

**Lifeline Board Meeting**  
**June 19, 2013**

**Call to order:** Joyce Taylor called the meeting to order at 6:00 p.m.

**In attendance:** Lori Adler, Joyce Bates, Melissa Clayton, Anne Curwen, Michelle Herron, Kathleen Homyock, Bill Knapp, Stella Llamas, Rita McMahon, Joyce Taylor, Marlaina Tucci, Sue Whitaker, Ed Zivkovich

**Excused:** Jeremy Iosue

**Absent:**

**Quorum Determination:** Quorum achieved

**Staff:** Carrie Dotson, Cate Hearn, Louise Yager

**Guests:** None

**Additions or Amendments to the Agenda:** None

**Approval of Minutes:** A motion to approve the minutes from May was made by Joyce Bates, second by Rita McMahon. **Motion carried.**

**Public Comment:** None

**Committee Reports:**

• **Program & Planning Committee:**

- Louise Yager, our Lead Information and Referral Specialist, was at the meeting tonight to give everyone an update on 2-1-1 and the progress we've made since last year. She explained that we now have the capacity to send callers texts and/or emails of the information they request and that we are getting a great deal of information about changes to programs directly from agencies without our having to request it. She says this is a new situation for 2-1-1. Louise talked about some of the reasons for call volume to be down this year; we've stopped recording hang-up calls and we have a couple of "chronic callers" who have stopped calling.
- Carrie and Cate are in the middle of completing the Needs Assessment and explained the process for those who have not done it before. We will complete five or six focus groups with other agency representatives, as well as distribute customer questionnaires to several agencies and gather a variety of stats. All of these will be combined to create an assessment of the needs and gaps in service for Lake County. From this information, we can make decisions about what programs are still relevant, what is no longer needed, if anything, and what programs we may be able to offer in the future. This process takes place every other year.

• **Fundraising Committee:**

- **Dancing Under the Stars** will be held on August 9 at LaMalfa.
- Carrie reminds Board members that each person should sell at least 2 ads for the program. This is the only request of the Board for this event.

- **HR and Finance Committees:**

- These committees met jointly earlier in the month and will do so again once or twice before our next Board meeting.
- During our strategic planning, it was decided that the issue of salaries needed to be addressed and the committees are working on doing so. Per Board request, Carrie has been researching salary ranges around the state as a first step in this process. Carrie has found three surveys that offer some comparable information and it appears that some of our positions are being paid less than the average. Joyce asks that the Board members look over the rates of other agencies compared to ours and be prepared to discuss more of the particulars at the August meeting. In the meantime, the two committees will meet again and plan to have a recommendation for the next meeting.

- **By-Laws and Membership Committee:**

- Revisions to the By-laws that were presented by the Committee and discussed at the May meeting are ready to be voted on. These have been reviewed by attorney Jeremy Iosue, Board HR Committee Chair. Revisions include the following:
  - Page 3: Replace the old mission statement with the newly adopted one.
  - Proposed language for Article II, Section 4-E-a reads: “Three unexcused absences from regular monthly meetings OR lack of attendance at 50% or more of committee meetings within a 12 month period shall provide grounds for removal from membership on the Board of Trustees”
  - Proposed language for Article II, Section 4-E-b reads: “Members shall notify the Executive Director a minimum of three hours prior to the start of the meeting if he or she plans to be absent from the meeting if it is to be considered an excused absence. Consideration will be given to special circumstances.”
- Lori Adler makes a motion to accept the revisions to the By-laws as proposed. Second by Stella Llamas; **Motion carried.**
- Carrie will email out these changes and each Board member should print them and add them to their By-laws and Membership binder.

