

Board of Trustees
Meeting
May 18, 2011

MINUTES

Trustees present: Barbara Hoekstra, Ron Holman, Jim Jenkins, Ted Jordan, Ray Lezak, Louise McKinney, Dave Myers, Husein Nakhooda, Pat Schraff.

Trustees absent: Phil Brewer, Andrea Longstreet, Velma Rose.

Staff present: Susan Griffin, Maria Asher.

4:35 p.m.: Meeting called to order by Board President, Louise McKinney

Reflections: Susan Griffin relayed the follow-up on a consumer assisted by LTCO.

Minutes of March 16, 2011 Board meeting approved (Motion: Myers; 2nd: Jenkins). Motion carried.

President's Report – Louise McKinney:

Louise welcomed new board member Husein Nakhooda, and new staff member Maria Asher, Office Manager. Louise reiterated the importance of reading board meeting materials e-mailed in advance of the next board meeting. A board retreat is tentatively scheduled for this fall to take stock of agency operations.

Treasurer's Report – Jim Jenkins

LTCO is in good financial standing with over \$250,000 in our account. Funding continues to come in as projected and the agency is able to operate within budget. HOME Choice program revenue continues to be a lucrative revenue stream.

Executive Director's Report – Susan Griffin

Another aspect of ombudsman work, "Administrative Hearings" was reviewed and a handout provided. Susan reviewed the Dashboard Report for 4.30.11. The annual DSR (Designation Service Review) was conducted by the State Ombudsman office (SLTCO) on May 11. The LTCO Ombudsmen met with SLTCO one-on-one. The State's follow-up report is due on or around June 16, and our report with the final Technical Assistance Plan is due to SLTCO 30 days later. The SLTCO staff felt that there are still significant problems related to services and documentation, so we will be developing a corrective action plan to address those areas.

LTCO's new website went live at the end of April (www.ltco.org). Suggestions for additions/improvement are welcomed – please send them to Susan at sgriffin@ltco.org. The PDB (Provider Database) has been incorporated into the new "enhanced" 211 database as part of a master database for the ADRN – Aging Disability Resource Network – of which LTCO is a part. Calls related to any aging or disability service will be directed to the ADRN, and calls related to ombudsman work will be referred to LTCO. We are already starting to see increased volume due to the greater awareness of organizations in the aging/disability network of our services. The ADRN will maintain the information that has been contained in the PDB going forward. The new ADRN system will be rolled out to participating agencies in September and will go live to the rest of the five-county area in early 2012.

Committee Reports

Executive – Louise McKinney. Andrea Longstreet is the new chair of the Development/Marketing Committee. Dave Myers is the new chair of the Advocacy Committee. Since LTCO is the only free-standing ombudsman program in the State and because resources are scarce, other alternatives for organizational structuring in the future need to be considered, including collaborations and mergers. Board members are asked to note potential partners for merging and resource-sharing.

Trustees – Barbara Hoekstra. Renee Aten has declined to join the Board of Trustees. Other individuals are being considered (see 4.13.11 Trustee Committee meeting minutes). Patrick Murray, MD, is interested in joining the board. He is a retired geriatrician. Gayle Chillious was referred by Ted Jordan. She is an auctioneer who helps individuals who are transitioning between homes. Ted will follow-up with her to see if she is still interested. Two to three recommendations are desired for the July 20th board meeting. We are still seeking individuals with development backgrounds. The goal is 15 board members, with a majority being non-conflicted.

Development/Marketing – Susan Griffin. The committee reviewed and revised the basic PowerPoint presentation developed for use by the Speakers' Bureau and staff for presentations about LTCO. There was training conducted for the Speakers' Bureau; 6 volunteers attended. We are working on developing contacts to secure speaking opportunities. Susan is continuing to work on grant applications. The committee also reviewed and revised the new website before it was live. Solicitation letters were sent out for the 1st quarter in March and approximately \$1500 has been received to date from that mailing; they will continue to be sent quarterly. On the committee's recommendation, new donor management software has been purchased and the donor list will be transferred to that software over the next few months.

Human Resources – Pat Schraff. The Ombudsman and Staff policies that were emailed to the board for review are subject to finalization. The "Ombudsman" policies come from "Rule & Law" and have not changed except for position titles. There were many changes made to Staff policies including combining several policies and significant revisions. The committee has reviewed all Staff policies in detail. Motion to approve all Staff and Ombudsman Policies as presented. (Motion: Myers; 2nd: Hoekstra). Motion carried. The committee also reviewed a revised performance appraisal process for staff that is in alignment with organizational goals. A compensation plan has also been developed that balances compensation both within the organization and relative to comparable nonprofit organizations. Compensation changes that are within the approved budget will be made as needed. The plan for 2012 will be reflected in next year's budget.

Advocacy – Dave Myers. There was no meeting of the committee. The next meeting of the Advocacy Committee is June 1st at 4:30 p.m.

Finance – Jim Jenkins. The inaugural meeting of the finance committee was held on May 16, 2011. Jim gave his changes to the 2009 Financial Reports (audit) and 990 to Susan to be sent to the accountants. An extension has been filed for LTCO's tax return filing. Jim wants all IRS questions reviewed by other board members and Susan (Jim will give Susan the IRS questions). Jim stated the goals of the finance committee:

- Ensure internal controls (additional oversight person for signing of checks).
- Method of accounting (staff can do a cash method and auditor can do an

- accrual method at year end).
- Monitor payroll (for ghost employees).

A finance committee meeting will be scheduled at which the auditor will present the audit and 990. Board will need to approve (can be done electronically).

Old business

Six people attended the Person-Centered Care (PCC) meeting on April 30th. State will promote PCC advocacy.

New business

Covered in DSR Report in Executive Director's report.

6:15 p.m.: meeting adjourned (Motion: Nakhooda; 2nd: Hoekstra).

Respectfully submitted,

Velma Rose, Secretary

Materials distributed before or during the meeting:

- A. Agenda – May 18, 2011 Board meeting
- B. Minutes – March 16, 2011 Board meeting
- C. “Administrative Hearings” informational handout
- D. Dashboard Report – through 4.30.11
- E. LTCO Financial Review April 2011
- F. LTCO Financial Review April 2011 – cash basis reporting
- G. Statement of Activities by Expense Classification - through 4.30.11
- H. Statement of Financial Position – through 4.30.11
- I. Development/Marketing Committee – 4.18.11 meeting minutes
- J. Executive Committee – 4.20.11 meeting minutes
- K. Human Resources Committee - 4.27.11 meeting minutes
- L. Trustee Committee – 4.13.11 meeting minutes