

**WACOSA Board of Directors Meeting  
July 15<sup>th</sup>, 2019  
5:15 PM – 6:42 PM**

Members Present:

Jon Archer  
Jeff Murphy  
Jennifer Johnson  
LeRoy Northam  
Joe Perske  
Jeanne Theis

Members Absent:

Ron Brandenburg  
Zachary Dorholt  
Karla Myres  
Cherie Scofield  
Herb Trenz

Staff Present:

Nancy Betts  
Steve Howard  
Ann Kennedy  
Carrie Peterson  
Traci Richter  
Sarah Starling  
Beth Sueker  
Sandie Westergren

- 1. Welcome Board Members – Meeting called to order**
- 2. Review of Agenda – Additions/Changes**
- 3. Approval of Minutes from July 15<sup>th</sup>, 2019 Meeting**

Motion by Mr. LeRoy Northam, seconded by Mr. Joe Perske, to approve the July 15<sup>th</sup>, 2019 minutes as presented. Motion passed.

- 4. Committee Reports**

- a. Finance**

- i. Review of July Financials**

Ms. Traci Richter stated July program revenue was under budget by \$7,600 for the month and under budget \$132,359 for the year. Program revenues increased \$366,470 in a year-to-date comparison between 2018 and 2019 due to the acquisition of our 1<sup>st</sup> Avenue location. Program closures early in the year due to inclement weather put us under budget.

July vocational revenue was over budget by \$12,500 for the month and over \$87,500 for the year. Vocational revenue increased by \$82,502 from 2018. Year-to-date community

crew income was under budget by \$12,000; production revenue was over budget by \$64,500; shred revenue was over budget by \$9,000; and ThriftWorks! revenue was over by \$9,200.

July donation revenue was over budget by \$286,000 for the month and under budget by \$74,000 for the year. In July we received a 5310 Grant for two new vehicles and other designated donations. Donations are expected to catch up to budget towards the end of the year.

Staff wages and costs were over budget for the month by \$9,200 and under budget for the year by \$268,000. The reason for the decrease in year-to-date amounts is due to the many open positions that have not been filled. Most staff were given a \$1/hour raise earlier this year so the gap will get smaller as the months progress.

Net health insurance and life benefits were under budget for the month by \$12,500 and under budget for the year by \$268,000. Net health insurance and life benefits increased by \$36,000 in a year-to-date comparison. Mr. Jeff Murphy suggested putting money in a pre-paid account at the end of the year to make up for the back-end loaded expenses. Traci agreed this would be a good idea and said she would look into doing this.

Building and equipment costs were under budget for the year by \$41,500. The subcategories that make up the greatest part of the \$41,500 are building and ground maintenance which were under budget for the year by \$12,000; equipment under \$1,000 is under budget for the year by \$27,000; utilities are over budget by \$5,700, and equipment maintenance is under budget for the year by \$2,300. As we get closer to the end of the year we will purchase needed items and be closer to budgeted amounts.

Advertising and public relations were under budget for the month of July by \$6,000 and under budget by \$36,000 for the year. Fundraising expenses are under budget for the year by \$13,800, and advertising is under budget for the year by \$13,500. This will be closer to the budget as we do more advertising closer to the winter holiday season.

Transportation costs are under budget year-to-date by \$27,400. Contracted transportation is under budget by \$9,000; vehicle fuel is under budget by \$23,500; and vehicle maintenance is over budget by \$11,500 due to an aging fleet and minor accidents that have occurred.

Professional fees were over budget for the month by \$27,900 and over budget for the year by \$37,000. The increase is due to the annual license renewal for software products, the CARF survey that recently occurred, and a number of audits we have had.

Motion by Mr. Jon Archer, seconded by Ms. Jeanne Theis, to approve the July 15<sup>th</sup>, 2019 minutes as presented. Motion passed.

## **ii. Preparation for 2019 Budgeting**

Ms. Richter stated groups are getting together to begin organizing their budget needs for

the 2020 budget. Most meetings between Steve and his staff will take place the second week of October, when budgeting begins in earnest.

