



Our Little Haven Executive Board of Directors

and Board of Trustees Semi-Annual Meeting

Thursday, September 13, 2018

St. Nicholas Family Center

12550 South Forty Dr ~ St. Louis, Missouri 63141

Meeting and Breakfast Begins at 7:30 am

Agenda

- I. Invocation -
- II. Welcome and Introductions - Bill Newbold
- III. Program Report Mike Bahlinger
- IV. Financial Reports Mike Bahlinger
- V. PQI and The Work – *Cookie Jar Story* Heather Schmidt
- VI. Corporate Matters Paul Klug
 - A. Approval of Previous Minutes
 - B. Approval of Trustees, Directors, Officers
 - C. Quarterly PQI and Risk Management Checklist
- VII. Trustee and Development Scott Hummel
 - A. Haven Club Update Andrew Evola & Gretchen Keller
 - B. Strategic Plan – Process and Updates
 - C. Review of Recent Activity Reports
 - D. Upcoming Events –
 - 1. Calendar of Invitations
 - 2. Golf Outing (Mon & Tue, Sept 24 & 25) Scott Goodman
 - 3. Clay Day (Fri, Oct 12) Steve Faust
 - 4. Chic Boutique (Sat, Nov 17) Heather Schmidt
 - 5. Holiday Hugs Heather Schmidt
- VIII. Risk Management Issues Mike Bahlinger
 - A. Executive Committee CANS
 - B. Diversity and Inclusion
- IX. Old Business Bill Newbold
- X. New Business Bill Newbold
- XI. Next Meeting Bill Newbold
 - Thursday, February 14, 2019
- XII. Adjourn Bill Newbold

MINUTES OF THE EXECUTIVE BOARD OF DIRECTORS AND
THE SEMI-ANNUAL MEETING OF THE BOARD OF TRUSTEES
OF OUR LITTLE HAVEN
Thursday, September 13, 2018

The meeting of the Executive Board of Directors and the semi-annual meeting of the Board of Trustees is held at 7:15 a.m. on September 13, 2018 at the St. Nicholas Family Life Center in St. Louis, Missouri with a quorum present.

Director Paul Klug explains that Chairman Newbold has a family emergency as he welcomes the Directors and Trustees, calls the meeting to order and invites Executive Director Scott Hummel to offer a prayer. After the prayer, Paul invites all to breakfast.

At 7:56 am, Director Klug begins the meeting. Paul then welcomes and introduces OLH staff and Haven Club Leadership – staffers Heather Schmidt, and Mike Fitzgerald and HavenClub Co-President Gretchen Keller - as guests. Then Mr. Klug invites Mike Bahlinger to lead the discussion of Program Reports and Financial Reports.

Program and Financial Reports by Mike Bahlinger

Mike reports and presents the latest financial and programmatic report using a Power Point presentation. All in attendance are provided with a copy of the most recent audit, financial and program report which was also sent to everyone in advance of the meeting with the meeting notice. Mike thanks RubinBrown (the auditors) for their challenging work, tells the Trustees that the programs are in very good shape, making a significant impact on hundreds of children and families that need the OLH support. Mike's report focuses on the FY 2017-18 year-end audit and report and he presents several highlights including an increase of Net Assets and Courage Fund. Mike's presentation includes the Highlights of the programs and finances, the current Balance Sheet and Income Statement, net assets, service to over 500 children and families, well balanced sources of revenue, and a strong customer satisfaction rate. Mike points out that the organization has a significant unrealized gain from the investments and a 60/40 revenue stream with 60% program revenue and 40% public support. Mike also reports the Income and Expense Allocation as well as the dedicated support attributed directly to the Trustees - reporting that over 30% of all revenues come from the Trustee's efforts. Mike also reports that both the Investment Committee and the Compensation & Audit Committee have 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.

Mike reminds the Trustees that OLH is staffed with 31 FTE and 2 PTE and that the organization offers good health, dental, disability and vision benefits; a 403(b) opportunity; a \$2,000 training stipend; and, year-end bonuses if the finances warrant.

