



**Our Little Haven Board of Trustees
Semi-Annual Meeting
Wednesday, February 28, 2018
The Engineer's Club of St. Louis
4359 Lindell Boulevard ~ St. Louis, Missouri 63108
Breakfast Begins at 7:15 am ~ Meeting Begins at 7:30 am
AGENDA**

- I. Invocation -
- II. Welcome and Introductions - Bill Newbold
- III. Program Report Mike Bahlinger
- IV. Financial Reports Mike Bahlinger
 - A. Committee Reports
 - B. Courage and Care Giver Funds
- V. PQI and The Work – *Anniversary Gala* Scott Hummel
- VI. Corporate Matters Paul Klug
- VII. Trustee and Development Chris Munoz
 - A. Haven Club Update
 - B. Strategic Plan – Process and Updates
 - C. Review of Recent Activity Reports
 - D. Upcoming Events –
 - 1. Calendar of Invitations
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 - 4. Trustee Meeting (Wed, Sept 12) Bill Newbold
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 - 7. Chic Boutique (Sat, Nov 17) Heather Schmidt
- VIII. Risk Management Issues Mike Bahlinger
- IX. Old Business Bill Newbold
- X. New Business Bill Newbold
- XI. Next Meeting Bill Newbold
- XII. Adjourn Bill Newbold

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OF OUR LITTLE HAVEN
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Chairman Newbold welcomes the Trustees, calls the meeting to order and invites Father Ronny O'Dwyer, SJ to offer a prayer. After the prayer, Bill invites all to breakfast.

At 7:50 am, Chairman Newbold begins the meeting. Bill begins with a Thank You to Risa Zwerling for hosting the Trustee's Anniversary Party in early February – a great night for Celebrating! He welcomes Haven Clubbers and Advisory Council Members and introduces Gretchen Keller, Andrew Evola and Mike Hotz. Bill also welcomes and introduces OLH staff - Heather Schmidt, Chris Munoz and Mike Fitzgerald as guests. After introductions, Bill reminds everyone that OLH is celebrating its 25th anniversary as she opened her doors on 3/1/1993. Bill invites the Trustees to continue to celebrate this milestone and encourages all to mark their calendars for the Anniversary Gala on Sunday, April 22.

Program and Financial Reports by Mike Bahlinger

Mike notes that he will be referring to the documents provided to each Trustee via e-mail and that copies are available for those present.

Keystone Mental Health Program – licensed professionals providing a broad range of mental and behavioral health services through an early-intervention modality allowing for a continuum of care to underserved children and families. These services include assessments, screenings, treatment and consultation to community providers (i.e. courts, schools, agencies.) Unique to the region and serving both Keystone and the Taylor Family Care Center, is OLH's *Medical Case Management* project which was developed by OLH and is designed to respond to the medical health needs of children in the foster care system. Services are provided by a licensed R.N. and include medical health needs assessments, collection and review of medical records, development of individualized primary care plans and building relationships with the families and primary health care providers. Keystone is on target to meet the goal of providing for 400+ clients. Keystone employee retention rate is strong (82% in position for 5+ years); led by Dr. Lizette Smith; has 11 staff members (91% licensed and credentialed); and typically operates with a \$250,000+ deficit each year.

Keystone: "Improving wellbeing and increasing access to treatment."

Medical Case Management: "A unique, holistic continuum of care."

Our Little Academy – an innovative day-treatment and education program for children ages 3 to 5½ with behavioral or mental health challenges. Unique to the region, licensed professionals provide therapies and support services within a pre-school setting offering a "one stop shop" for those families needing specialized services. OLA kids have access to the Keystone Program, the Medical Case Management project as well as a wide variety of other services (i.e. PT, OT, Speech, Psychiatry.) OLA is on target to meet goal of serving 15 kids this year and typically runs a \$150,000 deficit each fiscal year. Program is led by Sarah Thomas; has 5 staff members (100% licensed and credentialed); provides a holistic approach meeting mental health and physical health needs through the Medical Case Management project; typically serves 6 kids in the classrooms and usually has a \$100,000+ deficit.