Mr. Joe Perske asked if we are expecting any major changes. Ms. Nancy Betts said the only major change we are expecting is a new phone system.

**iii. 5310 Vote Approved by Electronic Board Vote**

Mr. Steve Howard reminded all board members of the recent 5310 electronic vote and shared to members their votes have been recorded in the board book. The vote was 100% in favor of supporting the most recent grant resolution.

**b. Human Resources**

**i. Stakeholder Satisfaction Survey**

Ms. Betts explained stakeholders are the guardians, care providers, funders, etc. We received overall high marks from the survey. One individual who shared that WACOSA “needs improvement” has already spoken with by Nancy B.

Stakeholders continue to want more and a larger variety of work for clients.

Ms. Betts stated this is our first year we included stakeholders from our 1<sup>st</sup> Ave location and the surveys are comparable in marks to other locations.

**ii. Client Satisfaction Survey**

Ms. Betts stated we received approximately 325 responses from our clients. Clients would like more choices in types of work. The results were comparable to previous years.

**iii. Staff Engagement Survey**

Ms. Sandie Westergren stated the survey had an approximate 60% response rate. There was an increase in the percentage of staff who said WACOSA pays fairly and competitively for the industry.

The survey reflects that staff have seen an improvement in overall work culture, including a sense of personal responsibility and focus on solutions rather than blame. There were no responses that said they would not recommend WACOSA as a place for friends and family to work.

Staff would like to have more input on key decisions being made by leadership. WACOSA made an active effort to include leaders in the past and will include more DSPs in the future.

**iv. Contract Customers**

Ms. Ann Kennedy stated we received 17% of the surveys back. No one was dissatisfied with our services. This is our tenth year in a row with no negative feedback.

**v. Docushred**

Ms. Kennedy stated Docushred customers are 100% satisfied with our service. We are looking at allowing different options, such as different pick-up schedules, in the future.

**vi. ThriftWorks!**

Ms. Kennedy stated we had a 14.51% response rate and over 97% of customers were satisfied with their experience. The complaints we received were mainly about the donation process.

We collected over 1,200 new emails from last year.

**vii. Community Employers**

Ms. Betts stated the results were comparable to last year. We had 11 responses and only one was negative. Ms. Betts is attempting to figure out who submitted it so we are able to rectify the situation.

**c. Board Development**

**i. Board Surveys will be distributed electronically**

Mr. Howard stated the board surveys will be distributed electronically to each board member to assess their thoughts on the board as a whole as well as their individual performance.

Ms. Westergren and Mr. Murphy will work together to create and distribute the survey.

Mr. Murphy stated they will review the results at the next Executive Committee meeting in October.

**d. Executive Committee**

**i. Inclusion of mission statement on all board documents**

Mr. Murphy stated the mission statement will be include on all board documents going forward.

**ii. Board committee implementation**

Mr. Murphy stated they are making the board structure clearer. Committee chairs will be responsible: to review committee charter and propose any changes to the Executive Committee, list key performance indicators, create committee objectives through 2020,

designated committee priorities through the end of 2019, finalize the committee calendar, and list any potential significant budget items.

We will be moving the board meetings to quarterly in 2020.

**iii. Renewed 3-year service commitment**

Mr. Murphy affirmed another three-year commitment to the board from Mr. Jon Archer, Mr. Ron Brandenburg, and Mr. LeRoy Northam.

**iv. Board member recruitment and approval**

Mr. Murphy stated we have quite a few openings for board committees including: 5-7 for the Program Committee, 2-4 for the Development Committee, and 4-6 for the Marketing Committee. We are currently looking at adding non-board members to the HR Committee, as well.

Current board members are responsible for recruiting more board members. Ms. Jennifer Johnson is interested in staying on the program committee when her time on the board expires.

Mr. Murphy stated we expect to have up to 16 board members under the new governance policies. He is collecting a list of prospective board members.

**v. Board member orientation**

Mr. Murphy stated we will still have a basic orientation process. He will review and modify the process, as needed.

