



**Lifeline, Inc. Board of Directors
September 21, 2022**

Call to Order: Paula Gordos called the meeting to order at 6:00 PM.

Personal Moment of Silence Observed

In Attendance: Matt Armand, Jennilynn Banks, Aaron Burko, Lenore Collins, Christina Corsi, Paula Gordos, Pamela Gouldsberry, Sean Kramer, Matt Maier, Ryan McGinnis, Kate Stein, Brittany Sustar, Sarah Wade, Sarah Welch

Excused: Adam Litke, Christine Shoop, Robert Weger

Absent/Unexcused:

Guests: Judge Mark Bartolotta, Pam Parobek, Alana Rezaee, Christopher Tucci

Staff: Carrie Dotson, Jennie Best, Rebekah Jones, Angela Wrana, Courtney Noble

Quorum Determination: Quorum Achieved

Additions or Amendments to the Agenda: None

Approval of Minutes: Aaron Burko made a motion to approve the August 17, 2022, Board meeting minutes. Lenore Collins seconded. Sarah Welch and Brittany Sustar abstained. **Motion carried.**

Public Comment/Introduction of Guests: Paula Gordos introduced Lake County Juvenile Court Magistrate Christopher Tucci as a potential Board member for Lifeline, Inc.

The Lifeline Board welcomed guest Lake County Probate Court Judge Mark Bartolotta and Lake County Probate Court Magistrate Alana Rezaee. Judge Bartolotta gave a brief history of the Volunteer Guardian Program and summarized how the program has been beneficial to the vulnerable population in Lake County. He stated that he would like the program to continue to be successful and proposed several strategies to that end. The Lifeline Board thanked Judge Bartolotta for his comments.

Committee Reports:

- **Finance:**
 - **FY 2021 Audit:** Pam Parobek of Snodgrass N.E. Ohio, Inc. reviewed the entire FY 2021 Audit with the Board. It was mentioned that there were no findings or material weaknesses found or noted in the audit report. Pamela Gouldsberry made a motion to accept the FY 2021 Audit as presented by Snodgrass of NEO. Sean Kramer seconded. **Motion carried.**
 - **2022 Risk Assessment:** Carrie reviewed the 2022 Risk Assessment with the Board and highlighted some of the recommendations that appeared most beneficial for the organization, including a review of current insurance policies, Board self-assessment, building security, sign-in logs, reporting and internal controls, privacy risk management, data breach plan, etc. She stated that due to COVID, many efforts were postponed; however, she would like to prioritize these moving forward. Jennilynn Banks made a motion to accept the 2022 Risk Assessment. Sarah Welch seconded. **Motion carried.**
- **Programs & Planning:** Carrie introduced Courtney Noble and Angela Wrana as the Program Coordinators that would provide a program presentation to the Board.
 - **Staff Presentation: Courtney Noble & Angela Wrana:** Program Coordinator Courtney Noble gave the Board a summary of the Rental Assistance Program that provides help with security deposit and/or first month's rent in all of Lake County except for Mentor, OH, and the Jumpstart Program, which can provide up to \$1,000 in assistance for car repair.

- Program Coordinator Angela Wrana gave the Board a brief summary of the HCRP program, which provides emergency rental assistance to the homeless in Lake County. She stated that she has seen improved progress toward self-sufficiency now that the program offers long-term guidance and assistance for up to 24 months. She continued that the program also assisted two high school students that have come from challenging home backgrounds and are working to finish their schooling. She stated that one participant has graduated high school and is attending CSU, and it has been great to see the program's positive impact.
- **Customer Satisfaction Presentation: Jennie Best:** Director of Community Services Jennie Best reviewed the outcome of the customer satisfaction survey with the Board, including the strength of Lifeline's customer interactions and credibility in the community and the need for a more notable social media following. She continued that twenty individuals volunteered for the Customer Advisory Committee and that these suggestions would be taken and aligned with the needs assessment and strategic plan to guide future Lifeline programming.

