



**Lifeline, Inc. Board of Directors
February 16, 2022**

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

Personal Moment of Silence Observed

In Attendance: Jennilynn Banks, Aaron Burko, Lenore Collins, Paula Gordos, Stephanie Johnson, Sean Kramer, Adam Litke, Matt Maier, Ryan McGinnis, Christine Shoop, Kate Stein, Brittany Sustar, Sarah Wade, Sarah Welch

Excused: Pamela Gouldsberry, Robert Weger

Absent/Unexcused:

Guests: Matt Armand

Staff: Carrie Dotson, Jennie Best, Rebekah Jones, Cameron Cowles, Andria Bleck

Quorum Determination: Quorum Achieved

Additions or Amendments to the Agenda: None

Approval of Minutes: Jennilynn Banks made a motion to approve the January 19, 2022 Board meeting minutes. Christine Shoop seconded. Sean Kramer, Kate Stein, and Adam Litke abstained. **Motion carried.**

Public Comment/Introduction of Guests: Paula Gordos introduced Matt Armand from Lake County Department of Utilities as a returning guest to the Lifeline, Inc. Board meeting.

Committee Reports:

- **Finance:** Carrie introduced Cameron Cowles to the Board as Lifeline's Special Projects Coordinator. She stated that he manages all of Lifeline's IT projects, including the Board-approved contract with Commtrol and the current discussion of a telephony system upgrade. She stated that he would present the current proposal to the Board.
 - **New Phone System:** Cameron shared a cost comparison with the Board for Lifeline's current phone system and the expense of the recommended telephony system, Ring Central, as well as the two additional proposals. He reviewed the data with the Board and stated that the recommended system would be intuitive, comparable in cost in the long-term, offers multiple facets of support and training, and would be scalable as Lifeline's needs grew. Christine Shoop made a motion to accept the proposal of Ring Central as Lifeline's new telephony system. Stephanie Johnson seconded. **Motion carried.**
 - **Endowment Statement:** Carrie reviewed the year-end endowment statement with the Board and stated that Lifeline's ending net assets totaled \$352,201.69. Carrie confirmed that these assets would remain untouched until needed.
- **Programs & Planning:**
 - **Program Presentation—Andria Bleck:** Carrie referred the Board to the program report in their packets for the January program outcome numbers and introduced Andria Bleck as the Program Manager for the Community Services division.
 - Andria gave the Board a summary of the CRF programs and the history of the CRF grants. She stated that she and her staff have done their best to utilize the funds they have received and commended her staff for the work that they have done and continue to do. She informed the Board of some of the challenges her team has faced, including income guidelines, multiple fraud cases, proving COVID hardships, as well as being unable to provide direct rental assistance to landlords whose tenants are behind in rent. She added that a great help has been the attorney at Fair Housing, who has assisted her team in navigating the legalities of the CRF grants.

- **Human Resources:** No report.
- **Fundraising:** Carrie reminded the Board to save the date for DUTS on Friday, August 5 at the Croatian Hall in Eastlake. Additionally, Carrie referred the Board to their packets for the annual campaign data in her report. She stated that the annual campaign has slowed down a bit and would continue to run through March 31.
- **By-laws & Membership:** Paula Gordos called for a vote to elect Matt Armand onto Lifeline's Board of Directors as a representative recommended by the Lake County Commissioners. Lenore Collins made a motion to vote in Matt Armand as a member of the Board. Adam Litke seconded. **Motion carried.**
- **Ad Hoc Facilities Committee:** Carrie informed the Board that the Facilities Committee met on February 10, and the meeting minutes were included in the Board packets. She continued that Lifeline must be out of Victoria Place by June 30, and the committee discussed the proposed temporary location of 8 N. State Street within the KeyBank building. Carrie distributed the cost comparison for Lifeline's current location and the proposed temporary home of 8 N. State St. and reviewed the differences with the Board. Carrie reviewed the lease terms with the Board and confirmed that the lease was approved by Lifeline's legal team. Carrie informed the Board that Consolidated has already begun renovating the space and should have it ready by this spring. Carrie confirmed that the goal is to move Lifeline either the first or the second week in June to coincide with program schedules and stated that she would begin bidding out for moving companies next week should the Board approve the lease agreement. Christine Shoop made a motion to approve the signing of the 8 N. State Street Lease Agreement. Jennilyn Banks seconded. **Motion carried.** Carrie asked for a resolution to designate her as the approved signee for the lease agreement on the Board's behalf. Adam Litke made a motion to approve Carrie to sign the lease agreement on the Board's behalf. Christine Shoop seconded. **Motion carried.**

Finance Reports: January 2022: Carrie informed the Board that the finance report was included in their Board packets. She continued that as of January 2022, Lifeline had revenues of \$1,508,977.69 and expenditures of \$786,816.97. Carrie gave the Board a summary of Lifeline's expenditures.

