



**Lifeline, Inc. Board of Directors
October 20, 2021**

Call to order: Paula Gordos called the meeting to order at 6:05 PM.

Personal moment of silence observed

In Attendance: Melissa Amspaugh, Paula Gordos, Pamela Gouldsberry, Stephanie Johnson, Sean Kramer, Ryan McGinnis, Pam Morse, Kate Stein, Brittany Sustar, Sarah Welch

Excused: Aaron Burko, Lenore Collins, Jennilynn Patterson, Christine Shoop

Absent/Unexcused: Sarah Wade, Robert Weger

Guests: Adam Litke, Matt Maier, Pam Parobek

Staff: Carrie Dotson, Jennie Best, Rebekah Jones

Quorum Determination: Quorum Achieved

Additions or amendments to the agenda: None

Approval of Minutes – September 15, 2021: Pamela Gouldsberry noted an error in the September 15, 2021 Board Minutes. She stated that the Executive Directors' salary increase to \$40.69/hour would be retroactive to September 1, 2021, and that this should be reflected in the minutes. Kate Stein made a motion to accept the minutes of the September 15, 2021 Board meeting with the amendment offered by Pamela Gouldsberry. Brittany Sustar seconded. Sean Kramer, Ryan McGinnis, and Sarah Welch abstained. **Motion carried.**

Public Comment/Introduction of Guests: Paula Gordos introduced Pam Parobek from Snodgrass N.E. Ohio, Inc. and Matt Maier from Laketrans.

- On behalf of the Ohio Public Transit Association, Matt Maier presented Lifeline the 2021 Collaborative Excellence Award for their work with the Senior Mobile Food Pantry. He stated that the award recognizes exemplary partnership and innovative collaboration within the public transit industry. Carrie and her staff have been instrumental to the success of the Senior Mobile Food Pantry, which began in April 2020 as a grocery delivery service as a response to the COVID-19 pandemic. Over 14,000 senior households were served in Lake County since the beginning of the program. Carrie thanked Matt and the Ohio Public Transit Association for the award and stated that Lifeline has been proud to participate in the Mobile Food Pantry in all its forms. She continued that she has never seen a collaboration come together so quickly and stay together for so long and that it was wonderful to see how the effort continues to be successful. Paula Gordos thanked Matt on behalf of the Board.

Committee Reports:

- **Finance:**
 - The minutes for the October 19 Finance Committee meeting were included with Board packets.
 - **FY 2020 Audit:** Pam Parobek of Snodgrass N.E. Ohio, Inc. reviewed the entire FY 2020 Audit with the Board. The question was posed if Lifeline would need to have a diversification of funds moving forward due to the high volume of COVID-relief funding. Carrie confirmed that she would

be speaking with ODOD about this as funds are going out very quickly, and therefore diversification may not be as much of a need as it was as of December 31, 2020. She continued that Lifeline is being reimbursed monthly instead of receiving lump-sum deposits but stated it would be something that we could keep an eye on. There were no further questions. It was noted that there were no findings nor material weaknesses found or noted in the audit report. Pam Morse made a motion to accept the FY 2020 Audit as presented by Snodgrass of NEO. Sean Kramer seconded. **Motion Carried.**

- **By-laws & Membership:**

- **Adam Litke:** Paula Gordos called for a vote to elect Adam Litke onto Lifeline's Board of Directors as a public sector representative as recommended by Congressman David Joyce. Adam currently works at both the Lake County General Health District and Geauga Public Health as an administrator and attended last month's meeting. Pamela Gouldsberry made a motion to vote in Adam Litke as a member of the Board. Ryan McGinnis seconded. **Motion Carried.**

- **Programs & Planning:**

- **Strategic Planning Retreat Save the Date: November 6 at Chardon Library 9 a.m.:** Carrie reminded the Board of the retreat and stated that it would take place at the Chardon Library between 9:30 AM – 2:00 PM and that lunch would be provided. Paula Gordos reminded the Board members to complete the Board survey prior to the retreat.
- **2019-2021 Strategic Plan Review:** Carrie reviewed the 2019-2021 Strategic Plan and discussed which goals had been accomplished, which goals were postponed, and highlighted some that may move forward to the upcoming strategic plan. Carrie stated that we did well considering the environment and difficulties that arose over the past several years. In 2022, as circumstances start to get back to normal, Carrie stated that things such as Board outreach, Board learning and training, and staff reports at Board meetings are all things she'd like to resume as we move away from Zoom meetings and shift to in-person meetings.

- **Fundraising:**

- **2021-22 Annual Campaign:** Carrie thanked the Board members that submitted their contact lists and pledge cards for the annual campaign. She stated that she has some of the annual campaign letters with her for the Board members to sign and that she would be in contact for the signing of the additional letters. Carrie also informed the Board that the window for submitting their annual campaign donations was now through March 31, 2022.

- **Human Resources:**

- **HR Updates:** Pamela Gouldsberry informed the Board that the committee is completing the Personnel Policy Manual and should have it from the HR Consultant shortly. Carrie confirmed the committee would have the updated policy manual on Monday. She continued that the manual would undergo legal review and be ready for Board approval at the November Board meeting. Pamela continued that the Board members had approved Carrie's 2021-22 goals. She stated that much was accomplished this year by the HR Committee, that everything went well and that she appreciated the work of the Committee and staff.
- **Ad Hoc Facilities Committee:** Carrie informed the Board that there were no additional updates from Dan Smith of Consolidated Investment Group. The last update received from Dan was a couple of weeks ago, stating that he was working on the updated drawings and cost proposals. Carrie continued that she would have a meeting with Rick, the realtor for Victoria Place, regarding the plan for the building next year. Carrie informed the Board that Victoria Place plans to move Lifeline into the basement, and that this is not ideal for our organization. Carrie continued that Victoria Place would like to offer us a six-month lease extension through June 30, 2022, but Carrie would like to request that Lifeline remain in our current suite and extend our lease until September so as to hopefully not have to move twice. She stated she would inform the Board of any progress.

