



**Lifeline, Inc. Board of Directors
August 18, 2021 via Zoom!**

Call to order: Paula Gordos called the meeting to order at 6:02 PM.

Personal moment of silence observed

In Attendance: Lenore Collins, Paula Gordos, Pamela Gouldsberry, Sean Kramer, Ryan McGinnis, Pam Morse, Jennilynn Patterson, Tom Quade, Christine Shoop, Kate Stein, Sarah Wade, Sarah Welch.

Excused: Melissa Amspaugh, Stephanie Johnson

Absent/Unexcused: Aaron Burko, Robert Weger

Guests: Brittany Sustar

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 June 16, 2021 Board Meeting Minutes. Tom Quade seconded. **Motion carried.**

Public Comment/Introduction of Guests: Paula Gordos introduced Brittany Sustar from UH Geauga Hospital. She has been recommended to replace Julie Novak, who has resigned from the Board due to a role change at the hospital. The Board welcomed Brittany to the meeting.

Committee Reports:

• **Human Resources:**

- **HR Projects Update:** Pamela Gouldsberry stated that the HR Committee recently had two meetings: one on July 20, 2021, and the other on August 17, 2021. The Committee is presently working on revising 11 job descriptions, which are currently under legal review. The HR Committee is hopeful to have the job descriptions to present to the Board at the September Board meeting. Carrie and Jennie have been working well with the HR Consultant and hope to present the policy manual draft to the HR Committee in October. The revised policy manual would be presented to the full Board in November, with full implementation starting January 1, 2022. Pamela added that there would be an addition of a retirement policy consisting of a 3% match up to \$500 per employee towards the agency-sponsored 403 (b) retirement plan. The HR Committee is excited about this addition.
- **Executive Director Annual Evaluation:** During the August 17 meeting, the HR Committee began their annual review of the Executive Director's performance. We plan to have an Executive Session on the September agenda to review the performance evaluation with the full Board, with a vote of approval to follow.

- **COVID Leave Policy: VOTE:** Pamela Gouldsberry stated that Lifeline experienced issues with some employees during COVID-19 regarding quarantine and what leaves to use for periods of quarantine and isolation. To that end, the Committee drafted a new policy with the assistance of our HR attorneys—it was included in the Board packets. The Board discussed in what situations this policy would be applicable and agreed that the policy applies to public health emergencies during which a person could be contagious and is required to quarantine. Additionally, the Board discussed the topic of remote work during a self-quarantine period and that employees are welcome to work from home during that time if able and necessary. Christine Shoop made a motion to approve the Emergency Health Leave Policy. Tom Quade seconded. **Motion Carried.**
- **Programs & Planning:**
 - **Needs Assessment:** Carrie stated that the Programs & Planning Committee would most likely have a meeting at the end of September or the beginning of October to review the drafts of the Lake & Geauga Needs Assessments. Carrie and Jennie are hard at work for the 2021 Biennial Needs Assessment for Lake and Geauga Counties and will have that assessment to present to the committee as we head into the fall budget and grant season. Our hope is to present to the full Board for approval in October.
 - **Geauga Designation:** Pam Morse inquired about our letters of approval for permanent designation in Geauga County. Carrie confirmed that there were no significant updates in the last six months. Carrie mentioned that the state has contacted the County Commissioners and the respective Mayors of Middlefield and Aquila Village and still has yet to receive a positive response. Lifeline is gathering data on the Geauga residents whom we are serving with the Coronavirus Relief Funds in the hopes of further demonstrating our positive impact in the area. There was additional Board discussion on how the Board members could assist in this process. Pam Morse, as a representative for the Urban League of Greater Cleveland, volunteered to reach out to Geauga County to schedule a panel discussion. Pam believes the panel discussion could be an opportunity to speak with the respective entities in the hopes of keeping the doors of communication open. Pam stated that she would keep the Board informed of her progress.
 - **Strategic Planning Retreat Save the Date:** Saturday, November 6 from 9 a.m. to 2 p.m.—Location TBD
- **Finance:**
 - **Endowment Update:** Our quarterly statement on our Cleveland Foundation Endowment was included with the packets. Carrie stated that Lifeline made just under \$60,000 in earnings, which takes us just shy of \$350,000 in the Endowment. Carrie asked for any Board questions, and there was an inquiry regarding when we moved money from the savings account and how much is in the savings account presently. Carrie said that we last moved \$20,000 to the Endowment in February or March of this year and that we have around \$25,000 in the savings account. The Board also discussed the moving of savings funds after recent fundraising efforts and agreed that the Finance Committee could review the savings account data and continue the discussion at a future Board meeting.
- **Fundraising:**
 - **DUTS Virtual Raffle Updates:** Carrie thanked the Board members and the past Dancing Under the Stars celebrities for their contributions. Carrie stated that we raised \$4,500 the first week of the raffle, which was significantly less than what we were hoping. The second week we were over \$3,000 as of the 18th with three days left to donate. Carrie asked the Board members to continue sharing and promoting the event. The goal was to have \$25,000 in combined donation and sponsorship split between Lifeline and Signature Health.
 - **2021-22 Annual Campaign:** Carrie stated that we would kick off the annual campaign next month and that there would be informative sheets with tips and goals for the campaign. Carrie added that for the newer Board members, there would be a review of what is expected of Board members as far as participation next month.

