

**Lifeline, Inc. Board of Directors
October 21, 2020 via Zoom!**

Call to order: Meeting called to order by Vice President Pam Gouldsberry at 6:03 PM

Personal moment of silence observed

In Attendance: Melissa Amspaugh, Aaron Burko, Lenore Collins, Paula Gordos, Pamela Gouldsberry, Sean Kramer, Ryan McGinnis, Pam Morse, Jennilyn Patterson, Christine Shoop, Kate Stein, Sarah Wade, Robert Weger, Sarah Welch

Excused: Julie Novak, John Shepard

Absent/Unexcused: Tony Zampedro

Guests: Larry Johnson, Snodgrass of NEO; Jeffrey Diver, OCATO/SELF; Tom Quade, Geauga Public Health Commissioner

Staff: Carrie Dotson, Jennie Best

Quorum Determination: Quorum Achieved

Additions or amendments to the agenda: None

Approval of minutes: Pam Gouldsberry suggested one small revision to the September minutes. Pam Morse made a motion to approve the minutes with the amendment of the September 16, 2020 Board meeting. Paula Gordos seconded. **Motion Carried.** Christine Shoop abstained.

Public Comment/Introduction of Guests: Pam welcomed Larry Johnson, our auditor with Snodgrass of NEO, Jeff Diver, our consultant with OCATO and Tom Quade, the Geauga County Health Commissioner, who is returning for his second Board meeting. Carrie introduced Jennie Best, our new Director of Community Services, who began last week.

Committee Reports:

Finance:

- Carrie had emailed out draft copies of the FY 2019 audit report to the Board on Monday. Larry Johnson was on the Zoom to present the audit to the Board and answer any questions that they had about the audit report or the management letter. Christine Shoop made a motion to accept the FY 2019 Audit report as presented by Larry Johnson. Pam Morse seconded. **Motion carried.**

Fundraising:

- Dancing Under the Stars Wrap Up: Carrie thanked the Board members who contributed to the DUTS raffle and bought tickets. While final results aren't available yet, we anticipate that between the funds raised by the four captains this summer, the sponsorships we secured and the raffle proceeds that we likely raised somewhere around \$65,000 net, which will be split with FPA.
- Annual Campaign: Carrie thanked the Board members for returning their pledge cards (and in some cases their pledges), as well as updated lists. Because the DUTS raffle ran so late into October, we have decided to push back the annual campaign by a few weeks, but before Thanksgiving so that we can capitalize on Giving Tuesday. Carrie will be reaching out to each Board member to get their individual letters signed in the coming weeks.

Programs & Planning:

- None

By-laws & Membership:

- Pam Gouldsberry again welcomed Tom back for his second meeting and he agreed that he is willing and excited to join our Board. Lenore Collins made a motion to appoint Tom Quade to the Lifeline Board. Paula Gordos seconded. **Motion carried.**

Human Resources:

- Carrie updated that as mentioned earlier, we have hired Jennie Best as our new Director of Community Services and she started with us last week. Jennie comes to us from Lake Health and previously worked at Leadership Lake County. We're very excited to have her. We have also hired Dylan Crowell as our Volunteer Coordinator with the VGP. We currently have two additional positions posted and have three more that will be posted in the coming months.
- Carrie also updated that she's terminating the adjusted remote work schedule effective October 31 and all staff will be returning to the office five days a week on Monday, November 2. Carrie said that while they are really relieved to know that they can do this if needed, it brought so many challenges that we didn't see a benefit to continuing to do it voluntarily. Carrie said that staff seem to be comfortable with coming back to the office setting and that every precaution will be taken to ensure the safety of the staff. Carrie said that there is some trepidation about bringing clients back in, but that Jennie has a lot of experience in this area and will be putting new protocols and safety procedures in place, as well as doing some staff training, so she thinks this will help. Aaron Burko suggested that they've had clients back in the office since early summer and said he was happy to share their processes and experiences with Jennie.
- Pam Gouldsberry updated that the HR Committee had received Carrie's proposed goals for 2020-21 and that the Committee has reviewed and accepted them.

Ad Hoc Facilities Committee:

- **New Facility Lease:** Carrie updated that she notified both Dan Smith and the attorneys that the lease had been approved. Now we need to approve who will be authorized to sign on behalf of Lifeline. David Harvey, our attorney, recommended that Carrie sign as Executive Director. The Executive Committee discussed and concurred. Christine Shoop made a motion to appoint Carrie Dotson as the authorized signer on Lifeline's behalf. Aaron Burko seconded. **Motion carried.**

Finance Report:

- The July Financial Report was included with packets.