Our Little Academy: "A gateway to care, a bridge to lifelong success."

Taylor Family Care Center – a foster care, case-management program in partnership with the Saint Louis Partners, providing care for children and families in the foster care system due to abuse and/or neglect. The St. Louis Partners is a consortium of providers (Catholic Charities and Lutheran Children and Family Services) contracted with the State of Missouri’s Children’s Division. A separate corporation was established (Our Little Haven Service Agency, LLC) to govern the partnership and service the contract with the state. The TFCC professionals assist families with reunification and if that is not possible, transition the child into safe, loving and permanent homes. TFCC is on target to serve 117 kids and achieve a minimum of a 30% permanency rate (currently at 41%); and has 11 staff members (91% licensed and credentialed.)
Taylor Family Care Center: “Finding permanency for kids through family centered care.”

Mike reports that the periodic job vacancies Our Little Haven experiences have become easier to fill due to designing a protocol for “recruitment and retention” of employees (in response to the Strategic Plan) which includes merit-based salary increases; affordable insurance; a “First 90 Day” welcome process; an employee training/continuing-education grant; a Performance Quality Improvement process; a comfortable and safe work environment; and team building opportunities hosted by a committee comprised of staff members from each Program.

Mike then presents and reports on the latest financial report using a Power Point presentation and handouts. This report reflects the figures from the first half of the 2018 fiscal year. All in attendance are provided with a copy of this PowerPoint and with the most recent financial report which was also sent to everyone in advance of the meeting with the meeting notice.

Mike’s presentation includes highlights of the finances, the current Balance Sheet and Income Statement, net assets, and sources of revenue. Specifically, Mike reports:

- ◆ OLH is beginning to see the results of the County Services Fund’s decrease in funding
- ◆ 75% of OLH costs are staff expenses – 33 FT staff - 82% are professionally licensed and credentialed.
- ◆ The family of a long-time staff member created the Carrie Fund in memory of her (\$50,000)
- ◆ 2017 Holiday Appeal Letter was the best response with a 4.4% response
- ◆ Trustees are responsible for approximately 26% of the revenues

Mike also reports that both the Investment Committee and the Compensation & Audit Committee has met several times through the year – he thanks the members for their time and consideration and presents the reports from the Committees including the Caregiver’s Fund and the Courage Fund.

Investment Committee Report: OLH seeing the benefit of the endowment funds with the high market returns over the past couple years. As County Funds are reduced, the endowment income is becoming more and more critical. While Balance Sheet is on the positive side, OLH is fully prepared to face when the Balance Sheet is negative.

Compensation and Audit Committee: Committee suggested OLH fund the Strategic Plan goals relating to “Recruitment and Retention” opportunities; and, approved budget items presented to them by Mike Bahlinger. Employee merit-based salary increases, one-time bonuses, 403(b) contributions and training stipends were all approved by the Committee.

After some discussion, the Trustees accept the report.

PQI and The Work – Anniversary Gala – by Scott Hummel

Bill introduces Scott to talk about the work at Our Little Haven. Scott reminds the Trustees that the Anniversary Gala is Sunday, April 22, 2018 and all are invited. He went on to inform the Trustees that a local Corporation has agreed to underwrite the Gala so every dollar raised at the event will go to the Mission (when asked who is the underwriter, Scott responds that he can't say but a clue is that the underwriter is an "a local enterprising company.") Scott then invites Chris Munoz to discuss the plans for the Gala. Chris reports that the Trustees are invited to help meet the \$200,000 goal for the evening. Each Trustee is provided with a Sponsorship Invitation and Chris encourages them to invite other community leaders to help. Two aspects of the evening include the "25th Anniversary Avenue" inviting guests to take a stroll down memory lane; and Nurse Jenny (Jenny Meyer – early OLH employee and adoptive mom) sharing her story, with our guests, of her involvement in the early years and how OLH introduced her to-be-son to her family. Scott explains that one of the Gala Goals is to "connect" then and now for our guests and this powerful story will help with that.

