



# HOPE 4 Youth Board of Directors

## Meeting Minutes

Date: May 23, 2022

Time/Location: 5:00 PM – 7:00 PM; Sheriff's Office and Zoom

Board Members Present: Paul Lenzmeier, Steve Nash, Pat Chen, JJ Slag, Julie Cole, Linda Barnum, Steven Spears, Brad Konik, Sue Woodard

Board Members Absent: Anna VonRueden, Don Phillips

Staff and Guests Present: LaChelle Williams, Julie Orlando, Mark McNamer, Tanya Bacigalupo, Danielle Snider

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### Minutes:

#### Call to Order

- The meeting was called to order at 5:06 PM by Steve Nash.

#### Mission Moment (JJ Slag – AN4H)

- AN4H was amazing. The numbers speak for themselves. There was an 88% revenue increase over 2021. In every single category, we exceeded. Julie shared that next year is our 10<sup>th</sup> anniversary and it is a great opportunity to expand and reimagine our event. When looking at local event centers, Bunker Hills (our host for the 4K) seemed like a great place to have our AN4H event next year. We are booked for April 22, 2023, and we are hoping to potentially double our attendees at next year's event. We did great work getting in front of people. Now it's all about cultivation. Last year was a really good event. This year was that much better. The auctioneer was great. There are opportunities next year to get more awareness for our live auction items. The numbered tables were a good choice. There was a concern raised about losing those local food connections. There will be opportunities to cultivate those relationships in other ways. It was suggested that we use a lot of donor-centric language regarding the anniversary next year. There are some cool opportunities for us to tell 10 years of stories.

#### Approval of Agenda and Minutes

- Motion made by JJ Slag, seconded by Pat Chen, and passed unanimously to approve the agenda and March 28, 2022 minutes.

#### Board Executive Committee Update (Steve Nash)

- Presentation of Audit and 990
  - Every year we have a third-party audit. This year was very clean and the 990 has been filed. The audit for 2020 was difficult, however, after meeting with the audit firm, they agreed to come back this year at a higher fee. The Finance Committee, LaChelle, and Brooke put in a ton of work on this. Based on their experience with us this year, the auditors ended up lowering their bill. They are going to coach our staff on process improvements. This coming year's audit will be much easier based on the work that the team put in this year.
- Secretary Opportunity
  - There is an opening for a Secretary position. They need to attend Executive Committee meetings monthly and review documentation from staff. If you are interested in this position, please reach out to Steve Nash.
- Rules of Engagement Discussion
  - How can we make sure everyone's voice is heard? How can we ensure everyone's time is respected? A good and healthy discussion leads to good decisions. Two options were proposed regarding this. The first was using a timer. A time limit would be set and if someone was

speaking, they would be cut off when the timer ends. The second was using the chairperson. They would cut people off based on agenda and timing. The second option gives more flexibility, as sometimes discussions come up unexpectedly.

- It was suggested to have a visual of the time and to keep the visibility on that. In the past, meetings were rated on a scale of 1-10.
- A board member's business meetings improved significantly when they implemented hard start/stop times. It is important to have time restraints. They use ratings for their meetings as well. If the meeting starts/ends late or you don't get through all the assigned topics, the rating is lowered.

### **Welcome Linda Barnum**

- Linda has volunteered at HOPE Place for four years. She is excited to be here and we are excited about her background and perspective.

