



## BOARD OF DIRECTORS MEETING MINUTES – SEPTEMBER 24, 2024

### PRESENT FROM BOARD:

Dave Hayden, Tawny Espinoza, Randy Brown, Tamara Krizman, Justin Aubert, David McKendry, Kevin Fitzgerald, Brandi Laubhan

### EXCUSED ABSENCE(S):

Krista Ubersox, Jeff Franklin

### PRESENT FROM STRIVE:

Grant Jackson, Mary Anne Lawrie, Chris Bergquist, Heather Parga, Vittawa Sriphong-Ngarm, Megan Hale

OVERVIEW OF MEETING
Introductions were made between the Board of Directors and Leadership Team members.
Minutes were presented and approved.
Leadership Team members provided Department updates
July financials were reviewed and approved.
Grant provided state and organizational updates.

A quorum was achieved at 12:10 p.m. and the meeting was called to order.

The meeting commenced with introductions from the Board and Leadership Team members who shared their professional backgrounds and roles with the community and organization.

### MINUTES FROM 08/27/2024

Minutes were presented.

**It was M/S/P (Espinoza/Aubert) to approve the August minutes.**

Grant announced that he would like to begin the meeting with a couple of members of Leadership and provide the Board with an update on their departments. Quality Assurance (QA) will report next month since they had a prior engagement.

### DEPARTMENT UPDATES

- **BEHAVIOR** – “V” has been spending the last 4 months understanding Colorado’s I/DD system and how waivers operate along with developing systems to support staff focusing on building up their skill sets while supporting the individuals as well. He is currently working on building a platform to support providers through e-courses. We are currently working with another provider to beta test to see if it works for them.

- The department is also working with Early Intervention and the State with the possibility of expanding services to provide services through EPSDT (Early & Periodic Screening, Diagnostics and Treatment) to individuals under the age of twenty-one. The department is also in the process of hiring more behavioral staff. We were lucky to hire a part-time counselor on board who works one day a week at this time until her position ends with another organization and then will go full-time. There is another BCBA (Board Certified Behavior Analyst) who is interested in coming on board once the school year has finished. We also continue to improve on billing efficiencies. A brief question and answer period ensued entailing type of individuals served, data collection, various behavioral issues that staff cope with, the EPSDT program and securing additional funding for programs aimed at supporting younger individuals transitioning to non-adult settings, in-house training, certification requirements for staff, etc.
- **HUMAN RESOURCES** – Heather reported there are currently fifteen opened DSP (Direct Service Professional) positions with five of them being part-time. It appears more applicants are applying since we made a significant increase in hourly wage. This opened the floor up to a lengthy discussion entailing retention and turnover, programs most impacted with turnover, more applicants applying for part-time positions with flexibility to schedules, eligibility for benefits, different platforms utilized for job postings, etc. On a positive note, Reception is helping out the Housing Authority with their front desk duties. We are hopeful other opportunities such as this will open up for other departments as well.
- Annual picnic is this Thursday. Open to everyone, i.e., host homes, staff, families, etc.
- Human Resources also is heavily involved with the school district's Golden Ticket Program. The program is akin to a Resource Fair where a variety of providers attend to educate and inform families on resources available to them for when their child transitions from high school into adulthood. These occur on a quarterly basis and families are very appreciative of this information.
- **RESIDENTIAL** – Megan informed members that the department has hired another Host Home Monitor who comes to the agency with a health care background. She is very passionate about the individuals we serve and will be an asset to the department.
- The department is also taking in more individuals especially in the Personal Care Alternative (PCA) program where six new individuals selected STRIVE as their provider. We are currently providing residential services and supports to 76 individuals. Megan proceeded to explain the services provided to PCA individuals, i.e., housekeeping, shopping, etc.
- We also conducted a survey to find out what Host Home providers need. We created a "Host Home Day" to provide them additional trainings they may need assistance with. Though attendance is not great, we will continue to host them but more as an "Open House" where they could drop in at any time if they want.
- The department hosted a barbecue for the Host Home providers on the same day as the first Garden Groove concert at the Gardens. There were games and activities for the families along with the opportunity to stay for the concert. We recently held a "Sock Hop" and are currently in the process of planning an "Art Show" with individuals artwork later this year.
- Megan is also spearheading the Culture Committee. The Committee conducted a survey to find out on how we can build a better culture within the organization. We've been gathering information and have a lot of fun things in the works. We recently partnered with Ariel for a Volleyball Competition. The Committee

implemented program tours for new employees along with incorporating a scavenger hunt into the tour.

