

**Lifeline, Inc. Board of Directors**  
**August 21, 2019**

**Call to order:** Meeting called to order by John Shepard at 6:00 PM.

**Personal moment of silence observed**

**In Attendance:** Doris Behnke, Aaron Burko, Lenore Collins, Paula Gordos, Pamela Gouldsberry, Sean Kramer, Rob Moore, Carrie Morgan, Pam Morse, Jennilyn Patterson, John Shepard, Christine Shoop, Kate Stein, Robert Weger

**Excused:** Melissa Amspaugh, Sue Whittaker, Tony Zampedro

**Absent/Unexcused:**

**Guests:** Larry Johnson & Pam Parobek, Snodgrass NEO

**Staff:** Carrie Dotson, Angela Wrana

**Quorum Determination:** Quorum Achieved

**Additions or amendments to the agenda:** None

**Approval of minutes:** Pam Morse made a motion to accept the minutes of the June 16, 2019 Board meeting. Pam Gouldsberry seconded. **Motion Carried.**

**Public Comment/Introduction of Guests:**

- Carrie introduced independent auditors Larry Johnson & Pam Parobek from Snodgrass of NEO—they'll be presenting the draft of the FY 2018 audit to the Board.

**Committee Reports:**

**Programming/Strategic Planning Committee:**

- Angela Wrana Presentation: Angela shared with the Board updates and information related to the HCRP and Supportive Housing Programs, including client successes.
- Needs Assessment: Carrie updated that the staff are working on information gathering for the 2019 Needs Assessment. Client surveys have been completed at a dozen or so agencies throughout Lake County and focus groups are underway. Carrie will have the completed Needs Assessment for both Committee and Board review in October. This will be the basis for the 2020-2021 CSBG Grant Application.

**By-Laws and Membership Committee:**

- The Committee met to do a review of the By-Laws. The proposed revisions were emailed out in advance of tonight's meetings and included:
  1. Page 4: Article II, Section 2 F Terms of Office—the Committee recommends removing the historical basis for the slots in i, ii, iii.
  2. Page 5: Article II, Section 4 C Meetings—the Committee recommended allowing a designee of the Board secretary to send out meeting notices and changing it to a minimum of two days (not three).
  3. Page 8: Article VI A Amendments—the Committee recommended changing the word mailed to distributed to allow for electronic communication.
- These revisions are being reviewed by an attorney, per the national CSBG standards. The revisions will be emailed out again and presented for a vote at the September Board meeting.

**Fundraising Committee:**

- Dancing Under the Stars: Carrie updated that we still don't have final numbers, but we're anticipating that the event raised a total of over \$100,000 to be split, which shattered our goals, records and expectations. Our

Peoples' Choice Winner alone raised over \$18,500. Carrie thanked the Board for all that they did to support the event and reminded anyone who hadn't made their contribution to the Board ad to please get that in. Also, please save the date for Friday, August 7, 2020 for the 12<sup>th</sup> Annual Dancing Under the Stars to be chaired by Kristina Willey of Lakeland Community College!

- Annual Campaign: Carrie reminded the Board that we will kick-off the 2019-2020 Annual Campaign drive in September. At the September meeting she'll have pledge cards for each Board member, as well as contact lists for them to revise. She encouraged each Board member to be contemplating their personal donation, as well as who they'd like to include on their contact lists.

#### **Finance Committee:**

- The committee met on August 15, 2019 and had a thorough presentation of the draft of our FY 18 Audit by Larry Johnson & Pam Parobek of Snodgrass NEO. Larry and Pam presented the audit to the full Board tonight for approval. Rob Moore made a motion to approve and accept the FY 2018 independent audit conducted by Snodgrass NEO. Aaron Burko seconded. **Motion Carried.**

#### **Human Resources Committee:**

- The Committee met twice, once in June and again in August—minutes were included with the Board packets.
- Christine Shoop presented the Committee's recommended revisions to the Wage & Salary Plan (these were emailed out in advance with Board packets)—these include a 6% increase to each pay grade level to allow us to keep our salaries in line with the market. The Committee also rephrased many of the descriptions in the last column to be more concise and consistent. Finally, the Committee recommended moving the Executive Director from pay grade 17 to 18 to allow for continued growth. Christine made a motion to approve the Wage & Salary Plan with these recommended revisions. Lenore Collins seconded. **Motion Carried.**
- Carrie distributed copies of the current organizational chart, as well as a new organizational chart that has been restructured and will be effective September 1. What we've seen is that our chart was very wide—Michelle was supervising a lot of staff. We had already put Program Managers over the HEAP, Guardian and 2-1-1 departments and we now find a need to do so with the Community Services department. The Committee recommended that this did not need Board approval.
- Carrie had emailed out copies of the proposed revision to the Program Manager job description—as part of the restructure, the Committee had recommended making the Program Manager job description Exempt, instead of Non-Exempt. Changes to job descriptions do require Board approval. Paula Gordos made a motion to revise the Program Manager to be an Exempt position. Bob Weger seconded. **Motion Carried.**

#### **Facilities Ad Hoc:**

- Carrie updated that she's heard from Dan regularly and they're moving forward on their end—their staff are cleaning out the space so that renovations can begin, their lawyers are drafting a lease agreement for us to review and CT Consultants are working on final space drawings.