- **Finance Report:** Carrie stated that the July 2021 report was in the Board packet. She continued that the Admin. rate remains extremely low at 6%, but that our expenditures surpassed \$2,500,000 in July. The question was posed if we had not received the COVID Relief Funds, would our Admin. rate still have been within accepted state standards. Carrie confirmed that this would have been the case and that anything below 27% is considered good. Carrie continued that we are closing in on \$4,000,000 in revenue, which includes the Lake County ERAP Grant advance of \$1,500,000. She stated that this advance would likely stretch for six months, and then we would be reimbursed after that. Pam Morse made a motion to approve the July 2021 Finance Report. Kate Stein seconded. **Motion carried.**
- **Director's Report**
 - **Director Updates:** Carrie updated that we have three federal grants dropping in the next three weeks, including the Lake and Geauga CSBG Grants, the LIH-Water Assistance Grant and the PIPP Grant. Carrie stated that she plans to have those grants written and ready for Board approval at the November Board meeting. The new LIH-Water Assistance Program is a federal assistance program funded through the CARES Act, though there is hope that this program will continue long after the pandemic and the CARES Act fund ends. She continued that the program is almost identical to HEAP, except that it is for water and wastewater. Grant training for the program was conducted this morning.
 - **FY 22 Senior Levy Grant Applications:** Carrie stated that the Lake County Senior Service Levy grants are due November 5. Currently, we have two programs funded under the Senior Levy Grant; including 2-1-1 and the Volunteer Guardian Program. Last year we received \$10,000 for 2-1-1 due to the increase in calls 2-1-1 received related to senior services. This year Carrie and the Finance Committee are recommending an increase with an ask of \$12,000. Last year, the Senior Levy funded the Volunteer Guardian Program at \$155,000, which covers the bulk of the program expenses; the other funders are the ADAMHS Board and Lake County Board of DD. Carrie and the Finance Committee recommend an ask of \$165,000. These funds, among other things, will help offset the wage adjustments incurred with the June 2021 revision to the Wage & Salary Plan. Pam Morse made a motion to approve the two Lake County Senior Levy grant applications. Sarah Wade seconded. **Motion carried.**
 - **Lake County Board of DD Contribution:** Carrie informed the Board that Lifeline received a generous \$20,000 gift from the Lake County Board of Developmental Disabilities for the Volunteer Guardian Program. Lifeline is very grateful for their continued support.
 - **Lake County ERAP 2.0:** Carrie explained that we are currently in negotiation with the Lake County Office of Planning and Community Development, as well as the Lake County Commissioners, regarding the second allocation for the Lake County ERAP grant. It is an additional \$5,000,000 or \$6,000,000 in relief funds, and we have submitted a letter of interest for that program. ERAP 2.0 is different from the previous program because it is not COVID Relief. One would have to show a financial hardship during the pandemic or after March 15, 2020; however, it does not have to be COVID-related. The program goes through September 2025, and if someone has experienced a hardship that affects them financially, they can qualify for the program.
 - **ADAMHS / OMHAS CTP:** Carrie informed the Board that the ADAMHS Board approved a pass-through grant from the Ohio Department of Mental Health and Addiction Services for \$75,000 for Lifeline's Community Transition Program, which is a part of the Reentry program. She stated that those coming out of the Ohio prison systems who have been diagnosed or received treatment with a behavioral health issue in prison would be referred to the Community Transition program to help connect them to mental health services upon their release. This is a program we've been operating for several years now.

- **Program Report**
 - **ODMHAS—Quality Assurance Activities:** No report
 - **Client Rights Activities/Grievances:** No report
 - **Program Updates:**
 - Carrie informed the Board that HEAP Summer Crisis ended on September 30. The HEAP staff had two weeks to close out pending applications. There were 504 total applications, and 364 clients were assisted. Carrie explained that there was a disparity between applications versus approvals because clients can now apply digitally and have phone interviews. In the past, clients had to come to the office and have their documents ready before being seen and this led to fewer pending cases. Currently, much time and postage are spent collecting documentation from clients. Carrie stated that close to 50 Air Conditioners and 17 fans were distributed to clients as part of SCP.
 - Winter Crisis is set to begin on November 1. We have not yet received our allocation, but staff have participated in training and we're ready to launch on November 1.
 - Carrie stated that we are gearing up for tax season; thus, if anyone is interested in preparing taxes, Lifeline will be doing tax clinics in Wickliffe, in our office, in Perry, and our office in Newbury.
 - Carrie reminded the Board of the Reentry Simulation with Leadership Lake County. The Reentry Simulation will occur on March 18, 2022, between 2:00 PM – 5:00 PM at Harvey High School in the gym. The Leadership Lake County Team will meet to go through the simulation and plan, and Dione DeMitrio is on board to facilitate.

Old Business: No report

New Business: No report

General Board Discussion: Carrie reminded the Board that the Fast Track 50 award dinner would take place Thursday, November 4. Lifeline bought two tables at the event, and three extra tickets remain. Carrie encouraged any additional Board members to let her know if they would like to attend.

Adjournment: Kate Stein made a motion to adjourn at 7:03 PM. **Motion carried.**