



HOPE 4 Youth Board of Directors

Meeting Minutes

Date: March 27, 2023

Time: 5:00 pm, Anoka County Sheriff's Office or Zoom

Board Members Present: Steve Nash, Stephan Spears, JJ Slag, Anna VonRueden, Don Phillips, Sue Woodard, Brad Konik, Linda Barnum, Julie Cole, Pat Chen

Board Members Absent: Paul Lenzmeier

Staff and Guests Present: LaChelle Williams, Mark McNamer, Nikki Calvin, Brooke Limanen, Mikaela Bartoo, Mica Bingel, Danielle Snider (minutes)

Minutes:

Call to Order

- The meeting was called to order at 5:04 pm by Steve Nash. Welcome to Mica and Mikaela, two staff members that are joining us for tonight's meeting.

Mission Moment (Mikaela Bartoo)

- Mikaela has been on staff for 10 months. She volunteered for 18 months before joining us as a staff member. James started coming to HOPE 4 Youth during one of Mikaela's first volunteer shifts. He had been actively struggling with severe mental health issues, substance abuse/addiction, and has actively slept outside for extended periods of time. James slept outside as he had experienced traumatic violence in shelter situations as a youth and adult. Additionally, James has lacked family support, has a criminal record, and a handful of other barriers. He was experiencing a lot of very heavy situations in his life. This January, he was 120 days sober and is now thriving. He started an internship at another treatment facility.

Approval of Agenda and Minutes

- Motion made by Pat Chen, seconded by Anna VonRueden, and the 1.30.23 minutes passed unanimously.
- Motion by Stephan Spears, seconded by Linda Barnum, and the approved agenda passed unanimously.

Update on Executive Committee (Steve Nash)

- Sue has agreed to stay on the board for another term. She has been on the Board the longest for HOPE 4 Youth. We are so appreciative of all she has brought and continues to bring to our organization. Congrats on your marriage and condolences on the passing of your father. Sue is taking a step into the background for this next season. Sue appreciates our support and is so grateful to continue alongside us.
- LaChelle is in the process of doing the annual Board 1:1s. She is confirming your desire regarding your board committee engagement. We appreciate your time and commitment.
- Our Board Reserve policy needs a vote of approval. We have updated the Board Reserve Policy. In this amendment we have removed the language on establishing the fund, added our Line of Credit (LOC) shift into the policy, and updated staff responsibility of maintenance and communication from the ED and Controller to the ED and Finance and Admin Specialist roles. The updated policy is in the board packet. Don shared that this policy change is fully supported by the Finance Committee.
- Motion made by Don Phillips, seconded by Pat Chen, and the Board Reserve Policy update was passed unanimously.
- LaChelle and Tanya will be annually reviewing all HOPE 4 Youth policies. In 2022 when we paid off HOPE Place, per the Board Reserve Policy, we approved the use of funds to pay off the facility, however, we omitted determining a plan for the repayment of those funds. We added a \$200,000 LOC but did not lay out a specific plan. We have three options: suspend repayment, transfer from our cash account (we are earning the same interest) or begin payment in 2023. The Finance Committee reviewed the options and recommended we suspend any repayment at this time. We did use \$150,000 of excess funds in 2022 to

purchase Treasury Bills. With the LOC, we meet the 3-month requirement of operations expenses. We need a vote on the recommendation to suspend any payment.

- Motion by Linda Barnum, seconded by Don Phillips, and payment suspension passed unanimously approved.
- Steve reminded the Board that our A Night 4 HOPE event is in April, so it is a big month for us. Please get the word out there. We moved to a bigger venue this year and it is coming up quickly.

Strategic Discussion: 2022 Program Outcomes (Mark McNamer)

