

Board Meeting Minutes

January 24, 2019

Room C – Ottawa Office

Present: Jeff DeMoss, Cherie Reynolds, Marty Ricconi, Melissa Hulse, Steve Bouslog (Phone), Katie Bagley, Sandra Labak-Ivanauskas (Phone), Brian Towne, Robert King (Phone)

Absent: Dani Holland

Present (Staff): Frank Vonch, Dave Conrad, Joyce Garbs, Sue Trost, Lisa Gustafson

Jeff DeMoss called the meeting to order at 5 p.m.

Motion was made to adopt the agenda – Moved by Steve Bouslog, 2nd by Brian Towne, All passed.

Jeff wanted to note that an e-mail vote was conducted on January 17, 2019 to approve the new Board Officers. Including: Jeff DeMoss, *President*; Cherie Reynolds, *Vice President*; and Brian Towne, *Secretary/Treasurer*. The vote was unanimous and the terms will begin at this meeting.

Motion was made to approve the November 2018 Board Minutes – Moved by Cherie Reynolds, 2nd by Melissa Hulse, All passed.

Welcome to Lisa Gustafson – Children’s First Program

Lisa Gustafson was welcomed and will be speaking about the Children’s First Program at YSB. She has been at the agency for 19 years. She also oversees the Treatment Program.

Lisa gave a history of Children’s First Program, which is required for all divorcing parents with minor children. It is currently provided in LaSalle and Bureau County. It is taught by a Master’s Level Clinician. YSB provides the 4-hour class approx. 4 times per month. Two Saturday’s to accommodate client schedules, and two evening classes during the month. It is designed to ensure that parents DO NOT place the child(ren) in the middle of the divorce process. It is not a counseling program. The class is presented as a series of DVD vignettes, followed by a question and answer session, where parents can convey problems or issues that they may have had up to this point. A curriculum is available for children as well, but YSB has not incorporated this as of yet. In a survey to adults taking the class, most said they would NOT have their children attend this class unless it was mandated by the court. An average class size is 8 to 10 adults. Accommodations are made so it is not too crowded in a classroom. It is designed to identify the normal issues in dealing with children of divorce. This program was designed by mental health experts as a result of excess time being put into post-divorce proceedings, to keep parents from repeatedly going back into court with custody issues. This program is active in many States. YSB has been offering this program for over 10 years. Updated curriculum is given regularly. There is also an online version ONLY if a parent receives permission from their judge. The merits of being in the classroom is valued highly as a way of hearing what others are going through. Clients receive certification at the end of class to present back to the court.

This class may be expanding to the Aurora/Glen Ellyn area. It is currently being worked on. The agency must have a letter of support from the Circuit Judge to do so.

The agency provides the class at several locations: Princeton, LaSalle, and Ottawa. Also, the parents CANNOT be in the same class together. The chief judge’s approval letter comes from the county in which it will be offered. Clients from other counties can drive to one of our locations to take the class, but YSB cannot offer it elsewhere unless we are certified to do so. This class is required for 100% of divorce cases WITH minor children (under 18). The cost of

the class is \$65. If someone cannot afford the class, the agency will work with them as long as they have proof that they cannot afford it.

Treasurer's Report – Dave Conrad

December Financials – The December 31st financial statements were forwarded to all Board members. The agency is mostly on track with the budget as anticipated. The agency is behind by 5% in Revenue in the budget, the expenses are also behind just a bit more than that. The agency is currently at a small surplus.

The number of foster care cases are near what they normally are. Intact cases are higher, but we are billing at a lower rate if clients are in the program for longer than anticipated. Our fundraising/donations are budgeted equally for each month, so we are behind as most of the fundraising happens during the second half of the year.

Jeff entertained a motion to approve the Treasurer's Report, Katie Bagley moved, 2nd by Melissa Hulse, All Passed.

Salary Recommendation – The finance meeting discussed a potential salary adjustment, and the system in determining these adjustments. Many supervisors prefer to go with giving the maximum of the increase range. Salary adjustments will be recommended by the Supervisor in a range of 0% up to 2.5%. There may be additional tiers to this: a person can earn an additional 0.5% for doing an excellent job, and if the Supervisor can articulate in writing 3 reasons why this particular employee does an exceptional job above and beyond their normal work load (this would not include just showing up on time every day and dressing appropriately, etc.) If this is written and deemed acceptable, this could take a person from 2.5% to 3%. If a Supervisor can articulate an additional 2 more reasons (total of 5) as to why the employee goes far above and beyond their work load, then they could earn a potential 3.5% pay increase. The first three exemplary reasons will be sent to HR. The final two will be reviewed and approved by Frank.