### **Finance Report:**

- Our annual independent audit is in process and the auditor will be on site next week to do the testing. The audit should be wrapped up by mid-August and is due to the State by Sept. 30.
- Funding from the State, in the form of reimbursements for CSBG and funding for the Summer Crisis Program, are very far behind schedule. We are currently owed March, April and May CSBG reimbursements and they have told us that we may not get SCP money until August (although the program starts July 1). We have unrestricted funds that can help fill the gap and we have gotten permission to repay other accounts with our SCP money if we borrow from them. We have ordered air conditioners but they cannot be shipped or distributed until we pay for them. A number of options were discussed to try to

cover payroll and fund programs for as long as possible. Board asks Carrie to call our State Reps and inform them of the situation.

- Because of the late reimbursements from the state, Carrie requests permission to move \$12,720 from the savings to the checking to cover the cost of the air conditioners for SCP. Ed Zivkovich makes a motion to transfer the money, second by Pam Morse. **Motion carried.** Funds will be reimbursed to the Savings Account as soon as we receive SCP funding.

#### Director's Report:

- **Office Expansion:** Ray DelaMotte is designing a building plan for us based on our particular requests. Carrie and Rita have also met with Mike Matoney, Executive Director of Crossroads, to discuss options for allowing us to build on their Route 20 property. Ideally, we would like to find a developer who would build the office and rent the space to us. We are still open to other options and sites as well. Rita invites other Board members to join this search process if they are interested.
- We have received a 7.2% increase in our funding from United Way of Lake County and have been granted our full requested amount from Lake County ADAMHS Board. Title XX funding is level at \$25,000.
- We have hired a replacement for Gwen Corban. Her name is Lauri Jackson; she will begin in the position on June 26. Our 2-1-1 position is still open. We made an offer to someone who seemed very promising but she could not accept the salary we offered. We will repost at the end of June.

#### Old Business:

- **Strategic Plan:** The plan will be reviewed every three months until a new one is created or this one is no longer relevant. Carrie reviewed each section as they are now:
  - **Outcome #1: *Board members are educated, become more active and are retained.*** We have several opportunities for Board and staff to meet, including the monthly updates from staff members at Board meetings. The structure of our regular meetings will now include a regular review of progress toward goals. Succession plan will be created later in the year and go into effect next year. The Board would like to have another Board training soon; Carrie will send out another survey.
  - **Outcome #2: *Staff expresses greater job satisfaction and retains positions longer.*** Safety committee has been formed among the staff and several recommendations have been made to increase safety. Carrie and Cate have reviewed this and will present some ideas to the Board soon. All staff has participated in two very effective trainings. The Finance and HR committees have met jointly to begin to study salaries.
  - **Outcome #3: *Facilities are more conducive to agency operations.*** Carrie and Rita have met with an architect who will design a building layout for us as well as leadership at Crossroads where we may be able to build a new office.
  - **Outcome #4: *Communications to the community will be enhanced.*** Our website has been updated and looks much more inviting now. Carrie has been working on extra newspaper articles and shared a large insert created by our state

association which will be in all the local papers soon. Lifeline's 40<sup>th</sup> Anniversary celebrations are complete.

- **Outcome #5: Diverse funding will provide opportunities for agency programs and staff.** Carrie has applied for a number of grants to help support programs and will continue to look for more of these opportunities.
  - **Outcome #6: Evaluate programs for effectiveness while exploring new programs.** Our Needs Assessment is currently in process and will be completed in the Fall. Program evaluation will begin after that is complete.
- 40<sup>th</sup> Anniversary was a success. We had about 175 people join us and the total cost for the event was about \$2,000.

**New Business:** Carrie tells the Board that there will be a carnival sponsored by the Housing Coalition on the square in Painesville on June 21 from 11:00 to 3:00. There will be free food, activities for children and information about community services.

**General Board Discussion: We will not have a board meeting in July. Our next meeting will be August 21 and we will begin at 5:30 since this will be a very long meeting.**

Motion to adjourn made by Pam Morse, second by Joyce Bates. **Motion carried.**

**Meeting adjourned at 7:30 p.m.**