

Lifeline, Inc. Board of Directors
April 21, 2021 via Zoom!

Call to order: Paula Gordo called the meeting to order at 6:01 PM.

Personal moment of silence observed

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

Excused: Tom Quade

Absent/Unexcused:

Guests:

Staff: Carrie Dotson, Jennie Best, Rebekah Jones

Quorum Determination: Quorum Achieved

Additions or amendments to the agenda: None

Approval of minutes: Christine Shoop made a motion to approve the minutes of the March 17, 2021 Board Meeting. Sean Kramer seconded. **Motion carried.**

Public Comment/Introduction of Guests: Carrie introduced Rebekah Jones as the new Administrative Assistant at Lifeline, Inc.

Committee Reports:

- **Executive:** No report.
- **Finance:** Carrie updated that we are beginning to prepare for the independent audit for FY20. They will be in to do fieldwork on May 3-6.
- **Human Resources:** Pam Gouldsberry informed the Board that the Human Resources Committee had a meeting on March 2nd, 2021 where Carrie gave an update on the latest hires and resignations.
 - At this time, the Human Resources Committee is working on a Wage & Salary Plan. During the March 2nd meeting, the committee discussed getting some comparisons and data from other agencies for said plan. Currently, they are reviewing the proposed salary plan by Jeffrey Diver and his community action organization, as well as a 2018 study from the Ohio Association of Nonprofit Organizations. Christine is working on an updated chart to narrow the focus of the meeting and consolidate the current data. The Human Resources Committee will meet on May 18th at 6 P.M. at Victoria Place in the conference room and hopes to make recommendations to the full Board on an updated Wage & Salary Plan at the June Board meeting.
 - Carrie stated there are additional HR projects in the works including the review and revision of job descriptions as this must be done every five years. She is hopeful that this will be completed in time for the May 18th meeting as they correlate with the Wage & Salary Plan so that both may be presented to the Board in June. If not, they'll be presented at the August Board meeting.

- **Hiring Update:** Carrie stated there have been several new hires in the last month. Rebekah Jones is the new Admin. Assistant. Cameron Cowles is the new Special Projects Coordinator that is leading a lot of the 2-1-1 projects. Dane Frasure is our Representative Payee Coordinator and he is working on getting the program up and running. HEAP Intake Staff and 2-1-1 Navigators have also been added. Carrie said that we've hired from within for two positions—for the 2-1-1 program manager position Peggy Hanford-Parks was promoted. Also, Andria Bleck was promoted to our Community Services program manager position.
- **Programs & Planning:**
 - **Strategic Plan Quarterly Review:** Carrie stated that due to COVID-19 we've lost focus on the plan, but going into the retreat this fall she definitely wants to get back to it. Carrie and the Board went through and reviewed all of the outcomes and goals and discussed accomplishments, things we think we'll still get finished in this plan and particular goals we may want to consider carrying over into the new 2022-24 plan. Carrie encouraged the Board to take the next five to six months to think of what is important to include in the next plan prior to the Strategic Planning Retreat in the fall. We will also have the data from the need's assessment prior to the retreat.
 - **2020 Agency-wide Budget & Outcomes:** Carrie updated the Board that CSBG national standards require an agency wide budget presentation that is approved by the Board. The first page is a comparison of 2020 budget and the 2019 budget so that the Board can clearly see what has changed. Carrie went through each line item and updated on why there were differences. Carrie also provided each Board member with an outcomes packet—it included client characteristics/demographics reports, 2-1-1 call data, outcomes data and program success stories. Pam Morse encouraged the Board to share these success stories with friends who have not donated to the annual campaign. Carrie stated that for National Community Action Month in May we will be featuring some of those success stories on our Facebook page. Paula Gordos commended the entire staff on their outstanding work under the very unique circumstances of COVID-19. Pam Gouldsberry made a motion to accept the agency-wide budget for 2020. Pam Morse seconded. **Motion Carried.**
- **Fundraising:**
 - **Annual Campaign 20-21 Updates:** Carrie thanked the Board for their efforts and was very excited that we met our goal. The donor list to date is included with Board packets. There are still more donors trickling in and we did receive 100% Board giving. Thank you to the Board! We are at \$15,263.85 net profit and we have 134 donors. The campaign has been extended to the end of this April and Carrie asked for the Board members to reach out to their contacts and encourage them to give in one last push. She thanked the Board once again for all their efforts.
 - **Dancing Under the Stars Virtual Raffle:** The fundraising committee will be meeting on May 6th in person at Victoria Place at 6 p.m. to go over some of the recommendations of the Dancing Under the Stars Virtual Raffle planning committee. We have some of creative ideas on how to get our respective boards involved and they'll be presenting these to the Board in May. We are hoping to do well with the virtual raffle and plan to be back on the dance floor in 2022.
- **By-laws & Membership:** No report