### **Executive Director Update (LaChelle Williams)**

- Facility Update
  - LaChelle shared that the bill has not yet been approved. Our proposal was not redlined as of yesterday afternoon.
- Staffing/HR Update
  - We are using our new system with MACC. We have found one HOPE Place staff so far. We are actively interviewing other candidates for the second HOPE Place staff opening, as well as the Drop-in Center Youth Coordinator role.
- Frontline Workers Pay
  - Frontline staff at HOPE 4 Youth will be eligible for the MN Frontline Worker's Pay. We are working with MACC on the application process once it launches.
- Retirement Plan
  - We have signed the documents for us to move forward with the retirement plan. There will be no match opportunity in 2022, but we plan to incorporate a match into the FY23 budget.
- Safety and Security
  - Safety and Security must be front and center. We have cameras being installed at the Drop-in Center on June 10<sup>th</sup>. We have an upcoming Workplace Safety and De-escalation training with the Coon Rapids PD that same day. Leadership is ensuring that policies and procedures are accessible to the team. This is a critical element in our Risk Management Plan vision.
- Holiday Pay
  - LaChelle opened a discussion regarding holidays. A lot of companies are adding floating holidays. It was asked what happens to the Drop-in Center when there is an agency holiday. Mark shared that we communicate closures in advance and the youth adapt. Regarding Juneteenth becoming a federal holiday, it was shared that erring on the side of being generous is often best. LaChelle shared that internally our staff is in favor of floating holidays vs. additional scheduled holidays. It was suggested that we reevaluate the entire benefits package (STD, LTD, Retirement, etc.) before adding additional holidays. We will continue to work with MACC on the handbook. Several board members volunteered to review our benefits package and give feedback. Please reach out to LaChelle if you are interested in being a part of this review.
- Operational Plan
  - Goal One - Deepen our impact through high quality, high-impact programs, and services
    - In Q1 & Q2 our focus has been to strengthen our current program and services processes and implement process improvement. In Q3 & Q4 we plan to have a deeper focus on our services and demonstrated outcomes. The need for us to focus on this pertaining to the social and emotional well-being of the young people we serve is imperative to the end of their homelessness experience.
    - Part of our process improvement is working with MACC's Client Track system and seeking needed ways to tell our story.
    - We are in the final stages of the required kitchen remodel at the Drop-in Center we have been able to meet the requirements of Public Health with improved sanitization and food prep with a grant from Open Your Heart.
  - • Goal Two - Create a diverse, equitable, and inclusive organization

- Part of the work with our Client Track system is the need to enhance our diversification of collected data. We are working with a new Data Analyst volunteer in re-imaging our intake process.
- We will continue to engage in DEI training and supportive cultural needs.
- o Goal Three - Strengthen business practices to support high performance
  - This is a robust area of improvement for H4Y.
  - We are working with MACC on staff roles and expectations. We will also be launching a survey this quarter to capture staff perspectives
  - We are internally auditing and updating our processes within financial management, hiring practices, and internal controls. Tanya is doing a deep dive into our existing policies and procedures.
  - Finally, no organization will be successful without a plan. We are implementing a Fundraising Plan and a Volunteer Plan. Both bodies of work will help the team be laser-focused on who we are, what we are doing, and how we will get the imperative work done.

#### **Strategic Steering Committee Update (LaChelle/Paul Lenzmeier)**

- Risk Management Vision and Plan
  - o The team met a few weeks ago. They identified several risk categories and discussed how to address and mitigate them. The team also discussed the current Strategic Plan and they plan to review it. It was noted that there are a number of non-profit templates that are available online that we could model ours after.

#### **April Financial Report (LaChelle/Tanya Bacigalupo)**

- o There are nine months of strong reserves and cash on hand. We are currently \$346K (10%) down in cash and cash reserves over last year, this is due to the \$180,000 loan and the manner in which H4Y manages pledges. We will continue to see this reduction as we close out pledges. We are trending as predicted. 33% annual revenue compared to 30% annual revenue this time last year. Expenses are over, due to spread. We do have a YTD \$21.8K improvement to budget. Program Expenses are currently at 78.1%, so we are within the 73-80% Program-focused allocations.
- Financial Partner Update
  - o LaChelle and Tanya have met with our four financial partners. (Village Bank, Financial One, 21<sup>st</sup> Century Bank, Principal Securities) We are creating a roadmap of needed updates and potential changes. We have strong partners with some institutions and the potential to strengthen others. We are in discussion regarding investments and facility loan changes. Tanya and LaChelle are working with the Finance and Executive Committees for a full recommendation to the Board.