The system was discussed and the finance committee have unanimously voted to approve salary increases based on this new system and recommending that the Board approve the increase. Dave mentioned that to be eligible for a pay increase, an employee must be here for at least one year. He also discussed how the increase would affect the overall budget. Even with a salary adjustment, the agency would end with a small surplus, or a break even at the end of the fiscal year.

Frank mentioned that one of the biggest battles is offering a comparable salary to those offered by state agencies. The salary in this agency is comparable to other non-profits of our size. He also mentioned that most employees are good employees, but those who go above and beyond their job description should be rewarded beyond what the average employee receives. Frank feels that by giving every employee the same increase, it harms those employees who go above and beyond. This is a pay-per-performance program. This system helps to keep each employee accountable for their work performance. If a Supervisor thinks their staff deserves more, then they must prove it.

Melissa asked how this will be rolled out to employees. Will they be informed or will it be a surprise? All employees will receive the 0 to 2.5% increase. Beyond that, the Supervisors should inform the staff member what their pay increase will be if it is improved. Employees will be made aware of this two-tier system of increase IF they qualify. The Supervisors will be informed of this new system during the Admin meeting, which these meeting notes will be posted online for staff to review. In addition, HR will send out an e-mail to all staff outlining the procedure.

The Board stated that as long as this new system is written down and pointed out effectively to the staff from the beginning, then it will work well. It was questioned if Supervisors will have a system set up to track how an employee may be going above and beyond their job description? Joyce mentioned that when she meets with each Supervisor, it is recommended that they each keep a separate file on their employee, which will spell out what

they do well, and what can be worked on. What would happen if an employee would fall under the supervision of a person who doesn't keep records or documentation on their performance? What is the supervisor's motivation to keep records at the level they should be? The policy of DCFS is to document information and notes within 48 hours of an event related to work. Less than 10% of staff do this within the time frame. It is an impossible task to expect Supervisors to keep track of information right as it happens. Supervisors should know what is expected of them and of their staff. It is constantly encouraged to showcase outstanding behavior with employees. Joyce will send out a form that outlines the 2 tiers and Supervisors will use it to record their recommendations.

Marty mentioned that he likes merit pay, but it is the subjectivity of distributing it that kills it every time. Jeff mentioned that managers in his work are spoken with every couple of weeks, and they are informed clearly where they stand and how the staff they oversee are doing. This keeps every employee working to the best of their ability. At times, it is tough to have conversations with less than average employees, but these conversations must be done. Jeff asked if it is possible to have quarterly reviews with the Supervisors? Joyce mentioned that Supervisors have monthly and weekly meetings with their staff, but this is to discuss clients, not performance. Supervisors are always encouraged to have these performance meetings with their staff on a regular basis. Joyce mentioned that she will be able to give job descriptions for each staff member to their Supervisor.

It was asked if employees are required to read Board minutes? That is not required, but we have recently started sending out the HR Corner to keep staff up to date with changes in policy and to inform on changes that are coming up. It was mentioned to keep staff aware of these changes so that they can have the motivation to possibly achieve up to a 3.5% raise.

It was questioned what happens if an employee will do work that is exemplary, but six months later may do something very bad? Each case would be reviewed individually and decided upon at that time. If an employee does an exemplary job, but the Supervisor is not paying attention to it, then the Supervisor should be spoken to about being aware of what their staff are doing.

By approving this motion, the Salary adjustment would be made retroactive to January 1, 2019 on employee pay. Supervisors will be given the option to complete and assess their employees for increases and turn in within 2 weeks.

Motion was made to approve Salary Recommendation, moved by Cherie Reynolds, 2nd by Steve Bouslog, All passed.

Marketing/Development – Sue Trost

The Annual Report brought in over \$5K this year, which is up from last year of \$2,795. The Holiday letter brought in over \$18K this year, up from approximately \$16K last year. The Star Tree and Christmas Programs at YSB went along fantastically. We will be sending out a "Because of You" newsletter soon to showcase these holiday donations and events. Frank mentioned that the response from donors was amazing this year. Sue also mentioned that teenagers are receiving better gifts from donors. Marketing and Development is working on changing up Bids for Kids for this coming year. May 18 is the tentative date for the event. The Blue-Ribbon Campaign begins on April 1. Each year the amount of money received from the Blue-Ribbon Campaign has increased. Sue will be reaching out to Board Members for help during this campaign.

