

FISHLINE BOARD MEETING MINUTES MARCH 18, 2019

The Board meeting was called to order at 5:00 by President Judy Dougherty.

Board members attending: Judy D, Caroline P, Tom E, Becky H, Tony H, Karen T, Betty H, Nick J, Blair A, Judy G-G, Sharon S, Becky E., Jenn E, Jeff Griffin

Board members absent: Kim McKoy, Michael Philbrick, Tracy Russell

Staff attending: Patti Dudley, Sandra Allen (special short presentation by Sandra only)

MINUTES: Motion to approve the February minutes was passed.

NEW BOARD MEMBERS: Motion to ratify the e-mail vote adding Jenn Evans and Jeff Griffin.

as Board members was passed.

UPDATE ON HHGP GRANT: Sandra Allen, Client Services Manager, was asked to brief the Board on this \$10,000 grant for assistance with housing issues. The money goes toward salary for the Home Share Coordinator, client services for homeless and others in significant need (see below), rental support, administrative support for assistance to house persons. A discussion ensued around why some people have been turned down for short-term housing vouchers. Sandra explained that those vouchers are issued by Fishline (not in paper form) but are authorized by Kitsap Community Resources. There are a variety of issues KCR uses to determine eligibility of anyone wanting a voucher. Some of the criteria are: is there a shelter open, is the person willing/able to use the shelter, what is their vulnerability (need), are there mental health issues, are children involved. Once a need is determined and funds authorized, KCR calls Fishline to release money for hotel room rental. Fishline always says yes since the person has prequalified through KCR. We have only about 6-7 hotel requests per year. This process was clarified for all as there was a misunderstanding by Board members generated by memories of how the system used to work. Other housing grants are released to us each year. There is now new tracking in place in Quickbooks to help us determine how money from our grants is allocated and spent. There is a need for a broader policy conversation on housing needs are handled and will be handled in the future. In 2020, KCR will take over the administration of the housing funds. The Comprehensive Services Committee (CSC) will look at how policies of Fishline, KCR and other sources overlap and look for the gaps. Jeff agreed to join this committee and assist with this analysis. He said that the Firefighters have a special fund to assist with one night of housing for those who have been in an accident, or their house has burned, etc. Fishline staff have a great relationship with the staff who work with the City and Police as case managers. Becky Erickson will ask the staff who work on these programs to reach out to Sandra to better inform each party about what is available and how they can better work together.

The need to focus on the CSC, its current policies, the potential need for new ones and our relationship with our current partners and future needs was discussed. Tracy Russell, head of the CSC committee, will be asked to convene a committee meeting as soon as possible. (Tracy is recovering from surgery so this may be delayed for a short time.)

FISHLINE BOARD MEETING MINUTES MARCH 18, 2019

EXECUTIVE DIRECTOR REPORT: The metrics between the Finance/Accounting reports and the Volunteer reports will improve with the implementation of Sales Force. Metrics related to volunteers, client services, households served and food distributed will be corrected by Patti, Becky and Marge. This highlighted the need for consistency in how we collect and manage data.

The ½ day Managers Retreat proved to be valuable in various ways. One of the biggest rewards was the establishment of the “Hummer” room as a space for the market staff to do uninterrupted administrative work.

Patti met with the Fund Development Committee – this is a great group of people – see the Executive Director’s report for March to understand the various stakeholders and how they will be addressed and nurtured for continuing our stream of income.

Building issues will be addressed on March 20 when Patti will meet with Kerry from FPH, the general contractor responsible for the building of the new building. There are outstanding issues so \$40,000 has been held back as the final payment and a specific plan needs to be in place before these funds will be released.

The Sales Force project is moving forward. See the IT Analysis Report for more details. Contact information from a variety of sources need to be loaded into Sales Force (Volunteers, donors, clients, etc.)

Peninsula Community Health now has a mobile mental health counseling van. It has been at Fishline once and will be back again later in the month. We don’t know how many visitors they had. There is still no word on where the north end mental health unit of PCH will be located.

TREASURER’S REPORT: Financial statements were released prior to the Board meeting. It was noted that costs for some services for clients were reduced from \$700 last year to \$300 this year. The weighted in-kind figures were incorrect in the budget reports and will be corrected in March reports.