- **By-laws & membership:** No report

- **Ad Hoc Facilities Committee:**
 - **Consolidated Lease/Space:** Carrie informed the Board that we have reengaged with Dan Smith and Consolidated Investment Group regarding a potential facility plan. Carrie met with Dan Smith for about two hours and walked over to the previously considered space in the Telegraph Building. Carrie and Dan discussed our need for additional space, its affordability, and possible cost-saving measures for said additions. The proposed cost-saving measures include a smaller lobby to convert that space into offices, utilizing cubicle spaces for the 2-1-1 call center and the guardian staff, and the possibility of bringing money upfront to lower the monthly cost of the lease and to offset the cost of the additional space, and the possibility of a fifteen-year lease. Dan stated he was going to talk with the city to see if there were any cost savings or incentives they could offer and he was going to meet with his architect to do some reconfiguring to meet our needs based on the list we provided. Once that is completed, Dan intends to create cost proposals for the Committee to review – one that included bringing funds upfront and one that did not. Carrie stated that as soon as she receives the proposals she will call an Ad Hoc Facilities Committee meeting to review and discuss their feasibility.
 - Additionally, the committee met with a realtor representing additional properties in Painesville; however, neither property was a feasible option. Carrie stated that there are still some discussions with our owners at Victoria Place happening, as well.

- **Finance Report:** Carrie encouraged the Board to review the May 2021 financial report that was included in their packets. The Board had no questions.

- **Director’s Report:**
 - **FY 22 Funding:** Carrie stated that in her report with the FY2022 ADAMHS Proposal, we received everything we asked for, including an increase of \$20,000 for 2-1-1 and \$5,000 for Kinship. There is a lot of transparency with the ADAMHS Board, which has been very helpful for planning purposes. Carrie continued that Lifeline received a cut from United Way—they eliminated the prescription assistance program completely and cut funding for our housing program and the Imagination Library. The total for this year is \$28,000 which by comparison to three years ago is down almost \$100,000.

 - **Lakeland/2-1-1 Partnership Project:** Carrie informed the Board that former Lifeline Board member Cathy Bush, the Chief of Staff and Senior Vice President at Lakeland Community College, contacted her on August 17 and shared that Lakeland received a grant to hire a new case manager. The case manager would help nontraditional students who are struggling, either economically or socially, and would help connect them to services that would assist them to thrive in school. Carrie stated that Lakeland would like to sub-grant this grant to Lifeline and utilize 2-1-1’s resource database. The general idea we’re proposing is that Lifeline would hire a staff member and train them on the 2-1-1 database, and then this hire would spend some hours in our office but would primarily be at Lakeland helping the students to navigate services. Carrie stated that this would be a pilot position of one year that could hopefully be extended if the program is successful. Carrie informed the Board that she asked for a solid dollar amount from Lakeland so that she can submit a budget proposal and that she and Lakeland would work together to create an MOU. Carrie is excited about this as Lakeland would be a strong partner and this is a very unique way to expand on what 2-1-1 does—she doesn’t know of any similar models in Ohio. Carrie stated that she would update the Board at the next Board meeting as Lakeland would like to move quickly with this position.

 - **HEAP Admin Grant:** Carrie said that the HEAP Admin Grant proposal was submitted in July without official Board approval as there was no Board meeting that month. Carrie informed the Board that the grant covers

the funding period of September 1, 2021 – August 31, 2022 and covers all operating costs of the HEAP program. Carrie stated that Lifeline received levy funding of \$355,902 and presented the budget plan for that funding. Board approval is required post-grant submission. Pam Gouldsberry made a motion to approve the Heap Admin Grant proposal as presented. Sean Kramer seconded. **Motion carried.**

- **CAA-HRG Covid Relief Fund Revision:** Carrie stated this vote is regarding the Consolidated Appropriations Act – Home Relief Grant (previously referred to as CRF 4 and House Bill 167). Instead of issuing a fourth round of agreements, ODOD has amended the CAA-HRG grant agreements. Per Carrie, the Board must approve those amended grant awards. The Lake County grant award is \$11,126,235 (an increase from \$1,970,000) and the grant award for Geauga County is \$3,382,072 (an increase from \$599,000). Carrie presented budget details for both grants—most of those allocations will be for direct assistance with rent and utilities, with less than 10% set aside for salaries for intake staff. Both grants run through September 2022. Jennilynn Patterson made a motion to approve the two grant revisions, CAA-HRG for Lake and CAA-HRG for Geauga. Pam Morse seconded. **Motion carried.**

Program Reports:

- **ODMHAS—Quality Assurance Activities:** No report
- **Client Rights Activities/Grievances:** No report
- **Program Updates:** Carrie updated that we are in the middle of Summer Crisis season, and it has been quite busy this year. The program has received 253 applications as of mid-August, and 165 applications have been approved. Many are still pending while awaiting documentation for their application, thus the disparity in the number. We have issued 41 AC units to clients, and the program has been going very well thanks to the new vendor, Grainger. Besides the HEAP program activities, it has been all hands on deck to distribute the Coronavirus Relief Funds.

Old Business: No report

New Business: Pam Morse suggested to the Board that as our Endowment continues to increase, she believes it is an opportune time to establish a potential goal for those funds once it reaches a determined threshold. She stated that when the Endowment was established, there was no long-term strategy for its use besides allowing it to grow and eventually provide program funding for a program that was not funded through other sources. Pam believes having a plan for these funds would be a great way to encourage giving during the Annual Campaign and shared her idea for teaching high school children a trade to help prepare them for the workforce and end the cycle of repeat family poverty. Carrie recommended that this would be a great topic to bring up during the Strategic Retreat.

General Board Discussion: None

Adjournment: Pam Morse made a motion to adjourn the Board meeting at 6:54 PM. Christine Shoop seconded. **Motion carried.**