and cultivating the historical resources of the city.
Hope Cemetery Commission	5	Advisory	3 yrs	As needed, 4PM, days vary			
Human Rights Commission	9	Executive	3 yrs	Monthly, 1 st Monday at 6pm	Develop educational programs & informational brochures about human rights issues; Conduct outreach to varied ethnic communities & meetings with various community groups; Encourage the reporting of human rights violations within the city; Promote and encourage positive community/police relations	Participate in monthly meetings and other community meetings as necessary	An awareness of oneself; an appreciation for diversity of cultural experiences; an understanding of privilege, power, and difference; and a deep-seated desire for equity, equality, and justice in the world.
License Commission	3	Regulatory	4 yrs	Twice monthly - Thursday at 10:00am			
Mayor Thomas J. Early Scholarship Committee	5	Executive	3 yrs	Dates and Times Vary			
Memorial Auditorium Board of Trustees	5	Executive	5 yrs	Monthly, 5:30pm, days vary			

Name	# Mbrs	Type	Term	Meetings	Board Duties	Member Responsibilities	Member skillset
Off-Street Parking Board	5	Executive	4 yrs	As needed, 4PM, days vary	Oversight of municipal open air parking lots and municipal parking garages.	Set rates and policies for off-street facilities. Work with businesses to improve customer and employee parking conditions.	Valuable board members are business oriented individuals, business owners, accountants, lawyers, managers.
Parks Commission	7	Executive	3 yrs	Monthly, Thursday at 6:30pm			
Planning Board	5	Regulatory	5 yrs	1-2 times per month, Wednesday at 5:30pm	Review site plans, parking plans and subdivision plans. Propose and make recommendations regarding the Zoning Ordinance changes. Support long-range planning initiatives	Participate in meetings and scheduled site visits. Become familiar with the Zoning Ordinance, subdivision regulations and applicable land use regulations. Review applications, plans and staff memos.	Members have a varied background, including engineering, law, business, property management, and other fields. They all share a common interest in participating in the development in the city.
Advisory Committee on the Status of Women	9	Advisory	3 yrs	Monthly, 1 st Tuesday at 5:45pm	Develop, advocate, and supervise programs and policies relating to the status of women in Worcester. Plan annual awards ceremony to honor an adult and a young "Women of Consequence"	Attend and participate in regular meetings.	Members have understanding of how gender norms, roles and relations influence unequal treatment and access in public and private spheres. Members should possess array of analytical, research, advocacy and organizing skills
Trust Funds Commission	3	Executive	3 yrs	Meetings are held quarterly. Thursdays at 4:30pm			
Worcester Arts Council	9	Executive	3yrs	Monthly, 2 nd Thursday at 5:30pm			
Worcester Housing Authority	5	Unclassified	5yrs	Monthly, 3 rd Thursday at 1PM.			

Name	# Mbrs	Type	Term	Meetings	Board Duties	Member Responsibilities	Member skillset
Worcester Redevelopment Authority	5	Unclassified	5yrs	Monthly, 2 nd Friday at 8am			
Zoning Board of Appeals	5/2	Regulatory	5 yrs	1-2 times per month, Monday at 5:30pm	Charged with exercising judgement in considering when to allow discretionary uses or grant exceptions from certain zoning regulations, through special permits or variances. Hear appeals of decisions by the Building Commissioner.	Participate in meetings. Conduct site visits on their own time. Become familiar with Zoning Ordinance and applicable land use regulations. Review applications, plans and staff memos.	