

## Lifeline, Inc. Board of Directors

April 20<sup>th</sup>, 2016

**Call to order:** Meeting called to order by Pam Morse at 6:04 p.m.

### Personal moment of silence observed

**In Attendance:** Rita McMahon, Pam Morse, Ed Zivkovich, Terra Thorpe, Anne Curwen, Alyea Barajas, Holly Hanna, Michelle Herron, Bill Knapp

**Excused:** Joyce Bates, Paula Gordos, Rob Moore, John Shepard, Sue Whittaker

**Absent/Unexcused:** None

**Guests:** Abby Begeman, Aaron Burko

**Staff:** Carrie Dotson, Maribel Young, Tiffany Menosky

**Quorum Determination:** Quorum Achieved

**Additions or amendments to the agenda:** None

**Approval of minutes:** Holly Hanna made a motion to accept the minutes of the March 16<sup>th</sup>, 2016, Board meeting. Alyea Barajas seconded. **Motion carried.**

**Public Comment:** Aaron Burko is attending his first Board meeting. Mr. Burko works at Beacon Health and is interested in becoming a Board Member. Abby Begeman, recommended by Congressman David Joyce, is attending her second Board meeting.

### Committee Reports:

#### Programming/Strategic Planning Committee:

- Tiffany Menosky, Lifeline's VITA Site Coordinator for 2016, gave a presentation of the VITA Program and its outcomes and trends for this year. The program was very successful as she was able to meet this year's IRS goal.
- **Strategic Plan:** The Committee met on Monday, March 28th and focused on assigning target dates for each goal's strategies and responsible parties for completing them. Copies were provided to each Board Member in the red folders. The committee will do quarterly reviews of the plan with the first reviewed schedule for June.
- **Mid-America Consulting Group Contract:** Several 2-1-1 Hotlines around the state have been approached by a Cleveland-based consulting firm, Mid America Consulting Group about purchasing some of our 2-1-1 data. They've engaged with the Ohio Departments of Medicare/Medicaid and Aging to do a research study on healthcare needs/unmet needs. They've proposed paying us \$2,100 year, for two years (\$4,200 total) for us to submit a quarterly data report to them based on the coding they provide to us. With the Board's approval, Carrie would like to enter into this contract—this could provide some much needed revenue in light of the anticipated United Way cuts. The Board had a brief discussion regarding the logistics of this contract. Ed Zivkovich made a motion to approve the new contract. Rita McMahon seconded. **Motion carried.**

#### By-Laws and Membership Committee:

- Abby Begeman is attending her second meeting and would like to be considered for a Board position. She was recommended by Congressman David Joyce to fill the public sector slot. Bill Knapp made a motion to vote Abby on to the Lifeline Board. Ed Zivkovich seconded. **Motion carried.**

- **Review of By-Laws:** Carrie went over the recommended changes to the By-Laws made by the Committee and gave Members the opportunity to ask questions and give their feedback. Board Members will be asked to vote on the revisions in June. A final draft will be sent out before the June meeting.

#### **Fundraising Committee:**

- **Annual Campaign:** Carrie thanks everyone on the Board for all of their contributions and support with the campaign. This year we have 100% Board participation! So far we have \$11,641 in gross donations and we still have a couple of matching gifts that are outstanding. Carrie believes when everything is done we will have close to \$11,500 in net profit.
- **Spring Raffle Fundraiser:** Carrie reports that we are short on our goal of ticket sales for the raffle and encourages everyone to continue to sell as many tickets as possible. The drawing for the raffle will be at the Annual Dinner on May 18<sup>th</sup>.
- **Dancing Under the Stars:** The cast for the event is just about set and will be announced at the May Board meeting. In addition Ali Hughes, Dancing Under the Stars Co-Chair, will be at the meeting to discuss ad sales. The annual kick-off cocktail party is schedule for May 25<sup>th</sup>. Nancy Sanden offered their new reception center for the cocktail party and will be covering the cost of food. A basket was passed around for any Board Members that would like to make a donation to cover the costs of the cocktail party.

#### **Finance Committee:**

- Carrie has been in contact with Snodgrass, the new audit firm and they will be visiting our agency at the end of May to begin testing.

#### **Human Resources Committee:**

- **Vacant Positions:** Currently we have a HEAP intake worker and a Receptionist position available. We are in the process of conducting interviews to fill both of these vacancies.

#### **Marketing/Rebranding Ad Hoc:**

- Carrie reported that Robin Baum, a local marketing/PR professional has agreed to donate her services to lead the ad hoc committee's rebranding efforts. We hope to get this process underway in June, with a completion date of early fall.

#### **Client Policy Ad Hoc:**

- The committee met on March 28<sup>th</sup> to discuss current concerns regarding client's behavior particularly in the HEAP department. Marina contacted other CAAs regarding their procedures for HEAP intake and customer issues. At this time we are looking to develop some new screening methods for the summer program. In addition Michelle has researched the cost of a part time unarmed security guard and we are in the process to secure funding.
- On April 26<sup>th</sup> Sgt. Larry Harpster from the Lake County Sheriff's Office will be conducting an Active Shooter/Critical Incident Training for the entire staff.

#### **Finance Report:**

- The Finance report was included in the Board packet.