- **Ad Hoc Facilities Committee:** Carrie said that she is awaiting updates from Victoria Place. Carrie said she has reached out to Cathy Bieterman, the Director of Economic Development for Painesville, and asked if she had any ideas just in case we need a backup plan and is awaiting her response. At this point, Carrie is still hopeful that we can make Victoria Place our permanent home. Paula Gordos asked if Carrie needs help from a Board member to help facilitate the conversation with the landlords. Pam Morse volunteered to assist and asked Carrie for any documentation that can facilitate the conversation. Paula Gordos asked if renting space is the only option or should we consider building or buying a space. Pam Morse said that they did look into new construction several years ago, but the expense was too high and it adds all of the work of being a property manager onto our already lean administrative staff.

Finance Reports: January & February 2021: Carrie confirmed that the reports for January & February are in the Board packets. The Board had no questions.

Director's Report

- **WRJSL Funding:** Carrie updated that the Western Reserve Junior Service League provided a \$1,500 grant for our Lake County Imagination Library. Pam Morse mentioned that we can support WRJSL by supporting their upcoming Virtual Raffle fundraiser.
- **FY 22 Lake ADAMHS Proposal:** Our FY 21 ADAMHS funding was \$104,425 and the breakdown is in the April Director's Report. ADAMHS has been very understanding of the current 2-1-1 situation after the United Way cuts and they fully expect an increase in our ask for 2-1-1. Carrie also mentioned that our kinship numbers are much higher than anticipated when they launched two years ago and thus they are expecting a small increase there as well. Carrie recommends for FY22 to ask for \$129,425 which is a \$20,000 increase for 2-1-1 and \$5,000 increase for Kinship Services. The proposal is due May 3rd and requires Board approval. Pamela Morse made a motion to approve the proposal. Christine Shoop seconded. **Motion Carried.**
- **FY 21 Lake CDBG Grant:** Carrie explained that each year they have a requirement that you apply for a different program than the year before. Last year they funded 2-1-1 operations at \$20,000 and the year before that they funded Kinship Services at \$15,000. For FY21 we will be requesting that they fund our new Representative Payee Program for \$20,000. This grant is due May 20th and does require Board approval. Christine Shoop made a motion to approve the proposal. Robert Weger seconded. **Motion carried.**
- **FY 21 HOME Subsidy Grant:** This is for supportive housing for single moms who are enrolled in school or job training that are working towards a degree. We subsidize rent while they are in school so that they can focus on learning. The program provides regular case management and helps them to achieve goals and remove barriers to self-sufficiency. In FY19 we carried over a lot of money and so in FY20 our grant was for \$10,000. FY21 we would like to ask for \$30,000 which is all rent subsidy on behalf of the participants. This grant is due May 20th and requires Board approval. Pam Morse made a motion to approve the proposal. Jennilyn Patterson seconded. **Motion Carried.**
- **FY 21 HOME Placement Grant:** The rental assistance program helps with security deposits and first months rent which assists eligible persons to acquire safe and affordable housing. In FY20 we received \$127,000. For FY21 Carrie recommends an ask of \$140,000 as we anticipate a wave of evictions once the moratoriums expire. Carrie explained that they're anticipating hundreds of Lake County tenants have not paid their rent for the last year due to the moratoriums and do not have a COVID financial impact and thus will not qualify for the Coronavirus Relief Funds.

Anticipating these waves of evictions, this program may be the only option for those that do not qualify for Coronavirus Relief Funds. We want to have enough funds in the program to meet that demand which will likely come later this summer or fall. This grant is due May 20th and does require Board approval. Pam Morse made a motion to accept the proposal. Christine Shoop seconded. **Motion Carried.**

- **FY 21 Mentor CDBG Grant:** For FY20 we received \$5,000 for 2-1-1 operations. For FY21 Carrie recommends that we again ask for \$5,000. This grant is due May 14th and does require Board approval. Christine Shoop made a motion to approve the proposal. Pamela Gouldsberry seconded. Stephanie Johnson abstained. **Motion carried.**
- **Lake CSBG Cares Revision:** We approved the initial application for the CARES Act last year, however, we have the opportunity to revise that grant as needs change. Last spring, we thought that most residents would need help with rent and utilities so we put the majority of the funds there. We have since received millions of additional dollars in Coronavirus Relief Funds. We took the opportunity to submit a revision to ODSA for Lake County and moved a lot of funding out of housing and moved it to other necessities that did not have funding, including staffing for 2-1-1 costs as they were very busy with vaccine registration and scheduling earlier this year; additional housing intake staff, additional equipment including several laptops, monitors and file cabinets; and additional funding for the 2-1-1 tech project as we had budgeted some funding, but wanted to ensure there were enough funds to see the project completed. This proposal was submitted, but still requires Board approval. Paula Gordo made a motion to approve the submission. Robert Weger seconded. **Motion carried.**
- **Pathways Community Hub Project:** As Carrie has previously presented, this is a project to establish a Pathways Community Hub in Lake, Geauga, Ashtabula and Portage counties to work assisting our Medicaid-eligible clients work towards meeting the social determinates of health. To continue to move forward on the project we do want formal Board approval as next steps will involve raising funding. Pam Morse made a motion to approve Lifeline's participation in the Pathways Community Hub project. Christine Shoop seconded. **Motion Carried.**

