

Lifeline, Inc. Board of Directors

September 21, 2016

Call to order: Meeting called to order by Anne Curwen at 6:00PM.

Personal moment of silence observed

In Attendance: Rita McMahon, Ed Zivkovich, Alyea Barajas, Michelle Herron, Joyce Bates, Carrie Knox, Rob Moore, Sue Whittaker, Holly Hanna, Anne Curwen, Terra Thorpe, Cathy Bush

Excused: John Shepard, Paula Gordos, Pam Morse, Abby Begeman, Aaron Burko

Absent/Unexcused: None.

Guests: Robin Baum

Staff: Carrie Dotson, Michelle Mezaris

Quorum Determination: Quorum Achieved

Additions or amendments to the agenda: None

Approval of minutes: Rob Moore made a motion to accept the minutes of the August 17, 2016, Board meeting. Rita McMahon seconded. **Motion carried.**

Public Comment: Robin Baum, consultant, attended the meeting to complete an activity with Board related to the rebranding of the agency.

Committee Reports:

Programming/Strategic Planning Committee:

- **Lifeline Program Presentation:** Angela Wrana is a Program Coordinator who oversees the Supportive Housing and HCRP Programs. She shared program descriptions and basic data of customer participation. Handouts were included in all Board folders.
- **AIRS Accreditation:** Michelle shared that as part of 2-1-1's accreditation process that Board members are asked to complete a survey about 2-1-1 and the Board's relationship. Michelle stated that Lifeline needs 50% of Board members to complete the survey to be in compliance with this rule. Each Board member received an envelope with a letter, survey and stamped envelope.
- **Pathways to Excellent Update:** Anne Curwen shared with the Board that the trip to Columbus last week was valuable in learning about the Pathways to Excellence process. She and Ed Zivkovich agreed that the seven month self-study will allow the agency to review its current policies and procedures without making immediate changes until feedback is received from the study. Anne stated that Lifeline does many of the items required for the self-study but Lifeline may not have a formalized policy/procedure addressing it. Carrie shared that there are several meetings scheduled already that include conference calls and planning committees.

By-Laws and Membership Committee:

- **Vacancy:** Carrie shared that Lifeline has one Board vacancy at this time. It is for a private slot and Carrie stated that the Lifeline Board currently lacks anyone with a financial background. She asked the Board to please help find candidates to fill this slot.

Fundraising Committee:

- **Annual Campaign:** Carrie distributed several items to the Board. The first was a goal sheet that outlined information about the current campaign. The goal of this campaign is to send out 500 letters and achieve

\$12,000 in net donations. Carrie also would like Board members to review and revise current donor lists and return to her by October 3, 2016. The second item Carrie distributed was the Board pledge cards for the campaign. Please return to Carrie.

Finance Committee:

- Carrie reported that the auditor exit interview is scheduled for Monday, September 26, 2016 at 8:30AM at Lifeline. She is invited all Board members to attend.

Human Resources Committee:

- Lifeline has hired a new receptionist who will begin September 26, 2016.
- The HR Committee will be meeting later in September to begin a complete review of the personnel policies. They will present any recommended revisions at either the October or November Board meetings for approval.

Marketing/Rebranding Ad Hoc:

- **Robin Baum, Consultant: Rebranding Exercise-** Robin led an activity with the Board that was aimed to brainstorm about the new logo. She will take feedback and create a cohesive document for a designer to review when developing the new logo.

Client Policy Ad Hoc:

- Michelle reported that she will be sending out several dates to select for the next meeting. She and Marina will present feedback from Summer Crisis Program as well as information regarding the security quotes.

Facilities Ad Hoc:

- None

Finance Report:

- The July Finance Report will be emailed to the Board tomorrow.

Director's Report:

- **Security Deposit Additional Funding Request:** Lifeline has received an additional \$25,000 in funds to serve customers needing this service.
- **HEAP Appreciation Week:** Carrie asked if the Board would like to host the Winter Crisis Program Customer Appreciate Week November 1-4th. The Board agreed and Carrie will bring a sign-up sheet at October's meeting.

Program Report:

- ODMH: Quality Assurance Activities – None
- Client Rights Activities/Grievances – None

Old Business: Next Board meeting is Wednesday, September 21st at 6PM.

New Business: None

General Board Discussion:

Adjournment: Sue Whittaker made a motion to adjourn at 7:12 p.m. Joyce Bates seconded. **Motion carried.**