- In 2022 we had 2,983 visits to our Drop-In Center. We saw 415 youth, 248 of which were new intakes. 269 youth received 928 hours of case management at our Drop-In Center. We made 354 referrals out to 71 other organizations. The full slideshow can be found in the Board Portal.
- HOPE Place served 27 youth. 17 exited HOPE Place and 10 successfully completed. 24 youth received 284 hours of case management. 48% were female, 45% were male, and 7% were non-binary. 52% were black, 26% white, 19% multi-racial, and 3% other. Mica shared that those that successfully completed the program were focused on job retention, mental health, and education.
- It was suggested that we focus on goals/metrics and track those trends. We want to be sure that what we are tracking is meaningful as we advance our metrics and measurements. What are we measuring it against? JJ suggested determining what our capacity is (staff, facility, resources, etc.) and identifying what success looks like for our unique situation. Julie noted that data should be driving insights. Insights should be actionable.
- In 2022, we had a 33% increase in youth visiting our Drop-In Center. 63% of youth learn about H4Y through a friend or family member. 59% of youth have had contact with us for less than a year. 18% of youth have had contact with us for one year. 32% of the youth we see are temporarily staying with friends/family. 31% are living on their own.
- Thus far, we have received responses from 52 youth (13% response rate) on the youth survey we have started doing. These surveys were done through a Google form, personal calls, texts, and face-to-face interactions as well. The goal moving forward is to systemize this into case management.
- Stephan noted that the youth outcomes slide is the first thing he has seen that has shown the impact. These are the first results like this that can be brought to potential partners, donors, etc.
- Anna suggested incentivizing this survey for those youth that complete it.
- 49 youth were served through our Housing Support Fund.
- Julie noted that we can easily cause confirmation bias. We need to ensure that we are collecting data in uniform/systemic ways to ensure consistent results.
- LaChelle shared that 3 of our 11 board members have lived experience. There are also currently five staff members with lived experience. These are powerful and important pieces of information.
- 61.6% of the youth we served were from Anoka County. There were also 24% from Hennepin County and 11% from Ramsey County.
- We were just selected by Anoka County as an FHPAP sub-grantee.
- Some Program areas of focus in 2023 are increasing case management hours, increasing the number of youth surveys, education, employment, mental health, outreach development, HOPE Homes development, lower turnover rates at HOPE Place, and increasing our community partnerships.
- Pat suggested collecting an NPS score during the surveys as well.

Executive Director Update (LaChelle Williams)

- We are fully staffed for the first time since LaChelle joined the team.
- There are several community groups happening at the DIC.
- There are some Anoka County grant opportunities available to us. The momentum of true partnerships is coming to fruition.
- We have received confirmation for ERC. It will come at the end of Q2, so we will see in the coming months.
- We are in full swing preparing for the Audit. Everything is uploaded. The Board will not see the audit until June due to the auditors' schedule. We are on the docket for February or March 2024.
- Things culturally feel good.
- Regarding our Facility Update, we are in the House bonding bill and have no news on the Senate. Plan B is to lease and renovate. Plan C is an anonymous non-profit partner.

Finance Committee (Don Phillips/Brooke Limanen)

- We currently have 10 months of cash on hand and are trending positively year to date.

Advancement/Development Committee (JJ Slag/Nikki Calvin)

- Donations are doing well. We are doing a lot with donor stewardship. We are now tracking first-time donors, as well as first-time donors that return to make a second gift.
- There is a new Donations Process in place. Mari is now determining best practices, updates, and how to best focus on the youth.
- There were seven new outreach engagements in February and March.
- Abby has been rebranding our social media to be less cluttered and more focused on the mission.
- 10 Years of Building HOPE messages on the website and social media.
- We are also focusing on special event strategies. There are several events led by HOPE 4 Youth, but there are also many other special events and community events that support our mission as well.
- A Night 4 HOPE
 - 185 tickets sold to date. Our goal is to seat 250.
 - Carlson Toyota moved from a Silver to Platinum sponsorship.
 - Our AN4H Committee is heavily involved. We are grateful for their continued partnership and wisdom.
 - Action Items:
 - Additional sponsors needed.
 - Invite guests to purchase a table/buy tickets.
 - Share on social media.
 - Silent Auction items
 - Board live auction items
 - Anna and JJ will champion this to kick off the live auction.
 - Don is going to connect with his contact at the Twins to secure memorabilia.

Open Business

- Steve shared that this is one of the best meetings he has ever had.

Adjourn

- **Motion** to adjourn was made by Anna VonRueden, seconded by JJ Slag, and approved unanimously.

The meeting ended at 6:58 pm.

Respectfully Submitted,

Danielle Snider, Administrative Coordinator

Action Items:

- Prioritize Youth Survey and consistency in data collection
- Include Youth Survey results in AN4H slide show
- Add number of staff/capacity to year over year comparisons. Number of youth per staff member? (FTEs?)
- Post for board members to share on social media

Upcoming Events:

- [A Night 4 HOPE](#) – April 22, 2023
- Heartland Tire Golf Tournament – August 21, 2023
- The Darkest Night 4K – September 16, 2023
- Hunt 4 HOPE – September 22, 2023
- Inspiring HOPE Breakfast – October 25, 2023
- Out of the Cold – November 16, 2023