Director's Report:

- Governor's Imagination Library: Carrie updated this program is off to an incredibly fast start—already United Way of Lake County has granted \$20,000 to the project and we have over 120 kids already enrolled. We plan to do our first book order in November. We're very excited about this new initiative.
- ODSA Grant: Carrie updated that OACAA is reporting to all CAAs that ODSA will be granting \$5 million in CARES Act funding to Ohio's CAAs to be used for eviction prevention, mortgage assistance and utilities for residents affected by COVID-19. Lifeline expects probably somewhere between \$500,000 and \$750,000 for Lake & Geauga Counties. Currently this funding has an expiration date of 12/31/20, but our state and national associations are working with Congress to try to secure an extension. We anticipate receiving the funds sometime in November. We already have a program in place, so we should be able to act very quickly once a grant agreement is in place and funds have arrived.
- Holiday Adopt A Family: Carrie shared that each year we look for adopters for the families enrolled in our long-term support programs to help provide a little extra help at the holidays. Each of the families creates wish lists for their children and a few practical things for mom. We are looking for groups, businesses, etc. to

sponsor families for this year. Pam Gouldsberry shared her experiences with the program, as she and John and their spouses have adopted a family each of the last few years. Carrie asked anyone interested to let her know and she'd connect them to the appropriate staff.

- Diversity/Inclusion/Equity Project: Carrie updated that she's had recent conversations with Pastor Maurice Coffee of Union Community Church in Concord. We've talked about somehow working with his congregation and perhaps others in the Painesville area, to really assess the needs of our community's Black population. What are their needs, where are gaps in services, what are barriers to existing programs—these are all the kinds of things we're interested in. Pastor Coffee suggested that she work with him and the Painesville Ministers Fellowship to create a survey that could be sent electronically to members of the congregations. Carrie and staff will be working on this and hope to get it out in November, so that we can begin analyzing findings and perhaps implementing changes in January. Carrie will likely run the results of this survey and any ideas or recommendations through the Programs & Planning Committee.
- IT Desktop Computer Bids: Carrie updated that we've received bids to purchase six desktop computers to replace very old models in our office (purchased in 2010). We budgeted CARES Act funding to replace these desktops because none of them have cameras or microphones for Zoom capabilities, which has become a necessity. The Board had discussion on the bids and whether it was necessary for the staff to have two monitors instead of one. Carrie said at this time, the HEAP staff already have two monitors as required, but that the other staff have not expressed a need for them. Pam Morse made a motion to accept the Dell quote for desktop computers. Christine Shoop seconded. **Motion carried.**

Program Report:

- ODMHAS—Quality Assurance Activities: None
- Client Rights Activities/Grievances: None
- Program Updates:
 - HEAP SCP & WCP: Carrie updated that the HEAP SCP ended Sept. 30, with pending applications closed out by Oct. 15. We accepted 466 applications and approved 317. Carrie explained that this was significantly more applications than in 2019, but only a handful more approvals. Part of this was that we had ordered and paid for 80 air conditioners in June, but by October we'd only been supplied 2 due to COVID disruptions to distribution by our vendor, Home Depot. Also, with phone intake, all of those applicants were pended until documents were received and many simply didn't follow through. The HEAP WCP begins on November 2 and we're prepared to offer primarily phone intake again, along with very limited in-person appointments for those in a true crisis. We do not yet have grant agreements or award letters for WCP. Staff completed training last week and do have guidelines. We're in the process of getting fliers/promotional materials completed and our HEAP Kickoff meeting will be held virtually next Wednesday.
 - VITA Program: Carrie updated that we are moving forward with our VITA Tax Clinic Program and will be expanding this year to offer clinics at our Geauga office for Geauga residents, in addition to our Painesville office, the Perry Community Center and, hopefully, the Wickliffe Family Resource Center. Our plan is to do intake over the phone, but tax preparation in person. Right now we are working on recruitment of volunteers, which we know will be more challenging during the pandemic. If you, or anyone you know, is interested in volunteering, please let Carrie know.

Old Business:

- None

New Business:

- None

General Board Discussion:

- None

Adjournment: Lenore Collins made a motion to adjourn at 7:06 p.m. Christine Shoop seconded. **Motion Carried.**

History of Community Action / Board Roles & Responsibilities Training: Immediately following Board meeting.