Frank mentioned that Bids for Kids has been successful with Sponsors in the past, along with the Live Auction, and the Blue-Ribbon Campaign. He mentioned that selling tickets for the event has been a challenge for a few years. Frank questioned what can be done differently this year so we keep the sponsors and businesses already involved in YSB, but to change what is not working. This is under review.

Grants are being reviewed throughout the year. We have recently received a \$2,500 grant from the Ribfest (Naperville) organization.

Committee Reports

Building and Grounds Committee Report – Frank Vonch

Glen Ellyn Lease Expiration – Some of the extended leases are soon expiring. Glen Ellyn will be up in December of 2019. The agency will begin talking and renegotiating with the landlord in Glen Ellyn. It may be recommended to the Board to change the situation in this area.

Frank handed out the Board Committee List to all members. None of these committees are set in stone. If you would like to change membership on a committee, please let John Zavada (JohnZ@ysbiv.org) know. Please send a copy of the list to Dr. Labak, and others not in attendance.

Board Development Committee Report – Frank Vonch

To meet in February.

Personnel Committee – Steve Bouslog

Marty and Steve met with Frank for his evaluation. As the Personnel Committee meets, they will report back to the Board on points given to him to address. Frank's contract was also discussed, which comes up in April. The Personnel Committee will meet to address this and present to the Board in March.

For the new members present, the definition of each Committee was reviewed. If an issue arises within the agency, it would be brought to the appropriate committee to be reviewed and then brought to the Board with a recommendation.

Executive Director's Report – Frank Vonch

Longevity Pay - Frank discussed that DCFS had given Longevity pay last year. They are continuing this longevity pay for this fiscal year. It will be broken up in to two payments of \$500 to eligible staff. This is in addition to the Salary Adjustment above. Supervisors and Licensing staff are not a part of this, but YSB did not make the eligibility rules for this payout. The agency will move forward with this.

JSOP (Juvenile Sex Offender Program) – The rates YSB charges for this program are too low. The terms of payment have been renegotiated with the Probation Office. These new rates went into effect on December 1. This is a very valuable and specialized program. It was communicated with Staff who work in this program that it will be expanded to other counties, that there will be a timesheet developed showing that work being done in this program is not being done during the time worked in their other YSB job, and this program and agreement must be reviewed annually. If staff are operating in more than one program, the timesheet must reflect this. Frank mentioned that he was not opposed to staff working in this program as a private contractor, but they must pay for anything associated with it on their own. He also mentioned that a staff member would need to be in the program for a number of years if the agency were to pay for certification in it. If the agency can't attract other people to work in this program in the future, then Frank can see no reason to keep doing it. This will be addressed as time goes on. There are approx. 6 to 8 clients at a given time in this program, who may be served for two years, but it is fluid and there are no direct numbers on how many people are served. If a client does not comply with JSOP, then they are pushed into other areas of the court system to deal with them.

Motion was made to approve Frank's Executive Report, moved by Katie Bagley, 2nd by Marty Ricconi, All passed.

Brian Towne exited the meeting.

Old Business

DCFS excess plan accepted – YSB was required to submit a plan for excess revenue to DCFS by the end of the year. The plan is being monitored and will be reviewed by the end of the fiscal year. The agency is currently on target with what needs to be done.

Human Rights – New Filing – The Human Rights committee came to a verdict on this issue, which was positive towards the agency. The ruling has been spelled out clearly for the agency. The employee involved is submitting their case to the EEOC. Due to the government shutdown, it has not been made clear what is being filed against the agency. The agency has paid out for legal fees.

Two other former employee issues have surfaced regarding the EEOC. The agency is awaiting further information after the government shut down ends.

Frank is inquiring into the possibility, as an agency, to file against the person's who are wrongfully filing against the agency.

New Business

COA Status Update – The agency will be up for reaccreditation with the Council of Accreditation in 2020. The process of organizing and collecting information for them will begin in April of this year. The reaccreditation team will visit and review the agency in approx. August through September of 2020.

Annual Risk Report, 2018 – This report will be sent out to all Board members. It covers everything that is a risk to the agency. There will be a finding at the end of the report. Please look it over and if you have questions, please bring them up.

Quality Assurance

Quarterly CQI Summary to be sent out – This will be sent out to the Board soon. The 401K information was also sent out by HR.

Motion made to adjourn by Steve Bouslog, 2nd by Melissa Hulse, All passed

Next Meeting: Thursday, March 21, 2019 5:00 p.m. Ottawa Office