Mike and Scott then begin the discussion regarding the programs offered by OLH which continue to be well received by the community and the clients. Each Program is described, and questions are discussed. Service totals are shared, and they explain how OLH measures “success” based on customer surveys, peer reviews, outside clinical audits, and Program PQI and COA standards.

They report that the most recent measurements indicate that the overall “success rate” continue to be measured at around 90% - meaning that 90% of clients are reporting a reduction of symptoms, a better life style, healthy behaviors and are “better” after experiencing OLH. Trustees then engage the group with questions and plenty of discussion; and, accept Mike’s report with a hearty round of applause for his often-unheralded work.

PQI and The Work – The Cookie Jar Story – by Scott Hummel

Scott reports that the Development Team has developed plans to focus on *The Cookie Jar* for the Holiday and Christmas Appeal. Heather continues the conversation and notes that a friend at Captiva marketing (with Trustee Matt Stroble’s input) has created an animation featuring the Story (Captiva and Managing Partner, Bill Brassier, donated the production) which will be used as the centerpiece for this year’s appeal. Heather shares the video with the Trustees and all agree it is an effective way to introduce OLH. Heather explains the process of the introduction and reminds the Trustees that the goal is for the public to “react and donate” to the cause. After some discussion and questions, the Trustees accept the report.

Corporate Matters by Paul Klug

Paul Klug introduces a couple important corporate matters. Paul gives everyone a few moments to look over the minutes from the February 2018 meeting which were sent to each Trustee in advance of the meeting. The minutes are unanimously approved. Paul then calls for an approval of the Trustees, Directors and Officers for Our Little Haven. After some discussion, the slate is unanimously approved.

PQI and Risk Management Check List – by Paul Klug

Paul Klug then discusses the “Quarterly Risk Management/PQI Checklist” for completion. Each Director and Trustee had been provided with the “checklist” prior to the meeting to determine compliance with the numerous governing issues of OLH. After numerous discussions and demonstrations and “proofs” of compliance, the Directors accepted the measuring devise as accurate and reflecting the status of compliance.

Trustee and Development Update by Scott Hummel

A. HavenClub Updates

Gretchen Keller, Co-President of the HavenClub, presents the most up-to-date information about the work the HC is doing on behalf of the kids and families served. This work includes service projects at OLH; hosting several fundraising events; and co-hosting the St. Louis Partners’ Foster Care picnic. After some discussion, all thank Gretchen and the HavenClub for their efforts.

B. Strategic Plan – Process and Updates

Mike 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. Unfortunately, recent news about the passing of our facilitator, Jim Lang, has created a “what’s next” situation which will be resolved quickly.

C. Review of Activity Reports

Scott reminds all that the Development Team produces a summary report after each event – these Activity Reports are shared with the Trustees. After some discussion, Chris notes he is available for any questions or suggestions.

D. Upcoming Events

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

- ◆ Golf Outing – Mon. and Tues., Sept 24 and 25 at Sunset CC
- ◆ Clay Day – Friday, October 12 at St. Louis Skeet and Trap
- ◆ Chic Boutique – Saturday, November 17 at St. Nicolas Family Life Center
- ◆ Holiday Hugs featuring Jasmine and Andrew and The Cookie Jar

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

Risk Management by Mike Bahlinger

Mike notes that in our continuing efforts to manage the numerous risks associated with the work, OLH has initiated two processes:

1. The Strategic Leadership Team, through the Program PQI process, has requested each Director of Our Little Haven go through the CANS (Child Abuse Neglect Screening) process. Mike reports that this has been accomplished and will be part of the annual process that all staff go through to assure safety and reduce the risk of any concerns.
2. Also, through the PQI system, OLH has begun a Diversity and Inclusion process, under the guidance of Trustee Adrienne Davis, to get better at what we do. More information about this will be forthcoming and the staff is excited about the work.

Old Business by Bill Newbold

Nothing further to report

New Business by Bill Newbold

Nothing further to report

Next Meeting

The date and location of the next meeting in early 2019 will be scheduled soon - Trustees will be kept up to date for their calendars.

Adjourn

All are thanked again for their commitment and consideration – the Trustee share a prayer and the meeting adjourns at 8:57 am.

Respectfully submitted,
Paul Klug