Director's Report:

- **Director Updates:** Carrie informed the Board that she is working on booking the venue for the annual dinner, which is not a fundraiser but mainly an opportunity to thank the Board and recognize Lifeline staff, volunteers, and community partners. She continued that she's working to secure a fairly high-profile keynote speaker. Carrie stated that the hope is to have the invitations next month, and each Board member will receive a complimentary ticket to the event and may purchase additional tickets for guests. Carrie continued that last Friday was National 2-1-1 Day, and she sent out a news release as well as a social media blast. Additionally, she scheduled advocacy meetings with our state reps and state senators in the hope of recognizing 2-1-1's work during the pandemic, and to support Ohio AIRS' request that ARPA funds be allocated for 2-1-1 statewide, which would be distributed locally in turn. Carrie concluded that some legislators were eager to offer their support.
- **Year End Outcomes Report:** Carrie reviewed the Year-End Outcomes Report with the Board, including the success stories, which are factual and may be shared with others if the Board would like. The outcome report also included a new 2-1-1 data sheet, program outcome numbers and client characteristics reports for Lake & Geauga Counties. Kate Stein made a motion to accept the Year-End Outcomes report. Sarah Welch seconded. **Motion carried.**
- **CSBG Cares Lake Revision:** Carrie referred the Board to her report, which contained the details of the CSBG Cares Lake grant revision, which is due in part, to the updated phone system that just received Board approval along with an expanded file system for CRF records. Carrie reviewed the proposed revisions with the Board. Adam Litke made a motion to approve the CSBG Cares Lake grant revision. Stephanie Johnson seconded. **Motion carried.**
- **UWLC Applications:** Carrie informed the Board that FY 2023 UWLC Grant Applications are out and due March 14 and provided the allocation history for their review. Carrie stated that at this time, UWLC is only allowing proposals for programs that they are currently funding. Carrie proposed an ask of \$20,000 for the Security Deposit program, \$10,000 for VITA, and \$30,000 for the Imagination Library. As UWLC did not fund 2-1-1 last year, it cannot be added to the application. Sarah Welch made a motion to approve the FY 2023 UWLC grant application as proposed by Carrie. Matt Maier seconded. **Motion carried.**

Program Report:

- **ODMHAS—Quality Assurance Activities:** None
- **Client Rights Activities/Grievances:** Carrie shared with the Board the recent case of a client who is a ward in the VGP program leaving multiple negative reviews online about Lifeline that featured terrorist remarks and the names of Lifeline staff members. Carrie stated that he is a ward deemed incompetent by the court, and the issue was soon resolved after

the guardian staff spoke to the gentleman. The negative reviews have since been deleted; however, we will continue to watch Lifeline's Google reviews in the future.

- **Program Updates:**

- Carrie informed the Board that VITA clinics are currently running five days a week, and they have been quite busy.
- She continued that the Low-Income Household Water Assistance Program (LIH-WAP) has served 20-30 application approvals, that a news release for the program went out this week, and that the program is expected to continue to be very busy.
- Carrie informed the Board that there was a meeting with the Imagination Library of Wickliffe, one of the two Imagination Libraries in Lake County that Lifeline is not responsible for, to negotiate to take their kids starting April 1. The current affiliate for that Imagination Library have agreed to continue to fund the kids through June. Carrie will be making an ask of the Lubrizol Foundation for long-term funding to cover these additional 300 kids. Additionally, the Mentor Rotary Club intends to have a fundraiser for the Imagination Library in June where there will be food, music, and many family-friendly activities. Carrie continued that the fundraiser would take place somewhere in the city of Mentor either on the first or second Saturday in June. She stated that the Rotary Club is planning to make most of their profits in sponsorship and would be doing thank you videos for the sponsors with kids from the Imagination Library. The goal is to make \$10,000 - \$15,000 for the Imagination Library.

Old Business: No report

New Business: No report

General Board Discussion: Carrie informed the newer Board members that there would be a Board orientation right after the March Board Meeting. The question was raised about the next steps for committee participation, and Carrie confirmed that she was waiting to hear back from a few Board members, and then she would send out the final committee rosters to the full Board.

Adjournment: Jennilynn Banks made a motion to adjourn at 7:11 PM. **Motion carried.**