The auction raised \$130,000, after expenses. Thanks, were expressed to Karen for her hard work on this project. The total operating budget for Fishline expenses is about \$900,000 so the auction income is a significant help in meeting those expenses.

Many of the funds listed in “cash” are in restricted accounts. The financial reserve policy of maintaining 50% of the previous year’s expenses was overridden to 25% during construction. The finance committee needs to decide if that is still appropriate and make a recommendation to the Board. With our positive cash position, the finance committee needs to meet to discuss our reserve policies pertaining to operations and building maintenance. In addition, the committee will need to evaluate our debt to cash position.

PRESIDENT’S REPORT: The priorities for the next 4 months have been set with Patti and are: stabilizing operations and staffing; finalizing policies and procedures; Development Committee work including collecting metrics so that we can tell our story with data especially for funders of capacity building

FISHLINE BOARD MEETING MINUTES MARCH 18, 2019

grants; Integrate Patti into the community; establishing what is actually going on with the CSC and what it will look like 6 months

The role of the Board has been very hands on with a great deal of direct communication with staff rather than going through the Executive Director. In shifting much of the workload back to staff, and to support Patti in establishing her role as ED, it is requested that most of the communication with staff go through Patti. Board members should use their own judgement while keeping in mind that Patti gives direction to the staff. The Committee Structure will be used in connection with Patti and Judy in bringing recommendations of some policies to the Board before being communicated to staff by Patti. Fishline is growing and looks different than it did 2 years ago and will look different in another 2 years.

Patti was asked to review the steps in intentional project management (idea; plan the budget, goals, procedures and vision; do it; track it; and close it with evaluation and metrics. We need to be sure our volunteers who are always out in the community are presenting a positive message about Fishline and the Board is providing consistent and positive information in our individual interactions with community members.

COMMITTEE REPORTS:

Board Development: A more formal orientation process is needed. Board members are no longer required to work in the market as part of their orientation. Patti will coordinate meetings with Sharon Stiles, Jenn Evans, Jeff Griffin and Blair Anderson to spend 1 hour with herself, the market manager and client services manager to get a better orientation to Fishline.

Marketing and Communications: Nick has been working on a variety of projects. He thought some of the updates to the web site had been made but found out this was not true so he will work with Alane to get that process smoothed out. He has worked on new posters for the RV mobile unit schedule, new nametag process, style guide update, and other projects. It was explained that some limited access can be granted to board member so, for example, they could upload financial statements without going through him. Tracy will be asked to get the board minutes uploaded and newer financial information will need to be uploaded too. Patti and Nick will work together to get these tasks accomplished. There are changes to the Culture of Respect policy that also need to be changed.

Finance Committee: has had an initial meeting with the auditors, data is being gathered in anticipation of the audit report being completed by July. Becky has prepared a Finance Committee agenda and expects to arrange for a committee meeting soon.

Development Committee: An overview of this committee's report is incorporated into the ED's report for this month. They have made a good start. The next meeting is April 3 at 9:00 a.m. Grants for garden activities and capacity building have either come through or are in the works. Reports on grants which have already been made are being submitted as required. As metrics improve, our ability to get non-capital (aka capacity building) funds will increase.

FISHLINE BOARD MEETING MINUTES MARCH 18, 2019

Page 3

Comprehensive Services Committee: the agencies that are on site are not getting the number of clients they expected so some are not staffing as expected. It was requested that this issue be elevated in priority so that this concept is not perceived as a failure and we can, in fact, serve our clients better. Ideas were discussed about how to improve the visibility of the CSC including working with the police, other social workers, etc.

Facilities Committee: most issues have been resolved. The use of the Annex needs addressing. In order to help determine capacity at the Annex, the market manager will do a parking study to determine the current usage. The proposal for the Advance Rental site is not viable. Integrity Roofing, across the street, may have an interest in renting us some space. This is still being looked at.

Human Resources: When the committee last met, it was decided that position descriptions and the performance evaluation process were the next priorities. Work on these issues was put on hold until Patti is ready to address these.

Strategic and Business Planning: In order to move forward it was decided that we should shoot for a Board retreat sometime in the Fall, perhaps September.

Client and Advisory Committees need to be reactivated.

There was no new business.

Meeting was adjourned at 6:40 p.m.

Respectfully submitted on behalf of Secretary Tracy Russell

by Betty Herman

FISHLINE BOARD MEETING MINUTES MARCH 18, 2019