Pam Morse asked if these were all Lake County grants and if there was any funding for Geauga. Carrie confirmed that these are all regular Lake County grants, however we did bring new grants to Geauga County this year under the Homeless Crisis Response Program. We also have all the Coronavirus Relief Fund programs that have come in for Geauga County which just over \$1 million in funding. Pam Morse also asked if we could get the CDBG funding for Geauga County as well? Carrie said that she would like to get the permanent designation in place and build a stronger relationship with the Geauga County Commissioners before we make an ask on that.

Pam Morse asked if there are any updates on the permanent designation for Geauga County. Carrie confirmed we still need just one more endorsement. Carrie and Tom Quade are working on that, and are hopeful to get the support needed this summer so that we have the permanent designation when the CSBG grant is written in the fall. Pam Morse thanked her for the updates.

Program Report:

- **ODMHAS Quality Assurance Activities:** None
- **Client Rights Activities/Grievances:** Carrie confirmed that we do not have any grievances, but we do have one case of suspected fraud that we're communicating with ODSA about. Jennie confirmed that a

gentleman applied for Coronavirus Relief Fund rent assistance who is renting from his father, and there have been several inconsistencies in the applications, and several different applicants have used the same address. We have sent a letter denying relief based on these findings and we do have the support of ODSA. Carrie stated that this has not escalated to a grievance yet, but this may come up in the next month if he decides to appeal.

- **Program Updates:**

- **2-1-1 Expansion:** Carrie Serves on the Executive Committee of the Board of Ohio AIRS, the state association for 2-1-1s in Ohio. One of their priorities has been to get statewide funding for 2-1-1, as we are one of the only states that does not have it. We have secured a grant from the Ohio Department of Health for 2-1-1s in Ohio for a \$1,000,000 contract for six months lasting from January – June to reimburse 2-1-1s for their work in vaccine scheduling. One of the agreements in the contract was that the entire state would be covered and our 2-1-1 picked up three counties that did not have coverage. Our 2-1-1- now serves Lake with full coverage and provides COVID-specific/Disaster coverage for Pike, Erie, Wayne, and Holmes counties. Lifeline has a six-month baseline contract of \$34,000. In June we will submit data on how many vaccination schedules and registrations we did, and then they'll be allocating half the pot of money based on those numbers. We were one of the 2-1-1's that did a lot of work early on and for that reason Carrie anticipates a good portion of grant funds based on that, but we won't know our final allocation until then.
- **Heap Winter Crisis Program:** Carrie updated that the program ended March 31st and they closed pending cases on April 15th. We accepted 678 applications and 504 were approved. What has been noticed both for Summer Crisis last year and Winter Crisis this year is that all applications were done over the phone and clients had to return documents to us and so many did not. We are hoping to safely go back to in-person for Heap Summer Crisis this year, pending state approval.
- **Coronavirus Relief Funds:** Carrie updated that additional funds are expected. Currently, we have three different grants, the first of which is nearly spent out. The fourth round, sponsored by Geauga state senator Sandra O'Brien, passed the Ohio House and the Ohio Senate and is being reconciled. Carrie anticipates that it will be before the governor to sign by the middle of May. Carrie approximates \$12,000,000 grant funds for Lake and Geauga County from that fourth round of funding. We are also likely to receive funding from the new American Rescue package that is being funded federally, although it will likely not become locally available until later this summer. We anticipate a water program, a rent program, and a mortgage program and we anticipate getting all three programs for both counties. We've also been actively involved at the state level in advocating for community action agencies to receive broadband funding both from the American Rescue package and the new American Jobs package. We also submitted a proposal to the Lake County Office of Planning and Community Development for \$5,800,000 to operate their COVID Housing Relief Fund. We are waiting to hear if that has been funded.

Old Business: Carrie reminded the Board that the May Board meeting was moved to May 12 and will include Board Roles/Responsibilities & Conflict of Interest Training with Dani Robbins.

New Business: None

General Board Discussion: None

Adjournment: Paula Gordos made a motion to adjourn at 7:11 PM. Christine Shoop seconded. **Motion carried.**