**vi. Update regarding Governance Policies**

Mr. Murphy stated they have drafted new policies. Feedback from the board is due in October. Then Mr. Howard will review the changes. The Executive Committee will review and discuss the changes before bringing it to the full board for a discussion and vote.

**vii. Update regarding Board Job Descriptions**

Mr. Herb Trenz and the HR Committee will be updating board job and officer position descriptions.

Mr. Murphy plans to post job descriptions to the board portal or other electronic medium.

**viii. Mr. Ron Brandenburg to Review Bylaws**

Mr. Ron Brandenburg will be reviewing the bylaw changes and making any needed adjustments.

**ix. Next Executive Committee Meeting is October 2<sup>nd</sup>, 2019**

**e. Fund Development Committee**

**i. Update on recent/upcoming events/grants**

Ms. Carrie Peterson stated the 1-5K was in August. She thanked everyone who made it to the event. Mr. Northam and Ms. Karla Myres were two of the top fundraisers for the event. The event brought in a net income of about \$25,000. The 2018 breakfast brought in around \$19,800 so shifting to a new event seems to have been a good idea.

Ms. Peterson submitted a 5310 Grant for 2 new vehicles and an Auto Bremer Grant for equipment to make video resumes for our clients.

We received a grant from the Initiative Foundation to host Project CoNNECT to connect employers with individuals ready and able to work. During the event, they talked about other's experience and questions employers have about hiring individuals with disabilities. The breakfast will be this coming Thursday. After the event Ms. Peterson will begin the follow-up report for the grant.

Our Panera Bread fundraiser is this Friday from 4-8pm.

**5. Director's Report**

**a. Brainstorming Meeting Minutes**

Mr. Howard stated the minutes were available on the board portal. The Administrative Team continues to host these meetings.

Ms. Jeanne Theis asked what Body Stars is. Ms. Sueker stated we put together soap and salt for them. We have looked into providing the soap and salt for other local piercing shops in the area.

Ms. Johnson inquired about a status update on the greenhouse plan. Mr. Howard stated we have not heard back from Bay Produce regarding our greenhouse discussion.

**b. Quarterly Compliance Meeting**

Mr. Howard stated the meetings are still held quarterly. Fortunately, there has been no significant concerns to address over the past year.

**c. Update on Implementation of 2019-2024 Strategic Plan**

Mr. Howard stated him and Ms. Betts made a tentative strategic plan structure that is going into effect in 2019. The board is expected to offer their input into the final plan in the near future according to Mr. Murphy.

**d. Update on Possible Discount 70 Collaborations**

Mr. Howard stated our tour with the Discount 70 people was cancelled because both executive directors were battling significant illnesses. We are trying to reschedule at this time.

**e. Update on Replacement of Electrolux Work**

Ms. Kennedy stated we are getting new work and more work. The work is not quite the same, but it's getting there. We will continue to look for more opportunities.

SpeeDee Delivery Service has a distribution facility in the area and we are looking at doing more work with them.

**f. August Metrics**

Mr. Howard stated we served 619 people in August, created 10 new in-house work opportunities for the month and 117 for the year, and produced 71 in-house jobs for the month and 739 for the year.

Companywide turnover was 0.56% for the month and 11.29% for the year. At this time in 2018, turnover was 14.83% for the year. DSP turnover was 1.38% for the month and 13.51% for the year. At this time in 2018, DSP turnover was 19.35% for the year. Overall, comparisons between years are very favorable and we are optimistic this trend will continue.

ThriftWorks! was \$200 under budget for the month and \$8,000 over budget for the year. Docushred was \$300 over budget for the month and \$9,000 over budget for the year.

**6. Motion to Adjourn**

Motion by Mr. Jon Archer, seconded by Mr. LeRoy Northam, to adjourn the meeting. Motion passed.

**Staff are dismissed. Board members asked to stay for Executive Session.**

**Next Meeting: October 14<sup>th</sup>, 2019**

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LeRoy Northam, Board Secretary

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Date

\*Board members met briefly once the formal board meeting adjourned.