### **FINANCIAL REPORT**

August financials had a fairly significant loss with vocational billing being incredibly low due to attendance and individuals running out of units. In addition, Behavior's billing was low due to staff turnover. These two factors are the leading cause for August's shortfall. Operations is running at a \$70K loss. Adding donations back in reflects a deficit net income of \$44K.

Year-to-date operating income is a deficit of \$93K, adding donations back in leaves a positive net income of \$22K.

Revenue is close to forecast. When reviewing the graph in comparison to last year, Chris reminded members that Case Management was factored into the forecast through November in addition to Vocational and Behavioral billing being low for the month. In addition, billing for the Children Extensive Services Waiver (CESW) and Supported Living Services (SLS) is also down. We recently lost the supervisor and Khristina has taken this over and has come across some problems with the billing along with figuring out the number of staff needed for the programs. Chris took a conservative approach with forecasting and slightly lowered expectations based on data for the last couple of months.

Personnel expenses are over forecast. The driving factor is August was a three-payroll month along with PTO accrual three times.

Operating expenses are slightly lower than projected. There were no big-ticket items that occurred for August.

Net income is similar to operating income but slightly above expectations.

Actuals through August were reviewed along with projections for the remainder of the year. Chris projects to finish the year on the positive side.

Per the recommendation of the Executive Committee, the Metric slide was revised to rename tabs and incorporate actual versus forecast totals.

- Behavior is lower than target. As discussed earlier, the department has gone through major turnovers along with training staff. The addition of a counselor and another Board-Certified Behavior Analyst (BCBA) should increase billing efficiencies.
- Vocational is below target. Again, as previously discussed, attendance is the major driver, and this month was definitely lacking in that.
- Staff occupancy is below target. We continue to experience turnover and are working on staffing schedules to identify programs that are over or understaffed.
- Operating expenses are slightly below target. There were no major repairs and/or maintenance costs over the last couple of months.

Nothing too noteworthy on the balance sheet.

A member wondered what the fundraising expectations are for Harvest. Chris responded and provided an in-depth conversation pertaining to the outcome of the tickets sold, sponsorships which appear to be up from last year, carver fees, etc. Chris informed

members that consideration is being made to issue a request for proposal (RFP) for next year's event and proceeded to describe the past and present issues we are experiencing with the carver. This year's theme is Willy Wonka, and we hope that it will be a success.

The Executive Committee reviewed the financials at their meeting and recommend the Board accept them as presented.

**It was M/S/P (Aubert/Coleman) to accept the Financials as presented.**

**PRESIDENT/CEO REPORT**

Grant provided a short update on the following items:

- Project Search is in full swing and going well.
- There is new Leadership in our Early Intervention (EI) Department. Desiree A has been appointed to be the lead over all the Coordinators. Michelle G will oversee all the Therapists. These are only structural changes that will not have an impact on the budget.
- A counteroffer was submitted to the behavioral company that is interested in leasing the space. We have not heard if they are interested in it or not. Our realtor suggested if they reject it let them know that we would accept their original offer. Grant will keep members apprised on any updates that may occur.
- Sugar and Ice is doing well. They worked a couple of Special Olympic events and are planning to be at Harvest Illuminated again.

Brandi provided an update on Brandi's Blessing.

**It was M/S/P (Espinoza/MacKendry) to adjourn the meeting at 1:20 p.m.**

Respectfully submitted,

MaryAnne Lawrie

Senior Executive Assistant

**Approved 10/29/2024 (Fitzgerald/Coleman) via Zoom**