- **Fundraising**

- **Dancing Under the Stars Updates:** Carrie informed the Board that we currently have our co-chairs for DUTS 2023, Board member Christina Corsi and DUTS 2022 champion Leah Konopka-Hartmann. She continued that we are currently in search of a venue and are working on contracts and casts for January 2023. She concluded that the final numbers for this year's fundraiser are not ready, but the projected net is between \$60,000 - \$70,000.
- **Annual Campaign 2022-23 Kickoff:** Carrie informed the Board that the 2022-2023 Annual Campaign would begin November 1, and reviewed the current goal sheet for the campaign. Carrie asked the Board for updated contact lists of potential donors and stated she would be emailing the previous year's lists for Board review and revision. She asked that these lists be returned by October 14 so that campaign letters are ready to sign at October's Board meeting. Carrie encouraged Board members to talk to their contacts about Lifeline and to build enthusiasm, especially for Lifeline's 50th anniversary. She reminded the Board to encourage their contacts to look into whether the company they work for does matching charity gifts – every donation counts. Carrie reminded the Board that one hundred percent Board participation is vital, as it is a question that appears on many grant applications.

- **By-laws & Membership:** Paula Gordos thanked Chris Tucci for attending tonight's Board meeting.

- **Human Resources:** Pamela Gouldsberry informed the Board that the HR Committee met and completed the Executive Director's evaluation and would review this at next month's Board meeting.

- **Ad Hoc Facilities Committee:** Carrie informed the Board that this committee would meet in late October and that she would schedule that meeting soon.

Finance Reports: Carrie referred the Board to their packets for the August 2022 finance reports. She stated that Lifeline surpassed \$6,578,725 in revenue and had expenditures of \$5,416,070.

Director's Report:

- **Director Updates:**
 - Carrie updated the Board on the RFP submitted for the Cleveland Foundation Senior Services Grant that was Board approved last month. She stated a proposal was submitted in collaboration with the Lake County Senior Services Office for a Helping Hands Senior Program in the amount of \$50,000. She stated that the program would expand on what we already do with 2-1-1 and would be a matching program for seniors that would like to stay in their homes but need assistance with basic activities such as help around the house, help picking up prescriptions or groceries, etc. She continued that we would work with the LCSSO to build a volunteer force to match seniors in need with volunteers who want to help. We would utilize the grant funds to hire a part-time employee to run the program. That staff member would also be trained on 2-1-1 in case more in-depth referrals are needed. She stated if the program is approved and successful, we could look into securing long-term funding elsewhere.

- Carrie informed the Board that Lifeline has submitted a \$15,000 request to the ADAMHS Board to be sub-granted to Project Hope as funding for COVID Relief. She stated that the recent uptick in COVID cases has had a devastating effect on the shelter operations and funding is needed to sanitize the emergency shelter and to pay for hotel stays for shelter guests who are COVID-positive. She concluded that the ADAMHS Board has graciously offered to assist, but funding must be granted to an OMHAS-certified agency, and they requested Lifeline's assistance with this. The request was submitted Monday, Sept. 19.
- Carrie informed the Board that in addition to our current \$300,000 allocation, the Ohio Housing Finance Agency awarded Lifeline \$390,000 for the Utilities Plus program for Lake & Geauga Counties, which will run through June 30, 2023. She stated that the Lake County Treasurer Michael Zuren and Matt Armand at the Lake County Department of Utilities have been notified and were asked to continue referring homeowners. She concluded that the Geauga County Treasurer Chris Hitchcock was also contacted in hopes of collaboration.
- **ARPA HRG Grants:** Carrie informed the Board that we have been awarded contracts from the Ohio Department of Development for both Lake and Geauga Counties for ARPA Home Relief Grants—we were awarded \$333,676 for Geauga County and \$1,042,755 for Lake County. Carrie stated that the ARPA Home Relief Grants run through 2024 and requires Board approval. Sarah Welch made a motion to approve the AARPA HRG Grants for Lake & Geauga Counties. Aaron Burko seconded. **Motion carried.**

Program Report:

- **ODMHAS—Quality Assurance Activities:** No report
- **Client Rights Activities/Grievances:** No report
- **Program Updates:** Carrie informed the Board that the Summer Crisis Program ends September 30 and the Winter Crisis Program begins a month later. She continued that there would be a lot of training during the month of October, including the Bridges out of Poverty training, the national 2-1-1 AIRS Conference, and the annual Northeast Ohio Housing Conference.

Old Business: No report

New Business: No report

General Board Discussion: Carrie informed the Board that Jeff Diver would conduct Board training following the October Board meeting.

Adjournment: Kate Stein made a motion to adjourn at 7:20 PM. **Motion carried.**