#### **Director's Report:**

- **Transfer to Corporate Account:** As we do a couple times a year, we need to move some funds from our unrestricted savings account to the unrestricted corporate account of our checking account. Carrie recommends the Board move \$5,000 into the Corporate Account. Anne Curwen made a motion to transfer \$5,000 into the Corporate Account. Michelle Herron seconded. **Motion carried.**
- **ADAMHS Proposal:** This year is unique for ADAMHS funded agencies. Because it is a very transitional year for the provider agencies who are Medicaid reimbursed, the ADAMHS Board decided to keep things status quo

to give agencies the flexibility to adapt to all of the upcoming Medicaid changes. Therefore, no RFP was issued for SFY2017 and all agencies will receive level funding and have their SFY16 contracts extended for an additional year. We will instead submit an RFI with updated data and projections. The ADAMHS Board funds our 2-1-1 program operations, including space costs, fiscal and IT contracts and some salary costs. Our FY 2016 non-Medicaid contract with ADAMHS is \$61,425, which will now continue through June 30, 2017. Rita McMahon made a motion to accept the proposal. Alyea Barajas seconded. **Motion carried.**

- **ADAMHS One-Time Technology RFP:** The ADAMHS Board has a surplus of unspent revenue that they would like to get out to agencies to spend. Because this is not a traditional, long-term funding stream, they've decided to issue a one-time RFP for projects that involve infrastructure or technology improvements. Any ADAMHS funded agency may apply. They have \$700,000 available, but it is unknown how they will prioritize the proposals that come in. We have met with our IT team at Meritech. They've completed an analysis of all of our equipment and are prioritizing what our oldest technology is and what they believe we will need replaced in the next 18 months and we'll be submitting a proposal for this RFP based on that. We're still working with Meritech on the proposal, so we do not have a final proposed amount or details, but we're estimating asking for around \$25,000 for technology upgrades (server, copiers, disaster recovery backup system). I will have a more formal description and amount at the Board meeting on Wednesday for the Board's consideration. Bill Knapp made a motion to approve the proposal as recommended by our IT firm, Meritech. Anne Curwen seconded. **Motion carried.**
- **Lake CDBG/2-1-1 Lake County Proposal:** Lake County has traditionally funded 2-1-1 Lake County operations with CDBG funding—this funding is used to cover annual user fees associated with our data and taxonomy subscriptions, as well as with audit costs, and travel/training costs. Our current year funding is \$14,800 and Carrie is recommending that we request \$20,000 for FY 2016 in an effort to make up some of the looming UWLC cuts. Michelle Herron made a motion to approve the proposal to request \$20,000. Alyea Barajas seconded. **Motion carried.**
- **HOME Funds/Rental Assistance Proposal:** For the Rental Assistance Program, our current year allocation is \$90,000, which is split \$77,800 direct client to pay for security deposits/first month rent payments and \$12,200 to pay a portion of the salary for our Housing Coordinator who administers this program full-time. For FY 2016, Carrie's recommendation is to request \$120,000, which would equal \$102,000 direct client services and \$18,000 for a portion of the Housing Coordinator salary. Ed Zivkovich made a motion to approve the proposal at \$120,000. Rita McMahon seconded. **Motion carried.**
- **HOME Funds/Supportive Housing Proposal:** Our current year allocation is \$30,000. These HOME Funds are all direct client funds used to pay the rental subsidy for those participants in our Supportive Housing Program. For FY 2016 Carrie's recommendation is to again request \$30,000. Anne Curwen made a motion to approve the proposal at \$30,000. Rita McMahon seconded. **Motion carried.**
- **Fair Housing Resolution:** This resolution is a requirement of both the HOME and CDBG grants and verifies Lifeline's commitment to supporting fair housing practices. A sample is included in your packet. Our Board is required to adopt it for 2016. Hollie Hanna made a motion to adopt the resolution. Ed Zivkovich seconded. **Motion carried.**
- Carrie reports that the Western Reserve Junior Service League provided a generous grant that allowed us to purchase a new laptop for the agency.

#### **Program Report:**

- On May 2<sup>nd</sup> Alicia Sullivan from OCA will be conducting a review of our HEAP operations.
- ODMH: Quality Assurance Activities – None

- Client Rights Activities/Grievances – None

**Old Business:**

- Carrie stated that Jeff Diver will not be here to conduct the Board Recruitment/Retention/Succession Planning tonight. The training has been rescheduled for the August Board meeting.
- Both the Annual Dinner and the Board meeting are scheduled for Wednesday, May 18 at Pine Ridge Country Club. The Board meeting will start at 5:30 pm. The deadline to RSVP for the dinner is May 6.
- The Bridges out of Poverty Training is scheduled for May 17<sup>th</sup> at LaMalfa. Lifeline is the lead agency for this event.

**New Business:**

- Carrie, Michelle Mezaris and Michelle Herron attended a strategic planning meeting at the ADAMHS Board. The goal of the meeting was to discuss the future of ADAMHS Board funding and the priority topics that Lake County should focus on. Carrie shared that the priorities suggested at the session included restructuring of smaller agencies, a greater emphasis on housing and increased outreach and awareness for ADAMHS programs/services. A copy of the ADAMHS Annual Report was handed out to all Board Members.
- Applications for the Bike program are currently being taken. Michelle Mezaris will have a program update at the May Board meeting.

**General Board Discussion:**

- Carrie updated the Board regarding a notice of trespassing that was issued to a client who has a history of intimidating and threatening staff. Holly suggested that due to the situation both Michelle and Carrie take out personal restraining orders.
- The United Way of Lake County's Dine to Donate is scheduled for Thursday, 4/21. A Dine to Donate flier was handed out to all Board Members.
- Carrie reports that she met with Ron Trout at the United Way panel regarding program cuts and Federal matching dollars. Rita suggested that we use some of the money that is in our savings account to fund programs that receive United Way cuts if needed.

**Adjournment:** Holly Hanna made a motion to adjourn at 7:15 p.m. Michelle Herron seconded. **Motion carried.**