#### **Finance Report:**

- Carrie provided financial reports for May and June.

#### **Director's Report:**

- Geauga County Community Action Agency: Carrie updated that the Geauga Community Action Agency has voted to forfeit their designation as a community action agency, which includes their CSBG funding. After an interview process that included us and several other neighboring counties, they've chosen us as the agency they would like to receive the designation. They do have a few requests that go along with that. Carrie explained what those requests are and the Board discussed. Carrie suggested that we will form a transition team of Lifeline Board and staff who will work with a group of Geauga Board and staff to work through some of these questions and issues and to ensure a smooth transition of services. We will need to vote whether to proceed with securing the designation as a dual-county agency providing services in both Lake & Geauga

Counties. Carrie recommend that we do—it is a great opportunity for us to grow our services and footprint, but also for the folks in Geauga County who need the types of services we provide. Pam Morse made a motion to proceed with working to secure ODSA designation for as the Geauga CAA. Sean Kramer seconded.

**Motion Carried.**

- HEAP Admin & Operating Grant 19-20: Carrie updated that we were awarded \$304,247 for our 2019-20 HEAP Admin & Operating Grant. The grant was due in early August, so it has been submitted, but we do need Board approval. Carrie distributed copies of the grant budget to each Board member and explained how the funds will be spent. Christine Shoop made a motion to approve the submission of the 2019-20 HEAP Administrative and Operating Grant. Doris Behnke seconded. **Motion Carried.**
- National Management & Leadership Training Conference: Carrie shared that for 2020, the Community Action Partnership’s Management & Leadership Training Conference will be in San Juan, Puerto Rico. Traditionally we have sent one or two staff to this training conference. This year, Carrie would like to attend and take Marina Rivera, our HEAP Program Manager with her. Marina has really stepped into a much higher leadership role within the organization since taking the Program Manager position earlier this year. The conference and expenses are fairly low and I feel we can both attend for around \$3,000 total. We have budgeted for these expenses. Pam Morse made a motion to send both Carrie and Marina to the 2020 MLTC in San Juan. Aaron Burko seconded. **Motion Carried.**
- HEAP Program Review: Carrie updated that we had a HEAP Program Review on May 10 and received the written report from ODSA on June 13—the review covered our 2018-19 Admin/Operating grant, our 2018-29 WCP and 2018 SCP. They found no procedural findings whatsoever, but there were a few errors in client files—10 files out of dozens and dozens reviewed. We sent in our response to their review on how we’ll correct those 10 client file errors on June 27 and our response was accepted and the review closed on July 8. They have reminded us again that we run one of the best HEAP Programs in Ohio and we should be very proud of it.

**Program Report:**

- ODMH: Quality Assurance Activities – None
- Client Rights Activities/Grievances – None
- Program Updates: Carrie reminded the Board that HEAP Summer Crisis ends next week on August 31—it’s been a busy summer. All air conditioners have been distributed and we only have two fans left. Carrie updated that we have our first Buy Car graduate who is planning to purchase her car this week—this is really exciting for us, as well as for her!! We also have several upcoming graduates for our IDA Program. Carrie also updated that the 2-1-1 will be doing in person outreach as part of a pilot project with Willoughby-Eastlake Public Library System—they have dates that they’ll be setting up to do in person I&R at both Willoughby and Willowick libraries throughout the fall. If the pilot is successful, we may take this to other local libraries, as well.

**Old Business:**

- John passed around the thank you card from the staff for the Board’s help and contribution to the Staff Picnic in June. Everyone had a really great time and were very appreciative of the Board for doing that for us!
- Carrie asked if anyone still had notes from the June elevator speech training? She doesn’t have any and wanted to be able to share the elevator speech with the Board. Aaron had his notes. Carrie will scan them and send them out.

**New Business:**

- Support Our Seniors Pancake Breakfast: Carrie reminded the Board that she had tickets to sell for the Sept. 8 Pancake Breakfast to help fund the Support Our Seniors Levy fund. Several Board members purchased tickets.

**General Board Discussion:** None

**Adjournment:** Rob Moore made a motion to adjourn at 7:40 p.m. Lenore Collins seconded. **Motion Carried.**