

Lifeline, Inc. Board of Directors
September 18, 2019

Call to order: Meeting called to order by Vice President Aaron Burko at 6:02 PM.

Personal moment of silence observed

In Attendance: Doris Behnke, Aaron Burko, Lenore Collins, Pamela Gouldsberry, Sean Kramer, Pam Morse, Jennilynn Patterson, Christine Shoop, Kate Stein, Robert Weger, Melissa Amspaugh, Tony Zampedro

Excused: Sue Whittaker, Paula Gordos, Rob Moore, Carrie Morgan, John Shepard

Absent/Unexcused: None

Guests: Ben Capelle (Laketran), Christine Remington (Lake JFS)

Staff: Carrie Dotson, Michelle Mezaris

Quorum Determination: Quorum Achieved

Additions or amendments to the agenda: None

Approval of minutes: Sean Kramer made a motion to accept the minutes of the August 21, 2019 Board meeting. Christine Shoop seconded. Tony Zampedro abstained. **Motion Carried.**

Public Comment/Introduction of Guests:

- Carrie introduced Ben Capelle, the CEO of Laketran. Jennilynn introduced Christine Remington from Lake County JFS who is observing the meeting as part of her school internship hours.

Committee Reports:

Programming/Strategic Planning Committee:

- Ben Capelle: Ben presented information to the Board regarding the upcoming Laketran levy (Issue 2) in November that would support transportation services in Lake County. He provided handouts for the Board that included data and information about how the levy passage would benefit community residents such as Lifeline's.
- Customer Satisfaction Survey Results: Michelle distributed the annual survey results to the Board. In March, Lifeline completes customer satisfaction surveys to clients receiving services within the agency. The survey includes basic questions related to safety, referral process, and expansion of new programming. There were 243 surveys completed and the overall responses were positive. Michelle explained that Lifeline has been trying to develop a sustainable client advisory group and there was positive response on the survey, however, when contacted, clients were not able and/or willing to participate. Michelle stated that next year there will be more focus on engagement of clients in such roles.
- Community Needs Assessment: Carrie reported that she is finishing the 2019 Community Needs Assessment which will be presented to the Board at October's committee meeting. Once approved at the committee level, the Board will vote to approve.

By-Laws and Membership Committee:

- The by-law changes presented at August's Board meeting need final vote to be implemented. The by-laws and these proposed revisions were reviewed by attorney Jeremy Iosue, per the CSBG standards requirement. Jeremy concurred with the proposed revisions. 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.
- Christine Shoop made a motion to approve the by-law changes as presented. Pamela Gouldsberry seconded. **Motion carried.**

Fundraising Committee:

- **Annual Campaign:** The Board kicked-off the 2019-2020 Annual Campaign. Board members received pledge cards, donor lists, and a flyer that describes the different aspects of participation and goals of the campaign. The Board goal is 100% participation. The Campaign goal is \$15,000 with additional goals of obtaining donations from 150 people and a mailing to 500 potential donors. Carrie provided each Board member with their personalized list to review and return to Carrie no later than September 30th. An additional list was passed around of miscellaneous donors from previous Board members or contacts. Carrie shared that the annual agency newsletter will be mailed in October.

Finance Committee:

- ODSA 3-Year Audit: Carrie reported that November 20-21, Lifeline will have an audit performed by an ODSA auditor. This audit will include review of all funds of the Community Service Block Grant and HEAP Programs for 2017, 2018 and to date in 2019.
- FY 2018 990 Filing: Carrie reported that the IRS 990 form has been completed by our auditors and needs approval. All Board members were provided a copy of the tax filing. Christine Shoop made a motion to approve the FY 2018 990 filing. Jennilyn Patterson seconded. **Motion carried.**

Human Resources Committee:

- Carrie shared the job description for the new Administrative Assistant that will be hired to provide support primarily to Michelle and Carrie. This position will be exempt and will be posted upon Board approval. Chris Shoop made a motion to approve the Administrative Assistant job description. Bob Weger seconded. **Motion carried.**
- Carrie reported that Anna Wilson, the Program Manager for 211 has resigned. Her last day will be October 4th and both internal and external job vacancy notices have been posted.
- Christine Shoop made a motion to enter into Executive Session at 7:05 p.m. to discuss personnel. Lenore Collins seconded. **Motion carried.**
- Christine Shoop made a motion to adjourn Executive Session and resume general meeting at 7:47 p.m. Pam Morse seconded. **Motion carried.**
- Pamela Gouldsberry stated that the HR Committee has completed the annual evaluation of the Executive Director, Carrie Dotson and found it favorable. The HR Committee is recommending a salary increase of 3.75% for Carrie Dotson retroactive September 1, 2019. Christine Shoop made a motion to accept the evaluation of the Executive Director and extend a 3.75% salary increase for Carrie Dotson retroactive to September 1, 2019. Pamela Gouldsberry seconded. **Motion carried.**

Facilities Ad Hoc:

- Carrie updated that she has met with Dan Smith from Consolidated Investments. They are in the process of drafting a lease and that until that has been completed there may be few updates regarding this project. Carrie passed around the most recent draft of the floor space. The agency current lease expires December 31, 2019 with a month to month extension. The building is currently under contract, with Signature Health as the prospective buyer.

Finance Report:

- Carrie provided financial reports for July.

Geauga Ad Hoc:

- Carrie provided an update related to the expansion into Geauga County. Although the process is not yet final, Lifeline and ODSA are making plans related to fiscal and programmatic steps to ensure all steps are taken during a transition. To date, ODSA has received three of the needed endorsement letters from identified Geauga county cities/townships. At least four of the possible six must provide letters for the process to move forward. Carrie presented before the Geauga County Commissioners several weeks ago with an opportunity to share about Lifeline and answer any questions they may have. Although the Commissioners' approval is not required, it allows for a positive relationship moving forward. Michelle and Carrie met with ODSA who are supportive of this transition and may name Lifeline as an interim provider until an official designation from ODSA making Lifeline the official designee. This will likely be decided by mid-October to allow for appropriate fiscal and program changes to be determined.

Director's Report:

- Lake County Senior Services Grant 2020: Carrie reported that Lifeline is submitting an application for the Senior Services Grant for 2020. Lifeline has requested \$167,225 which is an increase of around \$30,000. The program volume is requiring additional staffing to meet the needs of the community and the wards. This additional funding will allow for the program to have three full-time staff instead of two full-time and one part-time. The grant application is due October 8, 2019. Tony Zampedro made a motion to approve the Senior Services Grant application as recommended by the Executive Director for 2020. Christine Shoop seconded. **Motion carried.**
- Carrie shared that each year, the Leadership Lake County class chooses several community projects to work on throughout their program year. This year, Lifeline was chosen by a group of participants to design, fund and build a children's corner within the lobby of the new Lifeline offices. We have a team of about 8 LLC class members and they are very excited about the project and about our agency and mission.
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Program Report:

- ODMH: Quality Assurance Activities – None
- Client Rights Activities/Grievances – None
- Carrie provided a final summary of the HEAP Summer Crisis Program. Lifeline assisted 298 households and spent \$43,341 of the \$60,000 grant.

Old Business: None

New Business: None

General Board Discussion: None

Adjournment: Christine Shoop made a motion to adjourn at 8:15 p.m. Bob Weger seconded. **Motion Carried.**