

## North Kitsap Fishline

### Board of Directors Meeting **Notes**

September 17, 2018 Community Room – Viking Crest Condominiums

Board members present: Tom Eckmann, Judy Dougherty, Betty Herman, , Karen Timken, Kim McKoy, Becky Erickson, Judy Granlee-Gates; Michael Philbrick.

Board members absent: Tracy Russell, Bruce McCain, Stuart Grogan, Nick Johnson, Becky Hall, Sharon Stiles

Guests: Danielle Murphy

Staff present: Mary Nader

President Tom Eckmann called the meeting to order at 6:00. He noted that there was not a quorum present.

**Secretary Report:** Due to lack of quorum, vote on approval of minutes of the August 16, 2018 minutes was postponed and subsequently approved via e-mail vote.

**Treasurer's Report:** Reports were previously e-mailed to Board. Vote on acceptance will come in an e-mail from Tom E.

**Technology Report:** Michael P. gave an overview of the Sales Force Project which has been a work-in-process for 4 years. The project has changed dramatically since the start of the project. Marge Johnson has been helpful in exposing holes in the processes and has created flow chart for each process. Scripts have been created to guide people through the processes. The check-out process is easier; customer service script can be amended as necessary. A discussion of what is needed ensued: Staff person to assist in writing of documentation (one or two times a week); someone to oversee the process; ask questions, test modules; a written job description for this person (Marge can help write the job description); a way to relieve Marge of other duties so she can work on Sales Force project. Danielle agreed to check on software or business project manager to take on these tasks (someone from Olympic College to make the recommendation.) It was decided she should hold off on making this request until Mary gets back to her. We should look for someone to work with Marge on Sales force and/or other projects and utilize the new receptionist, some committed current volunteers and new volunteers to work on Sales Force AFTER modules have been shown to the Administrative staff. This is project is being returned to Marge and Mary to provide further movement. Registration module was completed on 9-16-18. There was discussion of the next module to be implemented. The Donor Tools that is in place is ok for now. Client Services module target is possibly Q2 of 2019. The suggestion was made that we hire Rae to be a "client" and present various scenarios during the development of this module.

**Auction Report (Karen):** Sponsorships pledged to date are \$12,750. Target for this year is \$27,000. Target for last year was \$31,000. Various levels and benefits to sponsors were reviewed. The committee continues to meet on a regular basis. Karen asked for promotional ideas. Following suggestions were made: Judy Granlee-Gates offered space on her property for a sign; post on The North Kitsap Community internet page; targeted Facebook ads have been very effective; posting public events on Facebook is free. Brown paper tickets is up and running. Price goes up after 11/1/18, then structured increases as the event gets closer.

#### **Transforming Lives Project:**

- **Building (Tom E. and Bruce M.)** We are close to receiving a Certificate of Occupancy (estimated by 8/30). FPH is aware of outstanding issues and is working on punch items. Certificate of occupancy is expected about September 25; furniture from Watson should be available no later than October 10. PCH best case move in date would be the end of October. A reconciliation needs to be done with RFM and FPH before the final checks are issued. The first public tour went very well. There is approximately \$17,000 left in the contingency fund.
- The offices will be closed each Thursday to facilitate planning and moving activities. The move will take place Thursday through Sunday, October 11 -14.
- A request was made that Christmas wreaths and lights be used on the outside of the building.
- The Grand Opening Committee selected November 10 for the celebration with tours starting at 11:30 and a formal program beginning at 12:30. They are continuing their meetings and are concerned about parking for the event.

**Board Issues:** Because there is no quorum, Tom will put out an e-mail requesting votes on the following items: candidacy of Caroline P for the board; last month's board minutes approval; approval for the audit report and August financials; extension of Becky Erickson's ex-officio position on the board.

**Board Development (Betty):** Caroline's background check was clear; she has been participating in the Grand Opening committee. Suggestion is to vote to accept her – via e-mail that Tom will be sending out. Tony Hinson is on his last deployment. He will join us again in October.

**Executive Director's Report (Mary):** The volunteer appreciation night at Second Season was very successful. With ½ price available to the volunteers sales still were at the \$700 mark.

**CSC Operations Update (Mary):** The committee is continuing to work on rules and regulations; details of daily operation are being examined and creative solutions are being developed. Documentation of client statistics gathering is being worked on. It was suggested that Standard Operating Procedures documents be put in Teams in the cloud and notes be dropped in there. We can create documents from there. Will need to send a link to these documents.

**Human Resources update** (Judy D.): Work of this committee is paused as all positions are filled. The committee will be looking at job descriptions and performance evaluations next. Will resume meetings in October.

**Marketing/Website:** Rebranding is almost completed; reference to home store and old logo need to be removed from the vans.

**President's Report** (Tom): Decisions on the use of the Annex are on hold until the move into the new building is complete.

The Housing Task Force has noted that the 9<sup>th</sup> Circuit Court's decision says that services MUST be provided to homeless. Tom will schedule a meeting with staff to help define who Fishline will serve, define housing options and their definitions and define action items. This work will start the first quarter of 2019. Sound West is to be contacted to see what their plans are for the property next door to the Fishline campus.

**Retail:** Plans are being looked at to expand our retail presence: furniture again, more sites (BI, Albertson's space); more pick up on BI, partnership potential with other non-profits such as Share Net and Helpline House. Everyone should be on the look-out for new sites. The suggestion was made that Brian Deloria, who owns the McDonalds at High School Road and 305 on BI should be contacted to see if he will allow a donation truck to serve as a permanent donation site. Perhaps we can hire a client to staff the collection site.

**New Business:** Danielle reported that there is a Voter Registration Fair on 10/3/18 from 12-2 at Olympic College. Candidates from Districts 23, 26 and 35 as well as auditor and coroner candidates are scheduled to meet constituents. Food and voter registration will be available. Both the Olympic College and City Council groups were "blown away" by their tours of the new building and how Fishline works.

**Adjourn:** The meeting was adjourned at 7:50pm.