#### **Advancement Update (Julie Orlando/JJ Slag)**

- Don has really opened the door for Clays 4 HOPE to occur. One of the partners he has connected us with has blown Julie out of the water with the work he is doing. He wants to invest his time into this event since he is newly retired. Clays 4 HOPE will be on October 13<sup>th</sup> at The MN Horse and Hunt Club in Prior Lake, MN. It will be a full-day event. Don has committed Greater Midwest Financial Group to be a sponsor/partner for this event. There will be a dinner. There will be a 'Dinner only' ticket option as well.
- Other upcoming events are the Hunt 4 HOPE on September 23<sup>rd</sup> and the 4K is on September 30<sup>th</sup>
- Julie challenged the Board to think of one person that should be connected with HOPE 4 Youth. There are 11 potential relationships to cultivate. Julie would love to work with our Board members to open doors. We will follow up on this during the time for Open Business toward the end of this meeting.

#### **Program Update (Mark McNamer/Anna VonRueden)**

- The first Program Committee meeting has now occurred. The conversations surrounded vision, Pohlrad feedback, youth voice, work readiness, and DEI efforts. We are hiring for the HOPE Homes position and the committee discussed the direction of this role. The committee will meet monthly on Fridays.
- Staffing at HOPE Place and Drop-in Center.
  - o We have hired one staff for HOPE Place, and we have another candidate to which we are extending an offer. Mark and the Drop-in Center team are interviewing for the HOPE Homes position.
- Case management hours are down. Mark believes that this is a reflection of the staffing changes.
- Revised documents at HOPE Place.

- Mark and Mica, the HOPE Place Program Manager, have reviewed several policies, leasing documents, handbooks, and processes. These revised documents were sent to Steve today for his review through a legal/compliance lens. There is a cultural shift that is occurring over at HOPE Place with increased expectations and communication. It was requested that more information be shared regarding expectations of the youth living at HOPE Place at an upcoming Board meeting.
- The Housing Stability Fund currently has just under \$7k from the \$80k that we got from Eagle Brook last May. We are planning to do a summer appeal for this fund this year. Mark shared that our staff has become pretty good at managing this money and identifying the best potential fit for a youth.
- Client Track Changes.
  - A new volunteer is working on this. We are also working with MACC regarding this. The database can do a lot and we can implement some additional things to capture the best data points.
- Drop-In check-ins, unique youth, and new intakes are all up compared to 2021. It was shared that additional information regarding youth visits, the number of mentors, and a more in-depth look into what our youth experience is desired at upcoming Board meetings. It was suggested that it would be helpful to tour the DIC and meet there once a year. The experience of seeing what our youth experience firsthand is invaluable and so incredibly impactful.

### Open Business (Steve Nash)

- There was a discussion regarding Julie's request for potential relationships to cultivate. It was noted that events are great to invite people to, but the 4K is more difficult. There would need to be some sort of program, presentation, or giving opportunity included at the 4K. It was suggested that we make sure every 4K participant gets an Impact Report.
- If there was a Board member providing meals, that would be a great opportunity to see the impact at the Drop-in Center. The more the Board gets engaged, the bigger the impact. LaChelle suggested the Board serve a meal and then have a more concentrated meeting afterward. We could schedule this based on the upcoming agenda.

### Adjourn

- **Motion** to adjourn was made by Pat Chen, seconded by JJ Slag, and approved unanimously.

The meeting ended at 6:47 PM.

Respectfully Submitted,

Danielle Snider, Administrative Coordinator

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### Action Items:

- Send Julie the name of one potential connection for HOPE 4 Youth to cultivate a relationship with.

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### Upcoming Events:

- Board Retreat – June 20
- Volunteer & Staff Appreciation Picnic – June 23
- [Heartland Tire Classic Golf Tournament](#) – August 22
- Hunt 4 HOPE – Wild Wings of Oneka – September 23
- The Darkest Night 4K – Bunker Hills Golf Club – September 30
- Clays 4 Youth – MN Horse & Hunt Club – October 13
- Out of the Cold – Anoka County Sheriff's Office – November 7-11
- Donor Appreciation Event – December