Corporate Matters by Paul Klug

Chairman Newbold invites Paul Klug to introduce a corporate matter. Paul gives everyone a few moments to look over the minutes from the September 2017 meeting which were sent to each Trustee in advance of the meeting. The minutes are unanimously approved.

Trustee and Development Update by Chris Munoz

Chris and Heather report on several items from the Development Office.

- In response to the good practice and the Strategic Plan, the Development Team has increased social media approaches which resulted in an increase in gifts from the \$5 to \$250 Level givers (76% increase.)
- OLH's web presence continues to grow and the most recent report indicates 150 visitors per day to web site.

A. HavenClub Updates

Chris invites Andrew Evola to present the recent Haven Club updates to the Trustees.

Andrew speaks about the recent Haven Club events and the plans for the 2018 events – Trustees are certainly invited! After some discussion and questions, the Trustees thank Andrew.

- ◆ 43 active members of the HavenClub
- ◆ HavenClub has developed a 5-year plan
- ◆ Trivia Night was successful with almost 40 tables and netting \$10,000
- ◆ HavenClub Leadership held their annual planning meeting with 14 participants
- ◆ New HavenClub members visit OLH prior to their induction
- ◆ There are 3 social events scheduled

B. Strategic Plan – Process and Updates

Scott discusses the Strategic Plan and reports that the document continues to drive the work towards the Mission. The Strategic Leadership Team (SLT) continues to meet monthly to measure success and respond to the Plan's objectives. The SLT met with the facilitator (Jim Lang) who originally assisted with the Plan – the goal is to re-group, as the current Plan comes to a close, and see "what's next?"

C. Review of Activity Reports

Chris reports that the Development Team produces a summary report after each event – these Activity Reports are shared with the Trustees and include reports from 2017 Holiday Appeal, the formation of the Advisory Council, Trivia Night and the Trustee's Anniversary Party. Chris notes that these reports are shared with the Trustees and he is available for any questions or suggestions.

D. Upcoming Events

Scott provides each Trustee with the 2018 Calendar of Events and encourages all to mark their calendars.

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- ◆ BrewFest – Saturday, June 16 at Das Bevo
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- ◆ Clay Day – Friday, October 12 at St. Louis Skeet and Trap
- ◆ Chic Boutique – Saturday, November 17 at St. Nicolas Family Life Center

NEW DATE & NEW LOCATION

After several questions and comments, the Trustees accept the report and Chris thanks the Trustees for their continued support and consideration of the children and families served.

Risk Management by Mike Bahlinger

Mike notes that in response to the Executive Board of Directors recently conversation regarding the identification and resolution of a risk management issues. As the nature of the OLH work is, often, “hostile and emotional,” each Program Manager was asked:

1. What actions put OLH at risk and how do we minimize those risks?
2. What actions put OLH employees at risk and how are those minimized?

Each Program Manager took those two questions to the staff using the PQI process and each Program reported to the Strategic Leadership Team to answer the two questions. Mike went on to talk about the results of the process. In addition to simply having these important discussions and keeping safety in the fore-front, beneficial trainings and policy changes have been put in place (i.e. a “drive by” of the homes before entering for a home-visit, preparing an exit strategy, staff location and keeping in touch with other staff members while off campus, arranging office to keep appropriate distances between staff and client.) Another outcome was incorporating Program Procedures into the organization’s Policy and Procedure Manual and keeping this topic on the SLT Agendas. Mike went on to discuss a recent situation that involved a mentally ill parent and how the protocols successfully dictated the process.

Old Business by Bill Newbold

Nothing further to report

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Nothing further to report

Next Meeting

As a new venue is being sought, currently the meeting is scheduled for Wednesday, September 12, 2018. If the new venue comes to fruition, the date and location will change and Trustees will be kept up to date on any changes.

Adjourn

All are thanked again for their commitment and consideration – a prayer is shared and the meeting adjourns at 8:55 am.

Respectfully submitted,
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